

Long-Term Care Resident and Family Experience Survey

2018-19

Saskatchewan! 

Executive Summary

The Long-term Care (LTC) Resident and Family Experience Surveys, which meet accreditation standards, were developed in collaboration with the Health Quality Council and former Regional Health Authorities in 2015-16. All former health regions first conducted the surveys in 2016-17 to determine baseline satisfaction rates. The survey was completed again in 2018-19 with a target of improving satisfaction rates for both residents and families by 5% over 2016-17 results.

A representative portion of residents in all LTC facilities were asked to participate in the survey. In LTC homes with less than 20 residents, every resident was invited to participate. Residents who did not have the cognitive capacity to respond to the survey were excluded. All families were invited to participate and provide feedback on their experiences.

The surveys include questions related to general experience, communication, care provision, food and mealtime experience, home environment and services, activities experience and general satisfaction. Residents and family members could respond to questions by checking “Always”, “Usually”, “Sometimes”, “Rarely”, “Never” or “Not applicable/Choose not to respond”. Respondents also had the opportunity to provide narrative responses to open-ended questions.

Approximately 31% of LTC residents responded to the 2018-19 survey (compared to 32% in 2016-17). In addition, 2,121 family members responded to surveys as well (compared to 2,419 in 2016-17).

Total Responses	2016-17	2018-19
Residents	2,732	2,691
Family members	2,419	2,121

The majority of categories saw a general increase in satisfaction rates over 2016-17 results; a few more show an increase or no change in the top end of the satisfaction scale. Only two categories saw a slight decrease in satisfaction rates over 2016-17 results.

Category	Resident		Family	
	2016-17	2018-19	2016-17	2018-19
General Experience	83-90%	83-93%	76-90%	84-95%
Communication	60-81%	62-82%	63-83%	70-88%
Care Provision	73-86%	75-89%	63-80%	74-88%
Food and Mealtime Experience	78-93%	65-93%	68-82%	80-91%
Home Environment and Services	75-96%	70-96%	71-86%	63-94%
Activities	79-93%	77-92%	62-83%	69-86%

Overall, 85% of residents are generally satisfied with their special-care home, which is a slight decrease from an overall satisfaction rate of 88% in 2016-17. General satisfaction for family members remained the same at 83%. This is based on the response to a single question regarding general satisfaction.

Category	Resident		Family	
	2016-17	2018-19	2016-17	2018-19
General Satisfaction	88%	85%	83%	83%

Concerns raised by residents and families indicate opportunities for improvement at specific facilities. Survey results at the facility level have been shared with the Saskatchewan Health Authority to support quality improvement initiatives.

The next round of surveys will be implemented in 2020-21.

Results at a glance

General Experience

Residents rated their general experience quite positively, with 83-93% of respondents choosing “Always” or “Usually” for each of the seven quality statements in this section. Improvements of 1-4% were seen in six of the seven quality statements when compared to 2016-17 results; the only statement “Staff say hello to me and address me by my preferred name” saw a minor decrease of 1%.

Families rated their general experience positively as well, with 84-95% of respondents choosing “Always” or “Usually” for each of the seven quality statements in this section. All of the quality statements in this section saw an increase in satisfaction rates over 2016-17 results; indicators related to quality of care, respecting privacy, feeling safe and respecting personal belonging saw the most significant increases.

Communication

The percentage of residents who chose “Always” or “Usually” for the nine quality statements ranged from 62-82%. Most statements in this category saw a modest increase over 2016-17 results; one indicator related to being involved in care decisions remained unchanged (at 69%) and one indicator related to being able to discuss care needs with a health care professional saw a 4% decrease. While the results indicate that some improvements have been made in this area, this category continues to score lowest for residents overall. Results suggest that efforts to communicate with residents about their care needs in a timely manner, provide opportunity for feedback on care plans, and keep residents informed when a concern has been raised, could be strengthened.

With a range of 70-88%, families responded more positively to this category than residents and improvements over 2016-17 results were noted in every category in this section. The most significant increases were noted in two areas related to sharing information about a family member’s care needs with the appropriate health care staff and communicating changes to care needs with the resident and/or family (increases of 11% and 13%, respectively).

Care Provision

While the overall percentage of 75-89% for residents who chose “Always” or “Usually” for the eight quality statements in this section increased over 2016-17 rates, there are a number of categories in this section that saw no change or slight decreases. Minor decreases of 1-2% were seen in categories related to being supported to participate in activities, being helped with personal care when needed, and having pain managed; however, these categories scored fairly high (low to mid 80’s) overall and therefore do not indicate a cause for concern. Positive increases were seen in categories related to care staff being available when needed, staff listening to residents’ suggestions or preferences, and feeling well cared for 24/7.

The overall scores of 74-88% for family surveys were fairly consistent with resident responses for this section; however, family responses show a significant increase over 2016-17 results. All of the categories in this section saw increases of 4-16%, with the greatest improvements in areas related to care staff being available when family members need assistance, staff incorporating family members’ preferences and suggestions, family members having choices regarding their care and feeling that family members are well cared for 24/7. Results may suggest an increased effort to include family members in discussions around care planning, and a greater overall focus on providing client-centered care.

Food and Mealtime Experience

Resident responses for the quality statements in this category were fairly consistent with 2016-17 results, with no changes in two of the indicators and slight increases in two more indicators. The only quality statement that showed a decrease (-17%) is related to being offered help to eat and drink; however, 30% of respondents chose “Not Applicable/Choose Not to Respond” and only 5% of respondents chose “Sometimes”, “Rarely” or “Never” in response to this question.

Family members appear very satisfied with the food and mealtime experience of their family members, with 80-91% of respondents choosing “Always” or “Usually” in this category. This is a significant improvement over 2016-17 results. All indicators in this section show an increase in satisfaction rates, with indicators related to variety of foods on offer, having a pleasant dining experience and overall quality of food and drink showing the greatest improvements.

Home Environment and Services

Resident responses in this category are fairly high, with a range of 70-96%; however, there is a mix of increases and decreases when compared to 2016-17 rates. Overall cleanliness, observing quiet time, comfortable temperature and laundry services all scored over 80%. Slight decreases were noted in indicators related to access to spiritual services and having staff support residents to access other health care professionals, if needed; however, both of these categories had a high “Not Applicable/Choose not to Respond” rate (16% and 21% respectively), which affects the overall score.

With a range of 63-94%, family members had similar responses to residents. Similar to resident responses, indicators related to access to spiritual services and having staff support their family members to access other health care professionals, if needed, saw decreases when compared to 2016-17 results; however, these two questions also had high “Not Applicable/Choose Not to Respond” rates (19% and 23% respectively), which affects the overall score. As with residents, indicators related to overall cleanliness, observing quiet time, comfortable temperature and laundry services all scored over 80%.

Activities Experience

There was a 1% decrease in resident satisfaction rates related to activities and participation, when compared to 2016-17 results. Note that the indicator related to enjoying the activities provided in the home (77% satisfaction rate) had a 9% “Not Applicable/Choose Not to Respond” rate. Only 4% of residents chose “Rarely” or “Never” as a response to this question. Satisfaction related to participation was very high at 92%.

Family members scored the activities indicator 7% higher than 2016-17 results. This indicator had a 10% “Not Applicable/Choose Not to Answer” rate, which, again, impacts the results. Only 5% of respondents chose “Rarely” or “Never” for this indicator. In terms of participation, family members were fairly satisfied that family members had a choice in whether they would like to participate in the activities provided in the home.

General Satisfaction

Respondents were asked to rate their overall satisfaction with the care home on a 3-point scale of “Agree”, “Neutral” or “Disagree”. Overall, residents rated their overall satisfaction fairly high at 85%, a 3% decrease over 2016-17 results. Overall satisfaction for family members remained the same at 83%.

2018-19 Long-term Care Resident and Family Experience Survey Results

Methodological note: The 2016-17 surveys included a 3-point scale, with respondents choosing “Agree”, “Neutral” or “Disagree”; in 2018-19 the scale was expanded to a 5-point scale of “Always”, “Usually”, “Sometimes”, “Rarely” and “Never”. Both surveys also included a “Not Applicable/Choose Not to Respond” option. In the charts below, 2016-17 data reflects “Agree” responses; 2018-19 data includes responses to “Always” and “Usually”.

General Experience

Residents	2016-17	2018-19	% Change
Staff treat me with respect	89%	90%	↑ 1%
Staff are professional, and able to provide excellent care	83%	87%	↑ 4%
Staff say hello to me and address me by my preferred name	90%	89%	↓ 1%
Staff respect my privacy	87%	89%	↑ 2%
Staff respect my cultural and spiritual values	83%	83%	-
I feel safe here	91%	93%	↑ 2%
Staff respect my personal belongings	87%	88%	↑ 1%

Family Members	2016-17	2018-19	% Change
Staff treat me with respect	86%	95%	↑ 9%
Staff are professional, and able to provide excellent care	76%	89%	↑ 13%
Staff say hello to my family member and address them by their preferred name	90%	92%	↑ 2%
Staff respect my family member's privacy	83%	93%	↑ 10%
Staff respect my family member's cultural and spiritual values	80%	84%	↑ 4%
I feel safe here	82%	92%	↑ 10%
Staff respect my family member's personal belongings	76%	89%	↑ 13%

Communication

Residents	2016-17	2018-19	% Change
I feel listened to	77%	81%	↑ 4%
I have opportunities to discuss my care with nurses, doctors, and/or therapists)	75%	71%	↓ 4%
I am involved in decisions about my care	69%	69%	-
I am confident that information about my care is shared with staff members who need it	77%	79%	↑ 2%
Communication with staff about changes in my care needs is done promptly	66%	72%	↑ 6%
I know who to contact when I have concerns/questions	78%	79%	↑ 1%
I feel comfortable speaking to a staff member about a problem	81%	82%	↑ 1%
I feel confident that I will not suffer as a result of having raised concerns	73%	75%	↑ 2%
If I raised a concern I was contacted with regards to the outcome	60%	62%	↑ 2%

Family Members	2016-17	2018-19	% Change
I feel listened to	75%	84%	↑ 9%
I have opportunities to discuss my family member's care plan with nurses, doctors, and/or therapists)	79%	81%	↑ 2%
I am involved in decisions about my family member's care	76%	84%	↑ 8%
I am confident that information about my family member's care is shared with staff members who need it	69%	80%	↑ 11%
Communication with staff about changes in my family member's care needs is done promptly	66%	79%	↑ 13%
I know who to contact when I have concerns/questions	82%	88%	↑ 6%
I feel comfortable speaking to a staff member about a problem	84%	88%	↑ 4%
I feel confident that my family member's care will not suffer as a result of having raised concerns	75%	83%	↑ 8%
If I raised a concern I was contacted with regards to the outcome	63%	70%	↑ 7%

Care Provision

Residents	2016-17	2018-19	% Change
Care staff are available when I need them (e.g. continuing care aides, nurses, doctors, therapists)	78%	81%	↑3%
Staff are willing to follow my preferences or suggestions about my care	73%	75%	↑ 2%
I have choices regarding my care (e.g. time to wake, what to wear, etc)	81%	81%	-
Staff support me to participate in activities that are meaningful to me	85%	83%	↓ 2%
Staff help me with personal care when needed (e.g. assisting me to the washroom)	87%	85%	↓ 2%
I am well cared for 24 hours a day 7 days a week	86%	89%	↑3%
Staff offer treatment when I tell them I have pain	83%	82%	↓ 1%
Staff encourage me to do the things that I am able to do myself	86%	86%	-

Family Members	2016-17	2018-19	% Change
Care staff are available when my family member needs them (e.g. continuing care aides, nurses, doctors, therapists)	66%	82%	↑ 16%
Staff are willing to follow my family member's preferences or suggestions about their care	71%	81%	↑ 10%
My family member has choices regarding their care (e.g. time to wake, what to wear, etc)	63%	74%	↑ 11%
Staff support my family member to participate in activities that are meaningful to them	78%	83%	↑ 5%
Staff help my family member with personal care when needed (e.g. assisting me to the washroom)	79%	87%	↑ 8%
My family member is well cared for 24 hours a day 7 days a week	75%	88%	↑ 13%
Staff offer treatment when my family member tells them s/he has pain	80%	84%	↑ 4%
Staff encourage my family member to do the things that s/he can do themselves	77%	82%	↑ 5%

Food and Mealtime Experience

Residents	2016-17	2018-19	% Change
I receive the help I need to eat and drink throughout the day	82%	65%*	↓ 17%*
There is a good variety of foods and drinks offered to me	80%	81%	↑ 1%
The dining experience is pleasant	82%	82%	-
I get enough to eat and drink	93%	93%	-
The overall quality of the food & drinks is good	78%	81%	↑ 3%

Family Members	2016-17	2018-19	% Change
My family member receives the help needed to eat and drink throughout the day	78%	80%	↑ 2%
There is a good variety of foods and drinks offered to my family member	75%	86%	↑ 11%
The dining experience is pleasant	69%	83%	↑ 14%
My family member gets enough to eat and drink	82%	91%	↑ 9%
The overall quality of the food & drinks is good	73%	84%	↑ 11%

*Note that 30% of respondents selected "Not Applicable/Choose Not to Answer".

Home Environment and Services

Residents	2016-17	2018-19	% Change
The home is kept clean	96%	96%	-
The home is quiet when it should be	81%	85%	↑ 4%
The temperature in the home is comfortable	75%	81%	↑ 6%
I can talk about personal issues with a staff member if I want to*	72%	76%	↑ 4%
I can access spiritual services in the home	78%	76%	↓ 2%
Staff help me to access other health professionals if needed (provide contact information or make appointments for dentist, chiropractor, massage therapists, PT/OT)	71%	70%	↓ 1%
The laundry services are good	84%	85%	↑ 1%

Family Members	2016-17	2018-19	% Change
The home is kept clean	86%	94%	↑ 8%
The home is quiet when it should be	79%	89%	↑ 10%
The temperature in the home is comfortable	77%	88%	↑ 11%
My family member can talk about personal issues with a staff member if s/he wants to*	66%	72%	↑ 6%
My family member can access spiritual services in the home	79%	75%	↓ 4%
Staff help my family member to access other health professionals if needed (provide contact information or make appointments for dentist, chiropractor, massage therapists, PT/OT)	68%	63%	↓ 5%
The laundry services are good	72%	82%	↑ 10%

*2016/17 survey question was worded slightly differently: "I can get (my family member can get) emotional support if I (he/she) need(s) it".

Activities Experience

Residents	2016-17	2018-19	% Change
I like the activities provided in this home	78%	77%	↓ 1%
I can choose whether or not to participate in activities	93%	92%	↓ 1%

Family Members	2016-17	2018-19	% Change
My family member likes the activities provided in this home	62%	69%	↑ 7%
My family member can choose whether or not to participate in activities	83%	86%	↑ 3%

General Satisfaction

Residents	2016-17	2018-19	% Change
Overall this is a good place to live	88%	85%	↓ 3%

Family Members	2016-17	2018-19	% Change
Overall this is a good place to live	83%	83%	-