

2024 Family QOL Survey Results

Family and Friends Council

January 16, 2025



Progress – 2022 & 2023 Survey Results

- *Meaningful Activities*
- *Dining Experience*

Meaningful Activities

Work completed in 2024

- Adapt the existing “Getting to Know Me” tool to incorporate a social engagement lens.
 - Completed – “All About Me” tool developed
- Facility-wide roll-out of supportive tools and processes for the “All About Me” tool
 - Completed – implemented for all new admissions
 - In progress – obtaining information for all existing residents*
- Enhance availability of Magic Tables across the facility
 - 4 Magic Tables installed across the home
 - Training of Champion Network completed

Meaningful Activities

Work completed in 2024

- Enhancing availability of intellectual programming
 - Completed – advanced trivia nights, lecture series and documentary club introduced
 - In progress – evaluation and integration of new programs into activity programming
- Enhancing current methods of communicating available activities to enhance awareness
 - Changes to Master Calendar have been made - indicating which programs/activities are available to all residents.

Meaningful Activities

Planned Activities in 2025

- Introduce “busy bins” on dementia units
- Explore opportunities for introducing advanced Creative Arts programming

Dining Experience

Work completed in 2024

- Taking orders of all residents seated at a table utilizing the resident census sheet (one PSW takes order, another PSW delivers meals)
- Daily table rotation for meal service using unit calendar
 - Both implemented across Rideau building and most of Ottawa building (O1E remaining)

Dining Experience

Planned activities for 2025

- Spread existing work to the Gatineau building
- QI team to identify next priority area

2024 Family Survey Results

Survey Methodology

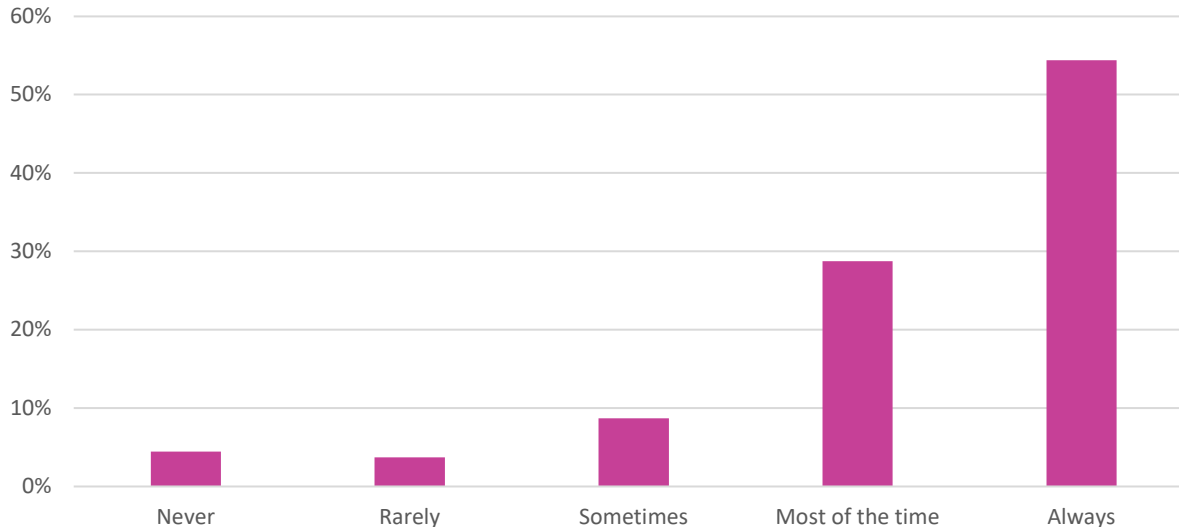
	Family Survey
Survey Instrument	interRAI Family Survey on Nursing Home Quality of Life
Survey Dates	November - December
Response	110
Protocol Notes	<ul style="list-style-type: none">• Paper and electronic survey• Open to individuals with connection to current resident, or resident discharged within last 12 months• 25 questions• 5-pt Likert scale

Overall Results

Percent of positive responses across all survey questions

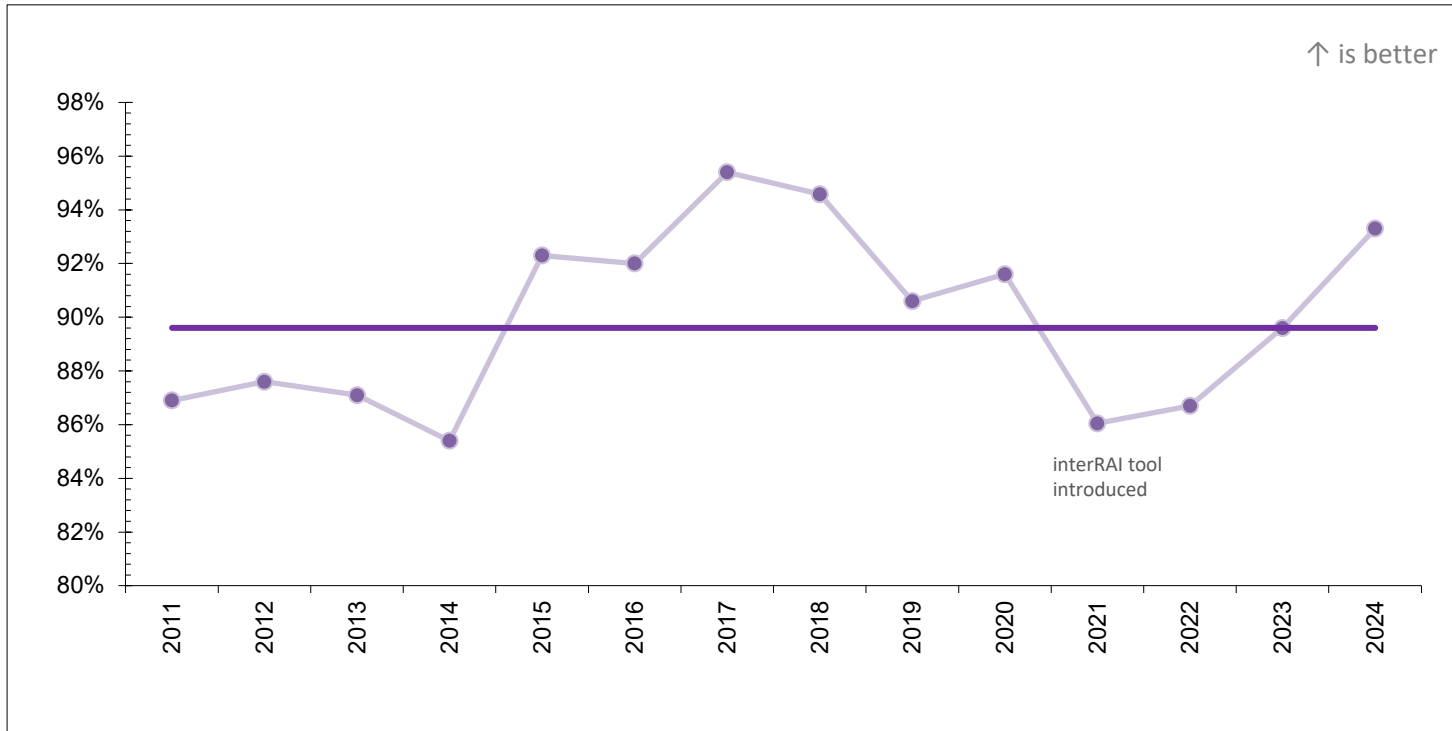
Survey average 81%, compared to 78% (2023)

Distribution of Responses - All Questions



I Would Recommend this Home

Percentage of positive responses (“most of the time”, “always”)



Comparing Resident vs Family QOL Results

Resident Survey Item	Resident	Family
I enjoy mealtimes	65%	62%
I have enough variety in my meals	63%	72%
I feel my possessions are secure.	81%	85%
If I need help right away, I can get it.	72%	76%
I feel safe when I am alone	94%	93%
I can be alone when I wish*	80%	83%
I can get the health services that I need	81%	83%
I would recommend this site or organization to others*	90%	93%
Staff pay attention to me	93%	90%
I am treated with respect by the staff	91%	92%
Staff respond quickly when I ask for assistance	74%	75%
I participate in meaningful activities.	47%	51%
Another resident here is my close friend	35%	9%

Themes – Higher Scores

High scores maintained across the following themes, with all but one area seeing increased positive scores from last year

- **Visiting Experience (94%)**
- **Respect* (93%) and Trust (88%)**
- **Comfort (91%)**
- **Safety and security (84%)**

Themes – Lower Scores

- **Activities & Belonging (30%)**
 - 4% improvement but still the lowest scoring survey area
- **Food & Meals (67%)**
 - 11% improvement
- **Staff Responsiveness (75%)**
 - Slight improvement from last year, but still under minimum target of 80% positive rating
- **Engagement in Care (81%) and Communication (83%)**
 - Overall positive scores, but both declined slightly from last year

“What Matters Most”

- In 2024, Perley Health was invited to participate in a research project (interRAI, UWaterloo)
 - What matters most to the quality of life of residents living in LTC
- Findings from the study can be used to:
 - help set improvement priorities (LTC and system-level)
 - to inform measurement and reporting of quality of life in LTC

“What Matters Most” Results

Highest Overall Ratings	Highest Family Ratings
	Respect
	Safety & Security
	Comfort
	Staff Responsiveness
	Family Communication & Engagement

Highest Overall Ratings: themes receiving the highest importance scores across all respondents (Resident Focus Groups, Family Focus Groups, LTC researchers, LTC leaders)

Highest Family Ratings: themes receiving the highest importance scores across Family Focus Groups only

Aligning “What Matters Most” with Results



Proposed Work for 2025

- Continued work by QI teams
 - Dining Experience
 - Activities
- New additions to 2025/26 QIP [**for discussion**]
 - Enhance Resident and Family Centred Communication
 - Develop post admission communication plan
 - Care conference re-design
 - Focus on Staff Responsiveness
 - Target area TBD in consultation with residents/families