



RESIDENT & FAMILY SATISFACTION SURVEY

2016 RESULTS

RIVER EAST PERSONAL CARE HOME

Overall Summary

	2016	2015	2014	2013	2012
Total # Surveys Received (Family and Resident Surveys)	94	57	30		
- Family Satisfaction Survey	55	43	--	--	--
- Resident Satisfaction Survey	39	14	--	--	--
Quality of Life Survey Average (Resident Surveys Only)	76.2%	71.6%	--	--	--
- I can express my opinion without fear of consequences.	80.0%	100.0%			
- I would recommend this site or organization to others.	82.9%	85.7%	--	--	--
Extendicare Survey Average (Family and Resident Surveys Overall)	80.6%	89.5%	86%	0.0%	0.0%
- Would you recommend this home to others?	95.5% Definitely or Probably Yes (46.1% Definitely Yes)	94.3% Definitely or Probably Yes (75.5% Definitely Yes)	% Yes		
			93%		
- What number would you use to rate how well the staff listen to you?	28.9% (9 or 10)	25% (9 or 10)	--	--	--

QUALITY OF LIFE SURVEY

River East Personal Care Home (Inter-RAI QoL Questions)	COMPARATOR			
	CURRENT	PAST OVERALL	QoL 2016 Average	Top Quartile
QUESTIONS	2016 RESIDENT	2015 RESIDENT	RESIDENT	RESIDENT
a. I can be alone when I wish.	90.9% ●	78.6%	76.5%	85.7%
b. My privacy is respected when people care for me.	90.3% ●	85.7%	87.1%	93.9%
Privacy	90.6%	82.1%	80.0%	88.4%
a. I enjoy mealtimes.	74.4%	78.6%	70.5%	78.9%
b. I get my favourite foods here.	37.1%	53.8%	48.1%	59.5%
c. I can eat when I want.	71.4%	64.3%	51.1%	63.0%
d. I have enough variety in my meals.	57.1%	78.6%	69.1%	80.3%
e. Food is the right temperature when I get to eat it.	76.3%	92.3%	71.3%	82.4%
Food/Meal	63.7%	73.5%	62.1%	71.6%
a. I feel my possessions are safe.	84.2%	85.7%	77.1%	86.5%
b. I feel safe when I am alone.	89.2% ●	92.9%	89.3%	93.9%
c. If I need help right away, I can get it.	76.3%	85.7%	73.0%	84.2%
Safety/Security	83.2%	88.1%	79.9%	88.0%
a. I get the services I need.	85.3%	92.3%	84.2%	93.8%
b. I would recommend this site or organization to others.	82.9%	85.7%	80.1%	90.2%
c. This place feels like home to me.	67.6%	57.1%	58.9%	65.5%
d. I can easily go outdoors if I want.	75.7%	78.6%	70.7%	80.0%
e. I am bothered by the noise here.	10.3%	7.1%	21.9%	13.0%
Comfort	76.4%	72.8%	68.8%	75.6%
a. I decide when to get up.	86.5% ●	69.2%	64.9%	76.1%
b. I decide when to go to bed.	78.9%	76.9%	81.0%	90.0%
c. I decide how to spend my time.	80.0%	85.7%	87.5%	94.4%
d. I can go where I want on the "spur of the moment"	75.8%	50.0%	60.0%	69.5%
e. I control who comes into my room.	81.8%	69.2%	63.2%	75.0%
f. I can have a bath or shower as often as I want.	37.5%	25.0%	43.8%	60.8%
g. I decide which clothes to wear.	91.4% ●	92.3%	83.2%	89.7%
Make Daily Decisions	77.9%	67.8%	69.4%	75.8%
a. Staff pay attention to me.	86.8% ●	85.7%	81.1%	86.9%
b. I can express my opinion without fear of consequences.	80.0%	100.0%	80.8%	89.0%
c. I am treated with dignity/respect by the staff.	92.1% ●	100.0%	88.5%	94.7%
d. Staff respect what I like and dislike.	94.3% ●	92.9%	84.4%	91.6%
Respect	88.7%	94.6%	83.7%	90.3%
a. Staff respond quickly when I ask for assistance.	75.0%	69.2%	70.9%	82.0%
b. I get health services that I need.	88.2% ●	100.0%	85.9%	94.9%
c. The care and support I get help me live my life the way I want.	84.4%	81.8%	77.9%	87.2%
d. Staff act on my suggestions.	50.0%	76.9%	62.6%	74.0%
e. My services are delivered when I want them.	85.7% ●	69.2%	74.3%	85.7%
f. Staff have enough time for me.	74.3%	--	66.5%	76.9%
g. Staff know what they are doing.	83.3%	--	82.9%	90.8%
Staff Responsiveness	78.9%	79.7%	74.6%	85.6%
a. Some of the staff know the story of my life.	26.9% ●	35.7%	45.5%	56.6%
b. Staff take the time to have a friendly conversation with me.	51.4%	64.3%	59.2%	68.5%
c. Staff ask how my needs can be met.	71.0%	57.1%	58.3%	69.7%
d. I consider a staff member my friend.	62.5%	75.0%	63.9%	74.2%
e. I have a special relationship with a staff member.	26.1% ●	61.5%	46.5%	57.5%
f. The staff cares about me.	85.3%	85.7%	80.8%	89.6%
g. I have the same care provider on most weekdays.	35.5%	--	65.4%	81.3%
Staff-Resident Bonding	53.3%	63.0%	60.1%	67.4%
a. I have enjoyable things to do here on weekends.	34.6% ●	42.9%	53.4%	62.5%
b. I have enjoyable things to do here in the evenings.	31.0% ●	64.3%	53.0%	64.1%
c. I participated in meaningful activities in the past week.	48.3%	66.7%	55.7%	67.1%
d. If I want, I can participate in religious activities that have meaning to me.	82.9%	92.9%	74.7%	85.0%
e. I have opportunities to spend time with other like-minded residents.	67.6%	57.1%	62.8%	73.5%
f. I have the opportunity to explore new skills and interests.	80.0%	81.8%	53.2%	63.9%
Activities	59.0%	67.1%	58.8%	67.7%
a. Another resident here is my close friend.	31.0% ●	50.0%	46.5%	54.5%
b. I have people who want to do things together with me.	29.6% ●	57.1%	42.8%	49.5%
c. People ask for my help or advice.	12.1%	35.7%	28.0%	32.9%
d. I have opportunities for affection or romance.	19.4% ●	28.6%	17.5%	23.1%
e. It is easy to make friends here.	54.1%	71.4%	58.3%	70.7%
Personal Relationships	29.9%	48.6%	39.3%	45.7%
OVERALL QoL SECTION	76.2%	71.6%	60.7%	72.5%

● Best 10 items by percentage ● Worst 10 items by percentage

EXTENDICARE SURVEY

River East Personal Care Home (Extendicare Questions)	2016							COMPARATOR			
	2016			PAST OVERALL				Extendicare 2016 Average			Top Quartile
	RESIDENT	FAMILY	OVERALL	2015	2014	2013	2012	RESIDENT	FAMILY	OVERALL	OVERALL
QUESTIONS											
a. Quality of nursing care	94.3% ●	94.3%	94.3%	96.3%	90.0%			94.5%	93.3%	93.9%	97.7%
b. Attention to personal care and grooming	97.3%	82.0% ●	88.5% ●	92.2%	79.3%			93.8%	84.1%	88.9%	95.2%
c. Overall bathing experience	97.2%	89.7%	93.3%	--	--	--	--	89.8%	87.7%	88.8%	95.4%
d. Care of clothing and belongings	97.3%	79.6% ●	87.2% ●	90.4%	72.4%			89.2%	79.9%	84.6%	92.3%
e. Cleanliness of home and your (the resident's room)	100.0% ●	87.0%	92.3%	96.2%	93.3%			94.2%	87.2%	90.7%	97.0%
f. Absence of odours	100.0% ●	84.9% ●	91.0%	88.7%	73.3%			90.1%	80.8%	85.4%	92.5%
g. Overall responsiveness of staff	100.0% ●	92.3%	94.9%	96.2%	80.0%			93.7%	90.5%	92.1%	97.3%
h. Overall responsiveness of management	95.5%	95.3%	95.4%	93.3%	92.3%			92.7%	90.6%	91.6%	97.0%
Care & Services	97.4%	88.2%	91.9%	93.2%	--	--	--	92.0%	86.7%	89.3%	94.2%
a. Courtesy of nursing staff	97.2%	98.1% ●	97.8% ●	98.1%	86.7%			94.5%	95.1%	94.8%	98.5%
b. Courtesy of care providers	-- ●	-- ●	-- ●	96.3%	--	--	--	--	--	--	--
c. Courtesy of staff who serve you (the residents)	100.0% ●	98.0% ●	98.9% ●	96.2%	93.1%			94.0%	95.1%	94.5%	98.1%
d. Courtesy of activity/recreation staff	95.8%	95.9% ●	95.9% ●	98.0%	96.4%			97.4%	95.8%	96.6%	99.4%
e. Courtesy of housekeeping, laundry and other maintenance staff	100.0% ●	96.2% ●	97.7% ●	98.1%	89.7%			96.0%	95.5%	95.8%	99.5%
f. Courtesy of office staff	95.5%	100.0% ●	98.7% ●	100.0%	100.0%			96.4%	96.4%	96.4%	100.0%
Courtesy	98.0%	97.7%	97.8%	97.8%	--	--	--	95.6%	95.6%	95.6%	98.0%
a. Appearance of the meals	97.3%	91.8%	94.2%	94.3%	82.8%			88.1%	91.1%	89.5%	95.3%
b. Aroma of the meals	100.0% ●	95.8% ●	97.5% ●	90.6%	86.2%			88.6%	92.0%	90.2%	95.9%
c. Taste of the meals	94.3% ●	89.6%	91.6%	89.6%	77.8%			83.2%	85.1%	84.0%	91.8%
d. Temperature of beverages	100.0% ●	97.9% ●	98.8% ●	95.9%	--	--	--	87.2%	90.8%	88.8%	94.5%
e. Noise level in dining room	89.2% ●	76.6% ●	82.1% ●	75.0%	72.4%			72.4%	83.6%	77.6%	85.8%
f. Overall dining room atmosphere	94.3% ●	83.0% ●	87.8% ●	83.0%	75.9%			87.0%	89.3%	88.1%	94.0%
Dietary	95.8%	89.2%	92.0%	88.0%	--	--	--	84.4%	88.7%	86.4%	91.5%
a. Experience with Director of Care (Nursing)	94.7%	89.2%	91.1%	97.6%	90.9%			92.3%	91.0%	91.5%	96.2%
b. Experience with your home doctor	88.2% ●	84.6% ●	85.7% ●	85.0%	--	--	--	86.3%	86.0%	86.1%	92.8%
c. Experience with Administrator/Executive Director	100.0% ●	88.6%	91.1%	92.3%	100.0%			92.8%	90.6%	91.6%	96.9%
d. Experience with beauty salon	94.7%	95.7% ●	95.5%	94.0%	92.6%			94.5%	92.3%	93.4%	97.0%
e. Experience with restorative care	100.0% ●	100.0% ●	100.0% ●	90.6%	100.0%			94.3%	91.3%	92.8%	100.0%
f. Experience with physiotherapy/occupational therapy	100.0% ●	84.0% ●	89.2% ●	91.4%	100.0%			93.3%	86.6%	90.0%	95.6%
g. Experience with religious services	83.3% ●	92.6%	88.9% ●	90.9%	88.2%			95.1%	95.5%	95.3%	98.2%
Experience	93.6%	90.1%	91.3%	91.9%	--	--	--	92.4%	90.2%	91.3%	94.6%
a. How satisfied are you (and your family member) with the incontinence products available in the home?	93.3% ●	96.7% ●	95.6% ●	83.8%	--	--	--	92.3%	100.0%	90.9%	95.8%
b. Comfort/Fit (i.e., does the product stay in place?)	100.0% ●	92.6%	95.6% ●	90.0%	--	--	--	91.3%	87.5%	88.2%	95.2%
c. Availability of incontinence products in the home	84.6% ●	78.6% ●	80.5% ●	75.8%	--	--	--	91.3%	89.5%	90.3%	96.6%
d. Choice of incontinence products available	92.9% ●	81.8% ●	86.1% ●	59.3%	--	--	--	88.7%	85.6%	87.1%	93.7%
e. Quality of the incontinence products overall	100.0% ●	88.5%	92.7%	74.2%	--	--	--	92.8%	90.4%	91.5%	96.1%
Incontinence	94.7%	86.8%	90.1%	82.1%	--	--	--	91.3%	88.8%	90.1%	94.7%
a. Please indicate if you have submitted a complaint:	23.7%	30.6%	27.6%	--	--	--	--	21.7%	32.6%	27.0%	32.2%
b. Do you believe the complaints resolution process at this home is fair?	66.7%	57.9%	60.0%	--	--	--	--	64.6%	62.8%	63.5%	78.9%
c. Are you satisfied with the outcome of your complaint?	66.7%	27.8%	37.5%	--	--	--	--	54.2%	48.5%	50.8%	66.7%
Complaints	66.7%	43.2%	49.0%	--	--	--	--	59.3%	55.6%	57.1%	70.6%
	76.2%	89.3%	80.6%	89.5%	86.5%	0.0%	0.0%	73.9%	89.0%	77.7%	82.5%
What number would you use to rate how well the staff listen to you? (% 9 or 10)	29.7%	0.0%	28.9%	25.0%	--	--	--	36.6%	--	36.9%	47.8%
Would you recommend this home to others? (HQO - %Definitely Yes)	18.9%	65.4%	46.1%	75.5%	--	--	--	50.4%	50.9%	50.7%	64.9%
Would you recommend this home to others? (HQO - %Definitely Yes or Probably Yes)	94.6%	96.2%	95.5%	94.3%	--	--	--	89.2%	90.6%	89.9%	95.8%

● Best 10 items by percentage ● Worst 10 items by percentage