



**Copernicus Lodge**  
**Resident/Family Experience Survey**  
**Overview 2023**

**Background**

The Fixing Long Term Care Act 2021, Ontario Regulation 246/22 mandates that each home at least once in a year, conduct a survey of the residents, their families, and caregivers to measure their experience with the home and the care services, programs and goods provided in the home. The home must seek the advice of the Resident's and Family Council in carrying out the survey and acting on its results. As part of the Ministry's Quality Improvement Initiative annual report, homes are required to share the details of the survey process, the results and actions taken in collaboration with Family and Resident Council and staff

Although the pandemic has been declared over, outbreaks of COVID and other respiratory infections are still happening. These outbreaks can affect the provision of care and services, which may be reflected in the report. The home continues to follow Public Health recommendations in order to ensure a safe environment for residents, families, staff, and visitors.

The report compares 2022 and 2023 results.

**Distribution**

For the resident surveys, all residents of the home were screened for eligibility using inclusion criteria Cognitive Performance Scale (CPS) of 0-3 as per the RAI-MDS assessments to create a list of residents eligible for the survey. This means that a list was established identifying residents who were able to understand and participate in the survey.

This year POAs for care (1 per family) were offered the opportunity to complete the satisfaction survey even if the resident was not eligible to participate in the survey. The survey was available in both electronic (Survey Monkey) and paper formats.

The survey contained a combination of questions including:

- Questions with a six (6) point scale (always, usually, sometimes, never, don't know, not applicable).
- Questions with a five (5) point scale (excellent, very good, good, fair, poor, don't know).
- A question with a five (5) point scale (yes, probably yes, probably no and definitely no, don't know).
- Home Specific questions based on input from Family and Resident Councils including COVID-19 questions.
- Program related questions asking for feedback on core programs including falls management, skin and wound management, continence management, restraint minimization and pain management
- Open ended questions allowing the respondents to indicate what they liked about the home and suggestions for improvement.

The report is divided into five sections:

1. **Overview:** The overview provides a synopsis of the results of where the home is doing well and suggests areas to be considered for improvement.
2. **Resident/Family Graphs:** The graphs provide a question-by-question break-down comparison of family and resident responses to similar questions. Graphs are colour coded to reflect resident and family results.
3. **Resident/Family Comments:** The comments provide family and resident comments to each domain in the survey including COVID-19 Comments. The overview provides a snapshot of themes arising from the comments however the entire comments section must be considered when determining priority areas for improvement.
4. **Resident/Family Communication:** This section contains a sample letter that can be used to communicate the results of the survey including areas that the organization intends to focus based on the results.
5. **A quality improvement template** to be used to plan and monitor improvements identified in the survey.

### **Response Rates**

There are several reasons why families and residents respond the way they do to questions including:

- personal experience (e.g. social isolation)

- external factors ( e.g. Public Health restrictions)
- loss of control of personal environment
- perception
- level of understanding of various processes.

**Resident Surveys:** Fifty-two (52) residents were deemed eligible to complete the surveys based on cognitive scores. Forty-one (41) eligible residents responded to the survey accounting for a seventy-nine percent (79%) response rate compared to twenty-eight percent (28%) in 2022.

**Family Surveys:** Two hundred and fifteen surveys (215) surveys were distributed, and thirty-three (33) surveys were completed accounting for a nineteen percent (15%) response rate compared to 19% in 2022. Greater than thirty (30%) percent response rate is considered good in surveys of this type.

Despite the home’s efforts to increase the family response rate including:

- Memos were placed on each unit of the home.
- Weekly communications were sent to family members reminding them to complete the survey.
- The deadline to complete the survey was extended twice to obtain more responses
- Social workers and the Family Council also reminded participants to complete the survey.
- The Family Council chair sent verbal and social media reminders.
- Programs were used to manage verbal reminders to family members.

Despite these efforts, family response rates remain low, and the home must be cautious in generalizing the result to the entire family population.

**Overall Satisfaction:**

Overall Satisfaction is determined in 2 key questions in the survey

- 1) “How would you rate our home overall?”
- 2) “Would you recommend Copernicus Lodge to a family member or friend needing long term care?”.

**Resident:**

- 1) Ninety-seven percent (97%) of resident respondents rated the home overall in the excellent/very good/good categories, compared to 95% in 2022.
- 2) Ninety-eight percent (98%) of resident respondents indicated they would positively (definitely/probably yes)” recommend Copernicus Lodge to a family

member or friend needing long term care compared to ninety-one percent (91%) in 2022.

**Family:**

- 1) One hundred percent (100%) of families responding to the survey rated the home overall in the excellent/very good/good categories compared to ninety-three percent (93% in 2022).
- 2) Ninety-four percent (94%) of families responded they would positively (definitely/probably yes)” would recommend Copernicus Lodge to a family member or friend needing long term care compared to eighty-eight percent (88%) in 2022.

**Overall**

Resident and Family respondents have a high level of satisfaction with the care and services at Copernicus Lodge as indicated by the “overall” and “would you recommend” ratings.

Additional detail including numerical results (graph summaries) and comments are outlined below and assist in understanding the survey results.

Residents and Families were asked to follow the rating scale:

Use “don’t know” if you do not know the answer to the question. Use “not applicable” if you do not use that service or the content of the question does not apply to you. Ratings in these categories of greater than 10% will be noted.

**Quality Improvement Guidelines:**

Opportunities for improvement can be identified qualitatively and quantitatively. Questions receiving greater than 15% rating in the “never, sometimes” category should be considered a red flag for the home to further investigate and determine if improvements in that area are a priority for the organization.

Ideally three to four opportunities for improvement should be identified. This controlled number allows the organization to focus its improvement efforts to achieve success.

The questions for the resident and family surveys directly align. In that way, the home can determine the difference or similarity between resident and family responses. To facilitate this, resident and family survey responses have been

placed on the same page in the graphs section. Resident and Family Comments have been separated.

The results are organized according to the following domains:

### **Dignity and Respect**

This section endeavours to determine if residents' and families' experience at the home is one of courtesy, dignity, respect.

### **Care Provision**

This section endeavours to determine if the care and services at Copernicus Lodge meet the needs and expectations of residents and families.

### **Recreation**

This section elicits information regarding residents' and families' perception of opportunities that are available to them to participate in programs and activities.

### **Food and Dining**

This domain addresses food quality, menu variety, meal service and overall meal experience. Food is a very important aspect of life for seniors in long term care. Achieving resident satisfaction in this area can be a challenging due to individual tastes and preferences. With aging, taste and smell of food can be compromised so food takes on an even greater significance. In addition, eating together enhances socialization and encourages a sense of community.

### **Home Environment and Services**

The home environment domain addresses the cleanliness of the common space, the home temperature and the maintenance of the building and grounds.

### **Communication**

Effective communication is based on responsive, relevant, timely information. This section addresses resident and family satisfaction with the home's current communication efforts.

### **Home Specific**

Family Council added one question to the resident survey and four questions to the family survey. In addition the home added two questions seeking feedback on the home's support and communication during the pandemic.

## **2023-Resident Total Results-Percentages are rounded**

### **Respect and Privacy**

Questions in this domain received positive responses, the same as 2022. There was one comment stating “respectful employees”

- Staff treat me with respect (say hello and address me by my preferred name) (97% usually/always compared to 91% in 2022).
- Staff respect my privacy (e.g. staff knock before entering my room, close the door when providing care to me) (100% usually/always compared to 88% in 2022).
- I can express my opinion without fear of consequences. (100% usually/always compared to 92% in 2022).

### **Care Provision**

Areas in this domain received positive ratings. Respondent thought the staff were professional, amazing, and helpful. They thought staff treated them very well and provided good care. Others thought more staff was needed, especially in the morning. Refer to the comments section for additional responses.

- Staff are available to me within a reasonable time when I need them. (97% usually/always compared to 72% in 2022).
- I receive daily care that meets my needs. (98% usually/always compared to 92% in 2022).
- I am given opportunities to make decisions about my care. (83% usually/always compared to 64% in 2022).
- Staff respect my cultural and spiritual values and lifestyle (i.e., holidays, food preferences etc.) (97% usually/always compared to 90% in 2022).
- Staff support me to access other health professionals if needed (i.e., dentist, foot care etc.) (76% usually/always compared to 82% in 2022).

### **Recreation**

Areas in this domain received positive ratings. Respondents liked the activities, especially have opportunities to paint, go outside and go to church.

- I like the activities provided in this home. (96% usually/always compared to 76% in 2022).
- There are activities that support my religious/spiritual beliefs.(98% usually/always compared to 56% in 2022).
- There are opportunities for me to participate in activities (100% usually/always compared to 60% in 2022). 15% “did not know” compared to 11% in 2022.

- I have enjoyable things to do on weekends (i.e. visiting with family, reading material, leisure time in the garden). (100% usually/always compared to 66% in 2022).

### **Food and Dining**

One area within this domain exceeded the 15% never/sometimes threshold for improvement. Respondents thought the juices were too sweet and some felt the food was too salty. One respondent thought too much food was wasted.

- The overall quality of food and drinks is good. (24% never/sometimes the same as 2022).
- There is a good variety of food and drinks offered to me. (83% usually/always compared to 77% in 2022).
- Mealtime is pleasurable (95% usually/always compared to 76% in 2022).

### **Home Environment and Services**

Areas within this domain received positive ratings. Respondents had many positive comments about the environment at Copernicus Lodge. They liked the clean, peaceful, safe, comfortable home. They liked that the home was Polish and overall thought I was a good home. A few respondents commented on the new flooring. Others thought the temperature in the home was inconsistent (too cold or too hot). Refer to the comments section for additional responses.

- The home is clean and tidy (98% usually/always compared to 97% in 2022).
- The building and grounds are well maintained (98% usually/always compared to 61% in 2022).
- The temperature in the home is comfortable (91% usually/always compared to 90% in 2022).
- The laundry services are good. (95% usually/always compared with 68% in 2022).

### **Communication**

Areas in this domain received positive ratings. One respondent liked that there were Polish speaking employees while another thought more Polish speaking staff was needed. Another wanted to see his/her physician more often.

- I am aware of who to contact to initiate a concern/complaint. (93% usually/always compared to 82% in 2022).
- I receive updates about my health. (86% usually/always compared to 56% in 2022).
- The physician explains things to me in a way I can understand. (91% usually/always compared to 88% in 2022).

- Staff listen to me. (97% usually/always compared to 92% in 2022).

**Room Location**

Residents from the following units responded to the survey. 6 South had the highest resident response rates. 1 North, 3 North, 1 South and 5 South units had an increase in respondents. 4 North, 3 South, 4 South had a decrease in respondents responding to the survey.

Room Location	2023	2022
1 North	10%	3%
2 North	0%	0%
3 North	5%	3%
4 North	10%	17%
1 South	17%	6%
2 South	7%	6%
3 South	12%,	17%
4 South	10%	19%
5 South	7%	3%
6 South	21%	17%
Don't Know	2%	11%

**Home Specific-COVID-19**

Areas within this domain received positive ratings. The language changed from present tense in the 2022 survey to past tense in the 2023 survey so the ratings could not be compared. One resident did not like being locked in his/her room.

- Did the home support you during the ongoing COVID-19 pandemic? (73% usually/always). 26% did not know.
- Did the home provide ongoing communication to you during the COVID-19 pandemic? (71% usually/always). 29% “did not know”.

**Home Specific**

**Copernicus added one home specific question to the survey.**

- Is Copernicus Lodge meeting your cultural needs such as social, emotional, spiritual, dietary, and linguistic? (71% usually/always). There was a 29% “don't know” rate.

**Programs**

**Falls Management**

10% of residents compared to 11% in 2022 indicated they had fallen in the last year. Of those residents who had fallen 100% rated the health care teams efforts in preventing recurrence as good, very good or excellent, the same as 2022.



**Skin and Wound Management.**

5% of residents compared to 8% in 2022 indicated they had experienced a bed sore/pressure injury in the last year. Of those residents who had acquired a bed sore/pressure injury, 100% rated the health care teams efforts in preventing recurrence as good, very good or excellent compared to 67% in 2022.

**Restraint Minimization**

5% of residents compared to 14% in 2022 indicated they use a restraint (seat belt, bed rail, detachable tabletop). Of those residents who used a restraint, 100% rated the health teams efforts to communicate the risks as good, very good or excellent the same as 2022.

**Pain Management**

17% of residents compared to 19% in 2022 indicated they experience pain. Of those residents who have pain, 86% rated the health teams efforts to manage the pain and keep them comfortable as good, very good or excellent compared to 57% in 2022.

**Incontinent Management**

79% of residents, compared to 61% in 2022 indicated they use an incontinent product. Of those who use an incontinent product, 88% rated the product quality as good, very good or excellent compared to 87% in 2022.

## **2023-Family Results by Domain**

### **Profile**

Children remain the majority of respondents responding to the survey. There was an increase in child and spouse respondents while friend, sibling and other respondents decreased.

<b>Relationship</b>	<b>2023</b>	<b>2022</b>
Spouse	12%	2%
Child	73%	59%
Friend	0%	2%
Sibling	3%	10%
Other (e.g., grandchild)	12%	27%

### **Gender**

Although there was a decrease in female respondents, they remain the majority responding to the survey. Male respondents increase this year compared to 2022.

<b>Gender</b>	<b>2023</b>	<b>2022</b>
Male	30%	20%
Female	70%	80%
Non-Binary	0%	0%

### **Length of Stay**

The following indicates how long the resident has been residing at the home. Residents respondents at Copernicus for 1-3 years and 3-6 years comprise the majority lengths of stay. Less than 1 year and over-six years lengths of stay decreased compared to 2022.

<b>Length of Stay</b>	<b>2023</b>	<b>2022</b>
Less than 1 year	21%	27%
1-3 years	33%	34%
3-6 years	33%	22%
Over 6 years	12%	17%

### **Visiting Patterns**

Most respondents were able to visit at least weekly. Every day and every other week visits increased while weekly, monthly and other visits decreased compared to 2022.

<b>Visiting Patterns</b>	<b>2023</b>	<b>2022</b>
Every day	15%	12%
Every other week	45%	0%

Visiting Patterns	2023	2022
Weekly	9%	49%
Monthly	9%	10%
Other (e.g., 6 times a week)	21%	29%

### Family Response Rates by Unit

This addresses where the family members loved one resides. Families who had residents on 4 South and 4 North had the highest response rates. 2 North, 3 North, 3 South rates increased compared to 2022 while 1 South, 2 South, rates decreased. The remaining unit respondents were similar to 2022.

Response rates by unit	2023	2022
1 North	3%	2%
2 North	18%	12%
3 North	9%	5%
4 North	15%	17%
1 South	3%	10%
2 South	12%	17%
3 South	9%	2%
4 South	15%	17%
5 South	6%	7%
6 South	9%	10%
Don't Know	0%	0%

### Respect and Privacy

Areas within this domain received positive results. One respondent wanted Copernicus to keep up the good work. Another suggested that new staff must be reminded to properly introduce themselves and their role when entering the room.

- Staff treat my family member with respect (100% usually/always compared to 91% in 2022).
- Staff respect my family member's privacy (close the door when providing care, knock before entering the room). (82% usually/always compared to 83% in 2022). 18% did not know compared to 15% in 2022.
- My family member can express his/her opinion without fear of consequences (75% usually/always compared to 58% in 2022). 12% "did not know" compared to 13% in 2022.

## Care Provision

Areas in this domain received positive ratings. Respondents described the staff as being outstanding, amazing, helpful, polite, and professional. Other respondents suggested that more allied services including dermatology, endocrinology, and nephrology be brought into the home. Another thought adding a foot care clinic, a massage clinic and a dental clinic to the home would give residents greater access. A few respondents thought more staff was needed to improve response times. Refer to the comments section for additional responses.

- Staff are available to my family member within a reasonable time when needed (69% usually/always, compared to 77% in 2022).
- My family member's daily care needs are met. (69% usually/always compared to 77% in 2022). 15% "did not know" compared to 5% in 2022/
- I am involved in decisions about my family members care (97% usually/always compared to 92% in 2022).
- Staff respect my family member's spiritual values and lifestyle (i.e. holidays, food preference etc.) (97% usually/always compared to 72% in 2022).
- Staff support my family member getting access to other health professionals (i.e. dentist, foot care etc.) (91% usually/always compared to 55% in 2022).

## Recreation

One area in this domain exceeded the 15% never/sometimes threshold for improvement. Respondents thought staff worked hard to keep the activities and programs going. One respondent liked the physio, Polish orchestras, singers and dancers that visit the home. Others had a number of suggestions to improve the program including increasing the number of volunteers to assist with weekend programming, more encouraging residents to attend the programs and more outdoor activities. They also suggested adding singing activities, animal therapy programs, choir visits, bingo, and concerts. They asked that cabinets be left open so visitors can access materials to do activities with their family member. Refer to comments for additional responses.

- My family members likes the activities provided in this home. (54% usually/always compared to 44% in 2022). 21% "did not know" compared to 11% in 2022.
- There are activities that support my family members religious/spiritual beliefs. (79% usually/always compared to 56% in 2022).

- My family member is offered opportunities to participate in activities. (66% usually/always compared to 60% in 2022). 15% “did not know” compared to 11% in 2022.
- My family member has access to enjoyable things to do on weekends (i.e. visiting with family, reading material, leisure time in the garden etc.). (18% never/sometimes compared to 29% in 2022). 18% “did not know” compared to 14% in 2022.

### **Food and Dining**

Areas within this domain exceeded the 15% never/sometimes threshold for improvement. Respondents liked the excellent Polish food. Refer to comments for individual responses. Others wanted healthier foods that are not processed and cooked on the premises. They suggested varying juice choices, more vegetarian options, more fresh fruit and generally more variety. Refer to the comments section for additional detail

- The food and drinks my family member receives are good. (88% usually/always compared to 71% in 2022).
- There is a good variety of food and drinks offered to my family member. (73% usually/always 74% in 2022).
- Mealtime is pleasurable (24% never/sometimes the same as 2022).

### **Home Environment and Services**

Areas in this domain receiving positive ratings. Respondents identified laundry services and cleaning as two areas requiring improvement. They noted the damaged or missing clothing. They did like the new flooring but still felt that a deep cleaning was required as did the area around the header and fireplace. They commented that there is a weird spell in the hallways before entering the wings. They also noticed the litter and garbage in the lower parking lot. Refer to comments for individual responses.

- The home is clean and tidy. (90% usually/always compared to 88% in 2022).
- The building and grounds are well maintained. (96% usually/always compared to 82% in 2022).
- The temperature in the home is comfortable (88% usually/always compared to 79% in 2022).
- The laundry services are good. (78% usually/always compared with 76% in 2022).
- The home is free from odours (90% usually/always compared to 91% in 2022).

## **Communication**

Areas in this domain received positive ratings. Respondents liked that the communication was Polish. Respondents wanted staff to have time to listen and interact more with residents. They asked that Copernicus continue to hire more Polish speaking staff. They recommended monthly or quarterly updates on the residents medical health. Respondents suggested sending Polish communications directly to the residents instead of expecting families to pass on important information. Refer to the comments section for additional responses.

- I am aware of who to contact to initiate a concern/complaint (85% usually/always compared to 72% in 2022).
- I receive updates about my family member's health. (85% usually/always the same as 2022).
- The physician explains things in a way I am able to understand. (82% usually/always compared to 85% in 2022).
- Staff listen to my family member. (78% usually/always compared to 63% in 2022).

## **Home Specific Questions**

Areas within this domain received positive ratings. One respondent stated it was difficult to attend meeting due to his/her commute. He/she suggested giving family members more notice of meetings (e.g. 4-5 months in advance). Another suggested the home send an email to the family member to make sure they receive the meeting information.

- Do you feel that Family Council has been helpful in advocating for the needs of our residents and is a necessary component of the home? (63% usually/always compared to 53% in 2022). 24% "did not know" compared to 38% in 2022.
- The home is free from odours and pest infestation. (79% usually/always) compared to 78% in 2022. 12% did not know compared to 9% in 2022.
- Copernicus Lodge responds to complaints and concerns in a timely manner. (85% usually/always). This question was not asked in 2022 so there is no comparative ratings.
- Do you feel that the communication/updates from the home are up-to-date and satisfactory? (90% usually/always). This question was not asked in 2022 so there is no comparative ratings.

## **Covid-19**

Both areas within this domain received positive responses. Language in these questions changed from present tense in the 2022 survey to past tense in the 2023 survey so ratings cannot be compared. There were no comments to support the ratings

- Did the home support you during the COVID-19 pandemic? (82% usually/always). 12% “did not know”.
- Did the home provide ongoing communication to you during the COVID-19 pandemic? (85% usually/always).

## **Falls Management**

39% of families compared to 42% in 2022 indicated “yes” that their loved one had a fall in the previous year and 84% of those who responded yes indicated that the health team’s efforts in preventing reoccurrence was good, very good or excellent compared to 54% in 2022.

## **Skin and Wound Management**

18% of families, compared to 16% in 2022 indicated “yes” their loved one had acquired a pressure ulcer in the last year and 17% of those who responded yes indicated that the health team’s efforts to in healing the ulcer as poor or fair compared to 20% in 2022.

## **Restraint Minimization**

33% of families compared to 45% in 2022 indicated “yes” to their loved one using a seat belt, bed rail or tabletop. 90% of those respondents rated the home’s efforts to communicate the associated risks as good, very good or excellent, compared to 86% in 2022.

## **Pain Management**

48% of families compared to 68% in 2022 indicated that their loved one experienced pain. Of those that responded “yes”, 100% rated the home’s efforts to manage the pain and keep the resident comfortable as good, very good and excellent compared to 85% in 2022.

## **Incontinence Management**

79% of families compared to 61% in 2022 indicated that their family member used incontinence products and 88% rated the product’s effectiveness as good, very good or excellent compared to 87% in 2022. 12% “did not know” compared to 0% in 2022.

## Overall

Resident and Family respondents have a high level of satisfaction with the care and services at Copernicus Lodge as indicated by the “overall” and “would you recommend” ratings. There has been a significant increase in a number of domains (e.g., care provision, recreation etc.).

As stated previously, even though the pandemic has been declared over, outbreaks of COVID and other respiratory illnesses continue to challenge long term care and the entire health care sector. When outbreaks occur, there are restrictions such as isolation, reductions in activities etc. In addition, staffing numbers have not recovered since the pandemic. These factors impact resident and family member respondents perception of care and services. Residents and family members have been experiencing these situations for the last 3 years and there may be emotional symptoms associated with their continuation such as stress, anxiety, fear, sadness, depression, and loneliness.

Even though overall satisfaction rates remain high, there are areas within the survey where residents and families would like to see improvements. The following outlines areas of improvement and areas that require improvement.

### The following results outline

1. Ratings that have improved from 2022
2. Ratings that have declined from 2022 and
3. Areas receiving greater than 15% never/sometimes responses in the 2022 and 2023 report (in addition to those areas that have declined compared to 2022)

- |   |
|---|
| 1. Satisfaction <b>improved</b> in the following areas from 2022 (moved from “needing improvement” in 2022 to “doing well” in 2023) |
|---|

Domain	Specific Area	Rated by Resident	Rated by Family
Care Provision	Staff are available to me/my family member within a reasonable time when needed	✓	✓
	My family member’s care needs are met		✓



Domain	Specific Area	Rated by Resident	Rated by Family
	I am given opportunities to make decisions about my care	✓	
Recreation	There are activities to support my religious/spiritual beliefs	✓	
	There are opportunities for me/my family member to participate in activities	✓	✓
	I have access to enjoyable things to do on weekends	✓	
Food and Dining	The food and drinks my family member receives is good		✓
	There is a good variety of foods and drinks offered to me/my family member	✓	✓
	Mealtime is pleasurable	✓	
Home Environment	The temperature in the home is comfortable		✓
	Laundry services are good	✓	
Communication	I am aware of who to contact to initiate a concern/complaint		✓
	I receive updates about my health	✓	
	Staff listen to my family member		✓
Programs	Fall management		✓
	Skin and Wound Management		✓
	Pain Management		✓
	Incontinence Management		✓

2. Satisfaction **declined** in the following areas from 2022 (moved from “doing well” in 2022 to “needing improvement” in 2023).

Domain	Specific Area	Rated by Resident	Rated by Family
No areas met the criteria.			

3. Residents and families identified the following areas as needing improvement based on the 2023 survey ratings. (e.g., areas were greater than 15% never/sometimes ratings were present both in 2022 and 2023). This could mean that if changes were made, they did not result in an improvement.

Domain	Specific Area	Rated by Resident	Rated by Family
Recreation	My family member likes the activities provided		✓
	My family member has access to enjoyable things to do on weekends		✓
Food and Dining	The overall quality of food is good	✓	
	Mealtimes are pleasurable for my family member		✓
Programs	Restraint Management		✓

### Next Steps

Note that there are areas where residents and families disagree on their level of satisfaction with the care and services provided. As stated previously, responses are based on:

- personal experience (e.g. social isolation)
- external factors ( e.g. Public Health restrictions)
- loss of control of personal environment (e.g., isolation)
- perception
- level of understanding of various processes.

Due to this, the home may find it challenging to determine the areas on which to focus due to conflicting ratings between residents and families. Perhaps areas where ratings have exceeded the 15% never/sometimes threshold both in 2022 and 2023 (e.g., food and dining, enjoyable things to do on weekends) is a good place to start.

Taking the numerical ratings and the richness of the comments into consideration, the home is now able to review the results, decide upon priority areas for improvement and integrate the improvements into its quality management program and collaborate with Resident and Family Councils, the Board and other stakeholders to implement the initiatives.

An action plan template that aligns with the Quality Improvement Plan template from Health Quality Ontario has been included in this report to assist homes to develop their improvement initiatives.

## Resident/Family Experience Survey 2023 Action Plan

Quality Dimension	Objective	Measure/Indicator	Current Performance	Target for 2024	Planned Improvement initiative (change Ideas)	Methods and Process Measures	Goal for Change Idea
Recreation/Activities	To continue publishing and communicating programs using various platforms and tools.	Score 21% for “Don’t know” whether the resident likes the activities provided on the Family Survey for the following questions:  <i>“My family members like the activities provided in this home.”</i>	The residents and families’ responses below:  Family members response 21%: <i>“My family members like the activities provided in this home.”</i>  Residents 0% responds <i>Don’t know</i> .	Reduce the percentage of response to the categories in cells to the left.  Response in next survey no more than 5%	Improving communication between the P&S team and families about the available programs is crucial. This can be achieved by creating more opportunities for families to share their suggestions, ideas, and feedback through the Family Council.  Additionally, providing staff with the proper training and tools will help ensure consistent and ongoing communication with residents and families. Effective feedback collection and utilization are also essential.	This text has three main objectives. The first is to improve communication among Activation staff, residents, and the interdisciplinary team regarding resident participation and engagement opportunities. This will be done through PCC, Welbi, and verbal communication.  The second objective is to increase the visibility of programs on the website through different channels, such as social media, the resident programs board, and the family council.  Finally, the third objective is to use Welbi to share residents' program participation with their POA via email through a secure PDF or physical copy.	To improve communication between Activation staff and families.  The P&S team will increase awareness of available programs.  Continue to offer high-engagement participation in spiritual, cultural, and other activities.
Care Provision	To support resident access to health professionals	Staff support me to access other health professionals if needed (dentist, foot care, etc)	76%	81%	Will provide increased messaging via email/Cliniconex in the 4 weeks prior to clinics.  Update to the Admission booklet to include details about available clinics.  Continue to provide ongoing clinics: Dental, Vision, Advanced Footcare, Spasticity	Cliniconex messaging  Admission booklet update  Clinic booking	ONGOING  Dec 31, 2024  ONGOING
Communication	To improve communication with residents/families	I receive updates about my health	86%	88%	Survey results to be discussed at the quarterly PAC meeting with the	PAC Meeting	Completed March 20, 202

	regarding their health				<p>medical team.</p> <p>As part of care conference process, families/residents to be reminded that if they need to speak with a physician to let their nurse know.</p> <p>Reminder to families as part of care conference process that if there is no change in health status, physician likely will not call.</p> <p>Review at RN/RPN meeting process to inform families how to contact physicians for any pressing issues.</p>	<p>Care Conference</p> <p>Care Conferences</p> <p>RN/RPN Meeting</p>	<p>ONGOING</p> <p>ONGOING</p> <p>March 27, 2024</p>
Recreation	To minimize the use of restraints	Restraint Minimization	7.3%	Reduction of 0.5-1%	Ongoing review or restraint usage monthly as part of committee mtg.	Monthly meetings	ONGOING
Food and Dining	To support residents with pleasurable dining services	Overall Quality of Food and Drinks is good	<p>One area within this domain exceeded the 15% never/sometimes threshold for improvement. Respondents thought the juices were too sweet and some felt the food was too salty. One respondent thought too much food was wasted.</p> <ul style="list-style-type: none"> <li>The overall quality of food and drinks is good. (24% never/sometimes the</li> </ul>	Reduction of 9%	<p>This issue was promptly addressed by contacting the Sunrise Juice company, who adjusted the juice concentration on February 22<sup>nd</sup>.</p> <p>Additionally, we clarified to residents that juice during lunch and supper is offered only ensuring residents have a choice.</p> <p>Furthermore, ongoing education for PSW's will emphasize the importance of offering juice at meals rather than placing it on the table before residents arrive</p>	<p>Food Committee Meetings</p> <p>Education for PSWs to be conducted in monthly PSW meetings by Director of Care and Dietary Manager</p>	<p>February 28<sup>th</sup>, 2024</p> <p>May 31, 2024</p>

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