

**Regional Long Term Care  
Resident Experience  
July 2015 to February 2016**



**Western  
Health**

**Prepared by:  
Mariel Parcon  
Regional Manager Research and Evaluation  
Information and Quality Branch**

# **Long Term Care Resident Experience**

## **Background**

### **Survey Instrument**

The validated Consumer Assessment of Healthcare Providers and Systems (CAHPS) Nursing Home Survey: Resident Instrument (Appendix A) developed by Alberta Health Services in Canada was administered to long term care residents throughout the Western region. This instrument was piloted throughout rural facilities within Western Health in 2010. In keeping with the results of the pilot, this instrument was modified in 2013 and was used to assess long term care resident experience. In 2015/16, this same modified instrument was used to evaluate resident experiences and administered electronically through Google Forms.

### **Method**

The long term care resident experience surveys were administered face to face with those residents who were deemed competent by a nurse to complete the survey. Survey administrators were different at each site; volunteers administered surveys at some sites, while students or nurses on ease-back administered surveys at other sites.

### **Participants**

A list of long term care residents was compiled for each long term care facility throughout Western Health. The list indicated which residents were able to complete the survey and was provided to those responsible for administering the survey.

### **Sample**

Surveys were administered to all residents who were cognitive, not hard of hearing, and willing to participate, for a total of 88 resident participants regionally.

## **Privacy, Confidentiality, Data Security**

Privacy and confidentiality were achieved as the residents names were not reported on the surveys. Any information that could potentially identify the residents was deleted. The data was stored on a password protected computer in the Western Memorial Health Clinic used by Information and Quality staff.

## **Data Analysis**

Survey data was entered directly into Google Docs then transferred to an SPSS data file. Descriptive statistics were calculated on regional data to obtain a general perspective of residents' experiences with long term care services at Western Health. Statistics were also calculated for each site where the sample was sufficient to assist in quality improvement initiatives and planning at a site level. The following report provides survey results for the region.

## **Results**

### **Demographics**

A total of 88 surveys were administered. To gain a more thorough understanding of the demographics of the long term care residents, respondents were asked for their year of birth, gender, race or ethnicity and whether they had difficulty with the English language. Of the 85 residents who reported their birth date, the average age was 81, (ranged from 50 years of age to 102 years of age). Just over 60.2% of the respondents were female and 39.8% were male. The majority of respondents were white/Caucasian (97.7%) and the remaining 2.3% did not indicate. Nearly 98% reported not having difficulty with the English language, 1.1% reported having difficulty or having some difficulty and 1.1% did not report.

Respondents were also asked about highest level of school completed, whether they had a roommate, and personal health rating. Seventy eight point four percent of respondents reported having grade school or some high school, 2.3% reported having completed high school or having a GED, 3.4% reported having post-secondary technical school, 5.7% completed a college diploma, 3.4% completed a university degree, 3.4% reported having some university or college, and 3.4% did not report. Just over 18% of the respondents had a roommate, and 81.8% reported not having a roommate. Respondents were asked to indicate how they would rate their overall health and 11.4% reported excellent, 25% reported very good, 27.3% reported good, 15.9% reported fair, 19.3% reported poor and 1.1% did not report.

### **Meals**

Residents were asked to rate food quality and mealtime enjoyment on a scale of 0-10 (with 10 being the best possible). On average, respondents rated food quality at 7.11 (range 0-10, standard deviation 2.924). Seventy two point seven percent reported that they eat in the dining room and when asked how they would rate their mealtime

enjoyment in the dining room, the average rating was 8.14, range 0-10, standard deviation 3.035. The results of this survey indicate there is room for improvement since respondents only rated food quality at 7.11.

### **Environment**

Respondents were asked to rate the home in relation to temperature and cleanliness. On average, respondents rated the temperature at 7.06, range 0-10 and standard deviation of 3.092. On average, respondents rated cleanliness at 9.29, range 1-10 and standard deviation 1.635. Respondents were also asked to indicate how safe and secure they felt in the home, and on average respondents reported 9.34, a range of 0-10 and standard deviation of 1.8.

Respondents were asked to indicate whether the area around their room was quiet at night and 85.2% reported yes, 3.4% reported no, 10.2% reported sometimes and 1.1% did not report. The majority of respondents reported that they were not bothered by noise during the day (84.1%), 5% reported that they were, 10.2% reported sometimes, and 1.1% did not report. Privacy is also an important component of environment. When respondents were asked if they could find a place to visit in private if they had a visitor, 90.9% reported yes, 4.5% reported no, 2.3% reported sometimes, and 2.3% did not report.

### **Medication**

Nearly 74% of respondents indicated that they took medication to help with aches or pain. On a scale of 0-10 (range 0-10, standard deviation 3.535), respondents rated the medicine at 7.60 in how well it worked to help with aches or pain. On average, respondents rated how well staff helped them when they had pain at 7.90 (range 0-10, standard deviation 3.583).

## **Resident Care**

Several rating questions were asked about nursing care in relation to gentleness, respect, listening, explaining things in a way the residents could understand, and overall care (see Table 1). The majority of residents rated aspects of resident care highly.

**Table 1. Resident Care**

<b>Aspect</b>	<b>Mean</b>	<b>Range</b>	<b>SD</b>
<b>Gentleness of Staff</b>	8.18	0-10	3.475
<b>Respectfulness of Staff</b>	9.51	5-10	1.284
<b>Staff Listen</b>	8.87	1-10	1.945
<b>Staff explanation &amp; ease of understanding</b>	8.88	0-10	2.175
<b>Rating of Staff Care</b>	9.21	0-10	1.726

Respondents were also asked to indicate if the staff made sure they had enough personal privacy when they dressed, showered, or bathed and 78.4% reported yes, 8.0% reported no, and 13.6% did not report. Eighty nine point seven percent of respondents reported that they received the help they needed from staff to stay clean, 6.9% reported sometimes, 1.7% reported no, and 1.7% did not report. On average, respondents rated how quickly the staff came when they called for help at 8.56 (range 0-10, standard deviation 2.128). Comments from residents indicated that they thought staff was great and wonderful. Residents also commented that they were happy with the living conditions.

## **Medical Care**

Respondents were asked if they visited a doctor or nurse practitioner for medical care outside or inside the long term care home. Just over 22% reported visiting a doctor or nurse practitioner outside the long term care home, and 79.5% reported visiting one inside the long term care home. When asked if a doctor is available when they need one, 88.6% reported yes, 8.0% reported sometimes and 3.4% did not report. .

## Autonomy and Control

When respondents were asked whether they were left sitting or lying in the same position for so long it hurt, 6.8% reported yes, 33.0% reported no, 10.2% reported sometimes and 50.0% did not report. The individuals who did not report were those who did not need help moving or repositioning. When asked if they were able to reach the call button by themselves, 86.4% reported yes, 5.7% reported no, 5.7% reported sometimes and 2.3% did not report. When asked if there was a pitcher of water or something to drink where they could reach it by themselves, 62.5% reported yes, 14.8% reported no, 10.2% reported sometimes and 12.5% did not report.

Respondents were asked about decision making and whether they chose what time they went to bed, clothes they wore and activities in which they participated (Table 2).

Table 2. Choices (%)

<b>Choice</b>	<b>Yes</b>	<b>No</b>	<b>Sometimes</b>	<b>No response</b>
<b>Bed time</b>	81.8	5.7	2.3	10.2
<b>Clothes</b>	85.2	6.8	6.8	1.1
<b>Activities</b>	64.8	17.0	10.2	8.0

They were also asked if there were enough activities for them to do on the weekends and 34.1% reported yes, 40.9% reported no, 13.6% reported sometimes and 11.4% did not report. When asked if there were enough activities during the week 69.3% reported yes, 9.1% reported no, 9.1% reported sometimes and 12.5% did not report.

## **Emotions**

Respondents were asked to indicate how often they felt worried, happy, bored, and lonely (Table 3). Although most respondents reported being happy often or sometimes, they also reported being worried, bored or lonely often or sometimes.

Table 3. Emotions (%)

<b>Emotion</b>	<b>Often</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>	<b>No response</b>
<b>worried</b>	6.8	26.0	19.3	46.6	1.1
<b>happy</b>	68.2	21.6	5.7	3.4	1.1
<b>bored</b>	13.6	28.4	18.2	37.5	2.3
<b>lonely</b>	23.9	27.3	11.4	36.4	1.1

## **Future Planning**

Respondents were asked whether they had a discussion with family or a close friend about what healthcare treatment they wanted or did not want if they became ill and could not speak for themselves. Sixty point two percent of respondents reported yes, 27.3% reported no, 11.4% reported don't know and 1.1% did not report.

When asked if they ever had a discussion with a healthcare professional or long term care staff about what healthcare treatment they wanted or did not want if they became ill and could not speak for themselves, 40.9% reported yes, 51.1% reported no, 5.7% reported don't know and 2.3% did not report. When asked how important they felt it was to have this kind of discussion with a healthcare professional or long term care staff, 30.7% reported extremely important, 36.4% very important, 14.8% somewhat important, 8.0% not very important, 6.8% not at all important and 3.4% did not report.



## **Overall**

When respondents were asked whether they would recommend this long term care home to others, 78.4% reported definitely yes, 11.4% reported probably yes, 3.4% reported probably no, 5.7% reported definitely no and 1.1% did not report. When asked to rate the long term care home, on average, they rated the home at 8.71 (range 0-10, standard deviation 2.225). Nearly 84% reported that they were satisfied with how they spent their time in the home, 4.5% reported they were not, 10.2% reported that they sometimes were and 1.1% did not report. When respondents were asked to rate their life (0 being the worst possible and 10 being the best possible), on average they rated their lives at 7.32.

## Opportunities for Improvement

Overall results indicate that Western Health's long term care services have many strengths including the respect, communication and gentleness of staff with residents, the availability of a physician and response time when the call button is used. Residents reported feeling safe and secure, having privacy when visitors visit, enjoying mealtime in the dining room, and feeling satisfied with how they spend their time at the facility. Residents rated aspects of the environment including cleanliness, safety, and noise highly as well.

Regionally, opportunities for improvement include:

- Enhancing meal quality;
- Maintaining a comfortable temperature;
- Exploring options for pain relief, from both medication and staff help;
- Ensuring residents have privacy when they dress, shower, or bathe;
- Ensuring residents receive the help they need to stay clean;
- Ensuring residents have access to water or something to drink;
- Enhancing availability and choices of activities on the weekends and during the week;
- Exploring opportunities to alleviate residents' worry, boredom and loneliness;
- Providing opportunities for residents to plan their future wants and needs if they become ill and cannot speak for themselves.

**Appendix A**

**CAHPS Nursing Home Survey: Resident Instrument**

# Resident Satisfaction Survey Long Term Care



Please fill in bubbles ● Print neatly inside boxes. *THANKS !!!*

Identifier: \_\_\_\_\_

Time Now: \_\_\_\_\_: \_\_\_\_\_

Do you understand and agree to participate in the survey?  Yes  No

Now let's talk about how you feel about things at this Long Term Care Home and how you feel about the care you get. Remember, when you answer, you can use any number from 0 to 10 where 0 is the worst possible, and 10 is the best possible.

1. First, what number would you use to rate the food here at this Long Term Care (LTC) Home?

0  1  2  3  4  5  6  7  8  9  10  NA

2. Do you ever eat in the dining room? (or communal area)?  Yes  No → Skip to 4

3. When you eat in the dining room (or communal area), what number would you use to rate how much you enjoy mealtimes?

0  1  2  3  4  5  6  7  8  9  10  NA

4. What number would you use to rate how comfortable the temperature is in this LTC Home?

0  1  2  3  4  5  6  7  8  9  10  NA

5. Now think about all the different areas of the LTC Home.

What number would you use to rate how clean this LTC Home is?

0  1  2  3  4  5  6  7  8  9  10  NA

6. What number would you use to describe how safe and secure you feel in this LTC Home?

0  1  2  3  4  5  6  7  8  9  10  NA

7. Now think about all the different kinds of medicine that help with aches or pain. This includes medicine prescribed by a doctor or nurse practitioner as well as aspirin and Tylenol.

Do you ever take any medicine to help with aches or pain?

Yes  Don't Know (DO NOT READ)  
 No → Skip to 9

Don't know

8. What number would you use to rate how well the medicine worked to help with aches or pain?

0  1  2  3  4  5  6  7  8  9  10  NA

9. What number would you use to rate how well the staff help you when you have pain?

0  1  2  3  4  5  6  7  8  9  10  NA

10. What number would you use to rate how quickly the staff come when you call for help?

0  1  2  3  4  5  6  7  8  9  10  NA

11. Do the staff help you with any of the following: to dress, bath, shower OR go to the toilet?

Yes  No → Skip to 13

12. What number would you use to rate how gentle the staff are when they're helping you?  
 0  1  2  3  4  5  6  7  8  9  10  NA

13. What number would you use to rate how respectful the staff are to you?  
 0  1  2  3  4  5  6  7  8  9  10  NA

14. What number would you use to rate how well the staff listen to you?  
 0  1  2  3  4  5  6  7  8  9  10  NA

15. What number would you use to rate how well the staff explain things in a way that is easy to understand?  
 0  1  2  3  4  5  6  7  8  9  10  NA

16. Overall, what number would you use to rate the care you get from all the staff?  
 0  1  2  3  4  5  6  7  8  9  10  NA

17. Overall, what number would you use to rate this LTC Home?  
 0  1  2  3  4  5  6  7  8  9  10  NA


18. Is the area around your room quiet at night?  
 Yes  
 No  
 Sometimes

23. Is a doctor available to you when needed?  
 Yes  
 No  
 Sometimes

19. Are you bothered by noise during the day?  
 Yes  
 No  
 Sometimes

24. **OBSERVATIONAL SCREENER:** Is R able to move around alone – not in a wheelchair? (Ask if not sure.)  
 Yes **Skip to 26**  
 No

20. If you have a visitor, can you find a place to visit in private?  
 Yes  
 No  
 Sometimes

 Interviewer Note: This can include their room if they feel it is "private"


25. Are you ever left sitting or laying in the same position so long that it hurts?  
 Yes  
 No  
 Sometimes

21. Do you visit a doctor or nurse practitioner for medical care outside the LTC Home?  
 Yes  
 No  
 Sometimes

26. Are you able to move your arms to reach things that you want?  
 Yes  
 No  
 Sometimes

22. Do you see any doctor or nurse practitioner for medical care inside the LTC Home?  
 Yes  
 No  
 Sometimes

27. We'd like to find out about whether you can reach the things you need to in your room. **Can you reach the call button by yourself?**  
 Yes  
 No  
 Sometimes

 Point out call button if helpful.

<p><b>28. Is there a pitcher of water or something to drink where you can reach it by yourself?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Sometimes</p>	<p><b>36.</b> For the next question you can answer definitely no, probably no, probably yes, or definitely yes.  <b>Would you recommend this LTC Home to others?</b></p> <p><input type="radio"/> Definitely No  <input type="radio"/> Probably No  <input type="radio"/> Probably Yes  <input type="radio"/> Definitely Yes</p>
<p><b>29. Do the staff help you with <u>any</u> of the following: to dress, take a shower, OR bathe?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No → Skip to 31</p>	
<p><b>30. Do the staff make sure you have enough personal privacy when you dress, take a shower, or bathe?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Sometimes</p>	
<p><b>31. Can you choose what time you go to bed?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Sometimes</p>	<p><b>37.</b> Now I'd like to use this list of answer choices: Often, Sometimes, Rarely or Never  <b>How often do you feel worried – often, sometimes, rarely, or never?</b></p> <p><input type="radio"/> Often  <input type="radio"/> Sometimes  <input type="radio"/> Rarely  <input type="radio"/> Never</p>
<p><b>32. Can you choose what clothes you wear?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Sometimes</p>	
<p><b>33. Can you choose what activities you do here?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Sometimes</p>	
<p><b>34. Are there enough organized activities for you to do on the <u>weekends</u>?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Sometimes</p>	<p><b>38. How often do you feel happy – often, sometimes, rarely, or never?</b></p> <p><input type="radio"/> Often  <input type="radio"/> Sometimes  <input type="radio"/> Rarely  <input type="radio"/> Never</p>

<p><b>35. Are there enough organized activities for you to do during the <u>week</u>?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Sometimes</p>	<p><b>39. How often do you feel bored here – often, sometimes, rarely, or never?</b></p> <p><input type="radio"/> Often  <input type="radio"/> Sometimes  <input type="radio"/> Rarely  <input type="radio"/> Never</p>
<p><b>40. How often do you feel lonely here – often, sometimes, rarely, or never?</b></p> <p><input type="radio"/> Often  <input type="radio"/> Sometimes  <input type="radio"/> Rarely  <input type="radio"/> Never</p>	<p><b>46. Do you sometimes need help from staff to stay clean?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No → <b>Skip to 48</b></p>
<p><b>41. In general, how would you rate your overall health – excellent, very good, good, fair, or poor?</b></p> <p><input type="radio"/> Excellent  <input type="radio"/> Very Good  <input type="radio"/> Good  <input type="radio"/> Fair  <input type="radio"/> Poor</p>	<p><b>47. Do you receive the help you need from staff to stay clean?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Sometimes</p>
<p><b>42. Are you satisfied with how you spend your time at this Home?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Sometimes</p>	<p>These next few questions are about you.</p> <p><b>48. First, we want to know how you feel about your life now.</b> Use any number from 0 to 10 where 0 is the worst possible and 10 is the best possible.</p> <p><b>What number would you use to rate your life now?</b></p> <p><input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 10 <input type="radio"/> NA</p>
<p><b>43. Are you ever <u>unhappy</u> with the care you get at this Home?</b></p> <p><input type="radio"/> Yes  <input type="radio"/> No  <input type="radio"/> Sometimes</p>	
<p><b>44. Do you feel free to speak up to staff when you</b></p>	<p><b>49. In what year were you born?</b></p>

<p><b>are unhappy with your care?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Sometimes</p>	<table border="1"> <tr> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> <td style="width: 25px; height: 25px;"></td> </tr> </table>				
<p><b>45. Do you get the care you need at this Home?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Sometimes</p>	<p><b>50. What is the highest level of school that you have completed?</b> Field Coded – only read choices of needed.</p> <p><input type="radio"/> Grade school or some high school</p> <p><input type="radio"/> Completed high school or GED</p> <p><input type="radio"/> Post-secondary technical school</p> <p><input type="radio"/> Some university or college</p> <p><input type="radio"/> Completed college diploma</p> <p><input type="radio"/> Completed university degree</p> <p><input type="radio"/> Post-grad degree (Ph.D or MD)</p>				
<p><b>51. (Ask only if needed.)</b></p> <p><b>What is your race or ethnicity?</b></p> <p><input type="radio"/> White or Caucasian</p> <p><input type="radio"/> Other (Please Print)</p> <div style="border: 1px solid black; width: 200px; height: 30px; margin-left: 100px;"></div>	<p><b>57. In your opinion, how important is it to have this kind of discussion with a <u>Healthcare professional</u> OR <u>LTC Home staff</u>? (READ ALL)</b></p> <p><input type="radio"/> Extremely important</p> <p><input type="radio"/> Very important</p> <p><input type="radio"/> Somewhat Important</p> <p><input type="radio"/> Not very important</p> <p><input type="radio"/> Not at all important</p>				
<p><b>52. Gender</b> (Do not ask if obvious)</p> <p><input type="radio"/> Male</p> <p><input type="radio"/> Female</p>					
<p><b>53. Ask if not observed.</b></p> <p><b>Do you currently have a roommate?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p><b>58. Do you have any additional comments, concerns, or issues about your care in this LTC Home? If so, please explain.</b></p>				
<p><b>54. Do Not Read</b></p> <p><b>Does resident have difficulty with English language?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> Yes to some extent</p> <p><input type="radio"/> No</p>					
<p><b>55. Have you had a discussion with <u>family</u> or a <u>close friend</u> about what healthcare treatment you want or do not want if you become very ill and you cannot speak for yourself?</b></p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Don't Know (Read)</p>					
<p><b>56. Have you ever had a discussion with a <u>healthcare professional</u> OR <u>LTC staff</u> about</b></p>					



**what healthcare treatment you WANT or DON'T want if you become very ill and you cannot speak for yourself?**

- Yes
  - No
  - Don't Know (Read)
- 

**Time Now:** \_\_\_\_\_ : \_\_\_\_\_

**Appendix B**  
**Resident Comments**

1. Better food, more activities.
2. Build a new home, all private rooms.
3. Good staff.
4. Resident does not take part in activities. Resident rated how happy they are as rarely. Resident would rather be home. Resident rated getting care he needs as no. Resident thinks with more physio they will be able to go home. Resident rated the temperature as 3, said it is too cold here. Resident rated staff being gentle as a 5. Resident is in pain all of the time so they can't really be gentle with his care, it has to be done.
5. Staff listen to you, rated 2. Resident tells them he can walk and get around how he wants but don't use his walker. Staff are respectful but always telling resident to use his walker. Resident answered 0 to how their life is now and they are rating that based on their condition. Resident does not participate in activities.
6. I love it here. I could not say anything bad about this place.
7. Like to have more visitors.
8. No, I feel pretty good about it.
9. Only concern is not having the button close enough in the nighttime. It is hard to get out of bed and it would be beneficial to get the button closer.
10. Resident didn't answer the question about telling staff if they are unhappy. Resident says she doesn't say anything to anyone. Resident answered no to the question about recommending the long term care centre and answered 5 to the question how would you rate the longer care centre. Resident stated that they were happier in the hospital, they are not fussy here. Resident finds it boring and they found it more like home in the hospital and the staff was more friendly.
11. Resident does not take part in activities.
12. Resident has a progressive disease that is why they feel so low about their life right now. Resident knows they are not getting any better. They do feel this is the best possible place for them to be and thinks they have the best staff ever.
13. Resident is very happy here and said they love the staff.
14. Resident stated they have a roommate; partner is in the room as well. Resident does not attend any activities. Resident answered 5 to the question about staff explaining things. Resident said some know the answers and some don't. Resident rated 5 to the question about staff and respect. Resident stated some are and some are not. Resident rated 5 to the temperature question stating they find it chilly.
15. Sometimes I get a little upset because of things that are said by the staff.
16. Staff are wonderful no complaints.
17. Resident is very happy living here except they don't like the food.
18. Resident said they love being here and it is the best possible situation for them right now. They love the staff.
19. Very happy with the living conditions, they are all like angels and I think of them as my own children!
20. Would like Shreddies.