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Residential Care Family Satisfaction Survey – 2008 Results

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REVISED September 2008

EXECUTIVE SUMMARY

As part of the Fraser Health (FH) residential care quality indicator process, 79 residential care facilities (60 Health Service Providers and 19 owned and operated facilities) participated in the 2008 Family Satisfaction Survey. The survey provides facilities with an opportunity to identify areas requiring quality improvement and to assess their performance relative to their peers. Adapted from the Ohio Department of Aging Family Satisfaction Survey, the Fraser Health survey consists of 54 questions: 44 questions in 9 domains – Admissions, Activities, Choice, Direct Care/Nursing, Meals/Dining, Laundry, Environment, and 10 additional questions. Space is provided at the end of each domain and on the last page of the survey for additional comments. A series of demographic questions is also included to provide background information on the individuals completing the survey.

Facilities distributed one survey to each resident's most frequent visitor (family member or friend). Family members/friends then had approximately two weeks to complete the survey before returning it in a self-addressed envelope to either the facility or, if they preferred, FH Residential Services. A total of 6,617 surveys were distributed; 5,098 to HSPs, and 1,519 to the owned and operated sites. A total of 3,099 completed surveys were received; 2,390 for HSPs (46.9%), and 708 for the owned and operated sites (46.6%).

The majority of survey respondents were adult children, followed by spouses, nieces/nephews, and siblings. More than 75% of respondents from the HSPs, and 85% of respondents from the owned and operated sites reported visiting their relative/friend in care at least once a week. Family members at both HSP and owned and operated sites rarely assist with dressing or toileting; however, approximately 50% of respondents from both groups reported assisting with grooming or activities.

Satisfaction with the quality of care, as measured by the nine domains on the survey, was generally quite high. Among the HSPs, four domains (Admissions, Choice, Direct Care/Nursing, Social Services) had satisfaction scores above 90%. Mean satisfaction scores were lowest for Laundry, Therapy, and Meals and Dining. Among the owned and operated

facilities, two domains (Admissions and Social Services) had satisfaction scores above 90%. As with the HSPs, scores were lowest for the Laundry, Therapy and Meals and Dining domains.

In accordance with the other quality indicators, domain scores were compared according to facility size, per diem group, and health service delivery area. Among the HSPs, the only statistically significant difference between the mean scores of small (<75 beds), medium (75-150 beds) or large (>150 beds) facilities was in regards to the Meals and Dining domain, in which the mean score for large facilities was significantly lower than that of small or medium facilities. In terms of per diem groups, facilities in funding group A (<115) had significantly higher mean scores on the Choice domain than those in group C (>130). With regards to health service delivery area, facilities in the FH East health service delivery area had higher mean satisfaction scores on the Environment domain than those in the FH South health service delivery area. Among the owned and operated sites, there were no statistically significant differences between the mean scores of small, medium or large facilities, or of facilities in the three health service delivery areas. No comparison was conducted for per diem group as owned and operated sites are not (and have never been) differentiated by funding group.

For both the HSPs and the owned and operated sites, the majority of questions received satisfaction scores above 85%; however, while the HSPs had 25 questions with mean scores above 90%, the owned and operated sites had only 9 questions with mean scores above 90%. Several questions pertaining to Meals/Dining, Activities, and Laundry received considerably lower scores among both HSPs and owned and operated sites. It is positive to note that scores on the final two questions, pertaining to overall satisfaction with the quality of care, were approximately 90% for HSPs and 87% for owned and operated sites.

Families appeared to find the survey comprehensive and easy to understand. While family members expressed appreciation for the opportunity to provide feedback on the care their relative receives, they sought reassurance that their feedback would be incorporated.

Recommendations for improving the survey process include an increased emphasis on the timely return of survey spreadsheets, more explicit instructions surrounding survey distribution dates and methods, and lowered postage costs through the use of Business Reply Mail.

TABLE OF CONTENTS

Executive Summary	ii
Table of Contents	iv
List of Tables and Figures.....	v
1.1 Background.....	1
1.2 Survey Instrument	1
1.3 Instrument Scoring	2
1.4 Process.....	3
1.5 Survey Results.....	4
1.5.1 Survey Response Rate	4
1.5.2 Domain/Question Response Rate	5
1.5.3 Respondent Characteristics.....	6
1.5.4 Domain Averages	9
1.5.5 Domain Scores by Facility Size, Per Diem Group and Health Area	14
1.5.6 Question Averages.....	18
1.6 Feedback from Families about the Survey	30
1.7 Recommendations for Improving the Survey Process	31
1.8 References	33
Appendices.....	34
Appendix A: Fraser Health Authority 2006 Family Satisfaction Survey	34
Appendix B: Changes to the 2008 Fraser Health Authority Family Satisfaction Survey.....	44
Appendix C: Comparison of Domain Scores for Fraser Health Authority and Ohio State	45
Appendix D: Comparison of HSP Domain Scores by Facility, Per Diem Code and Health Service Delivery Area.....	46
Appendix E: Comparison of Owned and Operated Site Domain Scores by Facility and Health Service Delivery Area.....	49

LIST OF TABLES AND FIGURES

Table 1.1	Respondent Characteristics	7
Table 1.2	Resident Characteristics According to Respondents.....	9
Table 1.3	Mean Domain Scores for All HSPs (n=59).....	10
Table 1.4	Number of HSPs Scoring Above or Below Domain Thresholds	11
Table 1.5	Mean Domain Scores for All Owned and Operated Facilities (n=17).....	12
Table 1.6	Number of Owned and Operated Facilities Scoring Above or Below Domain Thresholds	13
Figure 1.1	Comparison of HSP Mean Domain Scores between 2006 and 2008.....	14
Figure 1.2	Mean HSP Domain Scores by Facility Size.....	15
Figure 1.3	Mean HSP Domain Scores by Per Diem Code	16
Figure 1.4	Mean HSP Domain Scores by Health Service Delivery Area.....	16
Figure 1.5	Mean Owned and Operated Site Domain Scores by Facility Size	17
Figure 1.6	Mean Owned and Operated Site Domain Scores by Health Service Delivery Area	18
Figure 1.7	Admissions Domain – HSP Mean Question Scores.....	19
Figure 1.8	Activities Domain – HSP Mean Question Scores.....	20
Figure 1.9	Choice Domain – HSP Mean Question Scores	20
Figure 1.10	Direct Care/Nursing Domain – HSP Mean Question Scores	21
Figure 1.11	Meals/Dining Domain – HSP Mean Question Scores	21
Figure 1.12	Laundry Domain – HSP Mean Question Scores.....	22
Figure 1.13	Environment Domain – HSP Mean Question Scores.....	22
Figure 1.14	Therapy Domain – HSP Mean Question Scores	23
Figure 1.15	Social Services Domain – HSP Mean Question Scores	23
Figure 1.16	Additional Questions Domain – HSP Mean Question Scores	24
Figure 1.17	Admissions Domain – Owned and Operated Mean Question Scores.....	25
Figure 1.18	Activities Domain – Owned and Operated Mean Question Scores	25
Figure 1.19	Choice Domain – Owned and Operated Mean Question Scores	26
Figure 1.20	Direct Care/Nursing Domain – Owned and Operated Mean Question Scores	26
Figure 1.21	Meals/Dining Domain – Owned and Operated Mean Question Scores.....	27
Figure 1.22	Laundry Domain – Owned and Operated Mean Question Scores	27
Figure 1.23	Environment Domain – Owned and Operated Mean Question Scores.....	28
Figure 1.24	Therapy Domain – Owned and Operated Mean Question Scores.....	28

Figure 1.25	Social Services Domain – Owned and Operated Mean Question Scores	29
Figure 1.26	Additional Questions Domain – Owned and Operated Mean Question Scores	29
Table C.1	Comparison of HSP Mean Domain Scores between 2006 and 2008	45
Table C.2	Ranking of HSP Mean Domain Scores for 2006 and 2008	45
Table D.1	Mean HSP Domain Scores by Facility Size	46
Table D.2	Mean HSP Domain Scores by Per Diem Code	47
Table D.3	Mean HSP Domain Scores by Health Service Delivery Area	48
Table E.1	Mean Owned and Operated Site Domain Scores by Facility Size	49
Table E.2	Mean Owned and Operated Site Domain Scores by Health Service Delivery Area	50

1.1 Background

In recent decades, the increased emphasis on quality of life and quality of care issues in long-term care has led to enhanced efforts to define and measure nursing home quality (Grau, Teresi, Burton & Chandler, 1995; Rubinstein, 2000). As Donabedian (1966, in Lowe, Lucas, Castle, Robinson, & Crystal, 2003) notes, “achieving and producing health and satisfaction, as defined for its individual members by a particular society or subculture, is the ultimate validator of the quality of care” (p.884).

As part of the residential care quality indicator process, Fraser Health (FH) required an empirically tested family satisfaction instrument to provide facility benchmarking and highlight areas requiring quality improvement. In September 2005, the Residential Care Family Satisfaction Task Group reviewed a number of family satisfaction instruments for potential use. Each instrument was evaluated in terms of overall organization, dimensions (domains) of quality nursing home care addressed, question wording, response set, clarity, user friendliness, and established validity and reliability. Following the review, the decision was made to use the Ohio Department of Aging Family Satisfaction Survey developed by Ejaz and colleagues (2003)¹.

1.2 Survey Instrument

The Ohio Department of Aging Family Satisfaction Survey (ODA-FSS) has well-established reliability and validity; a necessary requirement for comparative performance evaluation (Lowe et al., 2003). Items selected for inclusion in the instrument were chosen by an expert panel comprised of individuals from groups representing families of nursing home residents, provider groups, trade associations, and the Ohio Department of Health. The ODA-FSS is one of the most comprehensive family satisfaction surveys consisting of 13 domains. Although one of the longer instruments in use, it takes approximately 20 minutes to complete. As the survey is used annually by the State of Ohio, explicit protocols exist for the administration, collection and analysis of the data. Use of the instrument is free so long as credit is given to the Ohio Department of Aging.

¹ To date, there is no Canadian instrument available that meets all of the outlined requirements.

The instrument has been adapted for use within FH by removing 4 of the 13 domains (deemed not applicable to Canadian facilities), and adding a section of additional questions. The resulting survey consists of 54 questions; 44 questions in 9 domains – Admissions, Activities, Choice, Direct Care/Nursing, Meals/Dining, Laundry, Environment, Therapy, and Social Services, and 10 additional questions (see Appendix A). Space is provided at the end of each domain and on the last page of the survey for additional comments. The survey also contains a series of demographic questions designed to provide background information about the individuals completing the survey. While the survey is designed to be anonymous, respondents are given the option of providing their name and contact information should they want someone from the facility to follow up with them.

Improvements to the original Ohio Department of Aging Family Satisfaction Survey led to a number of changes to the 2008 FH survey (see Appendix B for a detailed listing). The Receptionist and Nurses domains were dropped, although one question from each domain was retained. One question was dropped from the Admissions domain, while one question was moved from the Direct Care domain to the Additional Questions section. Two questions were reworded, one in the Meals/Dining domain, and one in the Environment domain, while the order of two questions in the Environment domain was switched. Lastly, two domains, Social Services and Therapy were added. As a result of these changes, caution must be used when comparing 2006 and 2008 domain scores for Admissions, Direct Care, Meals/Dining and Environment.

1.3 Instrument Scoring

The response scale for the Family Satisfaction Survey includes “Yes, Always”, “Yes, Sometimes”, “No, Hardly Ever”, “No, Never” and “Don’t Know” or “Doesn’t Apply”. When scoring the survey, a value of 100 is assigned to “Always”, 67 to “Sometimes”, 33 to “Hardly Ever”, and 0 to “Never”. These values were chosen by the researchers who developed the tool as a way to “increase” the variance between item and domain scores, and to more easily differentiate between facilities. Such a strategy is believed to provide the most meaningful method for family members to understand average scores as it converts scores to a percentage.

The score for each item/question is calculated by adding the values for “Always”, “Sometimes”, “Hardly Ever”, and “Never”. The total of the values is divided by the number of responses to get an average score for each question. “Don’t Know” or “Doesn’t Apply” responses are excluded from the calculations. The average score for each domain is calculated by adding the values for all “Always”, “Sometimes”, “Hardly Ever”, and “Never” responses. Again, the total of the values is divided by the number of responses (excluding “Don’t Know” or “Doesn’t Apply” responses). In order for a respondent’s scores to be included in a domain average, he/she has to have left no more than one question unanswered in the domain. For example, if a family member answered only 3 of the 5 questions in the Activities domain, his/her responses would not be included in the domain average. This prevents missing values from negatively influencing the averages.

1.4 Process

As part of the residential quality care indicator process, all FH Health Service Providers (n=63) are required to participate in the Family Satisfaction Survey. New to the 2008 survey process was the inclusion of the owned and operated residential facilities. In total, 79 residential care facilities participated – 60 Health Service Providers² (hereafter referred to as HSPs) and 19 owned and operated facilities (on 14 sites).

Instructions for distributing/collecting the surveys, a blank score sheet, scoring instructions and an example of a completed score sheet were mailed electronically to all participating facilities. Shortly thereafter, survey packages (containing the family satisfaction survey, a cover letter, return mailing labels and a postage-paid return envelope) were distributed to all participating facilities. Facilities were asked to address the packages and distribute one survey to each resident’s most frequent visitor (family member or friend) within 10 days of receiving the packages³; family members/friends then had approximately two weeks to complete and return the survey. As a result of feedback from the 2006 survey (i.e., concerns around confidentiality and anonymity), two address labels were included in the survey package, one with the facility address, the other with the address for FH Residential Services. This gave

² For various reasons (e.g., recently opened, slated for closure), three facilities did not participate in the survey process.

³ Facilities were reimbursed for postage costs.

families the option of returning the survey to the facility or directly to Residential Services; 1,008 family members⁴ (34.4%) at the HSP sites and 187 family members (26.4%) at the owned and operated sites chose this latter option. Once the completed surveys were returned, facilities had approximately two weeks to score them. The majority of HSPs completed the scoring themselves using an Excel spreadsheet (with embedded formulas), which was then sent electronically to FH⁵. Scoring for the owned and operated facilities was completed centrally. As in the 2006 survey, all facilities kept the completed surveys, including comments, on site.

1.5 Survey Results

NOTE: One HSP had fewer than five surveys returned within the specified time frame, while two of the owned and operated facilities (one site) had only recently opened. Consequently, these facilities were excluded from the survey analysis. As a result, the final analysis included 59 HSPs, and 17 owned and operated facilities (on 13 sites).

1.5.1 Survey Response Rate

A total of 6,617 surveys were distributed, of which 3,099 completed surveys were received for an overall response rate of 46.8%. Of the 6,617 surveys, 5,098 were distributed to family members/friends of residents in HSPs; 2,390 were returned for a response rate of 46.9% (up from 45.3% in 2006). Among the owned and operated sites, 1,519 surveys were distributed and 708 were returned for a response rate of 46.6%. Although these response rates are slightly lower than the 50% considered adequate by survey methodologists (i.e., Babbie, 1990, in Hager, et al., 2003), the busy lifestyles of today's households may preclude a higher response rate, especially among adult children who are balancing elder care with the demands of other family responsibilities (i.e., child care).

⁴ This number was inflated slightly as a result of one facility pre-addressing the return envelopes with the FH Residential Services label.

⁵ For various reasons (i.e., accreditation) several HSPs forwarded their surveys to FH for scoring.

1.5.2 Domain/Question Response Rate

HSPs

As in the 2006 survey, non-response rates were lowest for the Admissions and Environment domains. This is not surprising given that these are two domains with which family members are likely more familiar, and may therefore feel more qualified to provide an opinion. Similarly, non-response rates were lowest for the questions: “Overall satisfaction with admission process”; “Resident treated with respect”; “Overall satisfaction with care aides”; “Overall satisfaction with Registered Nurses and Licensed Practical Nurses”; “Residents well groomed”; “Know whom to approach with concerns; “Feel listened to when have concerns”; “Efforts made to resolve concerns”; “Overall satisfaction with quality of care”; and all but one (Q31) of the Environment questions.

Non-response rates were highest⁶ for the questions: “Resident is satisfied with spiritual activities”; “Resident can go to bed when likes”; “Resident can choose clothes to wear”; “Resident can do things he/she wants to do for self”; “Staff check to see if resident is comfortable”; “During the evening staff are able to help the resident if needed”; “Foods served at right temperature”; “Resident can get food he/she likes”; “Resident can get outside when wants”; “If needed, resident receives help to eat”; and “Staff take proper time to feed resident”. Again, this likely reflects the fact that these are areas with which families may be less familiar and therefore feel less qualified to provide an opinion.

An interesting response pattern was observed for the Social Services and Therapy domains. Not all facilities have access to a physiotherapist/occupational therapist and/or social worker. Despite this, respondents at a number of these facilities answered the Social Service and Therapy questions. It is unclear as to who (or what) the respondents had in mind when they answered these questions. Obviously, their responses were not included, and facilities that do not have access to a physiotherapist/occupational therapist and/or social worker did not receive a score for either of these domains.

⁶ i.e., majority of facilities had a non-response rate >20%

Owned and Operated Sites

Overall, the non-response rates at the owned and operated sites were considerably lower than those at the HSPs. Possible reasons for this include the fact that this is the first time that the survey has been administered to these family members, and the fact that almost 26% of family members in owned and operated sites visit on a daily basis, as opposed to only 12% among the HSPs. Consequently, family members may be much more familiar with facility happenings.

As with the HSPs, non-response rates were lowest for the Admissions and Environment domains. In addition to the questions in these two domains, the questions: “Overall satisfaction with activities”; “Can bring in belongings from home”; “During week staff available to help if needed”; “Overall satisfaction with care aides”; “Overall satisfaction with Registered Nurses and Licensed Practical Nurses”; “Resident gets enough to eat”; “Residents well groomed”; and, “Overall satisfaction with quality of care” also had particularly low non-response rates.

Despite lower overall non-response rates than the HSPs, a similar trend appeared in terms of the domains and questions with the highest non-response rate. For example, the Therapy domain had the highest non-response rate, while the questions: “Resident is satisfied with spiritual activities”; “Resident can choose clothes to wear”; “Resident can do things he/she wants to do for self”; “During the evening staff are able to help the resident if needed”; “If needed, resident receives help to eat”; and “Staff take proper time to feed resident” also had a high non-response rate⁷

1.5.3 Respondent Characteristics

HSPs

The majority of survey respondents at the HSP sites were adult children (54%), followed by spouses (18.0%), nieces/nephews (4.1%), and siblings (4.1%). Friends accounted for only 2.5% of respondents. Seventy-five percent of respondents visit their relative/friend in care at least once a week; only 5% visit less than once a month. While the majority of families rarely assist with feeding, dressing or toileting, 45.0% of respondents reported assisting with grooming (sometimes/always) and 48.6% reported assisting with activities (sometimes/always). Seventy-

⁷ i.e., 20% or more of facilities had a non-response rate greater than 20%

five percent of respondents acknowledged that their resident always recognizes family, 35.6% reported that their resident always knows the season, and 49% reported that their resident always recognizes that they are in a facility.

Owned & Operated Sites

As with the HSPs, the majority of survey respondents among the owned and operated facilities were adult children (47.3%), followed by spouses (24.4%); however, there were more sibling respondents (6.8%), than nieces/nephews (4.1%). Friends accounted for only 2.1% of respondents. As noted previously, one of the most striking differences between the HSPs and the owned and operated sites is that twice as many owned and operated respondents visit their relative/friend on a daily basis (26.7% versus 12.8%). Eighty-five percent of respondents visit their relative/friend in care at least once a week; only 4% visit less than once a month. While the majority of families rarely assist with dressing or toileting, 47.4% of respondents reported assisting with feeding (sometimes/always), 55.4% reported assisting with grooming (sometimes/always) and 53.4% reported assisting with activities (sometimes/always). For the most part, this is a similar pattern to the HSPs, with the exception of assisting with feeding and grooming, in which approximately twice as many owned and operated respondents report *always* assisting with feeding or grooming. Eighty-two percent of respondents acknowledged that their resident always recognizes family, 46.5% reported that their resident always knows the season, and 58.5% reported that their resident always recognizes that they are in a facility. Tables 1.1 and 1.2 provide a summary of respondent characteristics and resident characteristics according to respondents for both HSPs and owned and operated sites.

Table 1.1 Respondent Characteristics

	Health Service Providers % (n=2,390)	Owned & Operated % (n=708)
Relationship to Resident		
Child	54.0	47.3
Spouse	18.0	24.4
Niece/nephew	4.1	4.1
Sibling	4.1	6.8
Son/dtr-in-law	3.4	2.4
Parent	3.3	6.5

	Health Service Providers % (n=2,390)	Owned & Operated % (n=708)
Friend	2.5	2.1
Other	1.9	1.1
Guardian	1.0	1.3
Grandchild	0.8	1.7
Missing	6.9	2.3
Frequency of Visits		
Daily	12.1	26.4
Several times/week	38.4	39.3
Once/week	24.9	18.9
Several times/month	9.3	5.6
Once/month	4.9	4.1
Several times/year	4.3	3.1
Missing	6.2	2.5
Families Assist with Feeding		
Always	10.4	24.4
Sometimes	16.4	23.0
Seldom	1.0	11.2
Never	48.1	31.5
Missing	15.1	9.9
Families Assist with Dressing		
Always	3.5	4.8
Sometimes	21.9	21.5
Seldom	17.7	18.6
Never	42.0	41.8
Missing	15.0	13.3
Families Assist with Toileting		
Always	4.1	5.4
Sometimes	14.5	12.0
Seldom	10.1	9.7
Never	55.4	58.8
Missing	15.9	14.1
Families Assist with Grooming		
Always	11.7	20.1
Sometimes	33.3	35.3
Seldom	12.7	11.2
Never	30.4	26.6
Missing	12.0	6.9
Families Assist with Activities		
Always	13.0	17.4
Sometimes	35.6	36.0
Seldom	14.8	15.1
Never	24.8	20.2
Missing	11.8	11.3

Table 1.2 Resident Characteristics According to Respondents

	Health Service Providers (n=2390)	Owned & Operated (n=708)
Resident Recognizes Family		
Always	74.9	81.8
Sometimes	12.6	10.6
Seldom	6.9	4.5
Missing	5.6	3.1
Resident Knows Season		
Always	35.6	46.5
Sometimes	31.8	27.3
Seldom	25.4	21.3
Missing	7.1	4.9
Resident Recognizes is in Facility		
Always	49.0	58.5
Sometimes	25.0	20.3
Seldom	18.1	15.8
Missing	7.9	5.4

1.5.4 Domain Averages

Tables 1.3 (HSPs) and 1.5 (owned and operated sites) provide a summary of statistical measures for each domain. Statistics include the mean (average) score, standard deviation⁸, minimum and maximum scores, threshold scores⁹ and the number of facilities above the maximum threshold score or below the minimum threshold score.

HSPs

Satisfaction with the quality of care, as measured by the nine domains on the survey, is generally quite high; four domains received satisfaction scores above 90%. While the mean scores for Activities and Meals/Dining were slightly lower (84.1% and 83.9%, respectively), the mean score for Therapy and Laundry was dramatically lower (65.3% and 55.4%, respectively). The highest satisfaction scores were associated with the Social Services and Admissions domains. The Admissions domain has the greatest number of facilities above threshold, while

⁸ The standard deviation indicates how tightly the scores are clustered around the mean; the higher the standard deviation, the greater the diversity or spread among scores.

⁹ The threshold values represent the maximum threshold (one standard deviation above the mean) and the minimum threshold (one standard deviation below the mean), between which 68% of the scores fall. Scores above the maximum or below the minimum can be considered outside the “normal” range of values.

Table 1.3 Mean Domain Scores for All HSPs (n=59)

Domain	Mean	SD	Range		Threshold		# facilities above maximum threshold	# facilities below minimum threshold
			Min	Max	Min	Max		
Admissions	92.5	3.9	82.6	99.3	88.6	92.5	34	7
Activities	84.1	4.4	74.2	95.7	79.7	88.5	7	8
Choice	91.0	3.4	80.8	97.1	87.6	94.4	10	4
Direct Care/Nursing	90.9	4.5	79.6	100.0	86.4	95.4	10	10
Meals & Dining	83.9	5.1	71.9	94.5	78.8	89.0	8	9
Laundry	55.4	9.3	32.1	79.6	46.1	64.7	8	8
Environment	87.1	5.1	76.7	98.1	82.0	92.2	9	11
Therapy*	65.3	14.5	26.3	93.4	50.8	79.8	9	6
Social Services**	93.0	3.2	88.5	98.2	89.8	96.2	2	2

Note: As is common with satisfaction surveys, the mean scores are positively skewed (i.e., not normally distributed)

* These domains are new to the 2008 survey

the Environment and Direct Care/Nursing domains have the greatest number of facilities below threshold. As shown in Table 1.4, eight facilities scored above threshold on four or more domains. Conversely, five facilities scored below threshold on four or more domains.

Table 1.4 Number of HSPs Scoring Above or Below Domain Thresholds

Number of Domains	Number of Facilities Scoring Above Maximum Threshold	Number of Facilities Scoring Below Minimum Threshold
7	1	1
6	2	0
5	3	3
4	2	1
3	4	5
2	10	4
1	22	15
Total	44	29

Owned and Operated Sites

Satisfaction with the quality of care for the owned and operated sites is slightly lower than for the HSPs. Two domains (Admissions and Social Services) received satisfaction scores above 90%, while three domains (Choice, Direct Care/Nursing, and Environment) received scores between 80% and 90%. Mean scores for the Activities and Meals/Dining domains were slightly lower (79.2% and 74.6, respectively). As with the HSPs, the mean scores for the Therapy and Laundry domains were dramatically lower (57.3% and 56.0%, respectively). In contrast to the HSPs, it is the Direct Care/Nursing and Meals/Dining domains that have the greatest number of facilities above threshold, while it is the Admissions domain that has the greatest number of facilities below threshold. As shown in Table 1.6, two facilities scored above threshold on four or more domains, while two facilities scored below threshold on four or more domains.

Table 1.5 Mean Domain Scores for All Owned & Operated Facilities (n=17)

Domain	Mean	SD	Range		Threshold		# facilities above maximum threshold	# facilities below minimum threshold
			Min	Max	Min	Max		
Admissions	90.0	5.3	81.9	100.0	84.7	95.3	2	4
Activities	79.2	5.8	68.9	89.6	73.4	85.0	2	3
Choice	88.1	4.8	78.0	98.7	83.3	92.5	2	2
Direct Care/Nursing	86.1	4.4	79.2	95.4	81.7	90.5	4	1
Meals & Dining	74.6	8.8	60.3	93.1	65.8	83.4	4	2
Laundry	57.3	8.5	43.2	79.2	48.8	65.8	1	2
Environment	82.6	6.1	73.3	94.7	76.5	88.7	3	3
Therapy*	56.0	17.8	18.0	100.0	38.2	73.8	0	2
Social Services**	90.3	9.8	58.8	100.0	80.5	100.0	1	2

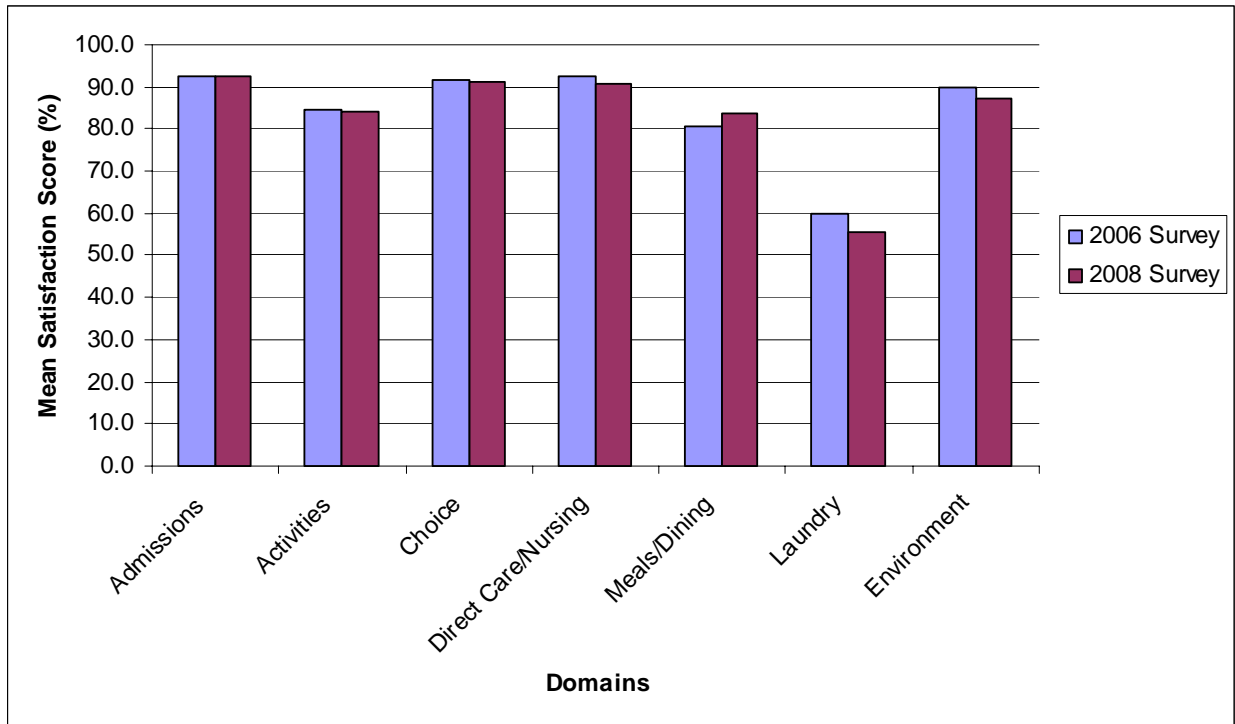
Table 1.6 Number of Owned and Operated Facilities Scoring Above or Below Domain Thresholds

Number of Domains	Number of Facilities Scoring Above Maximum Threshold	Number of Facilities Scoring Below Minimum Threshold
7	0	0
6	1	0
5	1	0
4	0	2
3	1	2
2	0	1
1	4	1
Total	7	6

Comparison of HSP Results – 2008 vs. 2006

Figure 1.1 provides a comparison of mean domain scores between the 2006 (in which 56 HSPs participated) and the 2008 survey. Keeping in mind that one question was removed from each of the Admission and Direct Care/Nursing domains, and one question was reworded on the Environment and Meals/Dining domain, little difference exists between the mean domain scores for the Admissions, Activities, and Choice domains. Mean satisfaction scores declined for the Direct Care/Nursing, Laundry and Environment domains, while mean scores improved for Meals/Dining. The ranking of mean domain scores was similar for both surveys; for example, the highest scores on both surveys were associated with the Admissions domain, while the lowest scores on both surveys were associated with Meals and Dining, and Laundry. Mean domain scores and their ranking for both surveys are presented in table form in Appendix C.

Figure 1.1 Comparison of HSP Mean Domain Scores between 2006 and 2008



1.5.5 Domain Scores by Facility Size, Per Diem Group and Health Area

As is the practice with the other quality care indicators, domain scores are also compared according to facility size (where small is <75 beds, medium is 75-150 beds, and large is >150 beds), facility per diem group (where A is <115, B is 115-130, and C is >130), and health service delivery area (FH East, FH South, FH North).

HSPs

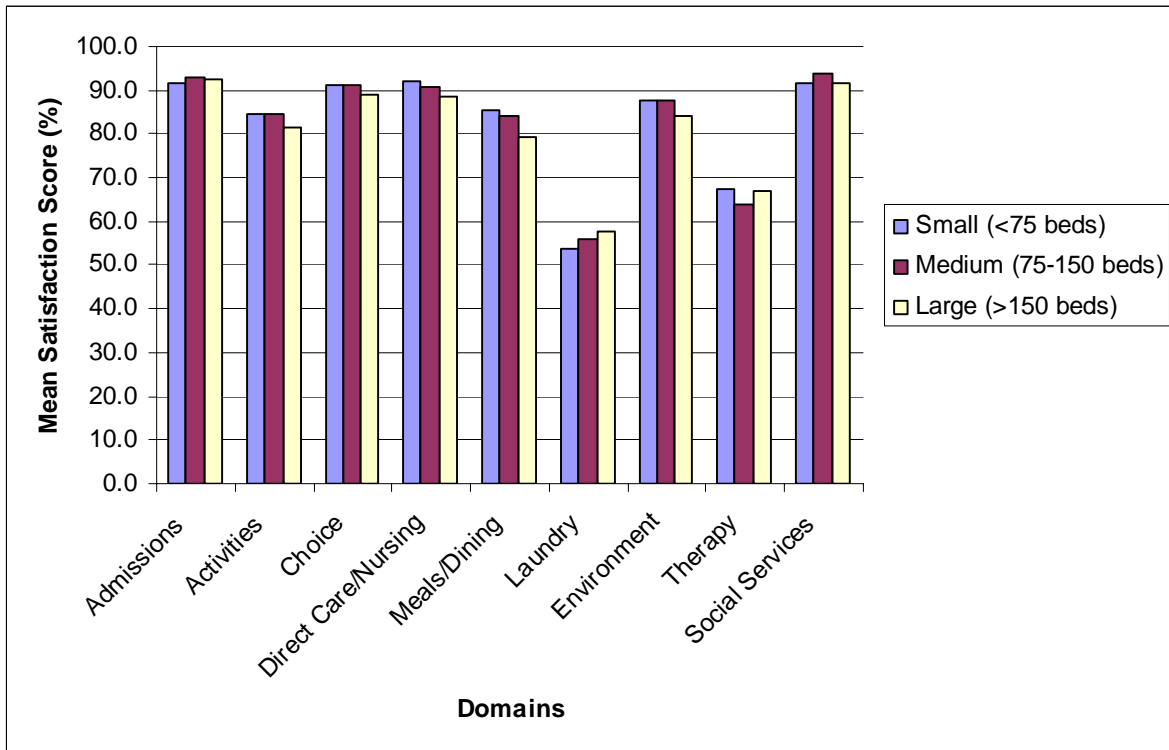
Figures 1.2, 1.3, and 1.4 provide a comparison of mean domain scores by facility size, per diem code, and health area (scores are presented in table form in Appendix D). For the majority of domains, there are no statistically significant differences between the mean scores of small, medium or large facilities. The exception to this is in regards to the Meals and Dining domain, in which the mean score for larger facilities is significantly lower than that of medium

or small facilities [$F(2,56) = 5.3, p < 0.01$]¹⁰. Such a finding is certainly logical if one considers that larger facilities may possess less flexibility to cater to residents' different tastes.

In terms of per diem groups, a statistically significant difference exists between the mean scores on the Choice domain for facilities in per diem groups A and C. Mean scores on the Choice domain for facilities in funding group A are significantly higher than those in group C [$F(2,56) = 4.1, p < 0.05$].

With regards to health service delivery area, there is a statistically significant difference between the mean scores on the Environment domain. Facilities in the FH East health service delivery area have higher mean satisfaction scores than those in the FH South health service delivery area.

Figure 1.2 Mean HSP Domain Scores by Facility Size



¹⁰ A similar trend was noted in the 2006 survey, in which the mean score for Meals/Dining was significantly higher for smaller facilities than for medium or large facilities [$F(2,51) = 5.8, p < 0.05$].

Figure 1.3 Mean HSP Domain Scores by Per Diem Code

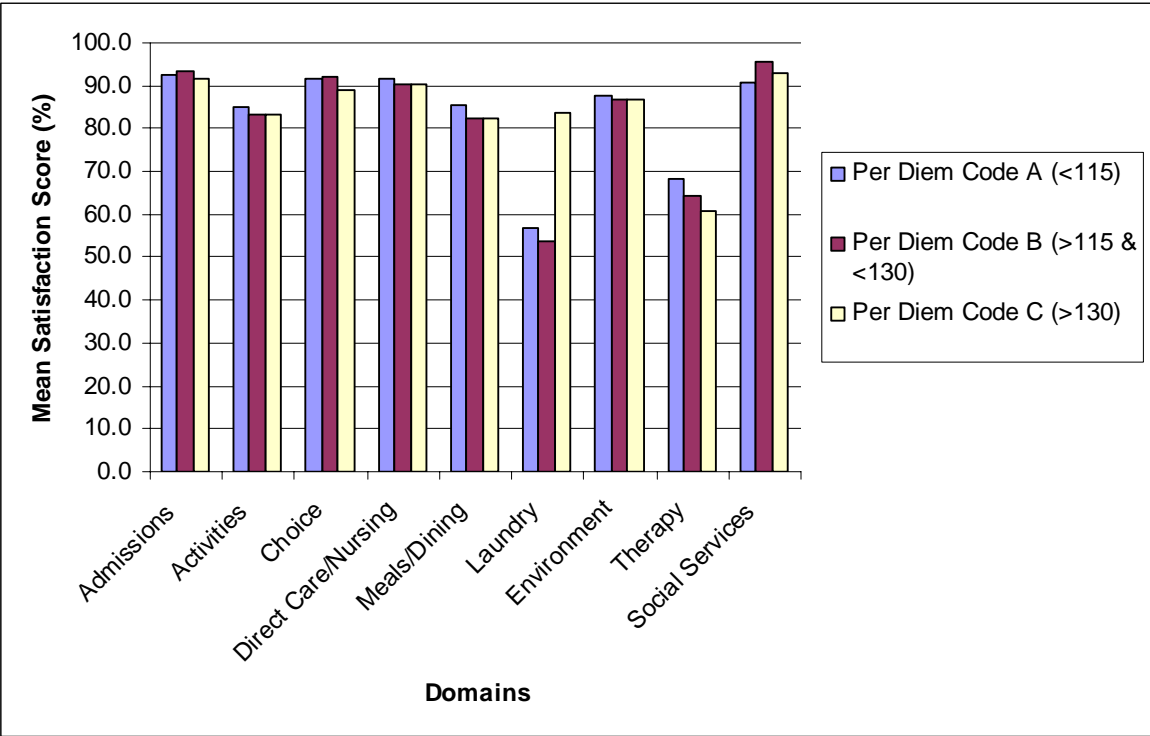
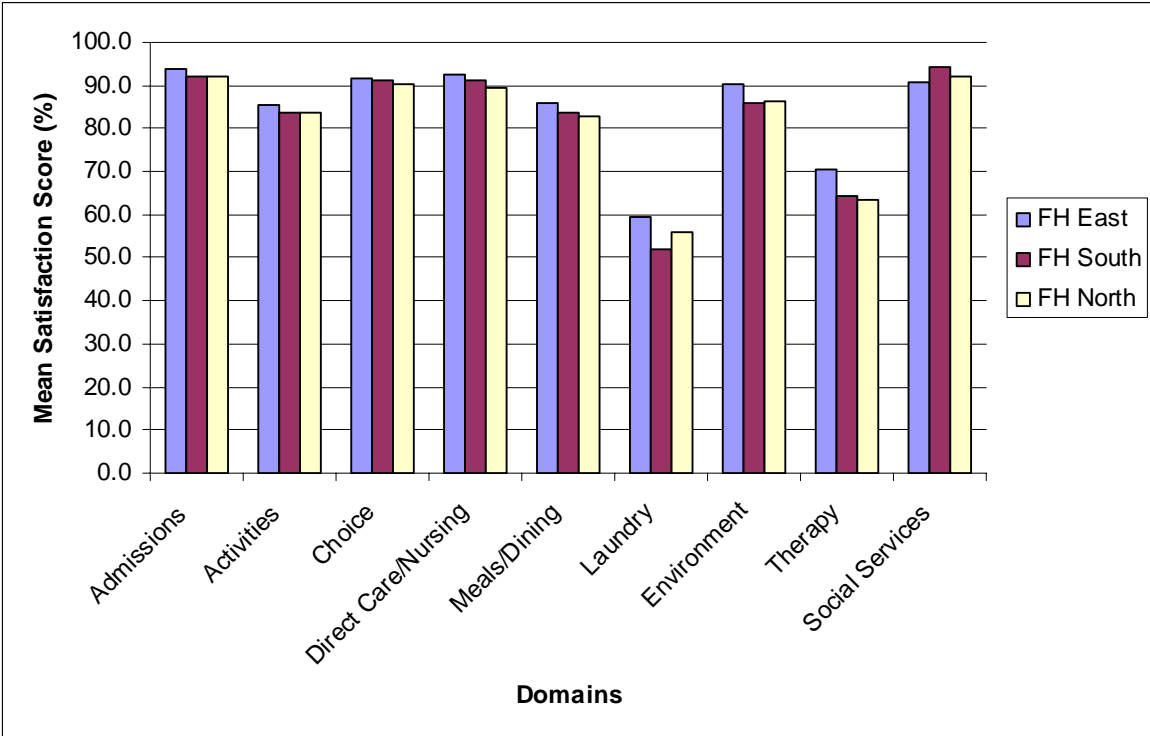


Figure 1.4 Mean HSP Domain Scores by Health Service Delivery Area



Owned and Operated Sites

Figures 1.5 and 1.6 provide a comparison of mean domain scores by facility size and health area for the owned and operated sites (scores are presented in table form in Appendix E). No comparison is provided for per diem group as owned and operated sites are not (and have never been) differentiated by funding group. Unlike the HSPs, there are no statistically significant differences between the mean scores of small, medium or large facilities, or of facilities in the three health service delivery areas.

Figure 1.5 Mean Owned and Operated Site Domain Scores by Facility Size

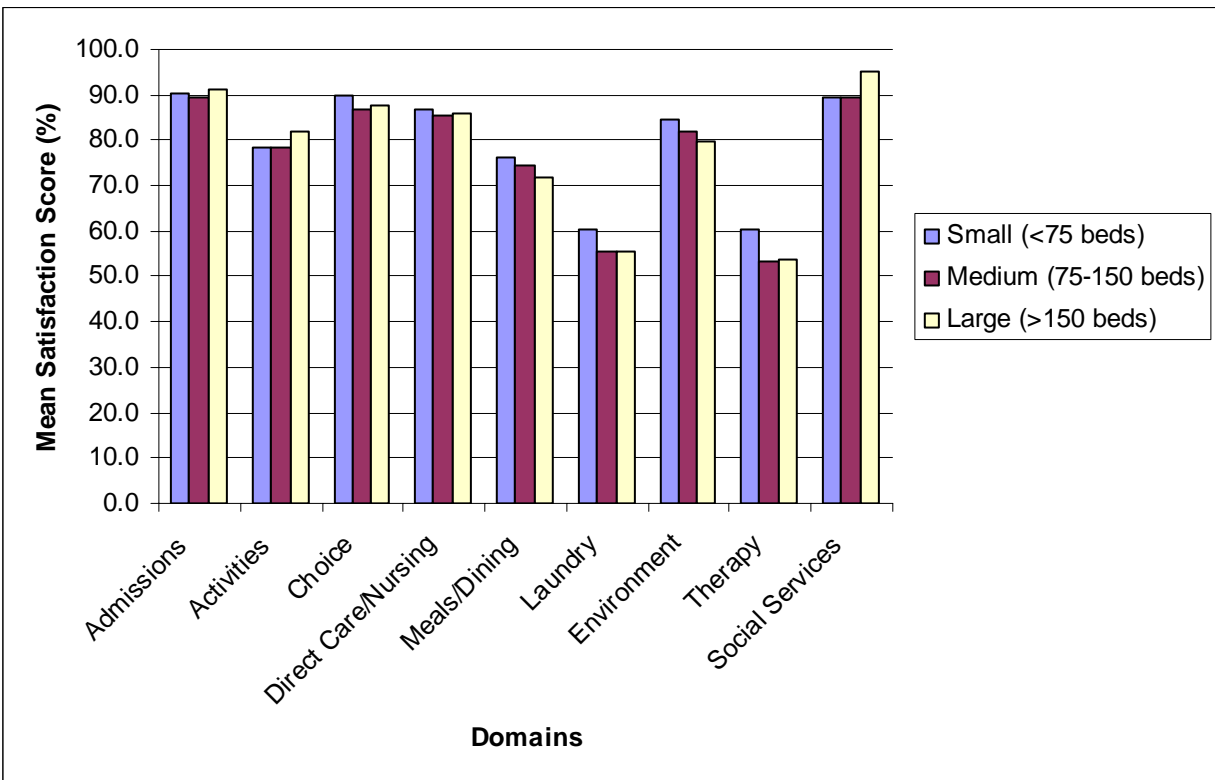
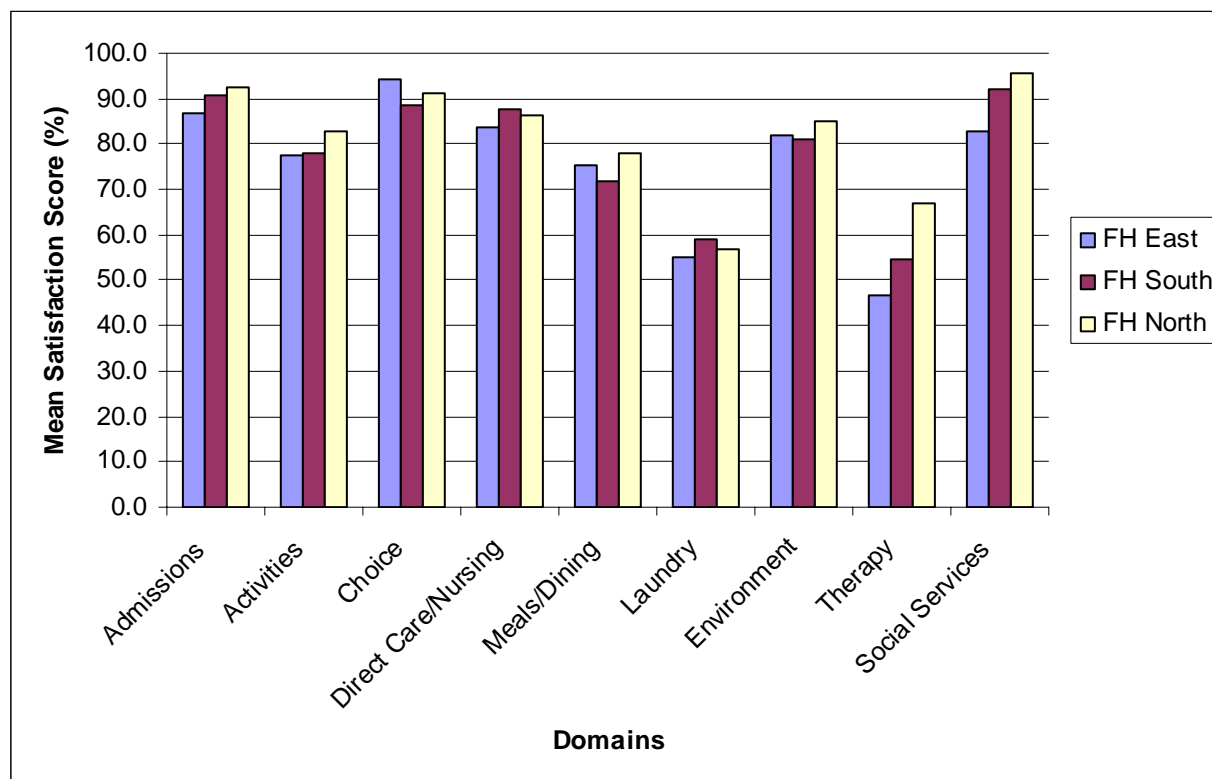


Figure 1.6 Mean Owned and Operated Site Domain Scores by Health Service Delivery Area



1.5.6 Question Averages

HSPs

While the majority of questions received satisfaction scores above 85%, several questions received considerably lower scores. These include “Resident has enough to do” (77.9%), “Resident can get outside when wants” (76.7%), “Resident thinks food is tasty”(76.1%), “Activities are things resident likes to do” (71.9%), “Physiotherapist spends enough time with resident” (65.1%), “Occupational therapist spends enough time with resident” (65.1%), “Clothes do not get lost” (49.1%), and “Clothes do not get damaged” (67.6%). This pattern is similar to that observed in the 2006 survey, in which the questions with the lowest scores were “Resident thinks food is tasty” (77.8%), “Resident can get food he/she likes” (77.3%), “Activities are things resident likes to do” (73.1%), “Clothes do not get lost” (52.5%), and “Clothes do not get damaged (67.6%)”¹¹. Question scores on the 2008 survey are marginally (i.e., 1-2%) lower than

¹¹ The questions “resident can get outside when wants”, “physiotherapist spends enough time with resident”, and “occupational therapist spends enough time with resident” are new to the 2008 survey.

those on the 2006 survey; however, as the survey does not ask how long the resident has been in care, it is unclear whether this difference is the result of a different group of family members completing the survey (as a result of resident turnover), or whether it is the same family members who, upon noticing little change in quality between 2006 and 2008, have been more critical with their responses. More notable differences pertain to the questions “Clothes do not get damaged” and “Facility seems homelike”, the scores for which are 5% lower on the 2008 survey. Interestingly, the mean score for the question “Resident gets enough to eat” is 17% higher on the 2008 survey. This is likely due to the fact that the question was reworded from the negative to the positive (that is, family members in 2006 may not have read the negatively worded question closely enough and circled yes, always, as opposed to no, never, thereby artificially lowering the score). It is positive to note that scores on the final two survey questions, “Would recommend this facility to family member/friend” and “Overall satisfaction with quality of care”, while slightly lower than those in 2006, remain above 90% (90.1% and 90.9% respectively). Figures 1.7 to 1.15 provide a comparison of question averages for the 2008 and 2006 survey.

Figure 1.7 Admissions Domain – HSP Mean Question Scores

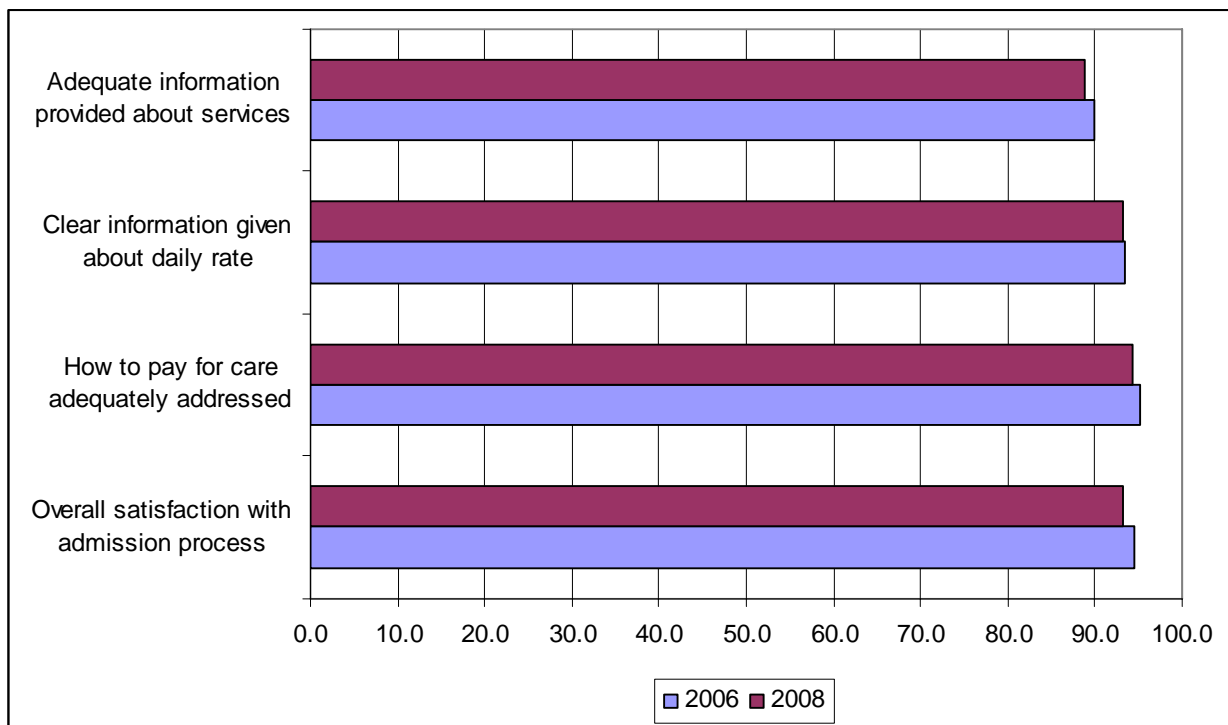


Figure 1.8 Activities Domain – HSP Mean Question Scores

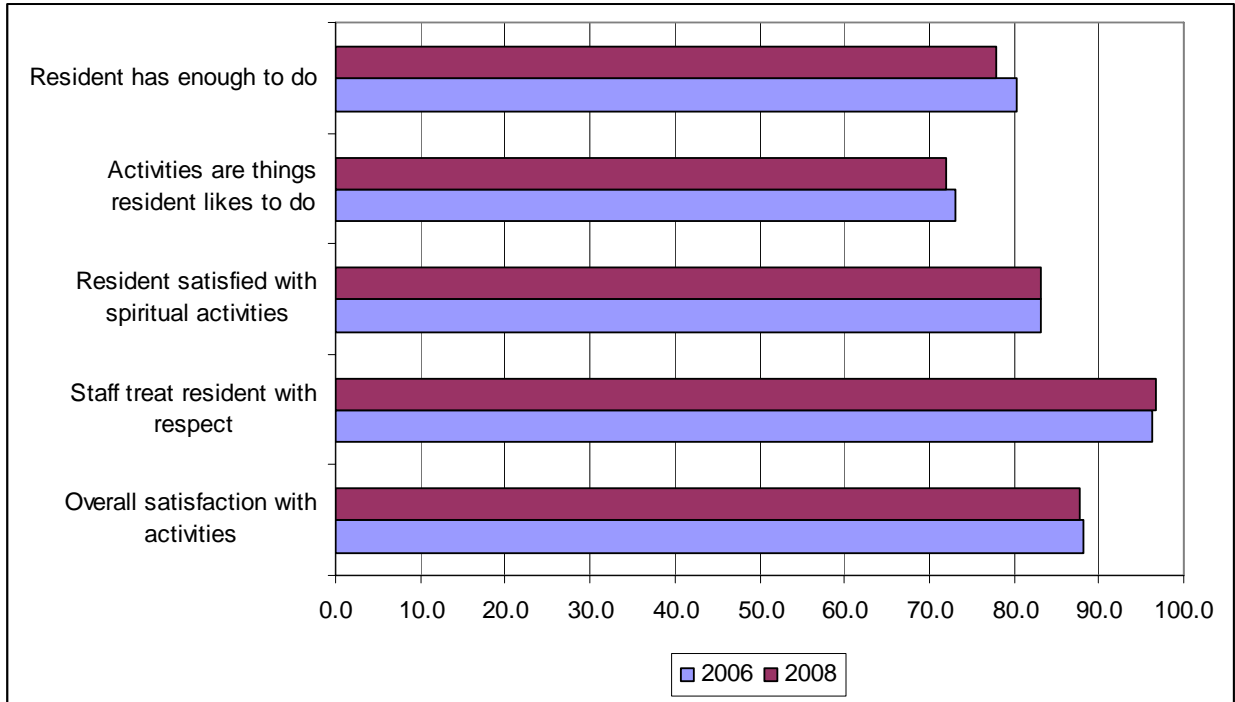


Figure 1.9 Choice Domain – HSP Mean Question Scores

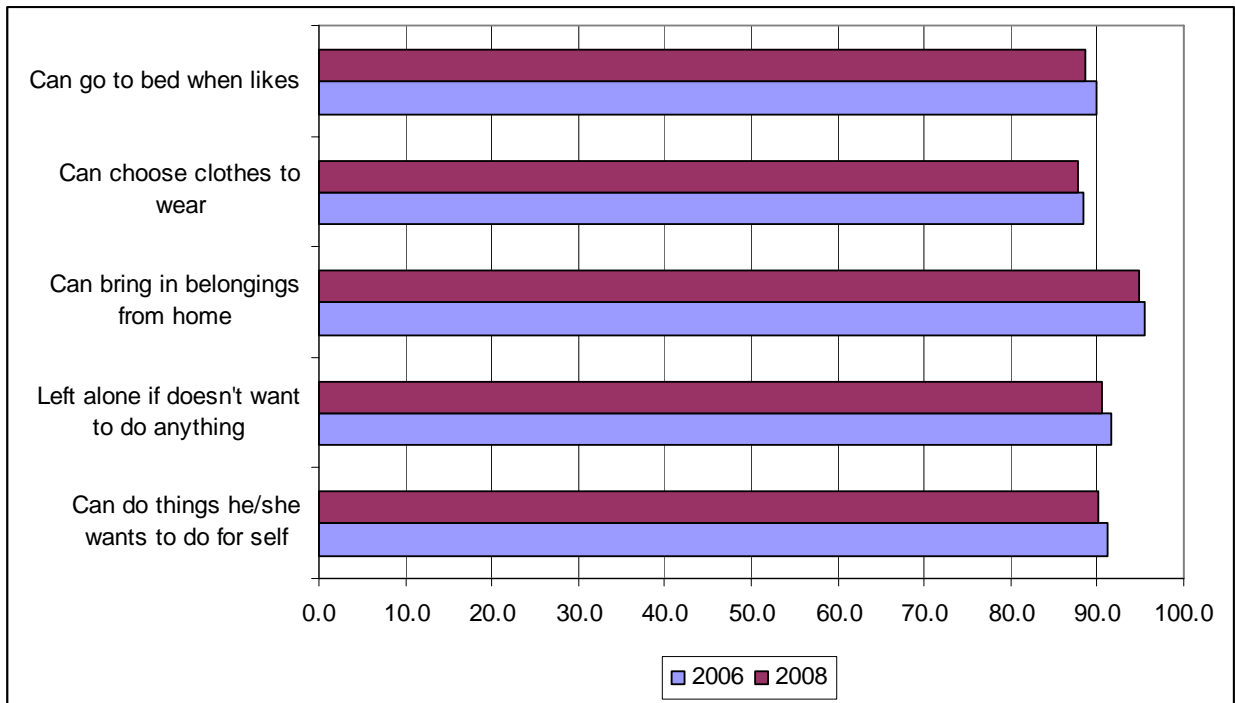


Figure 1.10 Direct Care/Nursing Domain – HSP Mean Question Scores

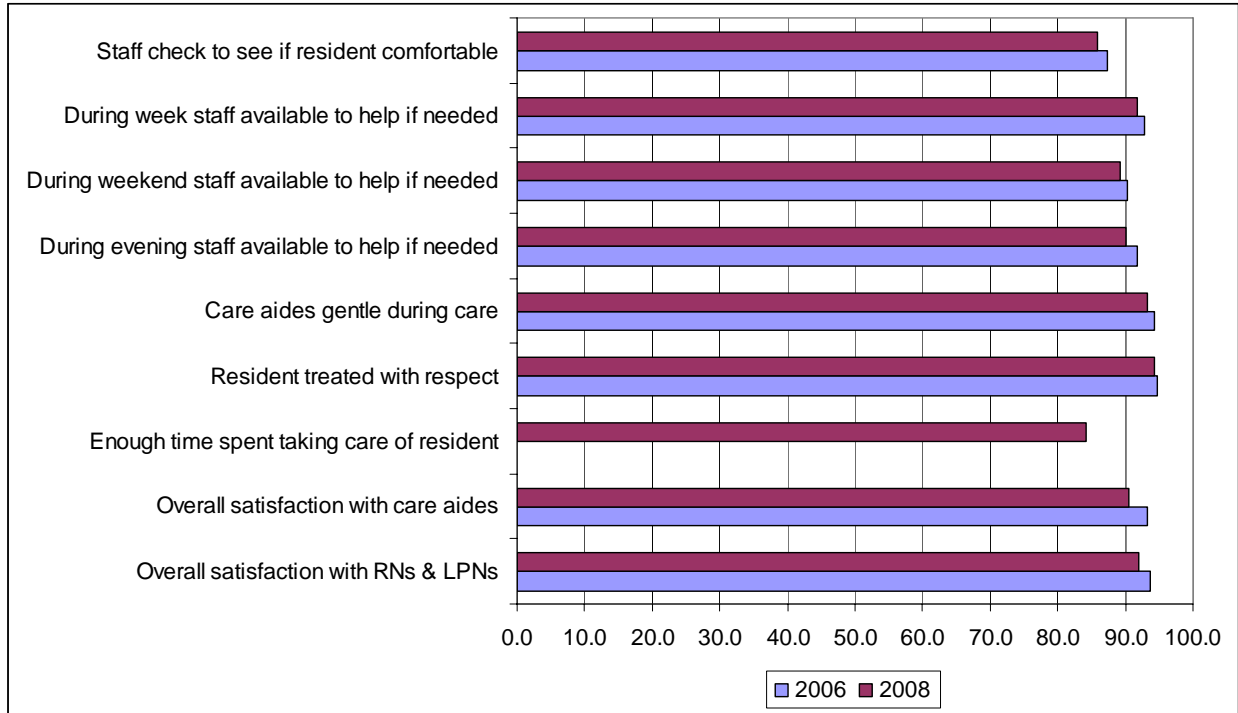


Figure 1.11 Meals/Dining Domain – HSP Mean Question Scores

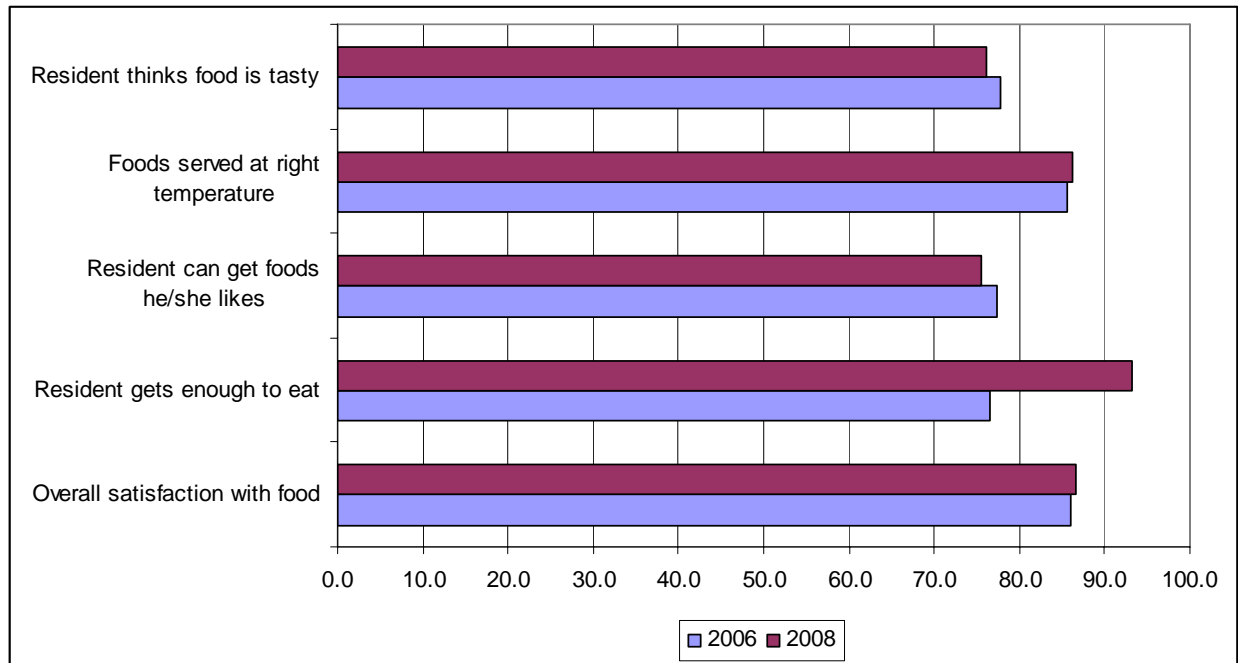


Figure 1.12 Laundry Domain – HSP Mean Question Scores

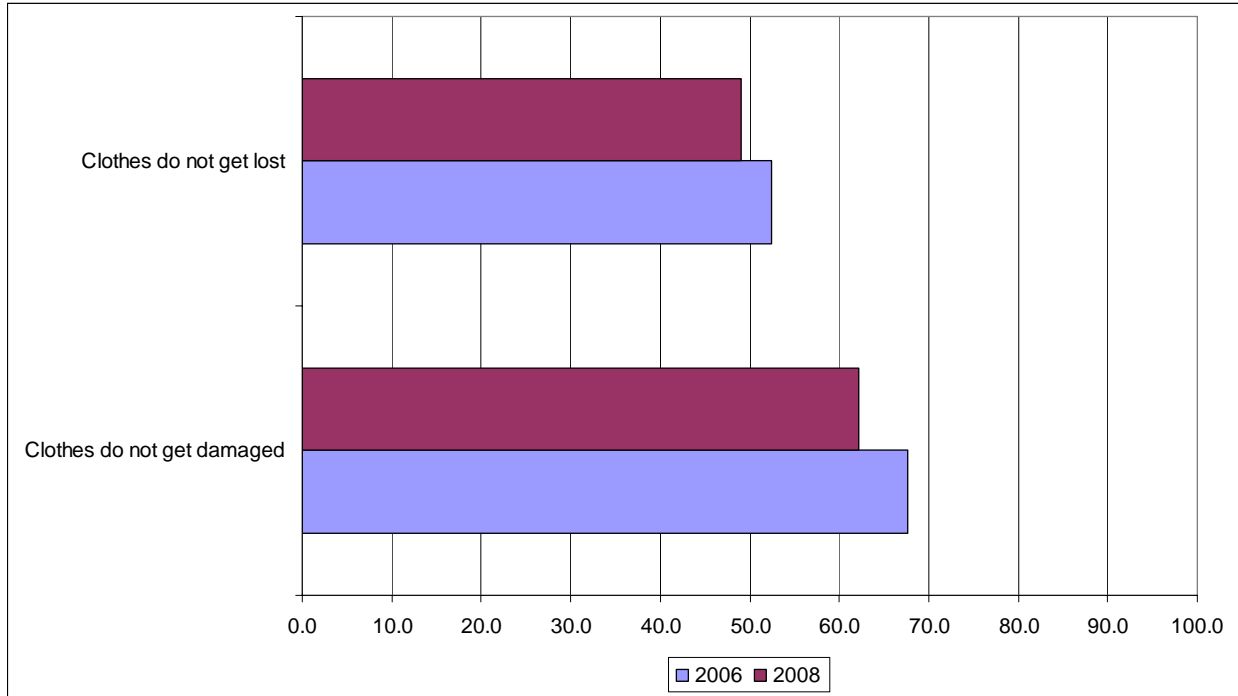


Figure 1.13 Environment Domain – HSP Mean Question Scores

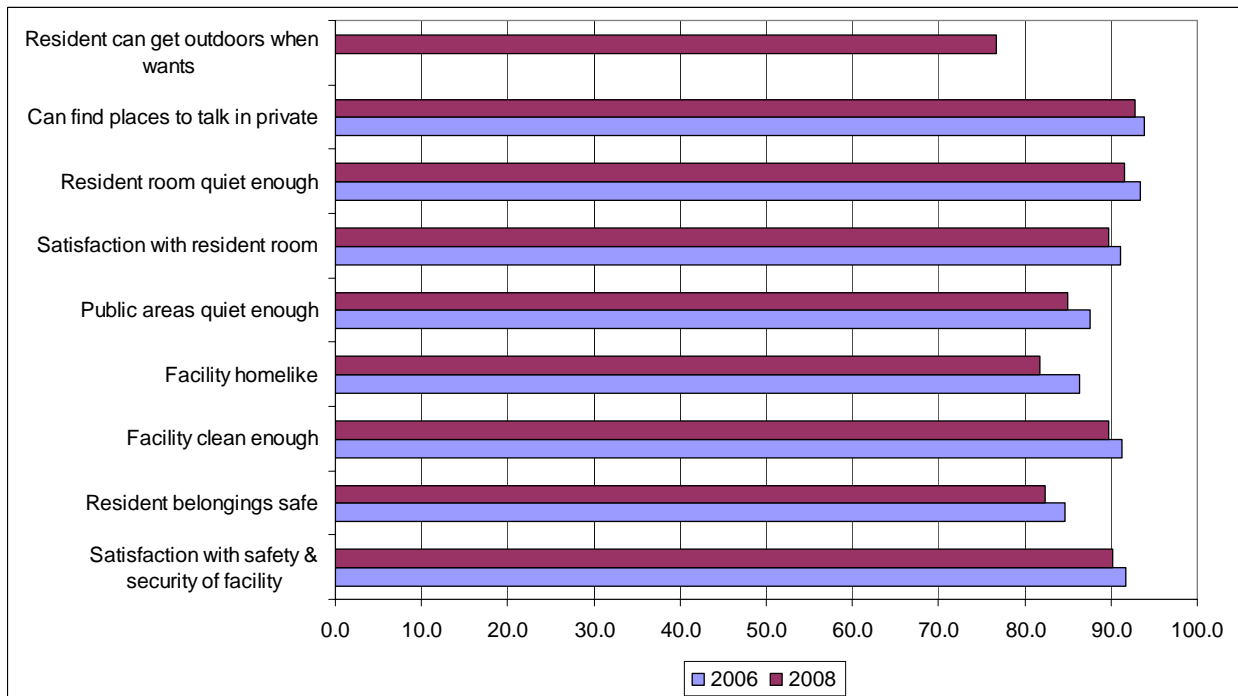


Figure 1.14 Therapy Domain – HSP Mean Question Scores

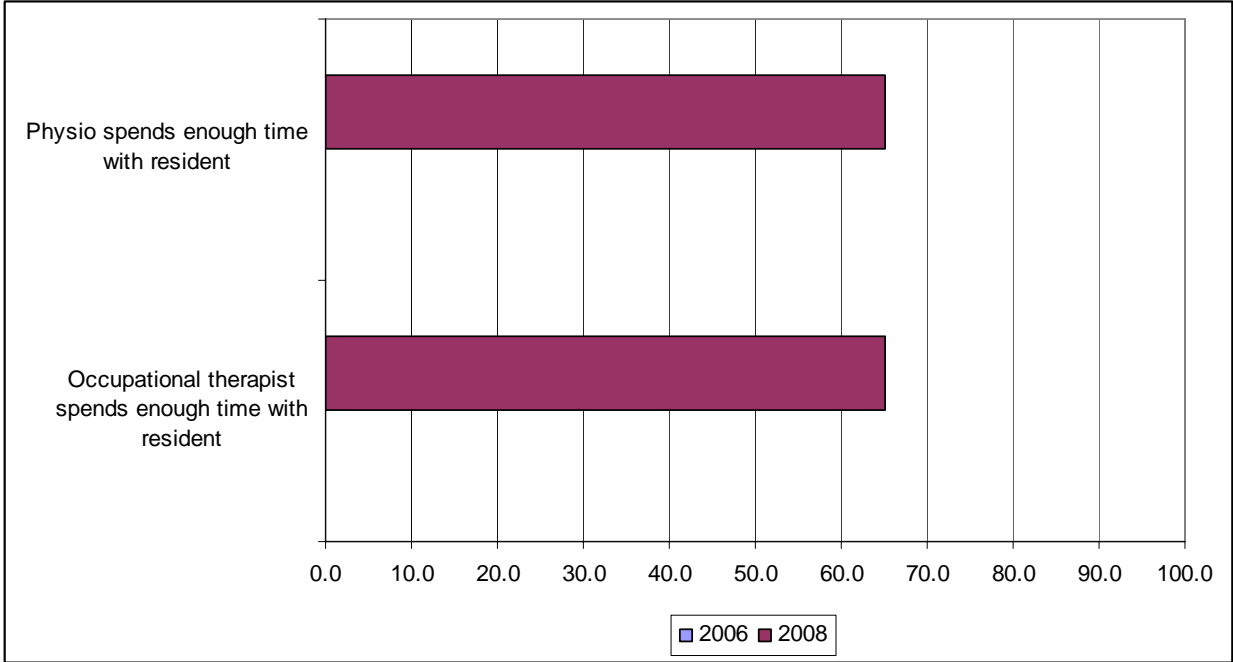


Figure 1.15 Social Services Domain – HSP Mean Question Scores

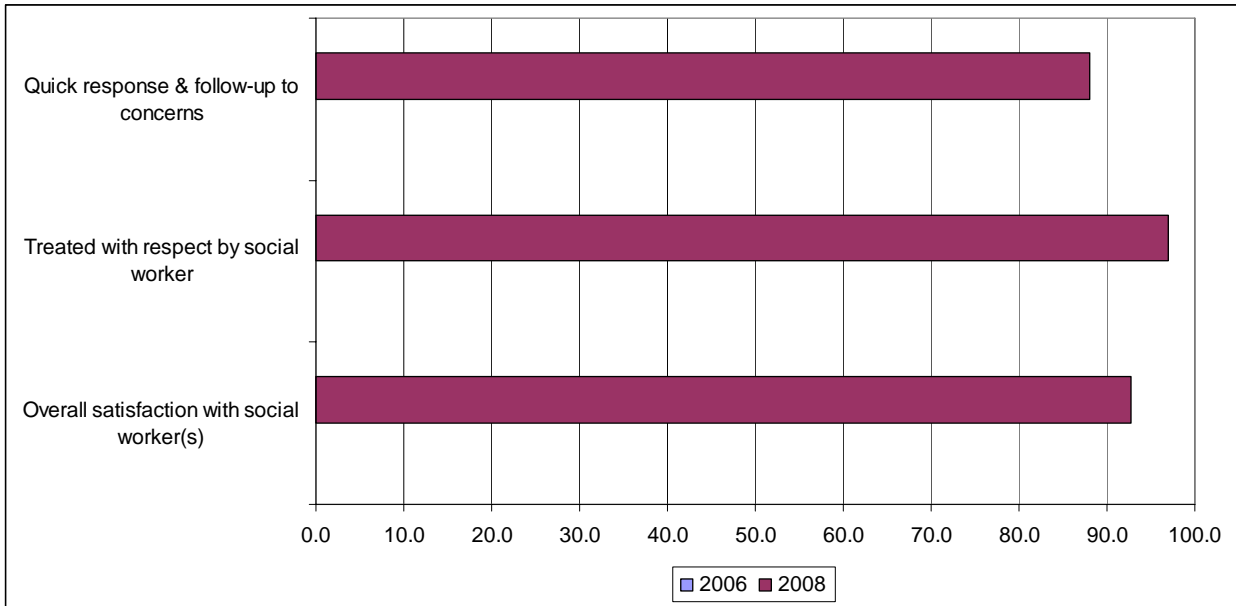
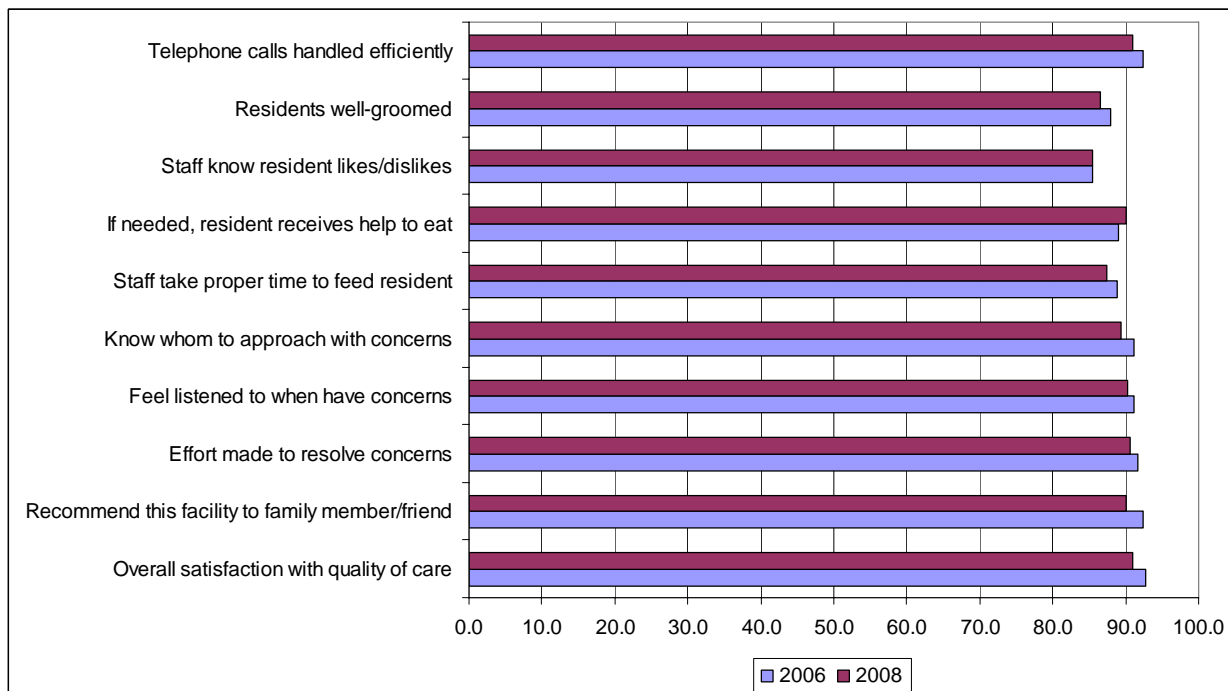


Figure 1.16 Additional Questions Domain – HSP Mean Question Scores



Owned and Operated Sites

As with the HSPs, the majority of questions received satisfaction scores above 85%; however, while the HSPs had 25 questions with mean scores above 90%, the owned and operated sites had only 9 questions with mean scores above 90%. There is some overlap between the two groups in terms of questions with the lowest scores; for example, “Resident has enough to do” (70.6%), “Activities are things resident likes to do” (68.4%), “Resident thinks food is tasty (63.8%), “Clothes do not get damaged” (63.8%), Physiotherapist spends enough time with resident” (56.0%), “Occupational therapist spends enough time with resident” (54.3%), and “Clothes do not get lost” (51.4%). Other low question scores for the owned and operated sites include “Facility seems homelike” (73.8%), and “Resident can get foods he/she likes” (63.3%). Scores on the final two questions, “Would recommend this facility to family member/friend”, and “Overall satisfaction with quality of care”, are relatively high (87.5% and 86.1% respectively), albeit slightly lower than those for the HSPs.

Figure 1.17 Admissions Domain – Owned and Operated Mean Question Scores

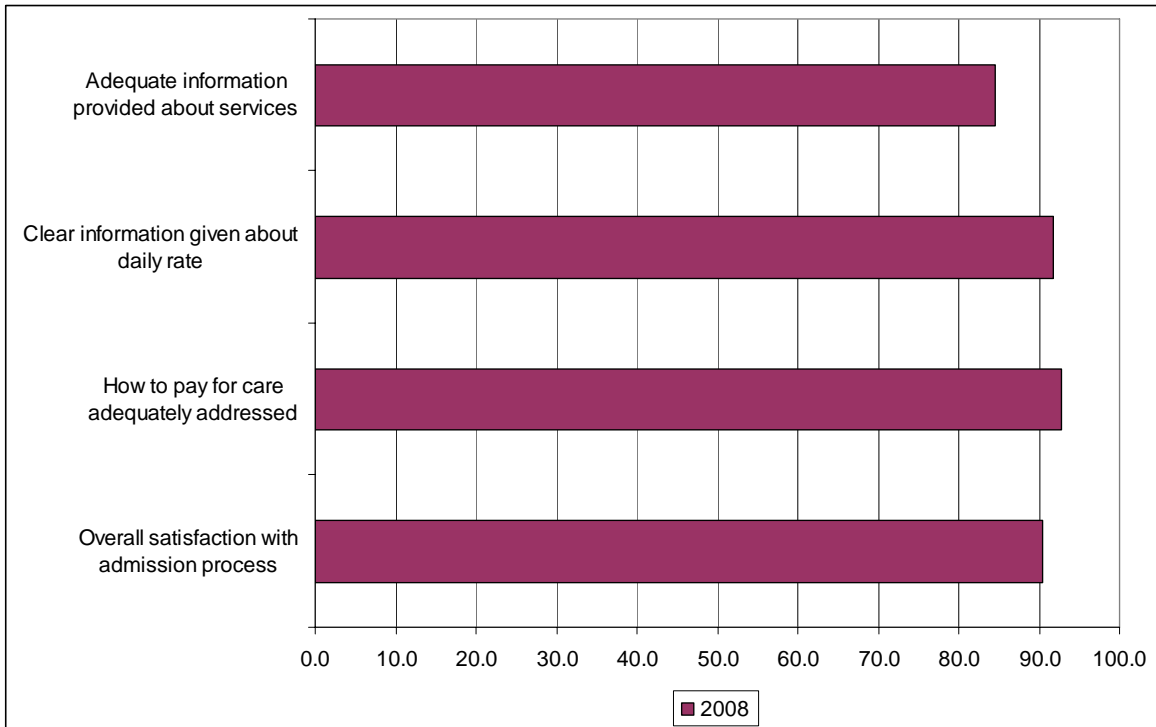


Figure 1.18 Activities Domain – Owned and Operated Mean Question Scores

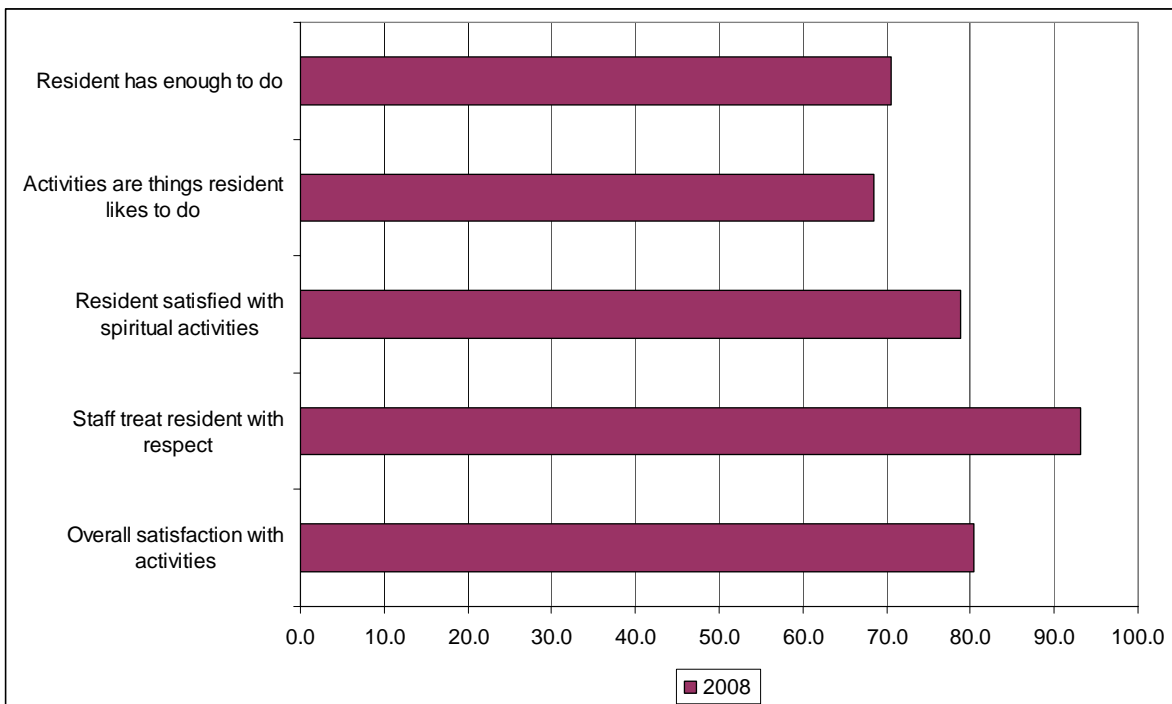


Figure 1.19 Choice Domain – Owned and Operated Mean Question Scores

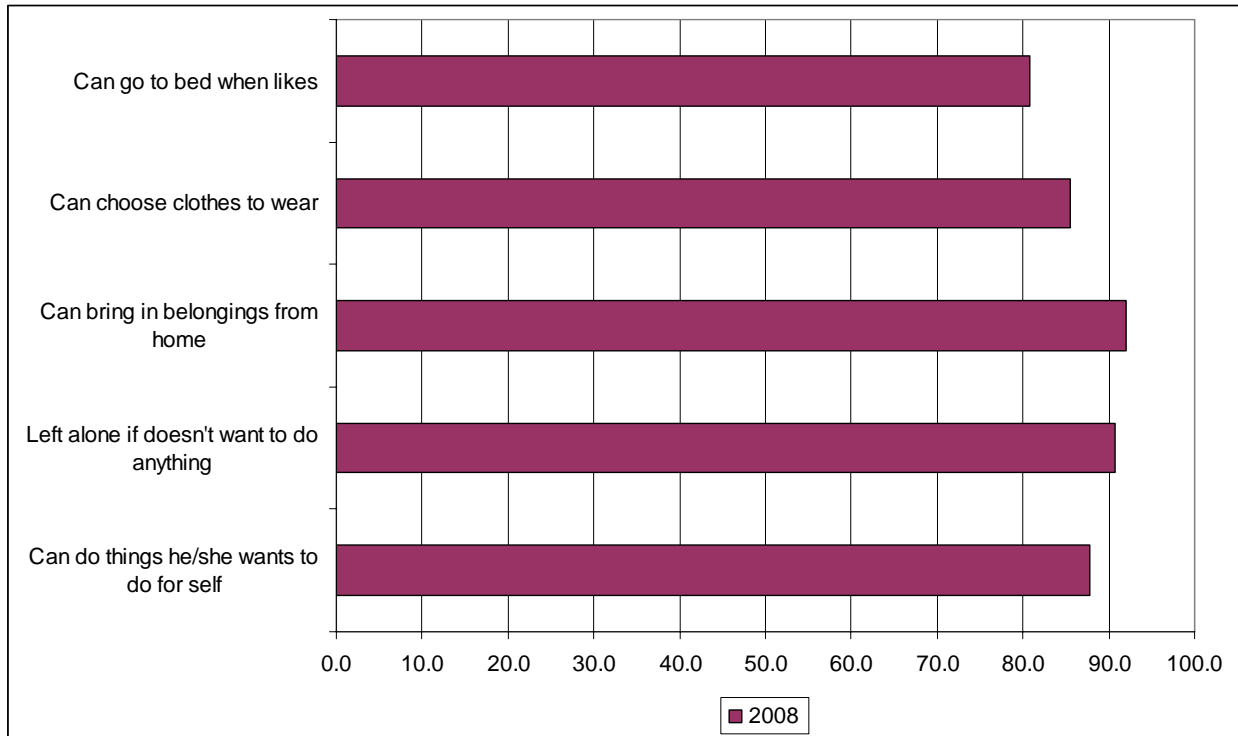


Figure 1.20 Direct Care/Nursing Domain – Owned and Operated Mean Question Scores

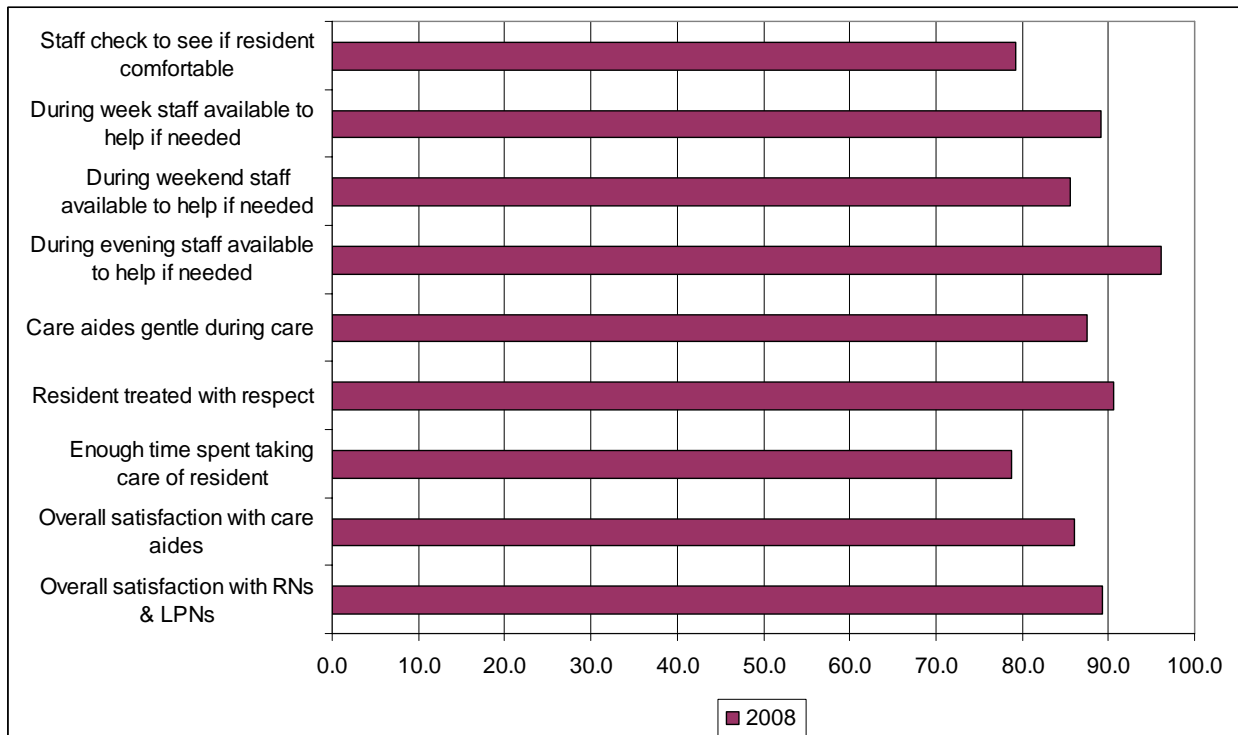


Figure 1.21 Meals/Dining Domain – Owned and Operated Mean Question Scores

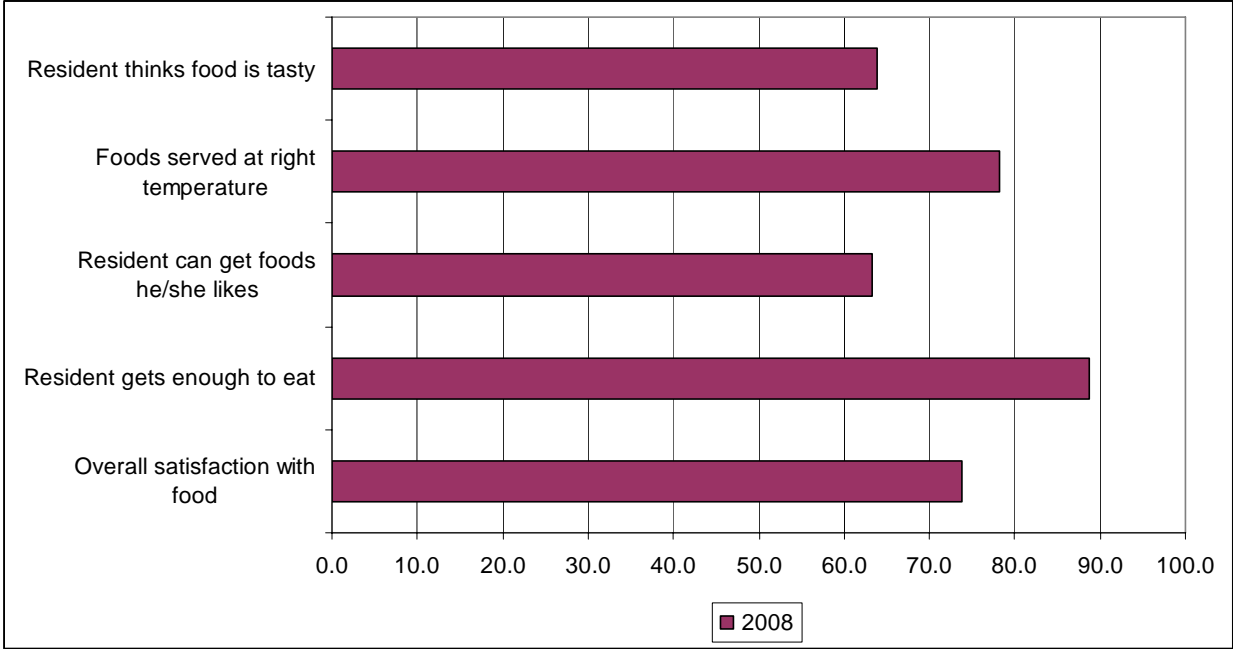


Figure 1.22 Laundry Domain – Owned and Operated Mean Question Scores

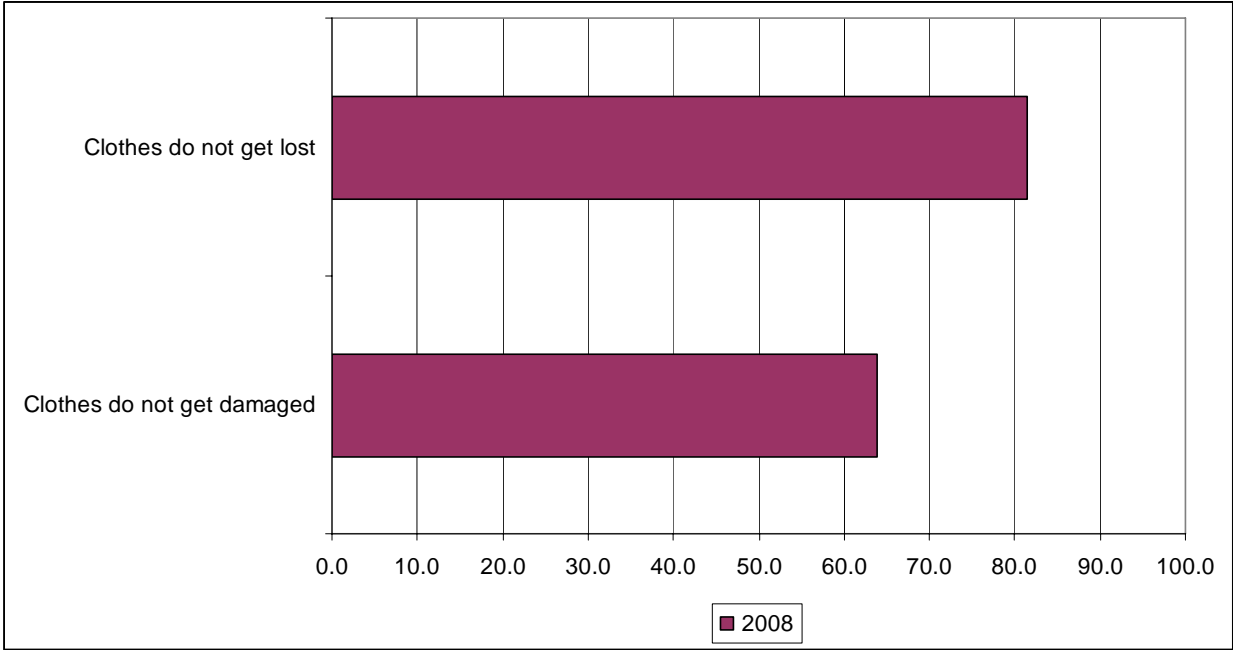


Figure 1.23 Environment Domain – Owned and Operated Mean Question Scores

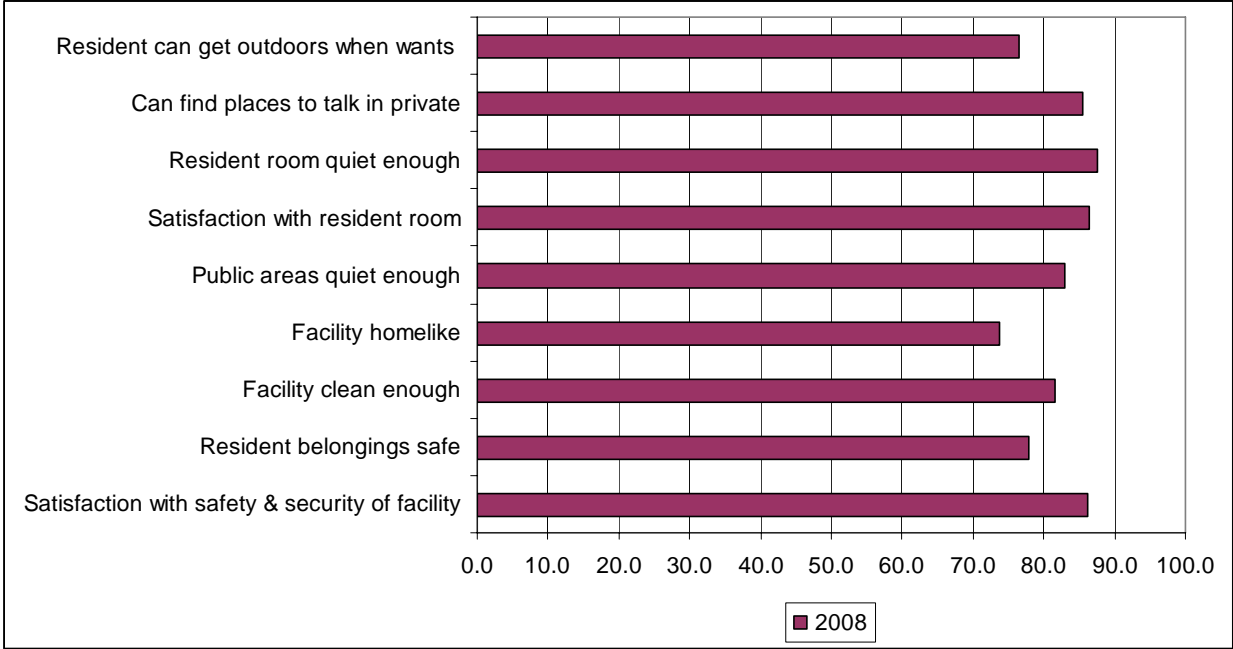


Figure 1.24 Therapy Domain – Owned and Operated Mean Question Scores

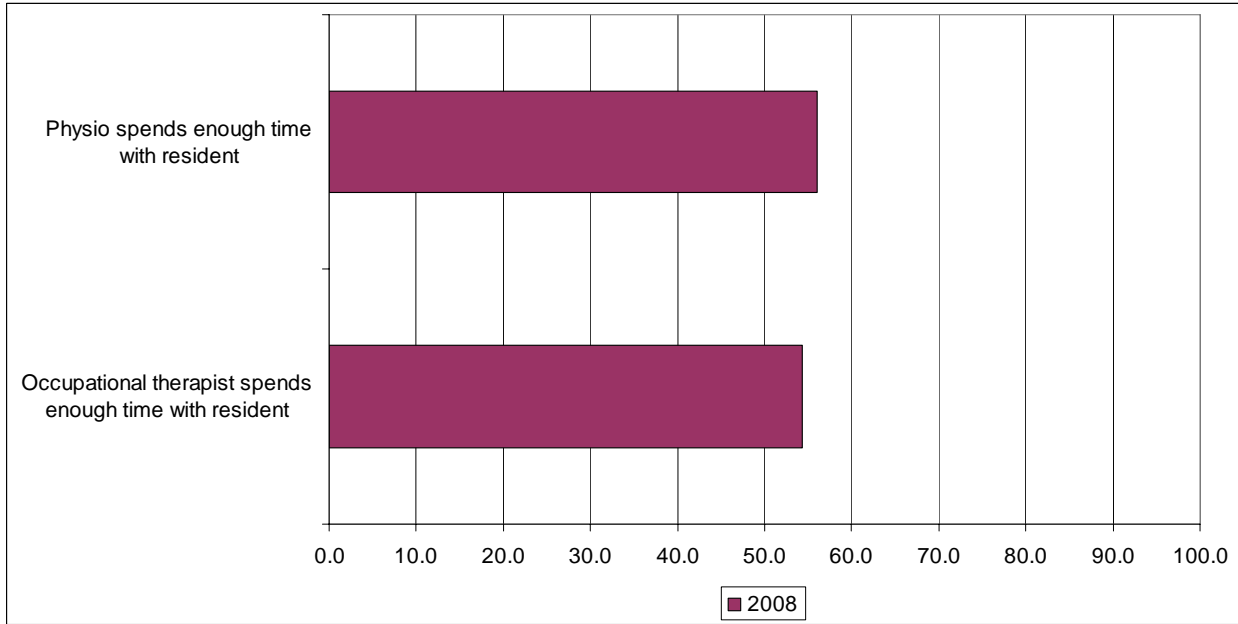


Figure 1.25 Social Services Domain – Owned and Operated Mean Question Scores

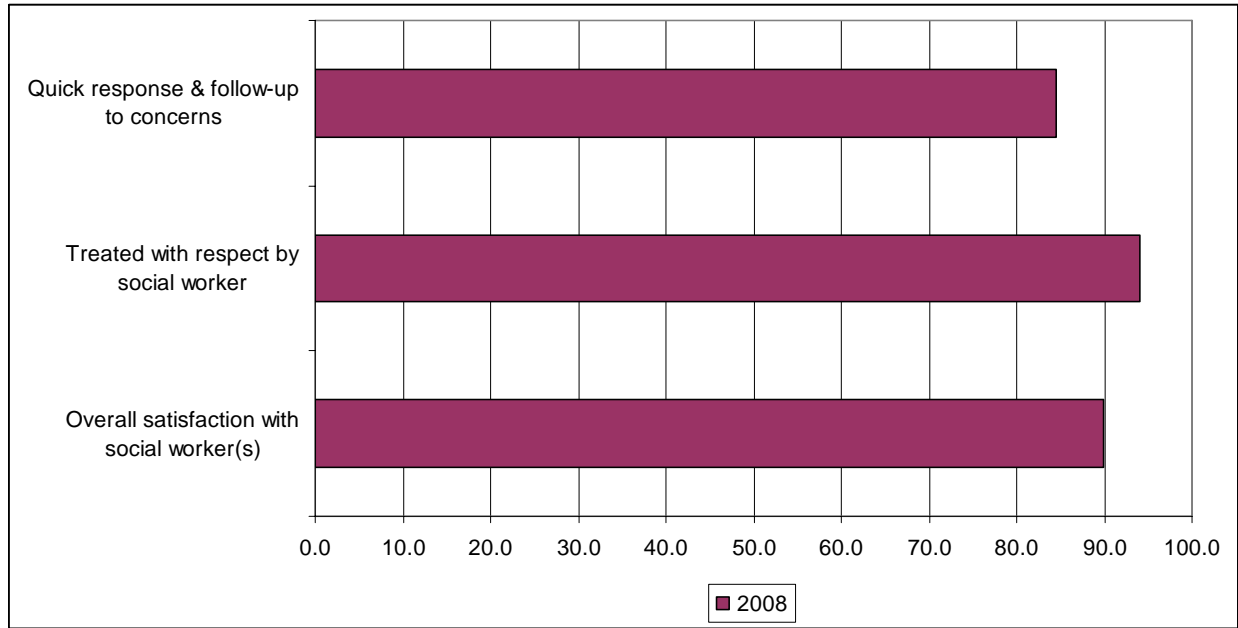
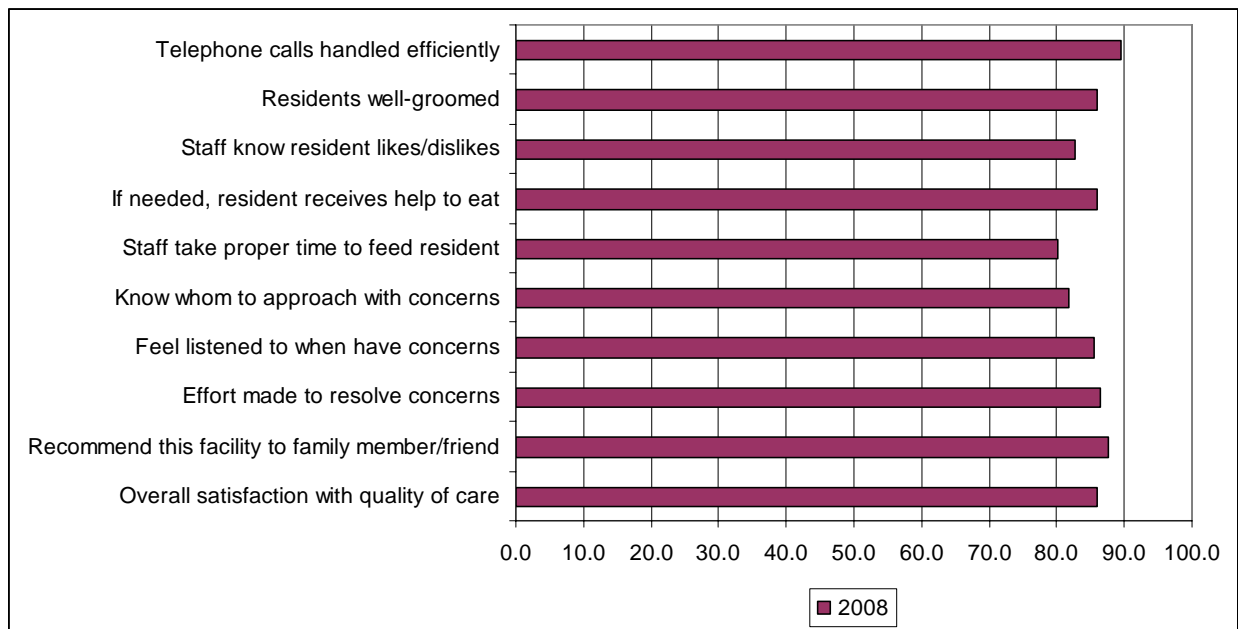


Figure 1.26 Additional Questions Domain – Owned and Operated Mean Question Scores



1.6 Feedback from Families about the Survey

Feedback from family members was received primarily from those who mailed their surveys directly to FH, and from facilities who forwarded the completed surveys to FH for scoring. The majority of these family members appeared pleased with the survey. Comments included:

“Questionnaire was thorough and easy to read”

“Captures overall care”

“Very good questionnaire”

As in the 2006 survey, a number of comments were related to the response categories. Family members suggested that they found the “Yes, Always” response category misleading, and that a “Yes, Most of the Time” category would have been preferable. Interestingly, the researchers who developed the instrument struggled with the decision to begin the response set with “Always” as opposed to “Most of the Time” (Ejaz et al., 2003). Their rationale for choosing “Always” stemmed from their belief that starting with an absolute or positive response would force respondents to consider response categories or situations that were less than optimally satisfactory, thereby avoiding the positively skewed results common to satisfaction surveys (p.457).

Families expressed appreciation for the opportunity to provide feedback on the care their resident receives. Comments included:

“Good opportunity to make this a better place”

“Survey is a good idea ~ thank you for your concern”

“This survey is welcomed”

“Thanks for asking for input”

“Thank you for giving us an opportunity to share our feelings”

That said, family members expressed some cynicism as to whether their feedback would be incorporated. For example:

“Survey is an excellent idea if opinions improve things”

“Is this survey just for PR or will it be taken seriously?”

“Is Fraser Health listening?”

“Will improvements be done?”

“We never hear the results of questionnaires. It’s like you voice your opinion but no results”

“No one has ever responded to my surveys, questions etc. I am still waiting to hear from Fraser Health”

These last two comments speak to the importance of ensuring the distribution of survey results among family members. Facilities are encouraged to post the summaries that they receive (outlining their respondent characteristics and domain/question scores relative to the mean scores for all participating facilities) in a visible place, and/or hold a family meeting to discuss the results. In addition, FH might want to consider posting the results of the survey, in the aggregate form presented here, on their website.

1.7 Recommendations for Improving the Survey Process

As with the 2006 survey, the majority of facilities forwarded their completed score sheets or surveys to be scored within the required deadline (approximately two weeks). While unavoidable delays were experienced by a few facilities, it took several other facilities an additional four weeks to return their completed spreadsheets or surveys, which delayed the analysis and subsequent distribution of results. Such a delay is unfortunate, especially for those facilities who worked hard to ensure that their results were forwarded in time. Evidently, continued emphasis and reminders are required to prompt the timely return of survey scores.

A few glitches occurred with the distribution process – a number of facilities distributed their surveys by hand and did not realize that they were to mail surveys to family members who lived out of province or country. Unfortunately, several facilities distributed their surveys after the date by which the surveys were to be returned, without changing the “Please Return By...” date on the survey package. Family members receiving the survey after this date may have

believed that it was too late to complete and return the survey¹². Given that the survey only occurs every two years, more explicit instructions, along with a presentation at the annual education day in March, may be one way to reduce such errors.

As noted previously, 6,617 surveys were distributed, of which 3,099 were returned. Given that all return envelopes within the survey packages were pre-stamped, postage went unused. A more cost-effective alternative may be to use Canada Post's Business Reply Mail option, in which event FH is only charged for those surveys that are returned.

In today's increasingly consumer-oriented health care landscape, family satisfaction is a particularly important and useful indicator of quality of care; however, it is important to note that families and residents each have different experiences and relationships with a nursing home (Kruzich, 2000). As such, it is unwise to assume that families and residents assign the same importance to quality of care variables (Meister & Boyle, 1996; van Maris, Soberman, Murray & Norton, 1996). For example, Meister and Boyle (1996) found that family members ranked the indicator "nursing staff give prompt attention to resident needs" as the most important within the technical aspects of care domain, while residents did not highly value the indicator. Similarly, van Maris and colleagues (1996) noted that family members were more likely to rate the overall quality of a nursing home as excellent, while residents were more likely to rate it as good. Family members also gave fewer positive ratings on the domains of living environment and autonomy than did residents. Given these findings, FH may want to consider incorporating a resident satisfaction survey into the quality indicator process.

¹² In an attempt to remedy this mistake, a detailed voice mail was provided at the FH contact number informing families that the survey return date had been extended.

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APPENDICES

Appendix A: Fraser Health Authority 2006 Family Satisfaction Survey

FACILITY NAME:

FAMILY SATISFACTION SURVEY 2008

INSTRUCTIONS

- Please answer each question below by checking the box that best indicates your opinion.
- If you don't know the answer to a question, please check the Don't Know box; if a question doesn't apply, please check the Doesn't Apply box on the far right.
- There is space provided for your comments. If you need more space, please use the back of the questionnaire.

	YES, ALWAYS	YES, SOMETIMES	NO, HARDLY EVER	NO, NEVER	DON'T KNOW	DOESN'T APPLY TO RESIDENT
ADMISSIONS						
1. Did facility staff provide <u>you</u> with adequate information about the different services in the facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Did facility staff give <u>you</u> clear information about the daily rate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Did facility staff adequately address <u>your</u> questions about how to pay for care?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Overall, were <u>you</u> satisfied with the admission process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else you would like to tell us about the admission process?

	YES, ALWAYS	YES, SOMETIMES	NO, HARDLY EVER	NO, NEVER	DON'T KNOW	DOESN'T APPLY TO RESIDENT
ACTIVITIES						
5. Does the resident have enough to do in the facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Are the facility activities things that the resident likes to do?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Is the resident satisfied with the spiritual activities in the facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Does the activities staff treat the resident with respect?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Overall, are <u>you</u> satisfied with the activities in the facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else you would like to tell us about the activities in the facility?

	YES, ALWAYS	YES, SOMETIMES	NO, HARDLY EVER	NO, NEVER	DON'T KNOW	DOESN'T APPLY TO RESIDENT
CHOICE						
10. Can the resident go to bed when he/she likes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Can the resident choose the clothes that he/she wears?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Can the resident bring in belongings that make his/her room feel homelike?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Does facility staff leave the resident alone if he/she doesn't want to do anything?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Does facility staff let the resident do the things he/she wants to do for himself/herself?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else you would like to tell us about resident choice in the facility?

	YES, ALWAYS	YES, SOMETIMES	NO, HARDLY EVER	NO, NEVER	DON'T KNOW	DOESN'T APPLY TO RESIDENT
DIRECT CARE/NURSING						
15. Does a staff person check on the resident to see if he/she is comfortable (asks if he/she needs a blanket, needs a drink, needs a change in position)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. During the week, is a staff person available to help the resident if he/she needs it (help getting dressed, help getting things)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. During the weekends, is a staff person available to help the resident if he/she needs it (help getting dressed, help getting things)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. During the evening and night, is a staff person available to help the resident if he/she needs it (help getting dressed, help getting things)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Are the care aides gentle when they take care of the resident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Do the care aides treat the resident with respect?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. Do the care aides spend enough time taking care of the resident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. Overall, are <u>you</u> satisfied with the care aides who care for the resident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Overall, are <u>you</u> satisfied with the quality of the RNs and LPNs in the facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else you would like to tell us about the direct care at the facility?

	YES, ALWAYS	YES, SOMETIMES	NO, HARDLY EVER	NO, NEVER	DON'T KNOW	DOESN'T APPLY TO RESIDENT
MEALS & DINING						
24. Does the resident think that the food is tasty?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. Are foods served at the right temperature (cold foods cold, hot foods hot)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Can the resident get the foods he/she likes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. Does the resident get enough to eat?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Overall, are <u>you</u> satisfied with the food in the facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else you would like to tell us about the meals and dining at the facility?

	YES, ALWAYS	YES, SOMETIMES	NO, HARDLY EVER	NO, NEVER	DON'T KNOW	DOESN'T APPLY TO RESIDENT
LAUNDRY						
29. Do the resident's clothes get lost in the laundry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Do the resident's clothes get damaged in the laundry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else you would like to tell us about the laundry services at the facility?

	YES, ALWAYS	YES, SOMETIMES	NO, HARDLY EVER	NO, NEVER	DON'T KNOW	DOESN'T APPLY TO RESIDENT
ENVIRONMENT						
31. Can the resident get outdoors when he/she wants to, either with help or on their own?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Can <u>you</u> find places to talk with the resident in private?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. Is the resident's room quiet enough?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. Are <u>you</u> satisfied with the resident's room?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. Are the public areas (dining room, halls) quiet enough?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. Does the facility seem homelike?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. Is the facility clean enough?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. Are the resident's belongings safe in the facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. Are <u>you</u> satisfied with the safety and security of this facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else you would like to tell us about the environment at the facility?

If the facility in which your family member lives has a physiotherapist or occupational therapist, please answer the questions below. If NOT, please skip to the Social Services questions at the bottom of this page.

	YES, ALWAYS	YES, SOMETIMES	NO, HARDLY EVER	NO, NEVER	DON'T KNOW	DOESN'T APPLY TO RESIDENT
THERAPY						
40. Does the physiotherapist spend enough time with the resident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41. Does the occupational therapist spend enough time with the resident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else you would like to tell us about the therapy at the facility?

If the facility in which your family member lives has a social worker, please answer the questions below. If NOT, please skip to the Additional Questions on the next page.

	YES, ALWAYS	YES, SOMETIMES	NO, HARDLY EVER	NO, NEVER	DON'T KNOW	DOESN'T APPLY TO RESIDENT
SOCIAL SERVICES						
42. Does the social worker follow-up and respond quickly to your concerns?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43. Does the social worker treat you with respect?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44. Overall, are you satisfied with the quality of the social worker(s) in the facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything else you would like to tell us about the social services at the facility?

	YES, ALWAYS	YES, SOMETIMES	NO, HARDLY EVER	NO, NEVER	DON'T KNOW	DOESN'T APPLY TO RESIDENT
ADDITIONAL QUESTIONS						
1. Are your telephone calls handled in an efficient manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Do residents look well-groomed and cared for?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Does the staff know the resident's likes and dislikes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Does the resident receive the help he/she needs to eat?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Does the staff take the proper amount of time to feed the resident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you know whom to approach when <u>you</u> have a concern or problem?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Do you feel listened to when <u>you</u> have a concern or problem?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Do staff make an effort to resolve <u>your</u> concerns or problems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Would <u>you</u> recommend this facility to a family member or friend?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Overall, are <u>you</u> satisfied with the quality of care the resident gets in this facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there anything that we have not asked you that you would like to tell us about?

What would you like to see done in the facility to improve residents' quality of life?

BACKGROUND INFORMATION

1. What is your relationship to the resident?

- | | | |
|-----------------------------------------------------|-----------------------------------------|-----------------------------------|
| <input type="checkbox"/> Spouse | <input type="checkbox"/> Niece/Nephew | <input type="checkbox"/> Guardian |
| <input type="checkbox"/> Child | <input type="checkbox"/> Brother/sister | <input type="checkbox"/> Other |
| <input type="checkbox"/> Grandchild | <input type="checkbox"/> Friend | |
| <input type="checkbox"/> Son-in-law/daughter-in-law | <input type="checkbox"/> Parent | |

2. How often do you visit the resident?

- | | | |
|-----------------------------------------------|-----------------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Daily | <input type="checkbox"/> Once a week | <input type="checkbox"/> Once a month |
| <input type="checkbox"/> Several times a week | <input type="checkbox"/> Two or three times a month | <input type="checkbox"/> Few times a year |

3. Does the resident know the current season?

- | | | |
|---------------------------------|------------------------------------|---------------------------------|
| <input type="checkbox"/> Always | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Seldom |
|---------------------------------|------------------------------------|---------------------------------|

4. Does the resident recognize you?

- | | | |
|---------------------------------|------------------------------------|---------------------------------|
| <input type="checkbox"/> Always | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Seldom |
|---------------------------------|------------------------------------|---------------------------------|

5. Does the resident know he/she is in a nursing home?

- | | | |
|---------------------------------|------------------------------------|---------------------------------|
| <input type="checkbox"/> Always | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Seldom |
|---------------------------------|------------------------------------|---------------------------------|

6. When you visit the resident what do you help the resident with?

Help with:	Always	Sometimes	Seldom	Never
Feeding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dressing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toileting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grooming (combing hair, cutting nails)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Going to activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Please add your comments about the questionnaire

Thank you for completing the questionnaire. Results will be used by the residential facilities and by Fraser Health to improve care.

****OPTIONAL****

If you would like someone from the facility to contact you to follow up on the survey, please complete the information below.

Name: _____

Phone Number: _____

Email Address: _____

Appendix B: Changes to the 2008 Fraser Health Authority Family Satisfaction Survey

➤ Admissions

Q5: Overall satisfaction with admission process – REMOVED

➤ Receptionist – REMOVED

Q16: Telephone calls handled in an efficient manner – MOVED to Additional Questions (Q1)

Q17: Receptionist helpful and polite – REMOVED

➤ Direct Care

Q18: Resident well-groomed and cared for – MOVED to Additional Questions (Q2)

➤ Nurses - REMOVED

Q27: Overall satisfaction with RNs, RPNs and LPNs – MOVED to Direct Care (Q23)

➤ Meals/Dining

Q31: Resident does not get enough to eat – REWORDED to Resident gets enough to eat

➤ Environment

Q35: Enough comfortable places to sit outdoors – REWORDED to Resident can get outdoors when wants

Q38: Public areas quiet enough – MOVED to Q35

Q39: Satisfaction with resident room – MOVED to Q34

➤ Therapy – ADDED

➤ Social Services - ADDED

Appendix C: Comparison of Domain Scores for Fraser Health Authority and Ohio State

Table C.1 Comparison of HSP Mean Domain Scores between 2006 and 2008

Domain	2006 Survey - HSPs (n=56)		2008 Survey – HSPs (n=59)	
	Mean	SD	Mean	SD
Admissions*	92.6	4.2	92.5	3.9
Activities	84.6	4.8	81.4	4.4
Choice	91.6	4.0	91.0	3.4
Receptionist	94.3	4.1	N/A	N/A
Direct Care*	92.3	4.1	90.9	4.5
Nurses	92.9	4.5	N/A	N/A
Meals & Dining ^Δ	80.8	5.8	83.9	5.1
Laundry	59.9	8.3	55.4	9.3
Environment ^Δ	89.9	5.0	87.1	5.1

*One question was removed from this domain on the 2008 survey

^ΔOne question in this domain was reworded for the 2008 survey

Table C.2 Ranking of HSP Mean Domain Scores for 2006 and 2008

Score	2006	2008
Highest	Admissions	Admissions
	Direct Care	Choice
	Choice	Direct Care
	Environment	Environment
	Activities	Activities
	Meals/Dining	Meals/Dining
Lowest	Laundry	Laundry

Appendix D: Comparison of HSP Domain Scores by Facility, Per Diem Code and Health Service Delivery Area

Table D.1 Mean HSP Domain Scores by Facility Size

Domain		Mean	SD	Range		Threshold	
				Min	Max	Min	Max
Admissions	L	92.5	3.3	86.0	97.3	89.2	95.8
	M	93.1	3.6	83.7	99.3	89.5	96.7
	S	91.8	4.5	82.6	97.9	87.3	96.3
Activities	L	81.5	5.0	74.2	90.0	76.5	86.5
	M	84.6	3.8	78.4	92.8	80.8	88.4
	S	84.5	4.7	74.3	95.7	79.8	89.2
Choice	L	89.1	4.4	80.8	96.0	84.7	93.5
	M	91.4	3.3	81.6	96.3	88.1	94.7
	S	91.3	2.9	87.6	97.1	88.4	94.2
Direct Care/Nursing	L	88.4	5.5	79.6	94.7	82.9	93.9
	M	90.8	3.9	81.9	95.9	86.9	94.7
	S	92.0	4.6	83.9	100.0	87.4	96.6
Meals/Dining	L	79.2	4.9	71.9	88.4	74.3	84.1
	M	84.3	4.7	74.8	93.3	79.6	89.0
	S	85.3	4.8	75.8	94.5	80.5	90.1
Laundry	L	57.6	11.3	44.5	79.6	46.3	68.9
	M	55.8	8.0	41.1	72.8	47.8	63.8
	S	53.8	10.2	32.1	70.2	43.6	64.0
Environment	L	84.3	4.8	76.8	91.3	79.5	89.1
	M	87.5	4.8	76.7	96.9	82.7	92.3
	S	87.8	5.3	77.1	98.1	82.5	93.1
Therapy	L	66.8	13.5	52.8	87.7	53.3	80.3
	M	63.8	15.1	26.3	89.9	48.7	78.9
	S	67.2	14.9	37.0	93.4	52.3	82.1
Social Services	L	91.5	3.9	88.5	95.9	87.6	95.4
	M	93.7	3.2	89.1	98.2	90.5	96.9
	S	91.8	0.0	91.8	91.8	91.8	91.8

Note: S=<75 beds (n=21); M=75-150 beds (n=29); L=>150 beds (n=9)

Table D.2 Mean HSP Domain Scores by Per Diem Code

Domain		Mean	SD	Range		Threshold	
				Min	Max	Min	Max
Admissions	A	92.6	4.1	82.6	99.3	88.5	96.7
	B	93.5	2.7	89.4	98.1	90.8	96.2
	C	91.7	4.1	83.4	97.6	87.6	95.8
Activities	A	84.9	4.3	74.3	95.7	80.6	89.2
	B	83.1	4.8	74.2	92.3	78.3	87.9
	C	83.4	4.2	74.6	92.8	79.2	87.6
Choice	A	91.7	3.1	85.4	97.1	88.6	94.8
	B	92.0	2.6	88.5	95.8	89.4	94.6
	C	89.2	3.7	80.8	94.6	85.5	92.9
Direct Care/Nursing	A	91.5	4.3	81.9	97.2	87.2	95.8
	B	90.3	4.0	83.4	95.5	86.3	94.3
	C	90.3	5.2	79.6	100.0	85.1	95.5
Meals/Dining	A	85.3	4.8	75.8	94.5	80.5	90.1
	B	82.3	4.9	73.2	87.7	77.4	87.2
	C	82.5	5.3	71.9	91.0	77.2	87.8
Laundry	A	56.9	9.8	32.1	79.6	47.1	66.7
	B	53.9	9.4	41.1	72.8	44.5	63.3
	C	53.8	8.3	40.8	69.1	45.5	62.1
Environment	A	87.5	5.2	77.1	98.1	82.3	92.7
	B	86.7	5.5	76.7	93.7	81.2	92.2
	C	86.8	4.8	76.8	96.9	82.0	91.6
Therapy	A	68.3	15.0	37.0	93.4	53.3	83.3
	B	64.2	16.7	26.3	82.0	47.5	80.9
	C	61.0	11.1	35.3	75.6	49.9	72.1
Social Services	A	90.9	3.4	88.5	95.9	87.5	94.3
	B	95.6	2.6	93.1	98.2	93.0	98.2
	C	93.1	2.6	90.5	97.2	90.5	95.7

Note: A=<115 (n=29); B=>115 & <130 (n=12); C=>130 (n=18)

Table D.3 Mean HSP Domain Scores by Health Service Delivery Area

Domain		Mean	SD	Range		Threshold	
				Min	Max	Min	Max
Admissions	E	93.9	3.2	87.5	98.1	90.7	97.1
	S	92.0	4.6	82.6	99.3	87.4	96.6
	N	92.2	3.4	83.4	97.3	88.8	95.6
Activities	E	85.4	4.3	77.9	95.7	81.1	89.7
	S	83.6	4.0	74.3	92.3	79.6	87.6
	N	83.7	4.7	74.2	92.8	79.0	88.4
Choice	E	91.7	3.8	85.0	97.1	87.9	95.5
	S	91.1	2.6	87.6	95.8	88.5	93.7
	N	90.4	3.7	80.8	96.0	86.7	94.1
Direct Care/Nursing	E	92.5	4.1	83.9	97.3	88.4	96.6
	S	91.3	3.7	85.5	100.0	87.6	95.0
	N	89.4	5.1	79.6	97.0	84.3	94.5
Meals/Dining	E	85.8	4.9	80.4	94.5	80.9	90.7
	S	83.8	5.0	74.8	92.4	78.8	88.8
	N	82.6	5.2	71.9	91.7	77.4	87.8
Laundry	E	59.3	8.1	47.4	72.8	51.2	67.4
	S	52.2	8.4	32.1	64.4	43.8	60.6
	N	55.8	10.1	37.3	79.6	45.7	65.9
Environment	E	90.1	4.6	80.4	98.1	85.5	94.7
	S	85.7	4.6	76.7	92.6	81.1	90.3
	N	86.5	5.2	76.8	96.9	81.3	91.7
Therapy	E	70.5	16.0	37.0	93.4	54.5	86.5
	S	64.2	14.6	26.3	80.3	49.6	78.8
	N	63.5	13.8	35.3	89.9	49.7	77.3
Social Services	E	90.8	3.3	88.5	93.1	87.5	94.1
	S	94.3	3.4	89.0	98.2	90.9	97.7
	N	92.1	2.7	90.0	95.9	89.4	94.8

Note: FH East (n=15); FH South (n=22); FH North (n=22)

Appendix E: Comparison of Owned and Operated Site Domain Scores by Facility and Health Service Delivery Area

Table E.1 Mean Owned and Operated Site Domain Scores by Facility Size

Domain		Mean	SD	Range		Threshold	
				Min	Max	Min	Max
Admissions	L	91.2	2.7	88.3	93.7	88.5	93.9
	M	89.3	5.3	81.9	96.4	84.0	94.6
	S	90.3	6.8	81.9	100.0	83.5	97.1
Activities	L	82.1	1.8	81.0	84.2	80.3	83.9
	M	78.6	5.7	68.9	85.9	72.9	84.3
	S	78.6	7.3	70.2	89.6	71.3	85.9
Choice	L	87.5	2.3	84.8	88.9	85.2	89.8
	M	86.9	3.1	82.4	91.3	83.8	90.0
	S	89.9	7.2	78.0	98.7	82.7	97.1
Direct Care/Nursing	L	86.0	3.4	82.8	89.5	82.6	89.4
	M	85.6	3.8	82.1	91.3	81.8	89.4
	S	86.7	6.0	79.2	95.4	80.7	92.7
Meals/Dining	L	71.9	5.0	66.2	75.6	66.9	76.9
	M	74.3	8.1	60.3	85.1	66.2	82.4
	S	76.4	11.7	61.0	93.1	64.7	88.1
Laundry	L	55.4	4.7	50.9	60.2	50.7	60.1
	M	55.6	7.2	43.7	68.8	48.4	62.8
	S	60.4	11.6	43.2	79.2	48.8	72.0
Environment	L	79.9	2.2	77.3	81.4	77.7	82.1
	M	82.1	5.9	74.5	92.6	76.2	88.0
	S	84.5	7.8	73.3	94.7	76.7	92.3
Therapy	L	53.8	3.2	50.5	56.9	50.6	57.0
	M	53.5	16.4	18.0	70.5	37.1	69.9
	S	60.3	24.5	26.6	100.0	35.8	84.8
Social Services	L	95.0	2.3	93.2	97.6	92.7	97.3
	M	89.3	6.4	77.8	97.4	82.9	95.7
	S	89.3	15.3	58.8	100.0	74.0	100.0

Note: S=<75 beds (n=6); M=75-150 beds (n=8); L=>150 beds (n=3)

**Table E.2 Mean Owned and Operated Site Domain Scores
by Health Service Delivery Area**

Domain		Mean	SD	Range		Threshold	
				Min	Max	Min	Max
Admissions	E	86.8	6.1	81.9	96.4	80.7	92.9
	S	90.6	4.8	81.9	94.9	85.8	95.4
	N	92.3	4.6	88.3	100.0	87.7	96.9
Activities	E	77.7	6.2	70.2	85.9	71.5	83.9
	S	77.9	6.0	68.9	84.8	71.9	83.9
	N	82.6	4.4	77.6	89.6	78.2	87.0
Choice	E	84.2	4.6	78.0	90.6	79.6	88.8
	S	88.7	3.0	84.5	93.4	85.7	91.7
	N	91.0	5.2	84.8	98.7	85.8	96.2
Direct Care/Nursing	E	83.9	4.5	79.2	91.3	79.4	88.4
	S	87.5	4.1	82.5	95.4	83.4	91.6
	N	86.3	4.7	82.1	92.0	81.6	91.0
Meals/Dining	E	75.2	10.5	61.0	85.1	64.7	85.7
	S	71.9	8.2	60.3	86.0	63.7	80.1
	N	77.9	8.5	73.6	93.1	69.4	86.4
Laundry	E	55.1	7.2	43.7	63.1	47.9	62.3
	S	59.1	5.5	51.2	68.8	53.6	64.6
	N	56.9	13.5	43.2	79.2	43.4	70.4
Environment	E	82.1	7.4	73.3	92.6	74.7	89.5
	S	81.0	5.3	74.5	90.4	75.7	86.3
	N	85.2	6.4	77.3	94.7	78.8	91.6
Therapy	E	46.9	18.2	18.0	67.9	28.7	65.1
	S	54.6	15.0	26.6	71.7	39.6	69.6
	N	66.9	18.6	56.6	100.0	48.3	85.5
Social Services	E	82.6	15.7	58.8	97.4	66.9	98.3
	S	92.0	3.5	86.4	97.6	88.5	95.5
	N	95.6	3.0	92.5	100.0	92.6	98.6

Note: FH East (n=5); FH South (n=7); FH North (n=5)