

**Regional Long Term Care
Resident Experience
July to October 2013**



**Western
Health**

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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 evaluation, this instrument was modified and was used to assess long term care resident experience.

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.

Participants

A list of long term care residents was obtained from each long term care facility throughout Western Health in July of 2013. The list indicated which residents were able to complete the survey.

Sample

The total number of long term care residents throughout the Western region was 460. Surveys were administered to all residents who were cognitive, not hard of hearing, and willing to participate, for a total of 133 potential participants.

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 and surveys were stored in a locked office in the Western Memorial Health Clinic used by Quality Management and Research staff.

Data Analysis

A student completed the data entry for all surveys using Statistical Package for Social Sciences and all comments were transcribed (Appendix B). 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 103 surveys were administered out of a possible 133 (response rate 77.4%). The remaining 20 residents were either sleeping, involved in activities or refused to participate at the time the surveys were being conducted.

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 92 residents who reported their birth date, the average age was 81, and the median age was 84 (ranged from 51 years of age to 96 years of age). Just over 64% of the respondents were female, 33% were male and 2.9% of the surveys did not indicate. The majority of respondents were white/Caucasian (95.1%) and the remaining 4.9% did not indicate. Nearly 80% reported not having difficulty with the English language, 12.7% reported having difficulty or having some difficulty and 7.8% did not report.

Respondents were also asked about highest level of school completed, whether they had a roommate, and personal health rating. Nearly 72% of respondents reported having grade school or some high school, 14.6% reported having completed high school or having a GED, 3.9% reported having post-secondary technical school, 1.9% completed a college diploma, 1% completed a university degree and 6.8% did not report. Twenty six point two of the respondents had a roommate, 69.9% reported not having a roommate and 3.9% did not report.

Respondents were asked to indicate how they would rate their overall health and 5.8% reported excellent, 17.5% reported very good, 40.8% reported good, 21.4% reported fair, 11.7% reported poor and 2.9% 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 7.31 (range 0-10, standard deviation 2.542). Some respondents indicated that they would like more variety, that they were tired of the same foods, that the food was too salty. Sixty 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 8.38, range 0-10, standard deviation 2.015.

Environment

Respondents were asked to rate the home in relation to temperature and cleanliness. On average, respondents rated the temperature at 7.62, range 0-10 and standard deviation of 2.406. Comments indicated that some residents felt the home was too cold or the home was too warm. On average, respondents rated cleanliness at 9.25, range 5-10 and standard deviation 1.094. Respondents were also asked to indicate how safe and secure they felt in the home, and on average respondents reported 9.29, a range of 4-10 and standard deviation of 1.223.

Respondents were asked to indicate whether the area around their room was quiet at night and 85.4% reported yes, 1.0% reported no, 11.7% reported sometimes and 1.9% did not report. The majority of respondents reported that they were not bothered by noise during the day (83.5%), 5% reported that they were, 9.7% reported sometimes, and 1.9% 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, 83.5% reported yes, 3.9% reported no, 7.8% reported sometimes, and 4.9% did not report.

Medication

Nearly 77% of respondents indicated that they took medication to help with aches or pain. On a scale of 1-10 (range 0-10, standard deviation 2.386), respondents rated the medicine at 8.00 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 8.61 (range 4-10, standard deviation 1.688).

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

Aspect	Mean	Range	SD
Gentleness of Staff	8.93	3 – 10	1.660
Respectfulness of Staff	9.05	5 – 10	1.452
Staff Listen	8.30	2 – 10	2.082
Staff explanation & ease of understanding	8.16	1 – 10	2.083
Rating of Staff Care	8.70	3 – 10	1.728

Respondents were also asked to indicate if the staff made sure they had enough personal privacy when they dressed, showered, or bathed and 84.5% reported yes, 2.9% reported no, 1.0% reported sometimes and 11.7% did not report. Eighty three point five percent of respondents reported that they received the help they needed from staff to stay clean, 3.9% reported sometimes and 12.6% did not report. On average, respondents rated how quickly the staff came when they called for help at 7.82 (range 1-10, standard deviation 2.28).

Comments from residents indicated that they thought staff was doing a great job. Several comments suggested that there were not enough staff or that they were overworked.

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 24% reported visiting a doctor or nurse practitioner outside the long term care home,

and 58.3% reported visiting one inside the long term care home. When asked if a doctor is available when they need one, 64.1% reported yes, 13.6% reported no, 20.4% reported sometimes and 1.9% 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, 9.7% reported yes, 42.7% reported no, 11.7% reported sometimes and 35.9% 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, 90.3% reported yes, 4.9% reported no, 2.9% reported sometimes and 1.9% did not report. When asked if there was a pitcher of water or something to drink where they could reach it by themselves, 68.9% reported yes, 15.5% reported no, 12.6% reported sometimes and 2.9% 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

Choice	Yes	No	Sometimes	No response
Bed time	81.6%	11.7%	4.9%	1.9%
Clothes	83.5%	6.8%	6.8%	2.9%
Activities	61.2%	22.3%	11.7%	4.9%

They were also asked if there were enough activities for them to do on the weekends and 20.4% reported yes, 65% reported no, 9.7% reported sometimes and 4.9% did not report. When asked if there were enough activities during the week 60.2% reported yes, 21.4% reported no, 12.6% reported sometimes and 5.8% did not report. In addition, comments from residents indicated that there were not enough activities.

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

Emotion	Often	Sometimes	Rarely	Never	No response
worried	11.7%	33.0%	26.2%	26.2%	2.9%
happy	65.0%	26.2%	4.9%	1.9%	1.9%
bored	17.5%	29.1%	19.4%	32.0%	1.9%
lonely	14.6%	36.9%	19.4%	27.2%	1.9%

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. Fifty six point three percent of respondents reported yes, 28.2% reported no, 10.7% reported don't know and 4.9% 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, 30.1% reported yes, 37.9% reported no, 19.4% reported don't know and 12.6% 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, 12.6% reported extremely important, 51.5% very important, 23.3% somewhat important, 5.8% not very important, and 1.0% not at all important.

Overall

When respondents were asked whether they would recommend this long term care home to others, 49.5% reported definitely yes, 35.9% reported probably yes, 7.8% reported probably no, 3.9% reported definitely no and 2.9% did not report. When asked to rate the long term care home, on average, they rated the home at 8.39 (range 0-10, standard deviation 2.035). Nearly 77% reported that they were satisfied with how they spent their time in the home, 6.8% reported they were not, 12.6% reported that they sometimes were and 3.9% did not report. When respondents were asked to rate their life, on average they rated their lives at 6.95.

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 use of medication to alleviate aches and pains, and respecting the privacy of residents. Residents rated aspects of the environment including cleanliness and noise highly as well.

Regionally, opportunities for improvement include:

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

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

<p>are unhappy with your care?</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>45. Do you get the care you need at this Home?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Sometimes</p>	<p>50. What is the highest level of school that you have completed? 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>51. (Ask only if needed.)</p> <p>What is your race or ethnicity?</p> <p><input type="radio"/> White or Caucasian</p> <p><input type="radio"/> Other <i>(Please Print)</i></p> <div style="border: 1px solid black; width: 200px; height: 30px; margin-left: 100px;"></div>	<p>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)</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>52. Gender (Do not ask if obvious)</p> <p><input type="radio"/> Male</p> <p><input type="radio"/> Female</p>					
<p>53. Ask if not observed.</p> <p>Do you currently have a roommate?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p>58. Do you have any additional comments, concerns, or issues about your care in this LTC Home? If so, please explain.</p>				
<p>54. Do Not Read</p> <p>Does resident have difficulty with English language?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> Yes to some extent</p> <p><input type="radio"/> No</p>					
<p>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?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Don't Know (Read)</p>					
<p>56. Have you ever had a discussion with a <u>healthcare professional</u> OR <u>LTC staff</u> about</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. I feel like there should be much more activities to do here at the home, even like cards or checkers
2. Not enough things to do during the weekend or week
3. Not able to get to the washroom when needed
4. Feels as though there should be more staff available, to be able to be around at all times to check on the residents.
5. Short staff
6. More variety of food
7. Could have more staff.
8. 2 LPN's to help you plus nurses at desk.
9. Never talks to daughter/family about person, just to nurses.
10. Best move. Place can't be better.
11. Best doctors and nurses in world in my opinion.
12. Everything is ok.
13. Food - same thing over and over. Desserts - mostly fruit.
14. Too cold in room at times.
15. Happy here. Staff is good to me.
16. I like chicken (baked) but feel we don't get it enough.
17. Most of the time, everything is good here.
18. She's happy here.
19. She's happy with the care here.
20. So far - everything is good.
21. The staff here at the LTC home never listens when I need them. Whenever I'm talking to one of the nurses they don't hear me and walk right out of the door.
22. When I need something it takes way too long to get the help I need, there needs to be more staff on to get the right help.
23. Tired of the same foods, same thing over and over especially turkey.
24. Very happy here.
25. Very happy with the care she gets.
26. Cleaning lady is awesome
27. Everything is very good
28. food too salty. She is on a diabetic diet and salty food is impacting mobility: swollen feet.
29. lack of staff
30. like the staff
31. nurses are all beautiful
32. staff is good
33. the care is the best
34. they are all good to me
35. Never sleep.
36. Can't talk enough about staff.
37. Food is healthy.
38. Not cooked good.
39. Not enough help in mornings.
40. Too quiet.
41. Food is not hot enough.
42. Nurses are gentle and respectful except for one nurse
43. No activities on weekends
44. No activities, especially weekends.
45. I don't feel lonely because of family.

46. I'm not lonely because family are around daily.
47. Not lonely because of family.
48. She can't speak to staff because they are overworked.
49. It's awfully warm here
50. It's cold here
51. I'd recommend this home if you can look after yourself and walk
52. If you speak up to staff when you are unhappy with care, they goes up against you.
53. Too warm here sometimes.
54. In the morning its cold here.
55. I'm bed ridden, can't do activities
56. I'm often sore front and back.