



**STAFF REPORT  
INFORMATION ONLY**

**Contenance Care Satisfaction Survey**

<b>Date:</b>	February 12, 2009
<b>To:</b>	Advisory Committee on Long-Term Care Homes and Services
<b>From:</b>	General Manager, Long-Term Care Homes and Services
<b>Wards:</b>	All
<b>Reference Number:</b>	

**SUMMARY**

---

As a component of the Ministry of Health and Long-Term Care (MOHLTC) compliance program, the MOHLTC requires each long-term care home in Ontario to conduct an annual survey of resident and family satisfaction with continence care products.

The division’s nursing staff designed the initial survey in 2006 and revised it in 2007. The current questions capture opinions related to: (i) satisfaction with the education provided to residents and families about the products and how to use them; (ii) effectiveness of the products in keeping the resident’s skin dry; (iii) effectiveness of the products in reducing odours; (iv) ease of use in applying and re-applying; (v) effectiveness of the products in preserving dignity; (vi) fit of the products for promotion of mobility and involvement in activities; (vii) fit of the products to control leakage; and (viii) fit of the products for comfort.

The results of the continence care satisfaction surveys are used as input to the homes’ quality management plans and used to guide opportunities for ongoing quality improvement work.

The results of the 2008 surveys have been tabulated and are summarized in this report, with a comparison to 2007 results.

**Financial Impact**

There is no financial impact arising from this report

**COMMENTS**

The 2008 survey had a poor response rate from families, with the division receiving only one hundred and thirty seven (137) responses. This compares to a 2007 response rate of

one hundred and thirty-four (134) and two hundred and eight (208) in 2006. Nursing managers are re-thinking the approach for 2009, in order to achieve a higher level of response, as this level does not provide sufficient data to feel confident about a high level of satisfaction.

Another difficulty experienced was the number of survey questions not answered by individual respondents, resulting in incomplete information for meaningful analysis. For example, 37 percent of respondents did not answer the question “Does the product help to keep your skin dry?” and 34 percent of respondents did not answer the question “Is the product easy to apply and re-apply?” The hypothesis is that family respondents were not able to provide objective or factual information to these questions and if residents are unable to supply the answer themselves, the survey questions were not completed.

Notwithstanding these issues in data integrity, the information received was quite positive and demonstrates consistent positive trends in most areas. For example:

1. 71.8 percent of respondents said that the products provided dignity (less than 10 percent of respondents said that the products did not provide dignity)
2. 62 percent of respondents said the products fit and promoted comfort (10.2 percent said it did not promote comfort);
3. 59.1 percent of respondents said that the products reduced odours (15.3 percent of respondents said that the products did not help to control odours);
4. 61.31 percent of respondents said that the products fit well enough to be more mobile and participate in activities (11.68 percent said the products did not fit well enough to permit mobility and active participation in activities);
5. 56.9 percent of respondents said that the products controlled leakage (17.5 percent said leakage continued to be a problem);
6. 51 percent of respondents said that the products were easy to apply and re-apply (14.6 percent said the products were not easy to apply and re-apply); and
7. 53 percent of respondents said that the products kept the skin dry (9.5 percent said the product did not keep the skin dry).

These are reasonable results, given the nature of the survey and are fairly consistent with 2007 and 2006 results.

The largest opportunity for improvement continues to be in relation to family and resident knowledge about the products available. Only 27.7 percent of respondent said that they had received education regarding the features and/or use of the products (64.9 percent of respondents said they had not received education).

These results have been initially reviewed and analyzed by nursing management and will be reviewed by the division’s senior management committee on February 20, 2009. To date, analysis has resulted in the following affirmation of facts and plans.

As a result of family input to have more options in continence care products, the division began to supply a variety of products including traditional continence products, pull-up briefs and mesh briefs with liners, in order to meet a range of residents' assessed needs.

In early 2008, nursing management drafted a 'Just for Families' brochure (copy attached) as an educational tool for families. Throughout 2008, individual homes hosted educational sessions for residents and families, with vendor explanation of the product line and nursing explanation of continence care programs.

Homes have assigned nursing and personal care staff to assess and ensure proper fit for each resident using a continence care product (including periodic re-assessment). Education for nursing and personal care staff about the use of continence care products is held regularly.

Based on the results of the 2008 surveys, the following key activities will be incorporated into the 2009 quality plan related to continence care:

1. Re-survey families in March-April 2009, with a cover letter affirming the importance of feedback to guide quality improvement work;
2. Re-focus on the best approach to achieve a higher level of response;
3. Implement quality improvement projects related to the two (2) areas with the highest level of negative response in the surveys responses, namely education and improved fit to prevent leakage.

Quality improvement to achieve better fit to prevent leakage should also address improved fit for mobility and comfort.

The most positive result of the 2008 surveys was the high level of satisfaction regarding the products providing dignity, by being discrete and non-bulky under clothing.

Nursing management will provide feedback to families through family meetings in the homes.

## **CONTACT**

Margaret Evans Manager Nursing & Compliance

Tel: (416) 392-8910; Fax: (416) 392-4180; Email: [mevans@toronto.ca](mailto:mevans@toronto.ca)

## **SIGNATURE**

---

Sandra Pitters  
General Manager, Long-Term Care Homes and Services

## **ATTACHMENTS**

- (1) 'Just for Families' brochure: "Continence – Did you know?"