



STAFF REPORT INFORMATION ONLY

“Your Opinion Counts” Survey – January 1 to December 31, 2008

Date:	March 30, 2009
To:	Advisory Committee on Long-Term Care Homes and Services
From:	General Manager, Long-Term Care Homes and Services
Wards:	All
Reference Number:	

SUMMARY

This report provides information and analysis of the results of the “Your Opinion Counts” survey for the ten homes for the period January 1 to December 31, 2008.

Financial Impact

There are no financial implications arising from this report.

ISSUE BACKGROUND

As part of its Continuous Improvement process, the Long-Term Care Homes and Services Division measures the quality of its services and programs through a customer satisfaction survey entitled “Your Opinion Counts”. Results are used by the division to guide its quality improvement process, and are reported to the Advisory Committee on Long-Term Care Homes and Services on a quarterly basis.

COMMENTS

This report for January 1 to December 31, 2008 includes statistical information on a divisional basis. A copy of this report with all details has been forwarded to the Chair of the Advisory Committee on Long-Term Care Homes and Services and is available to interested members.

The “Your Opinion Counts” surveys are sent to residents/families six months after admission and annually thereafter. A stamped envelope addressed to the General

Manager, Long-Term Care Homes and Services is included with the questionnaire for return.

On receipt, the original questionnaires are reviewed by the General Manager. Should urgent concerns be raised in a questionnaire, they are immediately dealt with by a phone call from the General Manager to the relevant Administrator who will follow up and report on resolution. Any particular, non-urgent concerns identified by the General Manager will be highlighted in a covering memo to the Administrator for follow up.

The questionnaires are subsequently reviewed in general terms at monthly Home Management staff meetings and additionally at Home Advisory Committee meetings. The home is responsible for further analysis and trending of data for planning purposes and the home's Quality Improvement committee.

Although residents and families consistently express high levels of overall satisfaction (respectively 85.33 percent and 87.44 percent) with the care and services provided, the division's quality improvement philosophy requires staff to take advantage of opportunities for improvement. Accordingly, the survey results and various analyses are forwarded to the Long-Term Care Homes and Services Management Committee and the divisional Quality Improvement committee.

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SIGNATURE

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