



STAFF REPORT INFORMATION ONLY

2008 Residents' Councils Survey

Date:	April 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

In 2005, the division initiated a process of conducting annual Residents' Council surveys and using the results to measure success and guide ongoing improvement.

The framework for the survey is based on six (6) categories or dimensions that are consistent with the guidelines for the functioning of Residents' Councils. These are:

- Residents' forum;
- Residents' voice;
- Effective 2-way communication;
- Support to Residents' Council;
- Informed about the long-term care system; and
- Residents' quality of life.

This report provides a high level overview on the results of the 2008 Residents' Council survey and trends since 2005. In total, this represents feedback and input from five-hundred and eleven (511) participants in the surveys over the course of the last four (4) years.

Financial Impact

There are no financial implications arising from this report.

ISSUE BACKGROUND

The goal of conducting annual Residents' Council surveys is to solicit Residents' Council feedback as input for ongoing quality improvement. We established this process:

- To demonstrate and re-affirm the division's continued commitment to openness, inclusiveness, and transparency with residents;
- To measure and plan/implement improvements related to support for Residents' Councils, effective functioning of each Residents' Council and division-wide response to any emerging systemic issues; and
- To continue to provide a means of measurement in the division's commitment to an enhanced advocacy process.

The survey has maintained the same format over the last four (4) years, to allow for comparability. Also, given the fact that this is the fourth application of the annual Residents' Council survey, there is a maturity within the process that allows for more reliable trending and more substantiated data for analysis.

Trends in the last four (4) years, in the areas of: (i) residents' forum; (ii) linkages and support with the Home Advisory Committee; (iii) home responds to concerns; and (iv) staff cares, have consistently demonstrated high ratings as determined by the responses and ratings provided by the participants.

Domain	Mean Percentage (2005, 2006, 2007 and 2008)
Resident forum	87%
Linkage and support from Home Advisory	80%
Home responds to concerns	80%
Staff cares	89%

A percentage over 80 percent is viewed as an area of strength.

Areas for ongoing monitoring and suggested continued improvement fall in the areas of: (i) residents' voice; (ii) effective 2-way communication; and (iii) Council support.

Domain	Mean Percentage (2005, 2006, 2007 and 2008)
Resident voice	61%
Two-way communication	75%
Council support	64%

A percentage below 80 percent is viewed as an opportunity for quality improvement.

COMMENTS

A summary of the 2008 annual Residents' Council survey results has been forwarded to each Residents' Council for their review and reference. An offer has also been made to each Residents' Council that the Resident-Client Advocate is available to attend a meeting of the Residents' Council, if members feel that he could be helpful to them when they review and discuss the results.

Initial analysis of the results of the 2008 Residents' Council survey has provided good information to guide ongoing work and to focus efforts on enhancements to support effective functioning of the Residents' Councils. The 2009 work plan will focus on:

1. Resident voice – opportunities to increase resident participation, along with the diligent implementation of the “Just for you...” brochure;
2. Two-way communication – opportunities to improve or enhance action planning, follow-up and bringing items forward on agendas;
3. Council support – opportunities to explore volunteer support and assistance with Residents' Councils; and
4. Linkage with Home Advisory Committee – opportunities to enhance the Residents' Council inclusion and participation at the Home Advisory Committee in some homes.

Focused attention in these areas will be monitored throughout 2009 (via the quarterly Residents' Councils reports), which is expected to demonstrate positive evidence of improvement.

Ongoing stakeholder feedback received through the annual survey brings value to the division as it provides current data to inform improvement opportunities that continue to respect, support and enable Residents' Councils effectiveness. Some Residents' Councils have already engaged in strategies that are expected to demonstrate improvement.

The 2009 annual Residents' Council survey will be conducted in the fall of 2009. For continued comparability, the current survey will be retained. However, it is acknowledged that, once proclaimed, the *Long-Term Care Homes Act* may include content that guides additions and/or adaptations of the current survey form.

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SIGNATURE

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