



STAFF REPORT INFORMATION ONLY

“Your Opinion Counts” Survey – 1st & 2nd Quarters 2010

Date:	September 9, 2010
To:	Advisory Committee on Long-Term Care Homes and Services
From:	General Manager, Long-Term Care Homes and Services
Wards:	All
Reference Number:	

SUMMARY

The Long-Term Care Homes and Services Division regularly surveys residents, clients and families about their satisfaction with care and service, through a standardized survey (assessment) tool called “Your Opinion Counts”.

Trended results of “Your Opinion Counts” surveys are reviewed by the General Manager and reported out to members of the division’s Long-Term Care Homes and Services Management Committee and the division’s Quality Council, for use in continuous quality improvement work. Past results have guided quality improvement projects (e.g. personal laundry) as well as quality monitoring activities.

The trended results from 1st and 2nd quarters of 2010 are summarized here for the information of members of the Advisory Committee on Long-Term Care Homes and Services, and to facilitate any advice that they may wish to add to guide the improvement work of staff within the division.

Financial Impact

There are no financial implications to the operating budget arising from this report.

ISSUE BACKGROUND

As part of continuous quality improvement processes, 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 quality improvement work, 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 June 30, 2010 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 Resident/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/Director who will follow-up and report on resolution. Any particular, non-urgent concerns identified by the General Manager will be referred to the Administrator/Director 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 Council.

Although residents and families consistently express high levels of overall satisfaction (respectively 78.3% and 85.7%) with the care and services provided, the division’s commitment to quality improvement requires staff to take advantage of all opportunities for improvement.

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SIGNATURE

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