

ANNUAL RESIDENT SATISFACTION SURVEY RESULTS – 2024 RÉSULTATS DE L'ÉVALUATION DE LA SATISFACTION DES RÉSIDENTS – 2024

(New admissions from April 2023 – March 2024)

	Overall Satisfaction Rate / Taux Satisfaction Globale
<p>Question 1 Satisfaction with the communication and information provided to you during the pre-admission/admission process (regarding wait list, responsiveness to questions, welcome information). / <i>Satisfaction avec la communication et l'information qui vous est fournie lors du processus pré-admission/admission (concernant la liste d'attente, réponses aux questions, information d'accueil).</i></p>	78%
<p>Question 2 Satisfaction with the communication and information provided to you by Bayview (regarding care-related updates, disclosure of accident events, care plan meetings, administrative information). / <i>Satisfaction avec la communication et l'information qui vous est fournie par Bayview (à propos des mises à jour concernant les soins, la divulgation des accidents, les rencontres du plan d'interventions interdisciplinaires, l'information administrative).</i></p>	83%
<p>Question 3 Satisfaction with the level of security and safety (personal belongings, equipment, building, overall). / <i>Satisfaction avec le niveau de sécurité (effets personnels, équipement, bâtisse, en général).</i></p>	86%
<p>Question 4 Satisfaction with how you are treated by Bayview employees (with respect, courtesy, attentiveness, empathy). / <i>Satisfaction avec la façon dont vous êtes traités par les employés de Bayview (avec respect, de la courtoisie, attention, empathie).</i></p>	87%
<p>Question 5 Satisfaction with the development of the care plan to meet your individual needs (your participation, access to available services/resources/team members). / <i>Satisfaction avec l'élaboration du plan de soins pour répondre à vos besoins particuliers (votre participation, l'accès aux services/ressources/membres des équipes disponibles).</i></p>	83%

C.H.S.L.D. Bayview Inc.

	Overall Satisfaction Rate / Taux Satisfaction Globale
<p>Question 6 Satisfaction with the care and assistance provided by the care team. / <i>Satisfaction avec les soins et l'aide fournis par l'équipe de soins.</i></p>	77,5%
<p>Question 7 Satisfaction with the degree to which the residents' individuality and personal preferences are respected (daily routines, choices, privacy, consent, taking the time to listen when you have something to say). / <i>Satisfaction avec le degré auquel l'individualité et les préférences personnelles du résident sont respectées (routines quotidiennes, choix, intimité, consentement, prendre le temps d'écouter quand vous avez quelque chose à dire).</i></p>	82%
<p>Question 8(a) Satisfaction with meals and snacks (food temperature, taste, variety). / <i>Satisfaction avec les repas et les collations (température, goût, variété).</i></p>	83%
<p>Question 8(b) Satisfaction with the "dining experience" (eating environment, participation in menu planning, mealtime assistance, adaptation of diet to meet needs and food preferences). / <i>Satisfaction avec l'expérience du repas (environnement, participation à la planification du menu, aide avec les repas, l'adaptation du régime alimentaire pour répondre aux besoins et aux goûts).</i></p>	83%
<p>Question 9 Satisfaction with the recreation activity program (variety, timing, access). / <i>Satisfaction avec le programme d'activités de loisirs (variété, calendrier, accès).</i></p>	84%
<p>Question 10 Satisfaction with the cleanliness of the surroundings (resident's room, washrooms, common areas). / <i>Satisfaction avec la propreté de l'environnement (chambre du résident, toilettes, aires communes).</i></p>	90%
<p>Question 11 Overall satisfaction with CHSLD Bayview? / <i>Satisfaction globale du CHSLD Bayview?</i></p>	89,6%

Question 12

What is your foremost suggestion to improve the quality of life for the residents? /
Quelle serait votre principale suggestion pour améliorer la qualité de vie des résidents?

1. No complaints.
2. More outdoor activities.
3. I feel like at times especially the weekend that there is not enough staff...pab... to deal with 32 people on each floor.
4. Allow FaceTime to be used through one of your programs. I have not seen my aunt on FaceTime since February. We used to FaceTime twice per week at the previous residence home the resident was residing in. They allowed the care giver the use of their iPad. This helped me immensely as I was able to see Dorothy, show her family pictures. There may be other residents at Bayview in the same situation. No relatives or friends visit her because they live out of province. FaceTime was an amazing tool for visiting from afar and sharing family love.
5. More PABs to help. Especially to help getting to bathroom.
6. More Bingo.
7. No suggestions.
8. Would like an air conditioner in his room.
9. Continue to provide compassionate care as the resident evolves with their needs. More training and resources available to staff about Alzheimer / Dementia. Train and oversee new staff during all shifts. Consistent with updates and follow up with protocols. One on one time with certain residents who are unable to participate during activities. Encourage to go outdoors during spring/summer months. Safety box in each room for personal items such as nail clippers, razors, etc. Having a coin laundry room for families to use.
10. Having a Facetime or Zoom Room and/or capability for the residents to speak to friends and loved ones. As the residents are elderly, it is difficult for them to connect with their similarly elderly friends who have mobility issues and find it difficult to travel or visit without assistance. This is a relatively easy and inexpensive fix that would have a significant, positive emotional impact for the residents.
11. Improve the food quality and the timing.
12. The only improvement I can think of requires volunteers for more 1 on 1 attention to residents that don't have external support. Maybe local schools could offer programs to students. I have no experiences other than 3rd floor. Having said that, the cafeteria staff are also accommodating.
13. I don't have any suggestion at the moment.
14. More French speaking staff.
15. La communication avec la langue maternelle (français).
16. No suggestion.
17. Perhaps some light music during meal time.
18. See above re: communication. Also, I believe staff from an Agency are hired on weekends if I am not mistaken. They do not always seem to be aware of the residents individual needs. Very early on I witnessed a "back up" PAB giving the resident a shower, which I was assisting with. The communication with the resident and myself was not good. (I learned later from the Team Leader that the PAB was rushed due to all of the residents she had to care for).
19. Pas de suggestion.
20. Je ne vois pas, elles font vraiment tout leur possible.
21. C'est bien ici. Si j'ai besoin de quelque chose, je le demande. On est vraiment comme chez nous.
22. I don't have any at the moment.

Question 13

Overall, what do you like best about Bayview Centre? /

Dans l'ensemble, qu'est-ce que vous aimez le plus à propos du Centre Bayview?

1. A hospital is a hospital.
2. They do extras and it feels homey and comfortable.
3. The staff.
4. I have been really impressed with the care of the regular PABs on the day and evening shifts and many of the nurses. They try hard to make mom's stay as good as possible and they are always encouraging and just genuine nice people.
5. I have to say communications and loving staff. I cannot access the physical building etc. because I live too far, in another province. I will visit at some point.
6. Nothing really. Company makes me happy.
7. Likes that it is quiet.
8. The friendly and approachable staff.
9. View from his window.
10. The reception staff are efficient and are always available to listen and lend an ear. There's certain staff that work there who CARE and are amazing. The location is convenient. The facility is clean and outdoor surroundings are well kept.
11. The love that the nursing staff provide to their residents.
12. Most of the staff members.
13. Knowing that the resident is being well cared for. My comments and questions are responded to meaningfully.
14. The care.
15. My room.
16. Le confort – la rapidité des soins.
17. The multidisciplinary resources and coordination of care are exceptional, as are the personal interactions of all the staff with the resident. The resident is recognized as an individual person, not just a resident. I wish there was a better way to arrange telephone communication between the resident and his brother and sister (out of town). The staff has been more than willing to help the resident answer the phone when we want to call him, but it has been quite challenging to connect with the staff at appropriate times to facilitate the phone call. I wonder if pre-arranged time for phone calls each week might be helpful?
18. The cleanliness, the great floor staff is absolutely amazing!
19. The staff is so friendly including your lovely receptionists. I also like the fact that there is so much laughter! Usually the staff is attentive to the resident's needs and are very skilled and experienced as they carry out their various professions.
20. Il faut que j'y pense.
21. J'aime tout.
22. Le personnel est toujours très gentil.
23. The level of kindness that is expressed.

Question 14

Are you aware of the Bayview Residents' Committee and its role and function? /

Savez-vous qu'il y a un Comité des Résidents à Bayview, et connaissez-vous son rôle et ses fonctions?

Yes = **60%** (12) No = **40%** (8)

Comments / Commentaires:

1. Not interested.
2. Would be interested in knowing more.
3. I would like more information about the Residents Committee.
4. Yes, I've been approached to join the committee.

Question 15 a)

Are you aware of how to express a concern or complaint? /

Connaissez-vous la procédure pour exprimer une crainte ou une plainte?

Yes = **44%** (11) No = **56%** (14)

Comments / Commentaires:

1. No complaints. I would tell my friends and they can let the nurses know.
2. Haven't had any complaints.
3. Resident is not aware but believes his daughter is aware.
4. I'm not sure yet there is 1 complaint person that channels complaints to the right area then follows-up. Also, I'm still learning about Bayview. There are different levels on concerns that MAY arise periodically but not constitute a "complaint".
5. J'aimerais le savoir.
6. J'aimerais savoir.
7. Je demande à mon fils.

Question 15 b)

Êtes-vous à l'aise d'exprimer une crainte ou une plainte? /

Do you feel at ease to express a concern or complaint?

Yes = **83,3%** (20) No = **16,7%** (4)

Comments / Commentaires:

1. It is difficult for her.
2. Expresses concern re: a medical problem but it's not always dealt with.
3. Je suis très à l'aise avec tout le monde.

Question 15 c)

Are you aware of the policy on the Mistreatment of Residents? /

Connaissez-vous la politique sur la maltraitance vis-à-vis des résidents?

Yes = **33,3%** (8) No = **66,7%** (16)

Comments / Commentaires:

1. Mais s'il arriverait quelque chose, je m'exprimerais.
2. La maltraitance n'existe pas ici pour moi. Si ça arrivait, j'en parle à mon fils. Les gens sont bons et dévoués.

Question 16 a)

The respondent of this survey was / *Le répondant à ce questionnaire était:*

- | | |
|---|-----------------|
| <input type="checkbox"/> A resident (independently) / <i>Un résident (indépendamment)</i> | 12% (3) |
| <input type="checkbox"/> A resident (assisted by a representative) / <i>Un résident (aidé par un représentant)</i> | 36% (9) |
| <input type="checkbox"/> A representative (on behalf of a resident) / <i>Un représentant (au nom d'un résident)</i> | 52% (13) |

Question 16 b)

The age of the resident is / was / *L'âge du résident est / était:*

- | | |
|--|-------------------|
| <input type="checkbox"/> 18-64 years / <i>ans</i> | 4,3% (1) |
| <input type="checkbox"/> 65-89 years / <i>ans</i> | 52,2% (12) |
| <input type="checkbox"/> Over 90 years / <i>Plus de 90 ans</i> | 43,5% (10) |

Number of surveys distributed /
Nombre de questionnaires distributés: **42**

Number of surveys returned /
Nombre de questionnaires retournés: **25**

% of respondents / *% de répondants:* **59,5%**

Overall satisfaction rate **89,6%**