



# CAHR

Centre for  
Applied Health  
Research

St. Joseph's Care Group  
Client Satisfaction Survey 2018



ST. JOSEPH'S CARE GROUP

# Table of Contents

Executive Summary .....	3
Introduction & Overview .....	4
The Survey .....	4
Survey Distribution .....	5
Response Rate .....	7
Demographic Information .....	8
Question 1: Length of Stay .....	8
Question 2: Client's Age Group .....	9
Question 3: Client's Gender .....	10
Question 4: Respondent Type .....	11
Question 5: Cultural Background .....	12
Questions 6 & 7: Language .....	13
Satisfaction Results .....	14
Question 8: Courtesy & Respect .....	14
Question 9: Listening .....	15
Question 10: Involvement .....	16
Question 11: Understanding Explanations .....	17
Question 12: Cultural Support .....	18
Question 13: Quality of Care .....	19
Question 15: Cleanliness .....	20
Question 16: Food .....	21
Question 17: Other Supports .....	22
Question 18: Recommend to Others .....	23
Satisfaction Results by Year .....	24
Indigenous Experience .....	28
Comments .....	29
Seniors' Health .....	29
Mental Health & Addictions .....	32
Rehab & Chronic Disease .....	34
Appendix A: Cover Letter & Survey .....	36
Appendix B: Survey Numbers & Response Rates .....	39
Appendix C: Demographic Details .....	46
Appendix D: Satisfaction Responses .....	48

## Executive Summary

The annual St. Joseph's Care Group client satisfaction survey was distributed to clients accessing services between October 1 and November 25, 2018. Both clients and family member/ substitute decision makers were encouraged to respond. The survey comprised seven questions to gather basic demographic information followed by 12 satisfaction questions. In total 2193 surveys were distributed and 1312 returned (60%).

Based on the top two positive response options:



# Introduction & Overview

St. Joseph's Care Group (SJCG) provides programs and services at seven different sites, including: Balmoral Centre, Behavioural Sciences Centre, Hogarth Riverview Manor, St. Joseph's Health Centre, St. Joseph's Heritage, St. Joseph's Hospital, and Sister Margaret Smith Centre. St. Joseph's Care Group's broad service areas are Seniors' Health; Mental Health and Addiction Services; and Rehabilitative Care. To examine client satisfaction across all programs at SJCG, a corporate-wide client satisfaction survey was developed in 2009 by the Client Satisfaction Survey Committee.

## The Survey

The 2018 survey comprises 19 items. The first seven items capture basic demographic information (length of time receiving services, age group, gender, whether the respondent was a client or a family member/substitute decision maker, cultural background, and two questions regarding language). The remaining 12 items ask for respondents' opinions regarding the services they received. Ten of these items are questions for which respondents had a choice of four options ranging from 1 (the lowest score) to 4 (the highest score). Respondents are given the option of "not applicable" for questions about food, cleanliness of the facility, and whether staff helped them access services outside of the program. The other two items are open-ended for respondents to provide feedback regarding specific improvements to quality of care, as well as overall comments and suggestions.

No major revisions were made from the 2017 survey.

Please see Appendix A for a copy of the survey.

The survey was made available in English, Oji-Cree syllabics, French, Italian, and Finnish.

The image shows a preview of the 'Client Satisfaction Survey' form. It includes sections for demographic information (age, gender, language, cultural background) and service satisfaction questions (e.g., 'How often did staff listen carefully to you?'). The form is numbered 1 through 11, with some questions having multiple-choice options and others being open-ended.

## Survey Distribution

In July, 2018, the Centre for Applied Health Research (CAHR) contacted managers to determine their programs' requirements for the survey period. Where possible, managers were provided with previous years' distribution rates to assist with these estimates.

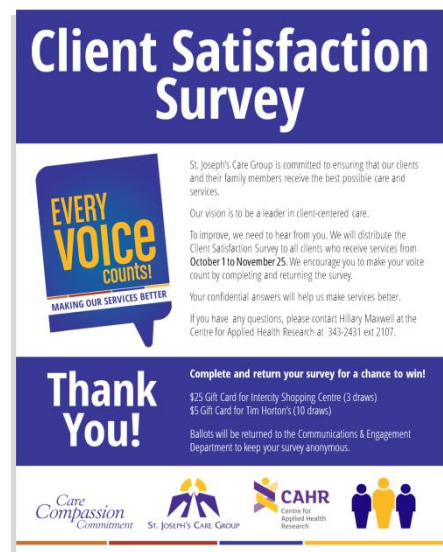
Managers' survey kits were distributed one week prior to the beginning of the survey period. These kits included the following for each program area:

- English survey packages (comprising a cover letter, survey, return envelope, and prize ballot)
- A translation pack (including a minimum of one survey package in each of Ojji-Cree syllabics, French, Italian, and Finnish)
- Posters
- Tent cards
- Collection envelopes
- A tracking form

Prior to the survey being distributed to clients, information about the survey was provided in *iNsider News* to inform staff about the survey process.

Managers were asked to provide the survey to all clients who accessed services between October 1 and November 25, 2018 (inclusive). Based on feedback received from clients and staff, the traditional three week data collection period was extended to eight weeks for the 2018 survey.

Each program determined the most appropriate manner to distribute the survey to clients. For example, some surveys were hand delivered to inpatients while others were distributed during client appointments at SJCG facilities or in the community. Some programs mailed surveys to clients or family members. Stamped, addressed envelopes were provided upon request so that completed surveys could be mailed back to the CAHR at no cost to the respondent. For the total number of surveys requested and distributed by each program, please see Appendix B.



Clients were encouraged to complete a survey, seal it in the envelope provided with the survey, and to return it to the CAHR. It was also possible to complete the survey online. The web address was provided in the cover letter that accompanied the survey. The on-line survey was also available in English, Oji-Cree syllabics, French, Italian, and Finnish.

Attached to each survey was a ballot to complete and return to Communications & Engagement for a chance to win a prize. Prizes consisted of three \$100 gift cards to Intercity Shopping Centre or the Thunder Bay Community Auditorium (winner's choice). Communications & Engagement collected the return ballots, drew the winning names, and contacted the winners.

Managers were offered the opportunity to have trained volunteers meet with clients to complete the survey. Processes were set in place with the Volunteer Coordinators to ensure completed surveys were returned to the CAHR.

# Response Rate

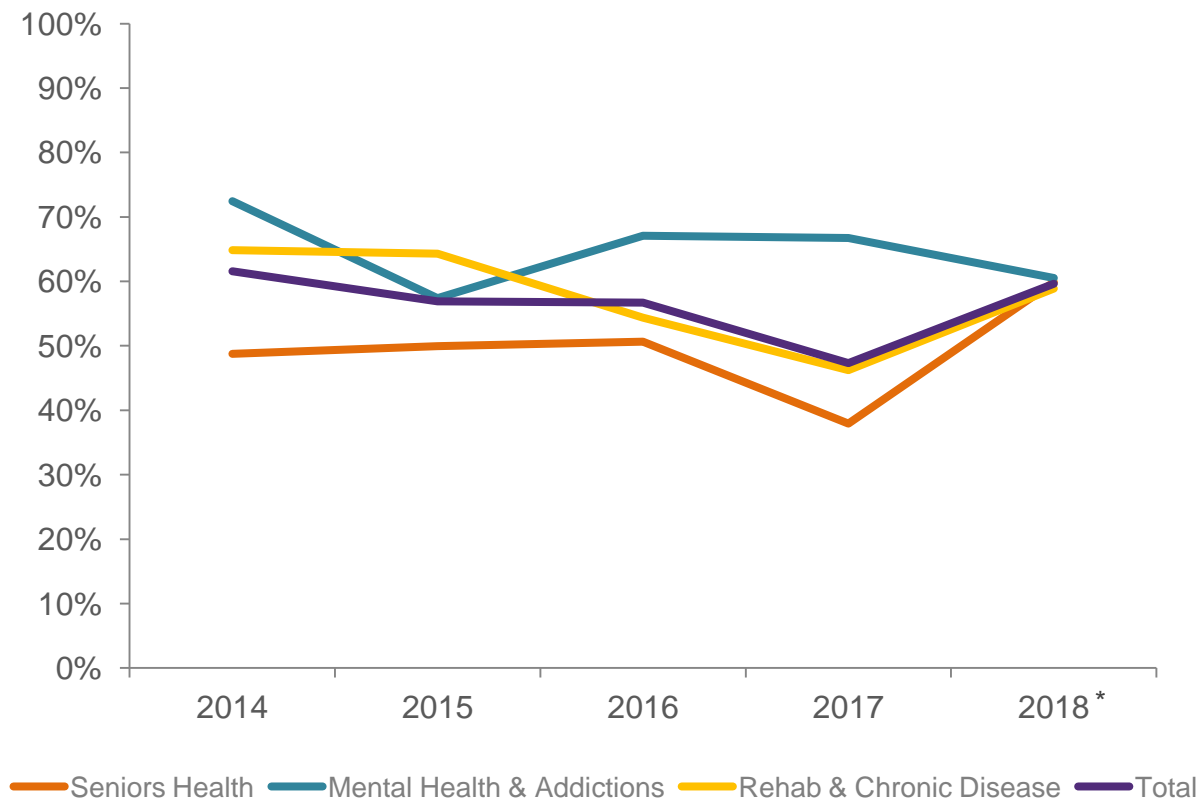
In total, 1312 surveys were returned, representing a corporate response rate of 59.8%. There was one survey each completed in French, Italian, and Finnish. None were completed in Oji-Cree. Eleven surveys were completed online. The table below provides information on the number of completed surveys returned by each division (see Appendix B for the number of surveys returned from each program).

Number of Surveys Returned:

	Number	% of Total
<b>Seniors' Health</b>	457	34.9%
<b>Mental Health &amp; Addictions</b>	333	25.5%
<b>Rehabilitative Care &amp; Chronic Disease</b>	518	39.6%
<b>TOTAL</b>	1312*	100.0%

\*4 online surveys received without program identification.

The graph below illustrates trends in response rates by division over the past five years.

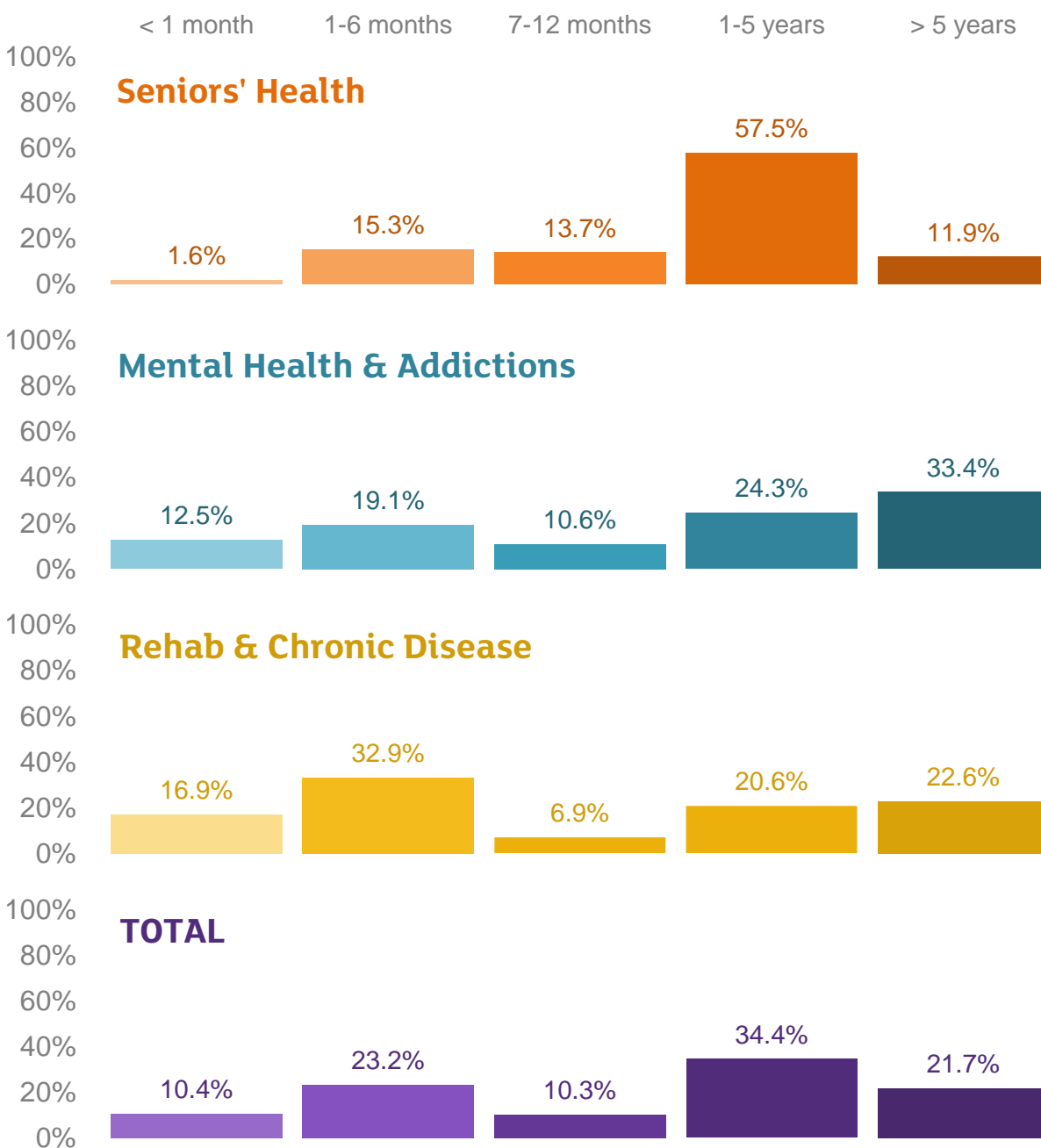


\*2018 marked the introduction of the 8-week survey period (formerly 3 weeks)

# Demographic Information

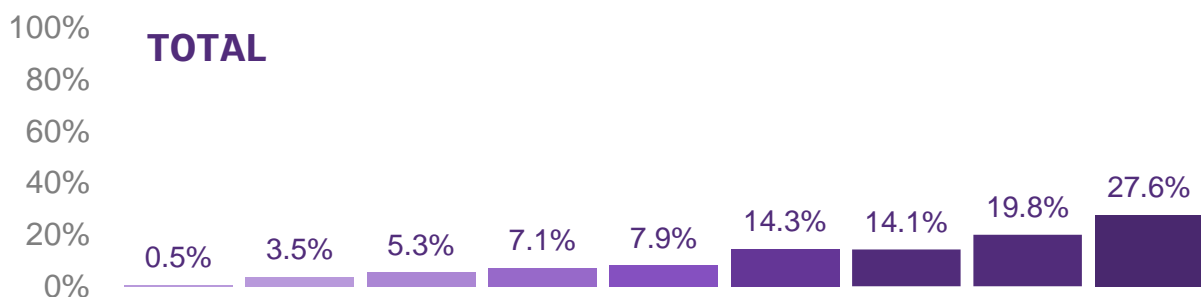
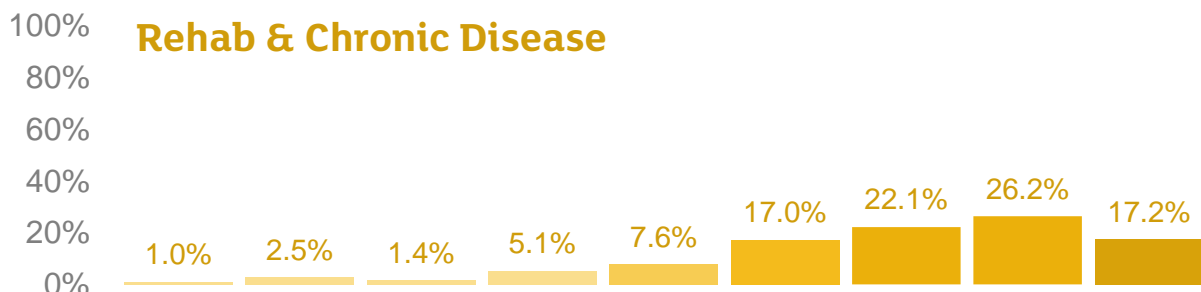
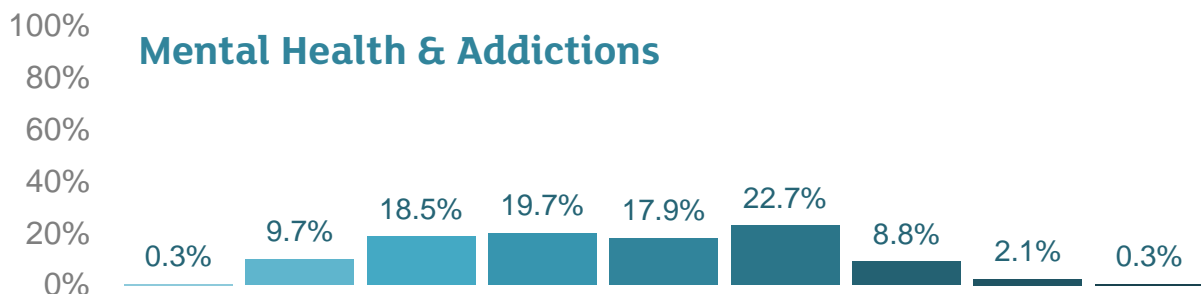
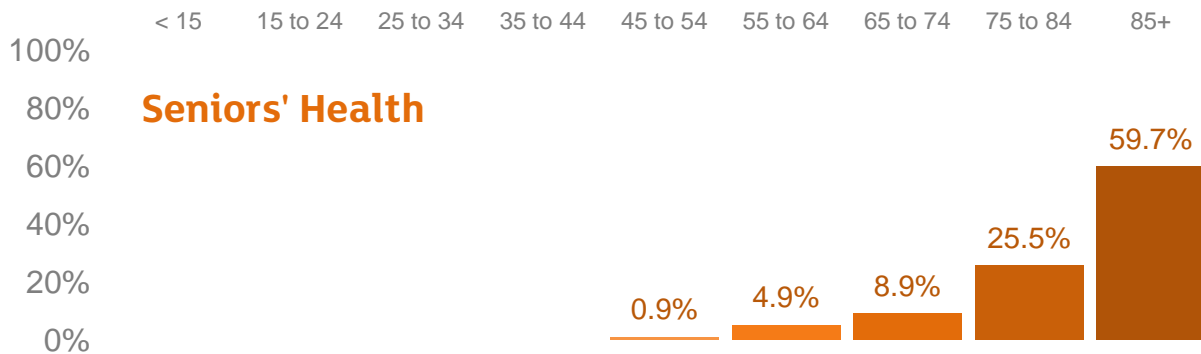
Respondents were asked to provide some basic demographic information. Numbers are based on complete responses. See Appendix C for further details.

## Question 1: Length of Stay

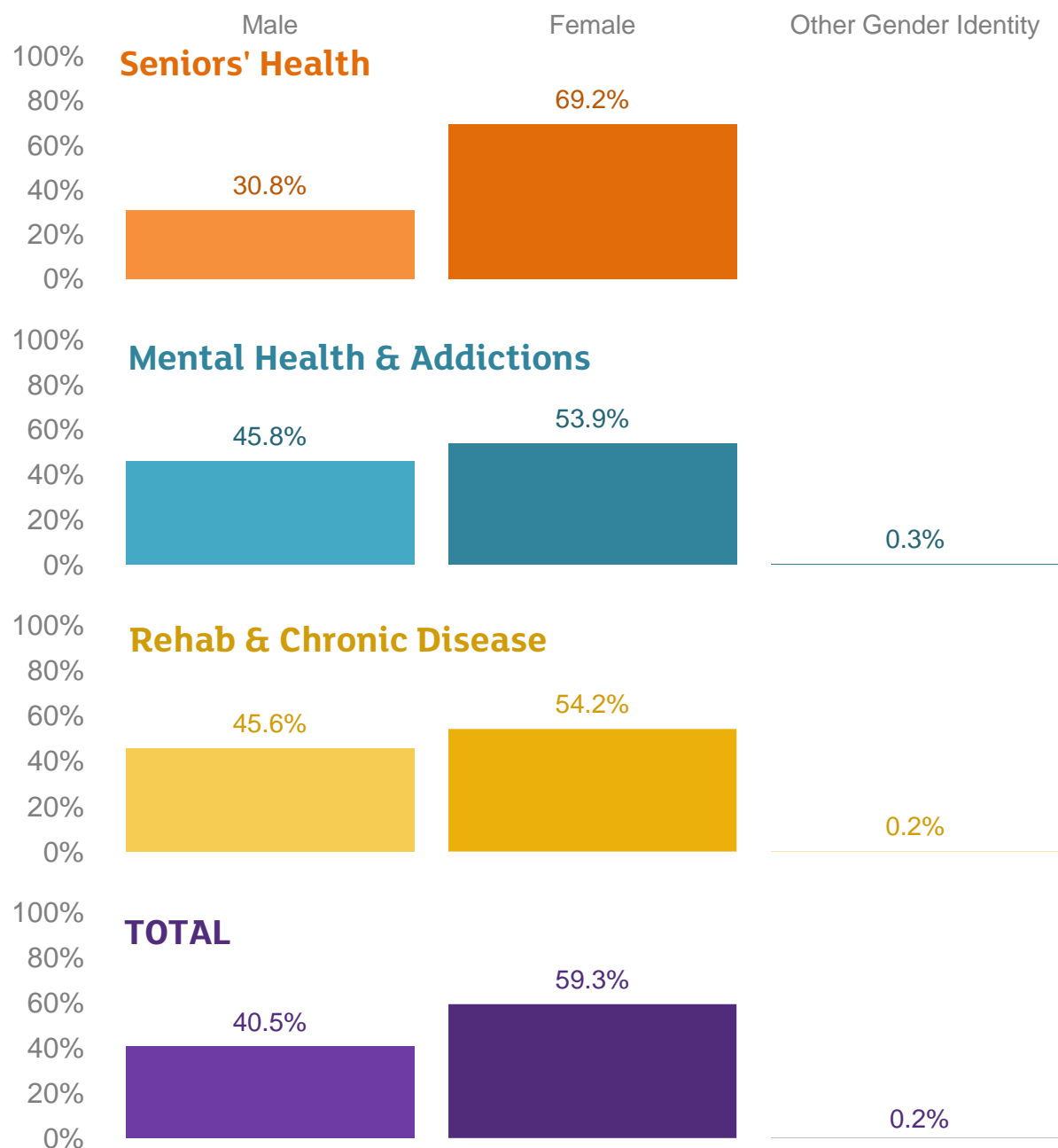




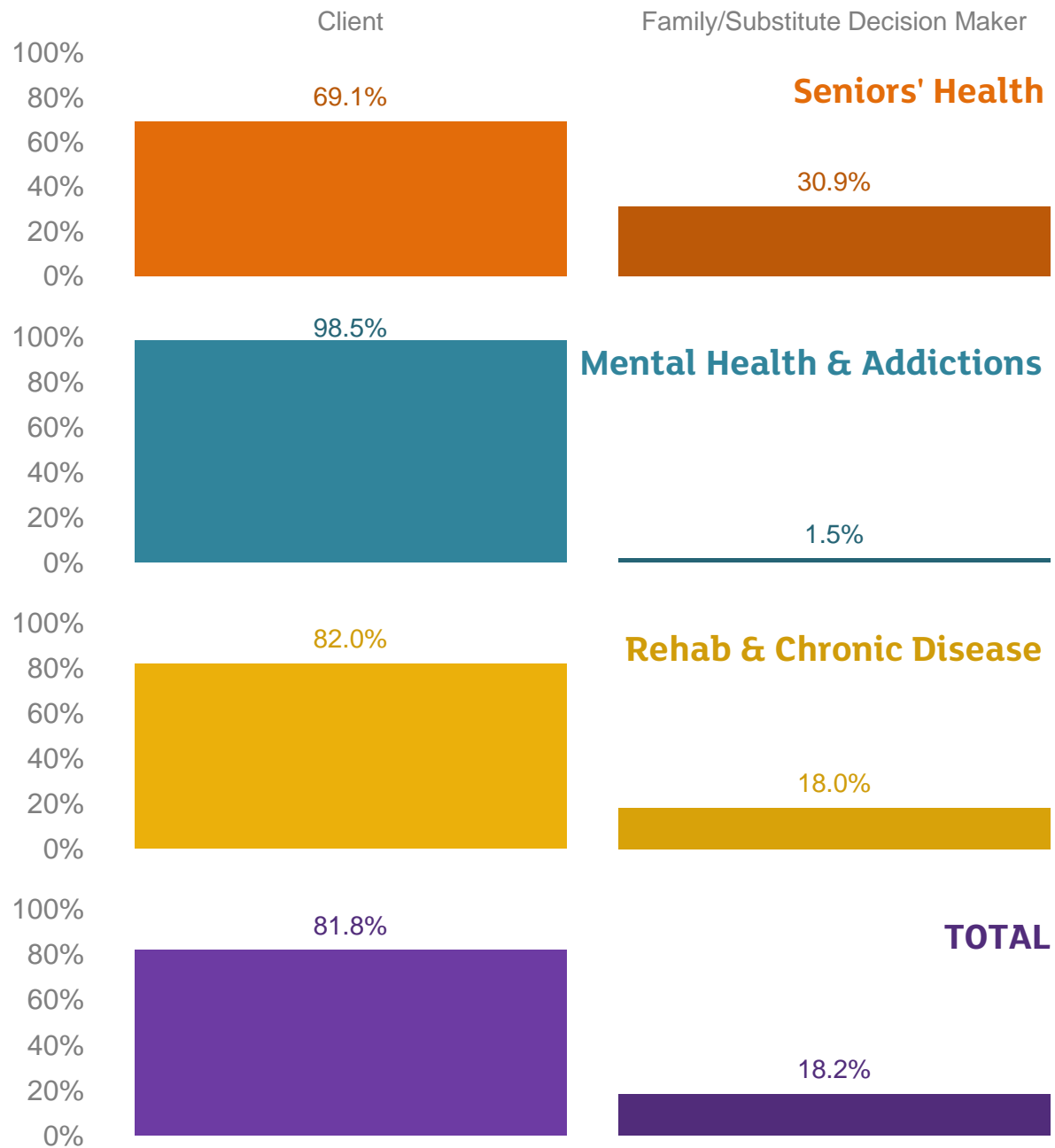
## Question 2: Client's Age Group



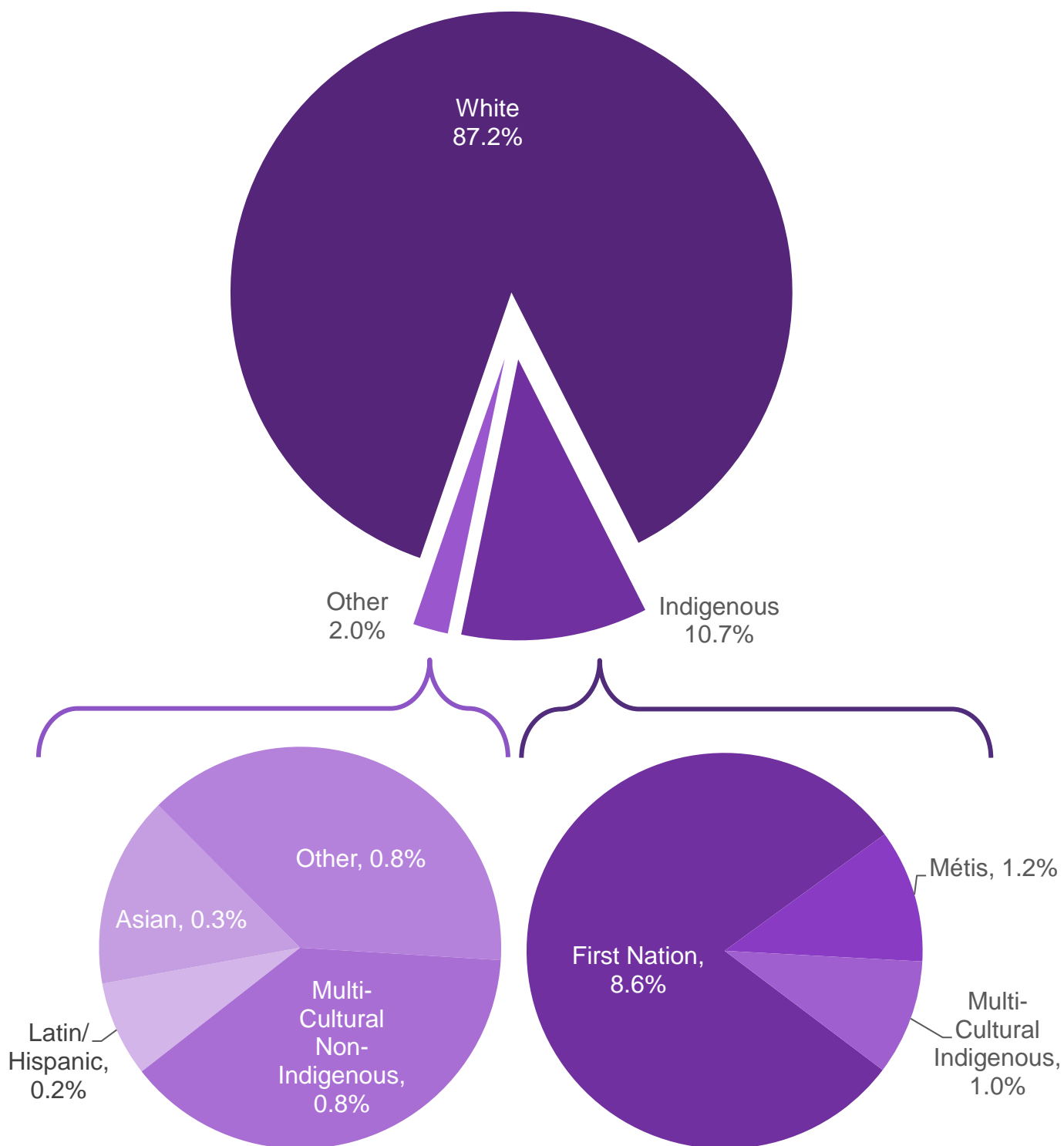
## Question 3: Client's Gender



## Question 4: Respondent Type

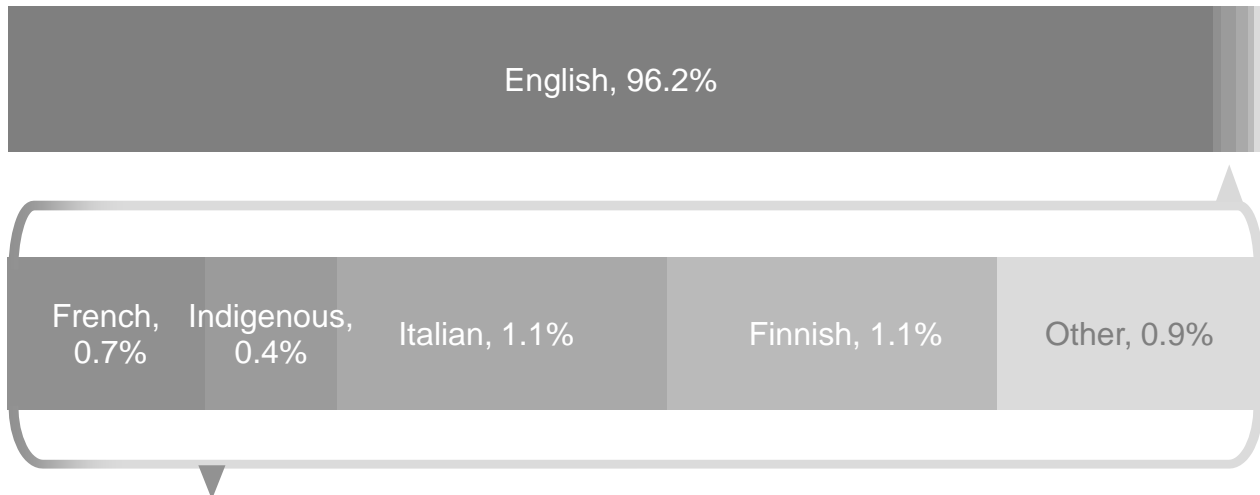


## Question 5: Cultural Background



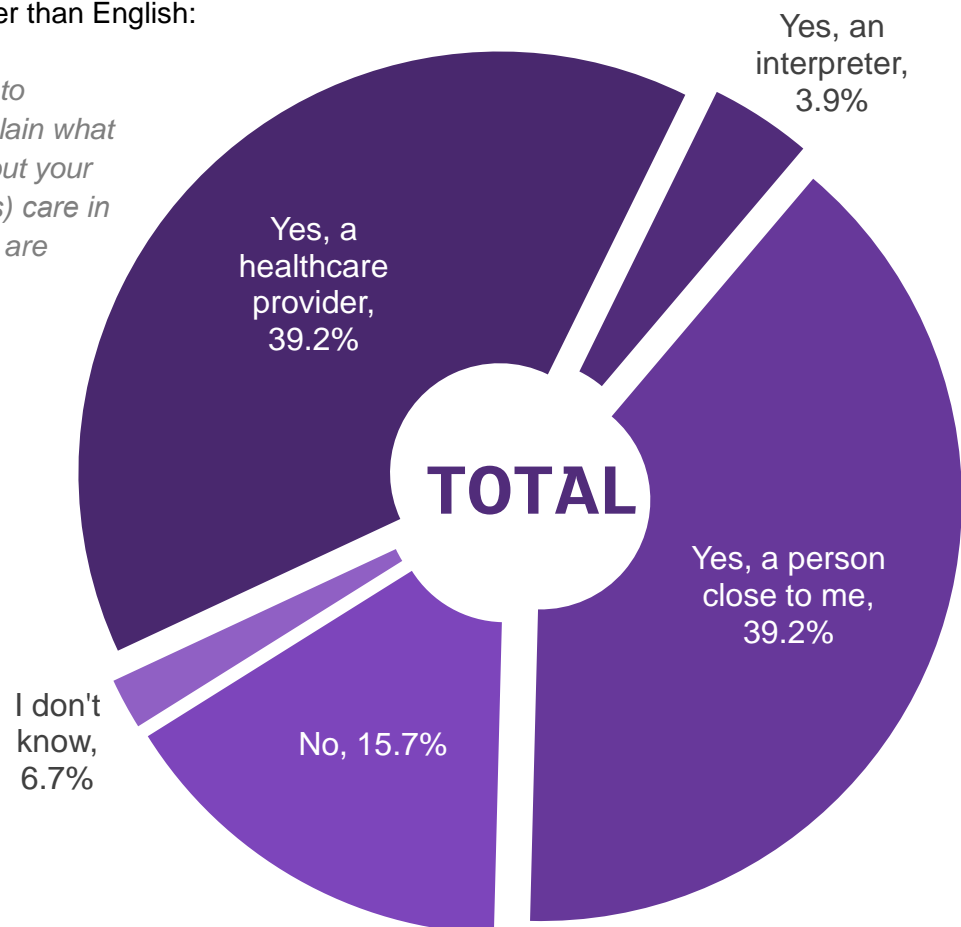
## Questions 6 & 7: Language

Q. In what language are you most comfortable receiving healthcare services?



From the 57 (3.8%) of respondents who selected a language other than English:

Q. Did you have access to someone who could explain what you needed to know about your (or your family member's) care in a language in which you are comfortable?



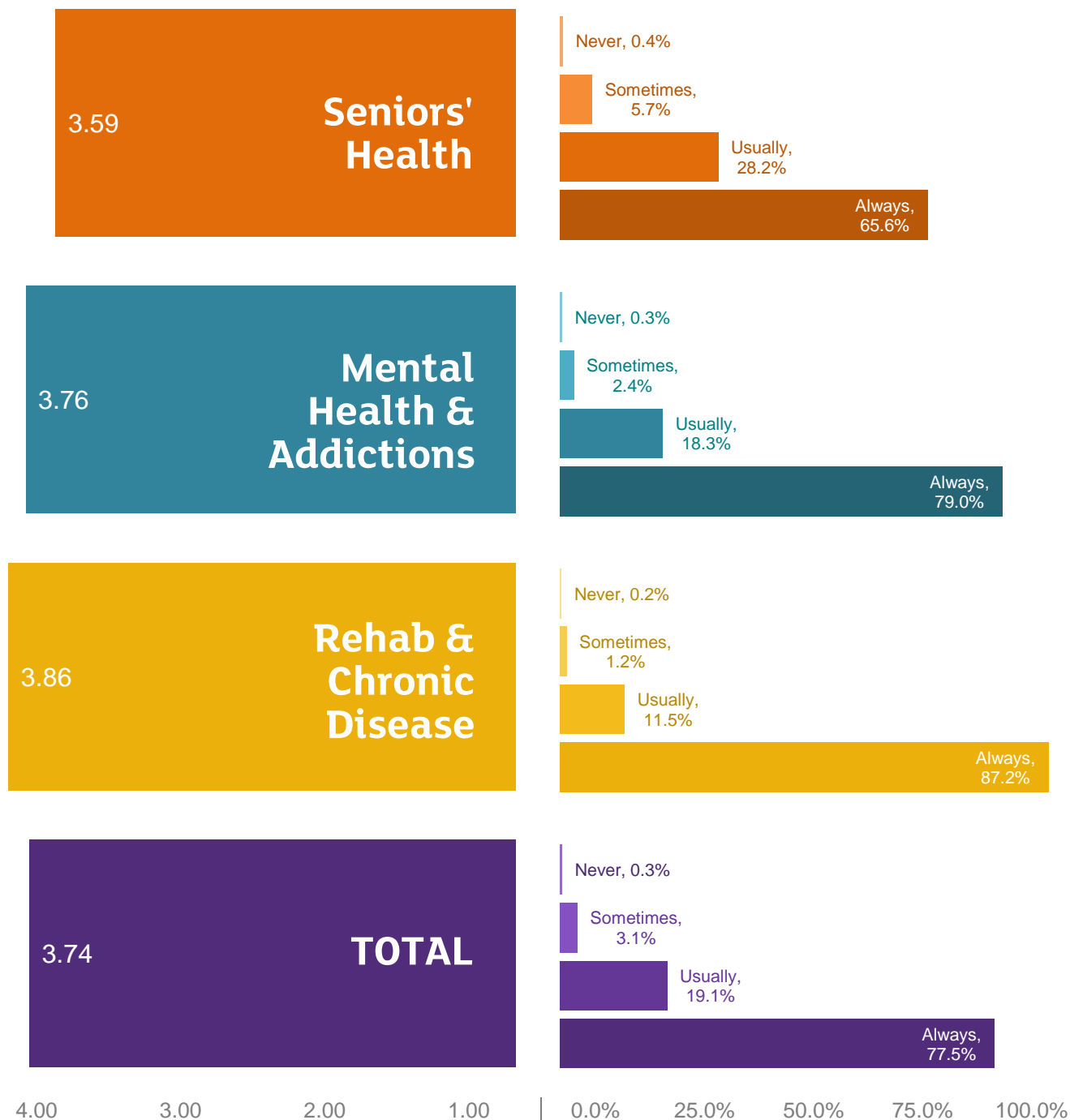
# Satisfaction Results

See Appendix C for further details.



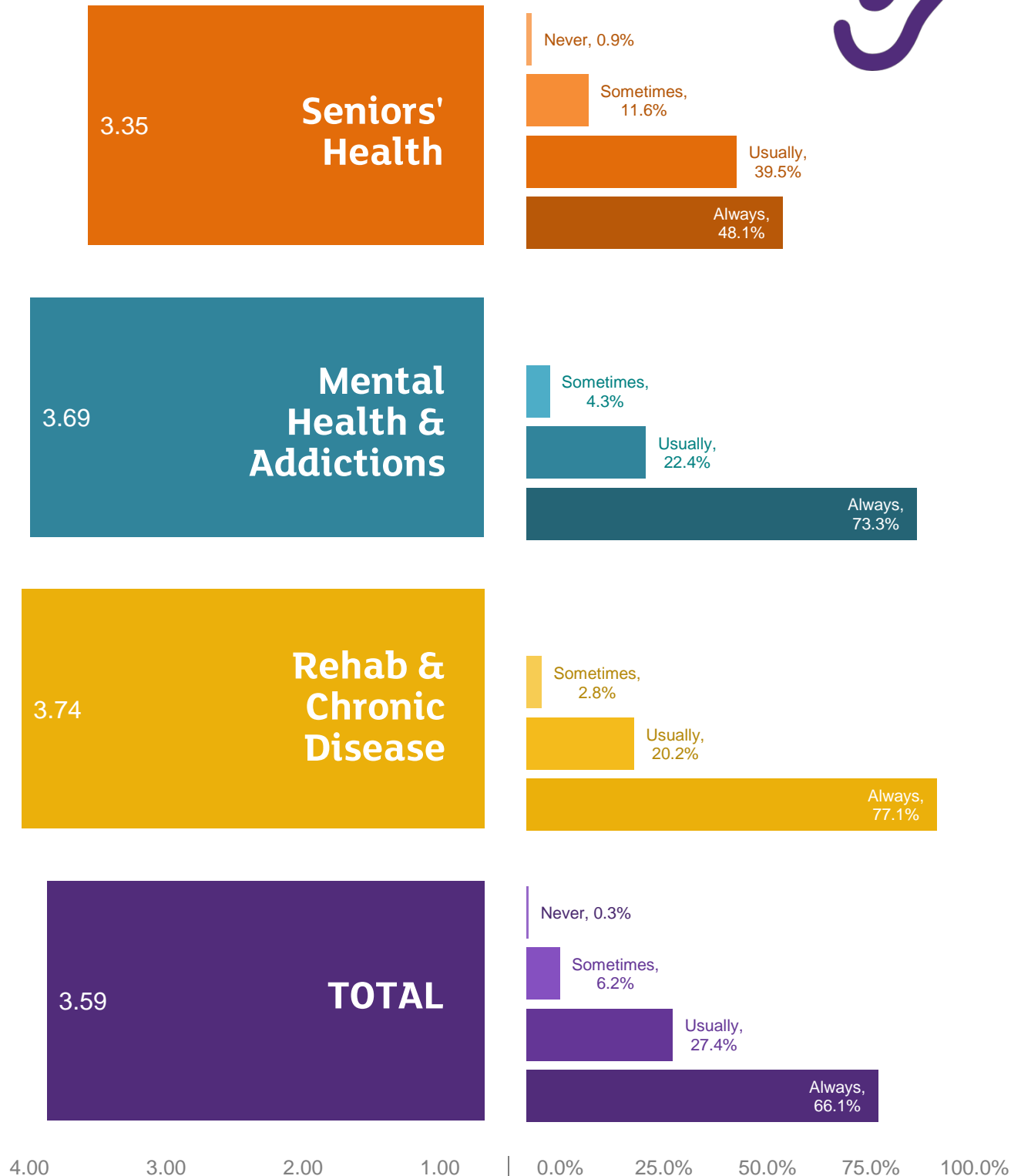
## Question 8: Courtesy & Respect

How often did staff treat you with courtesy and respect?



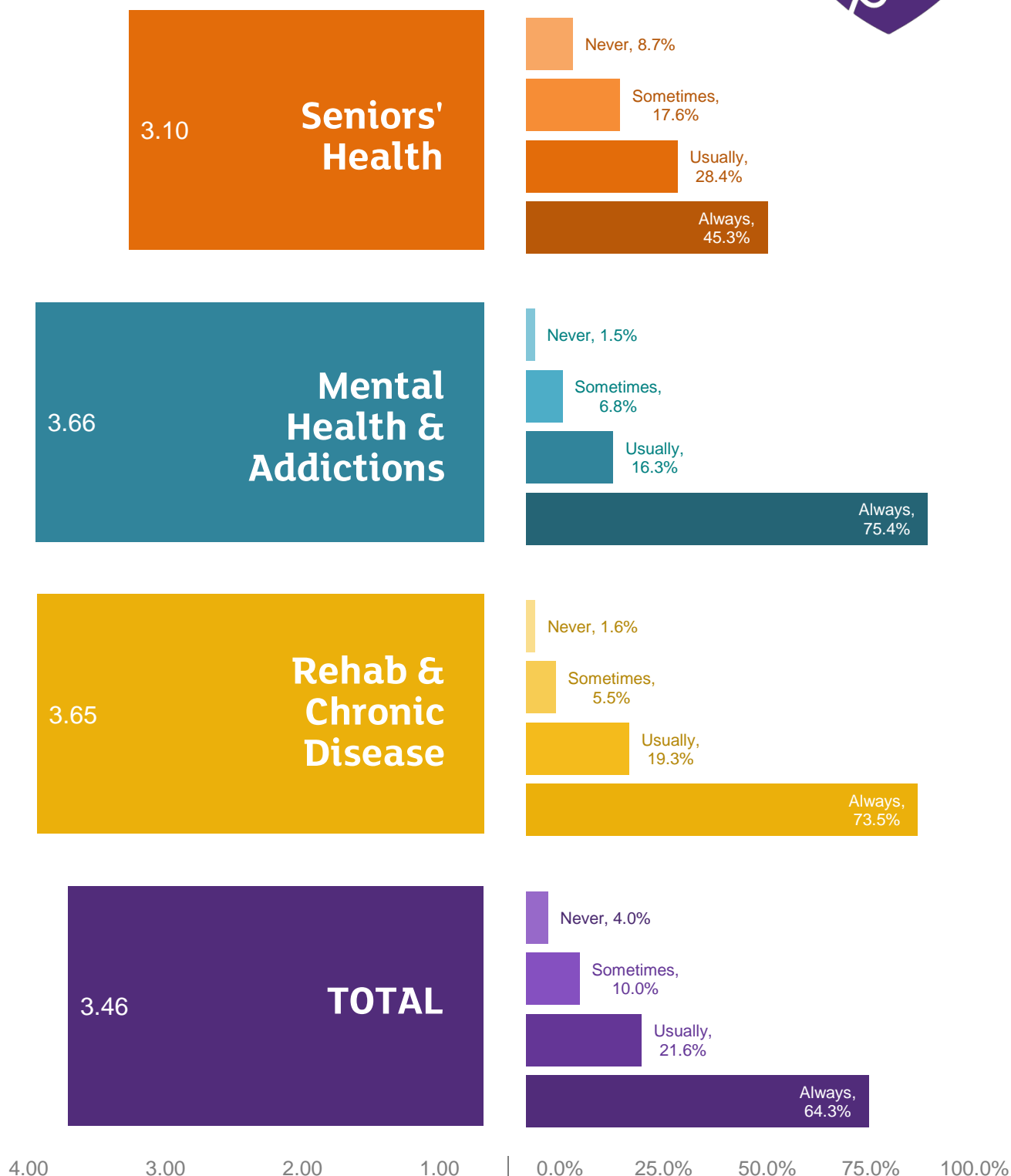
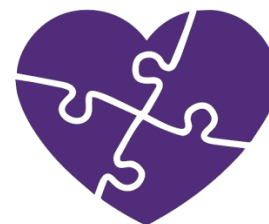
## Question 9: Listening

How often did staff listen carefully to you?



## Question 10: Involvement

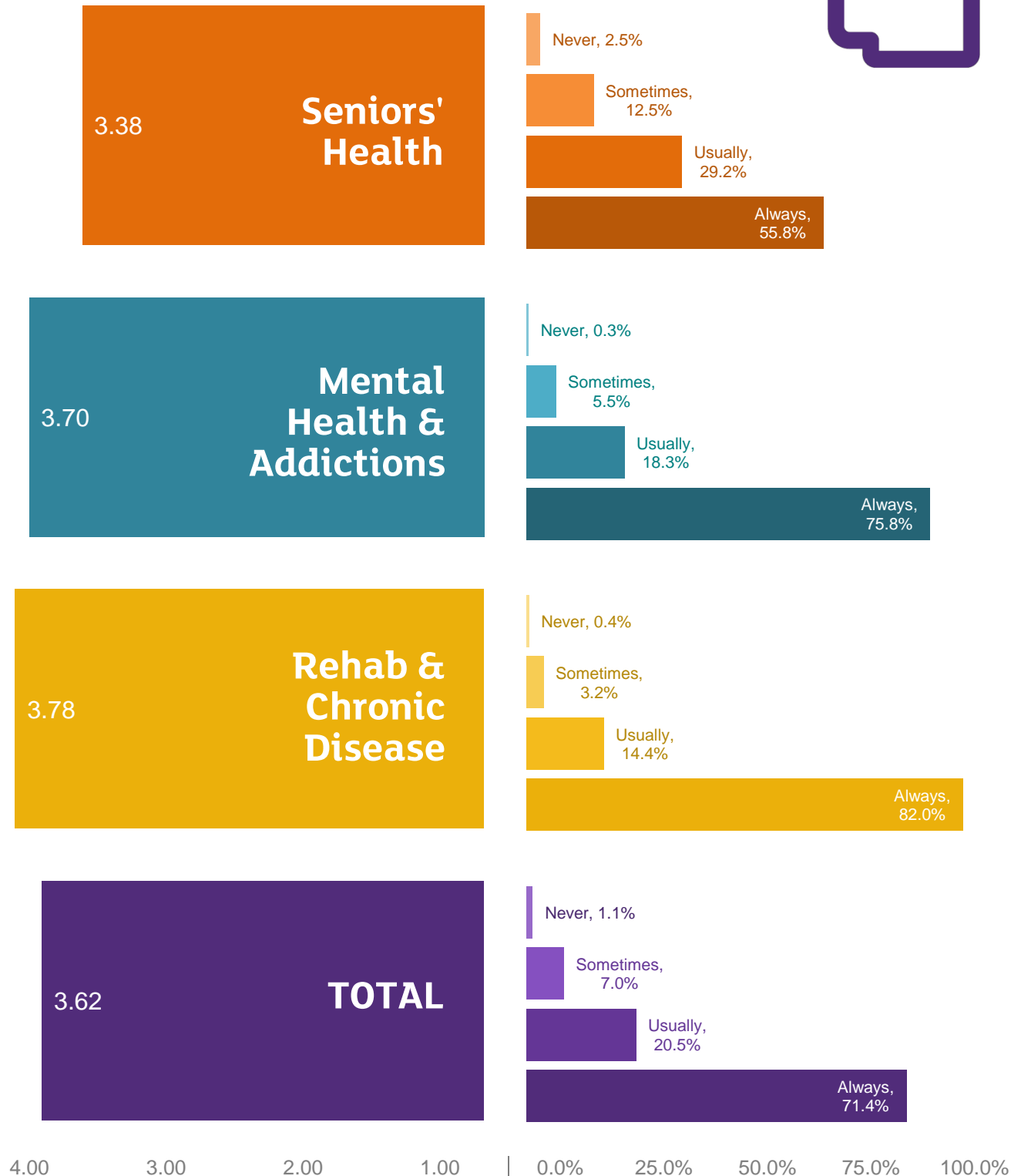
How often did staff involve you in planning your (or your family member's) care?





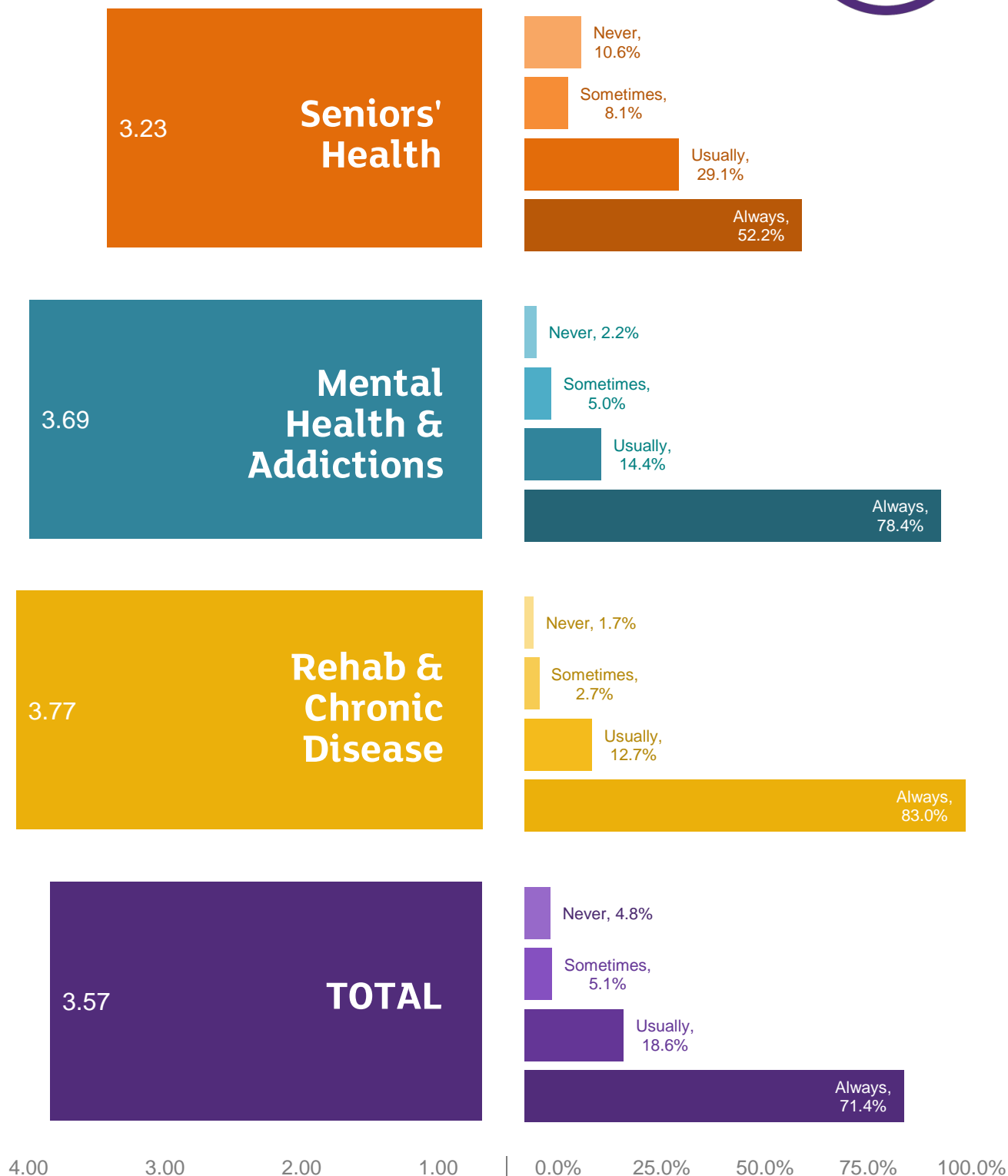
## Question 11: Understanding Explanations

How often did staff explain things in a way you could understand?



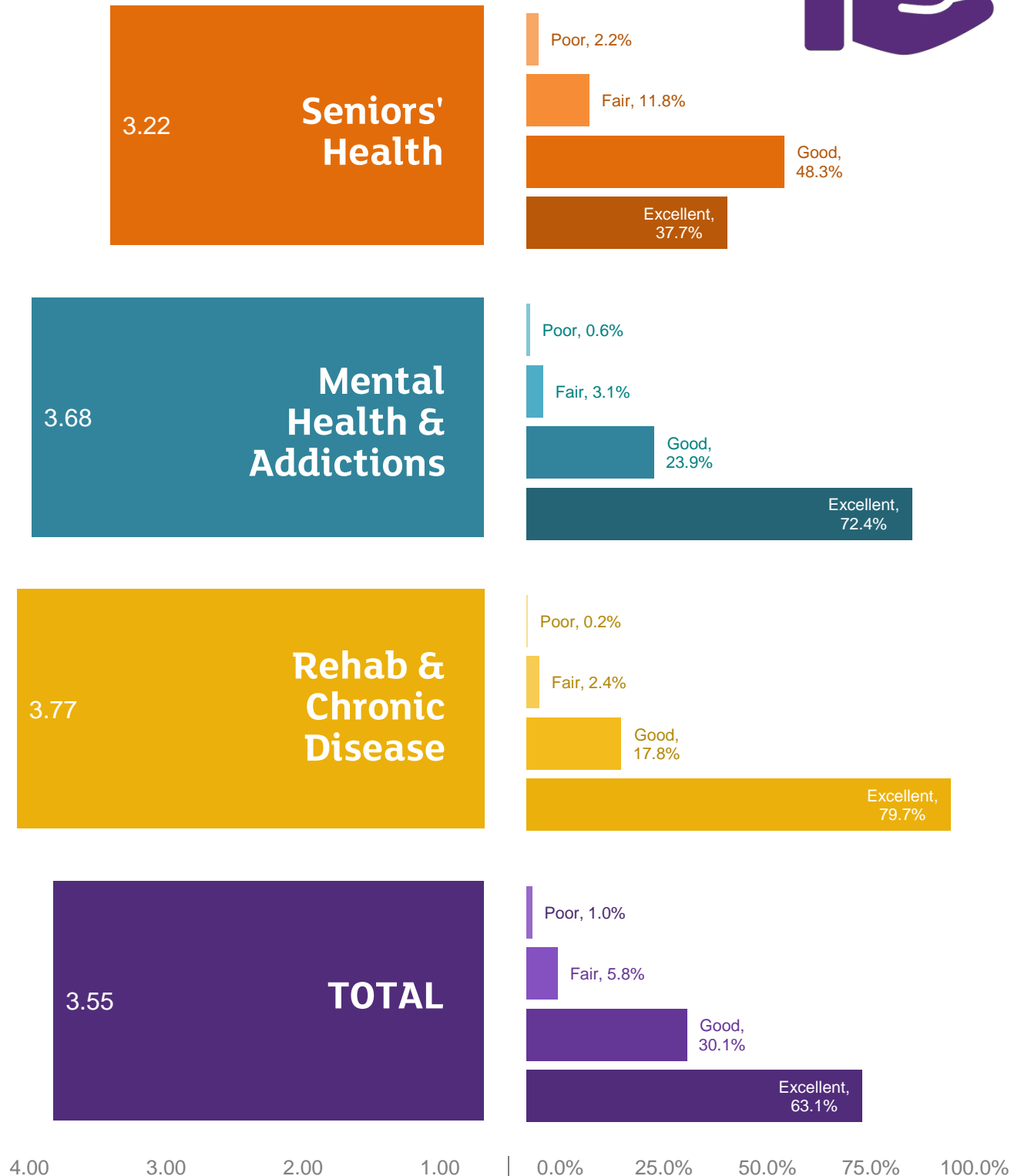
## Question 12: Cultural Support

How often did staff provide an environment that is supportive of your cultural background?



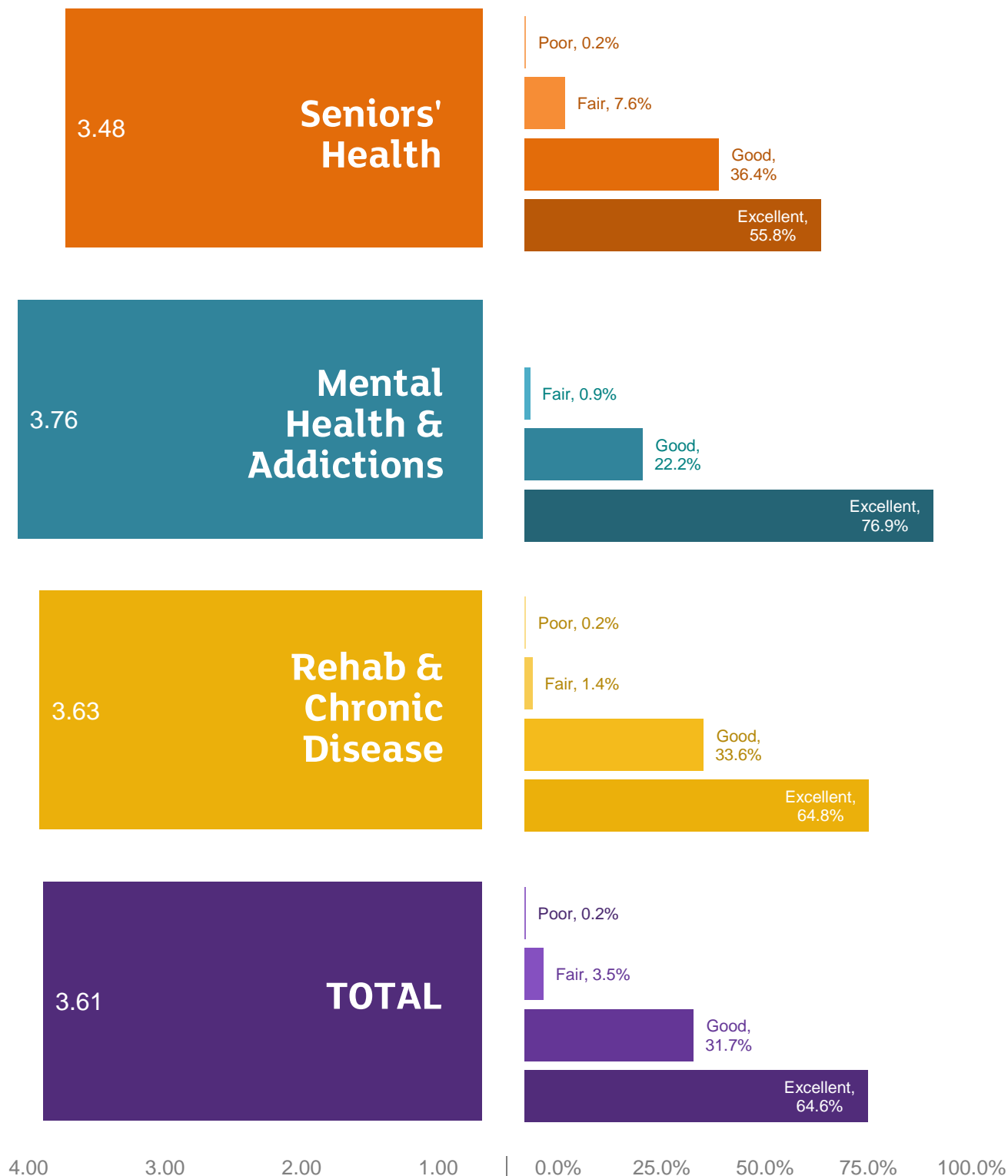
## Question 13: Quality of Care

How would you rate the overall quality of the care you (or your family member) have received?



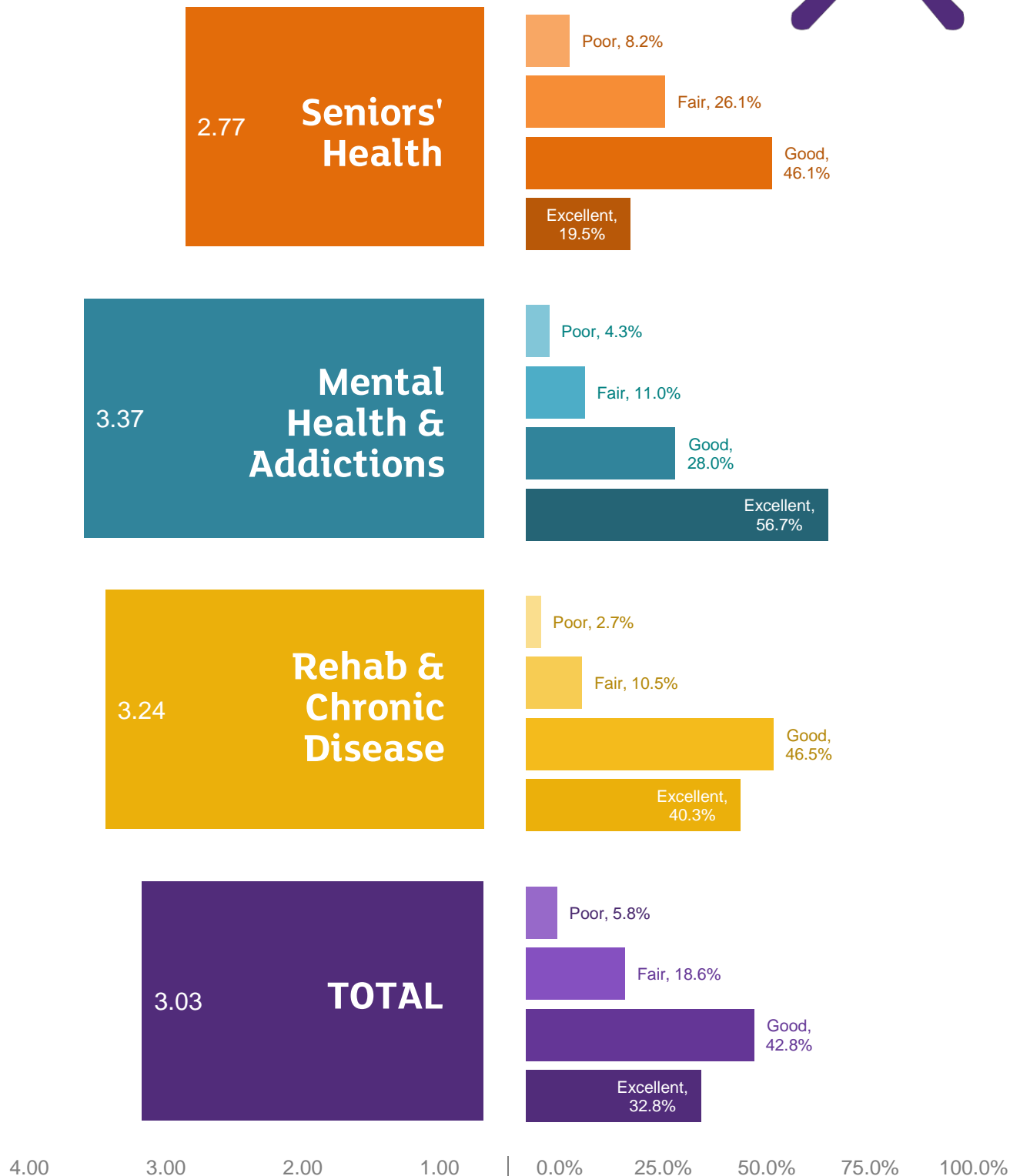
## Question 15: Cleanliness

How would you rate the cleanliness of the building?



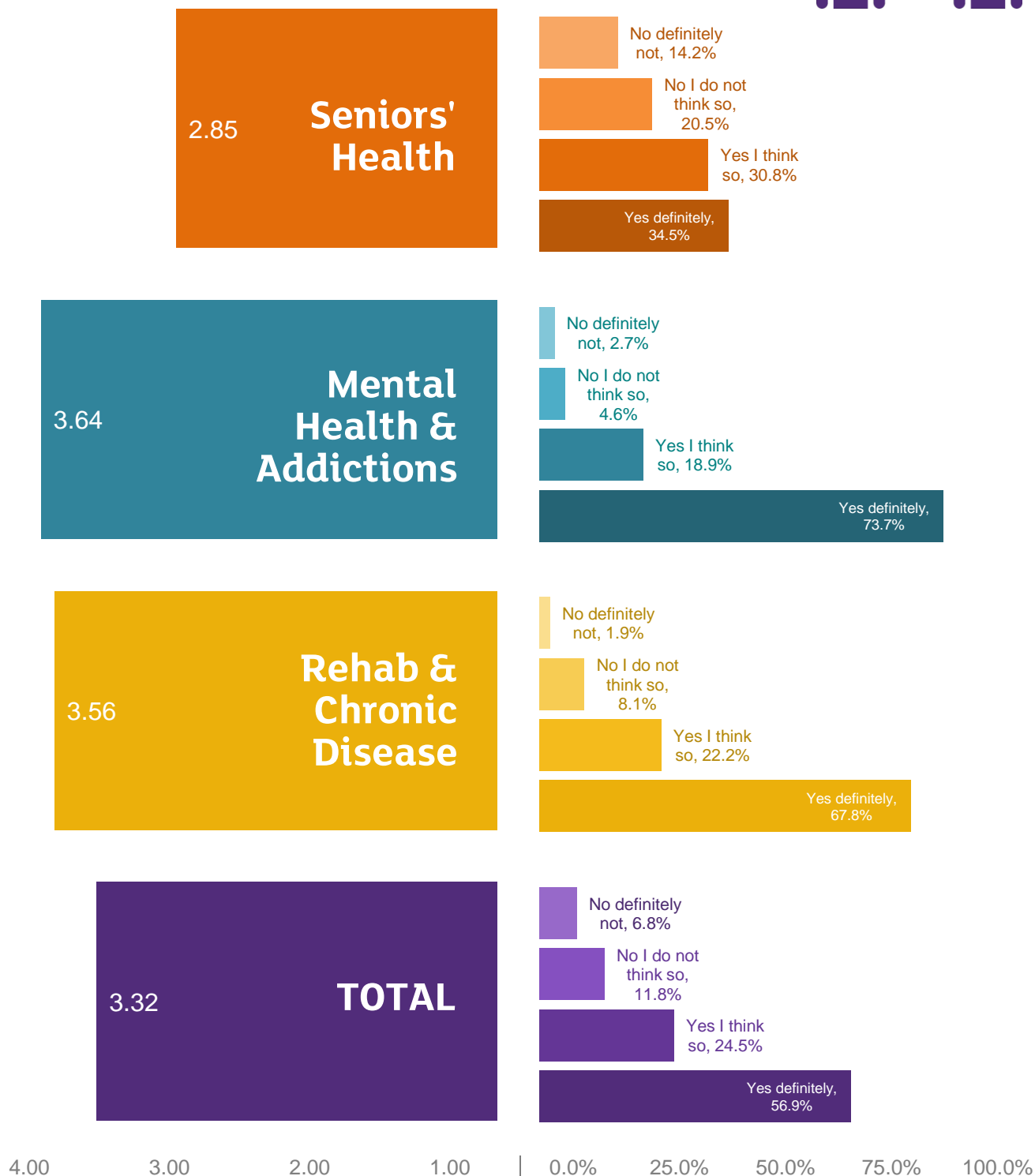
## Question 16: Food

How would you rate the overall quality of the food?



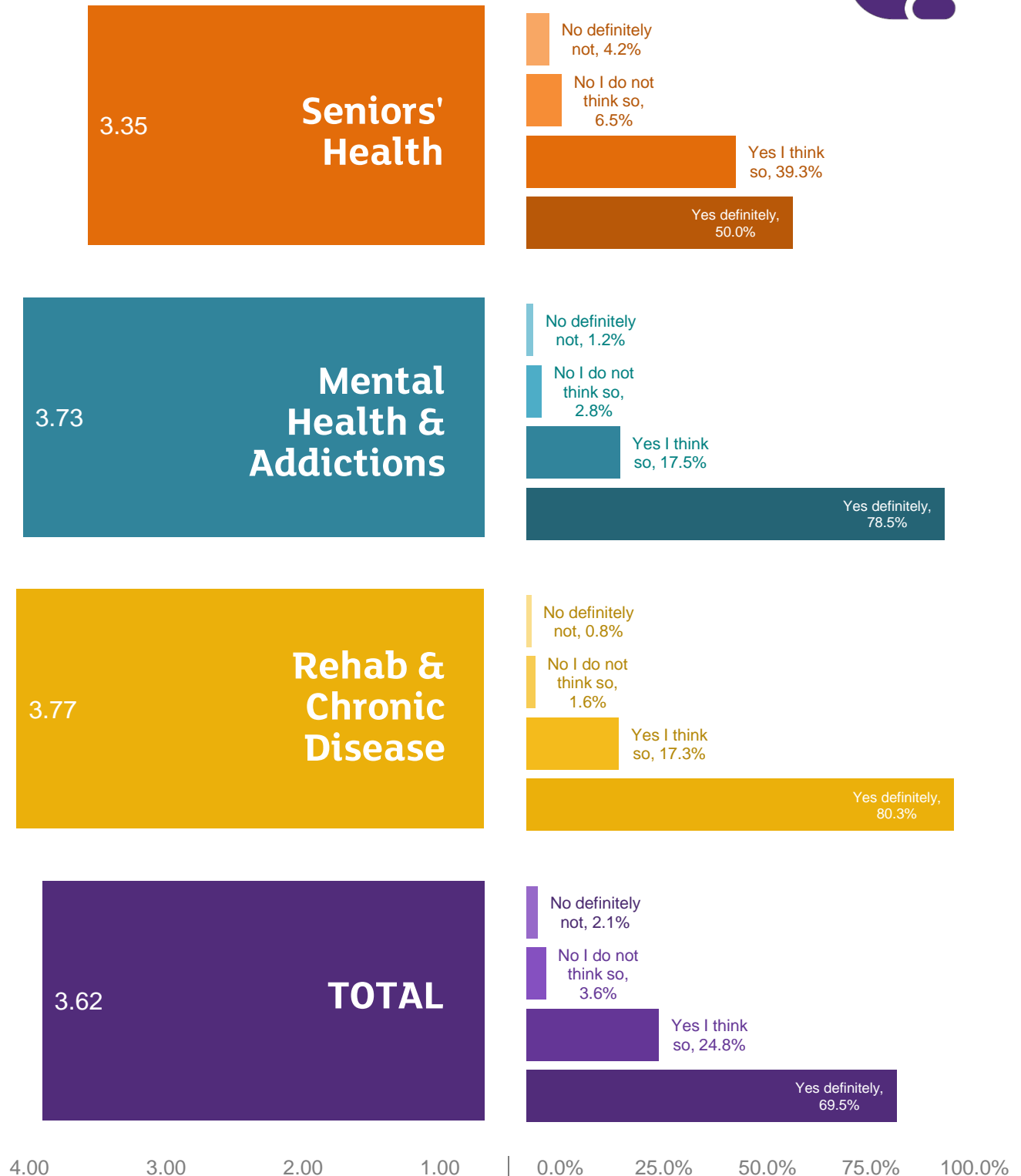
## Question 17: Other Supports

Did staff help you to access other services and supports available, whether with St. Joseph's Care Group or in the community (for example, housing, dental services, mental health services, caregiver supports)?



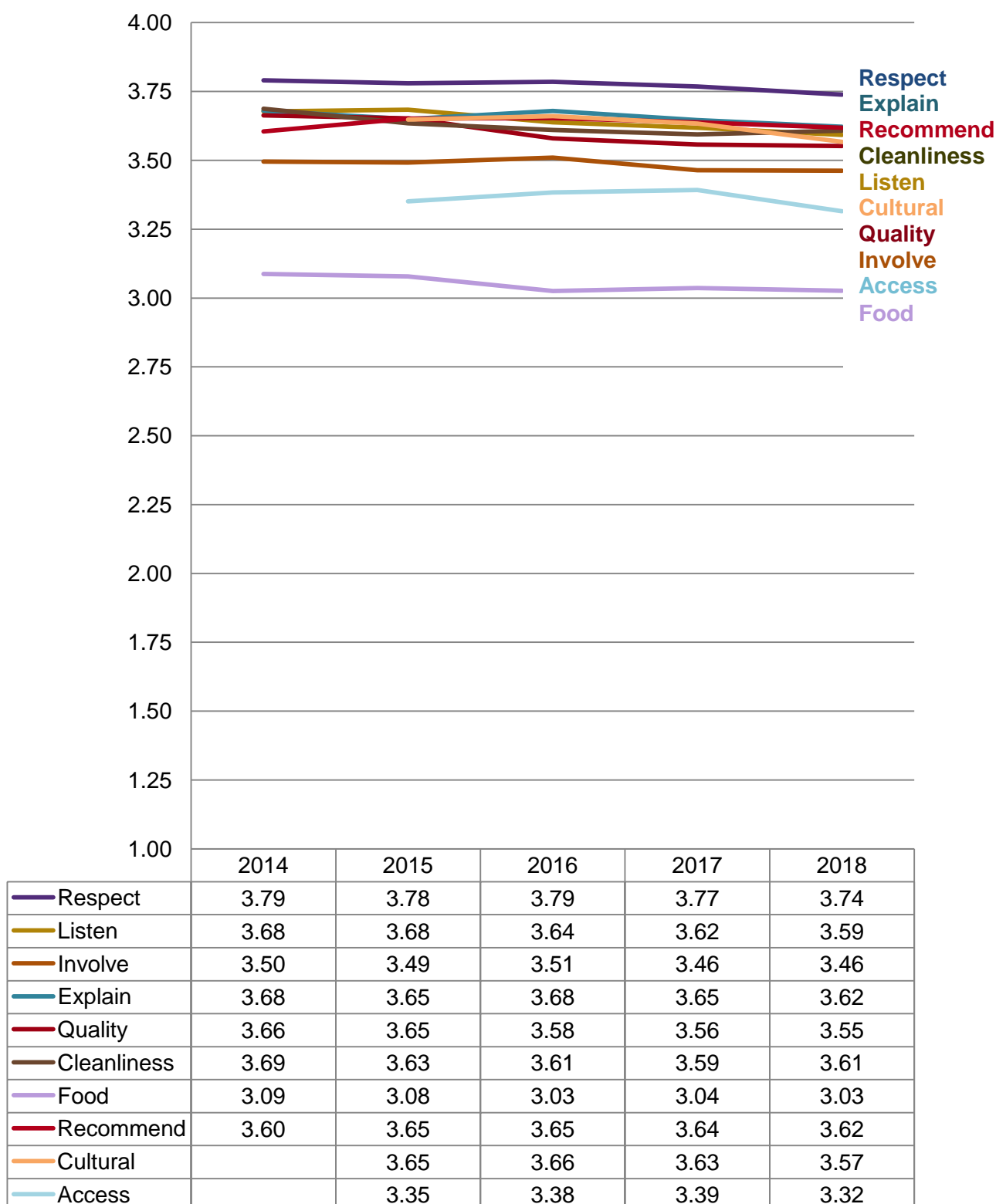
## Question 18: Recommend to Others

Would you recommend the program to others?



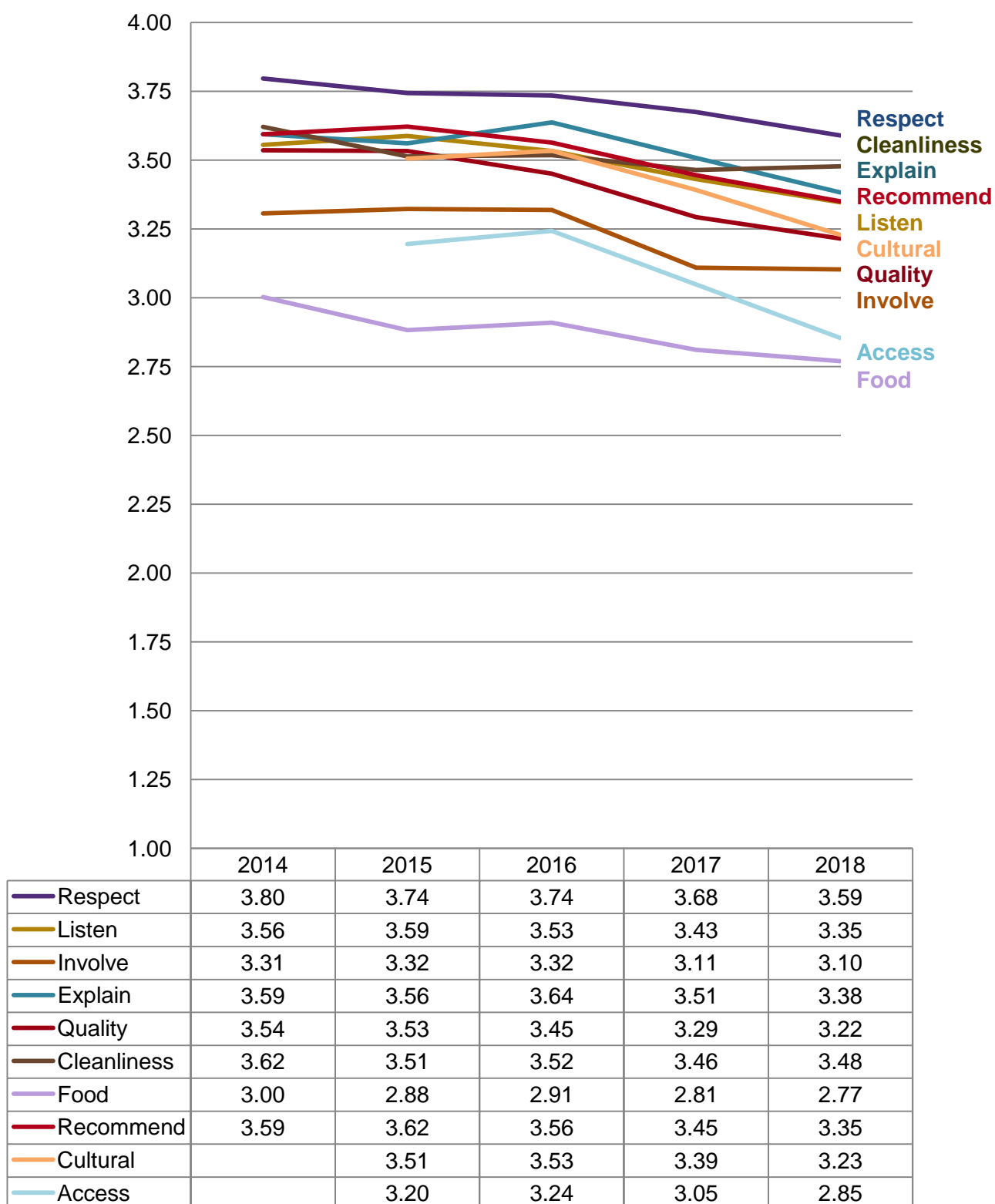
# Satisfaction Results by Year

## Corporate Total Mean Scores 2014-2018

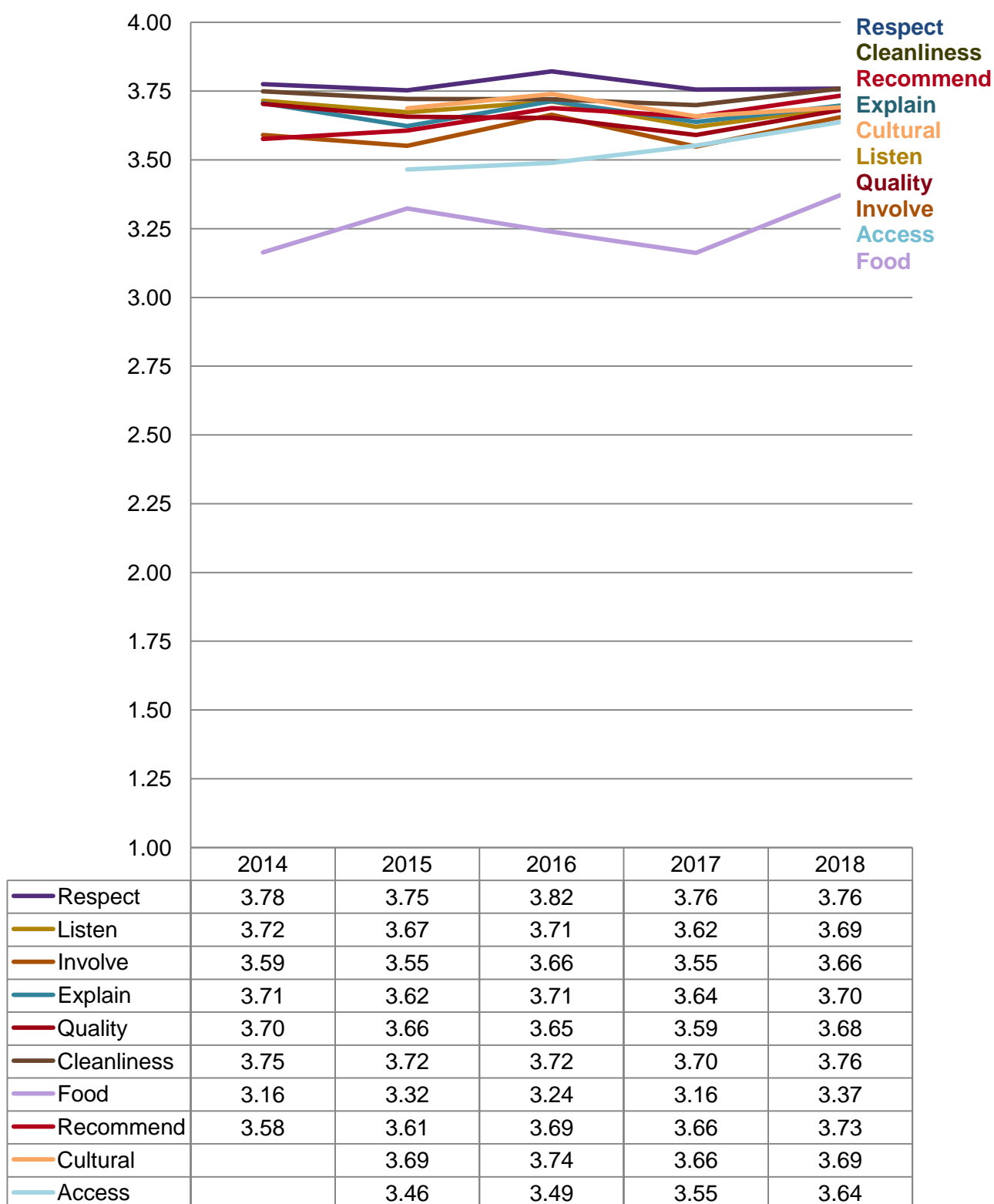




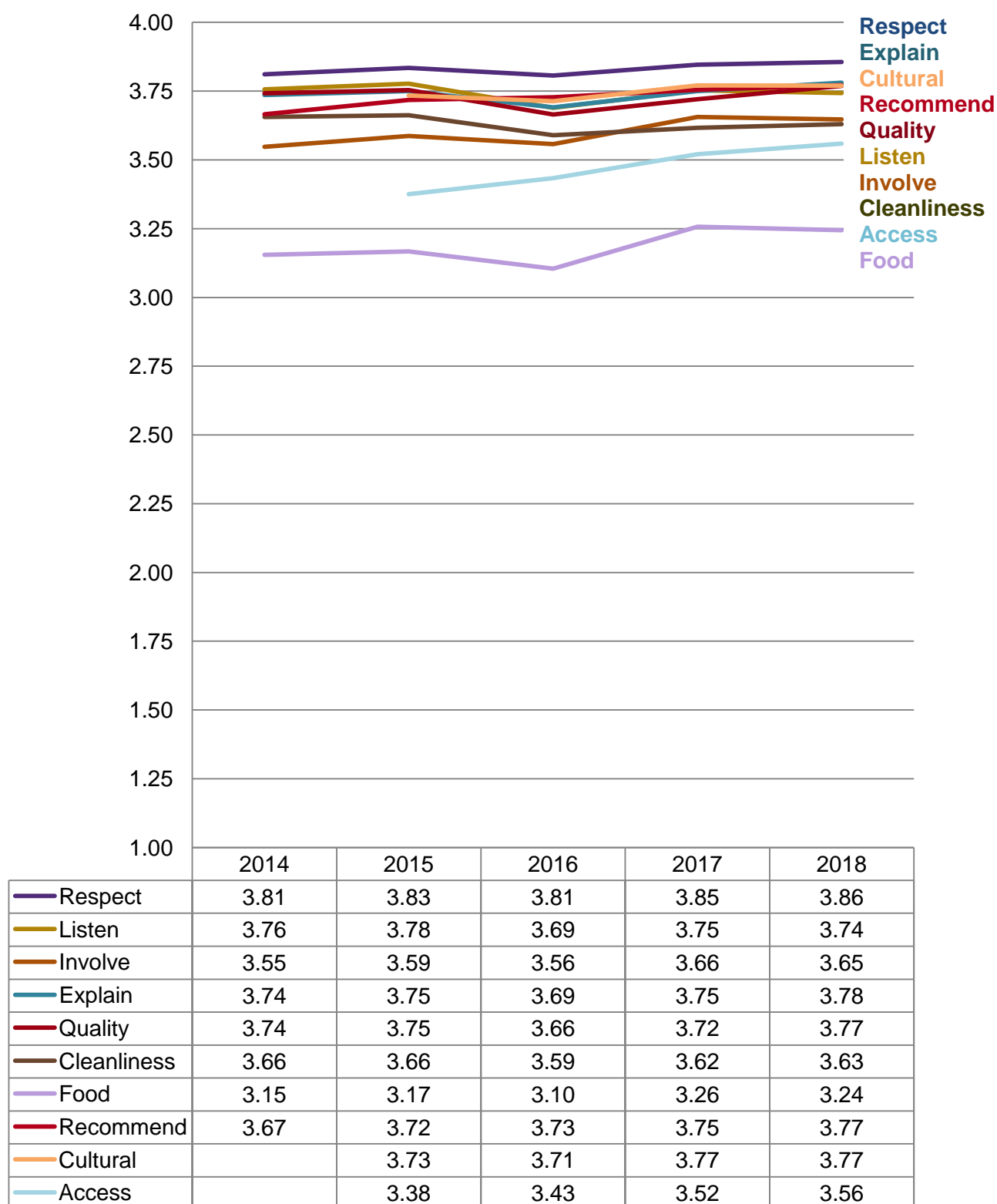
## Seniors' Health Mean Scores 2014-2018



## Mental Health & Addictions Mean Scores 2014-2018

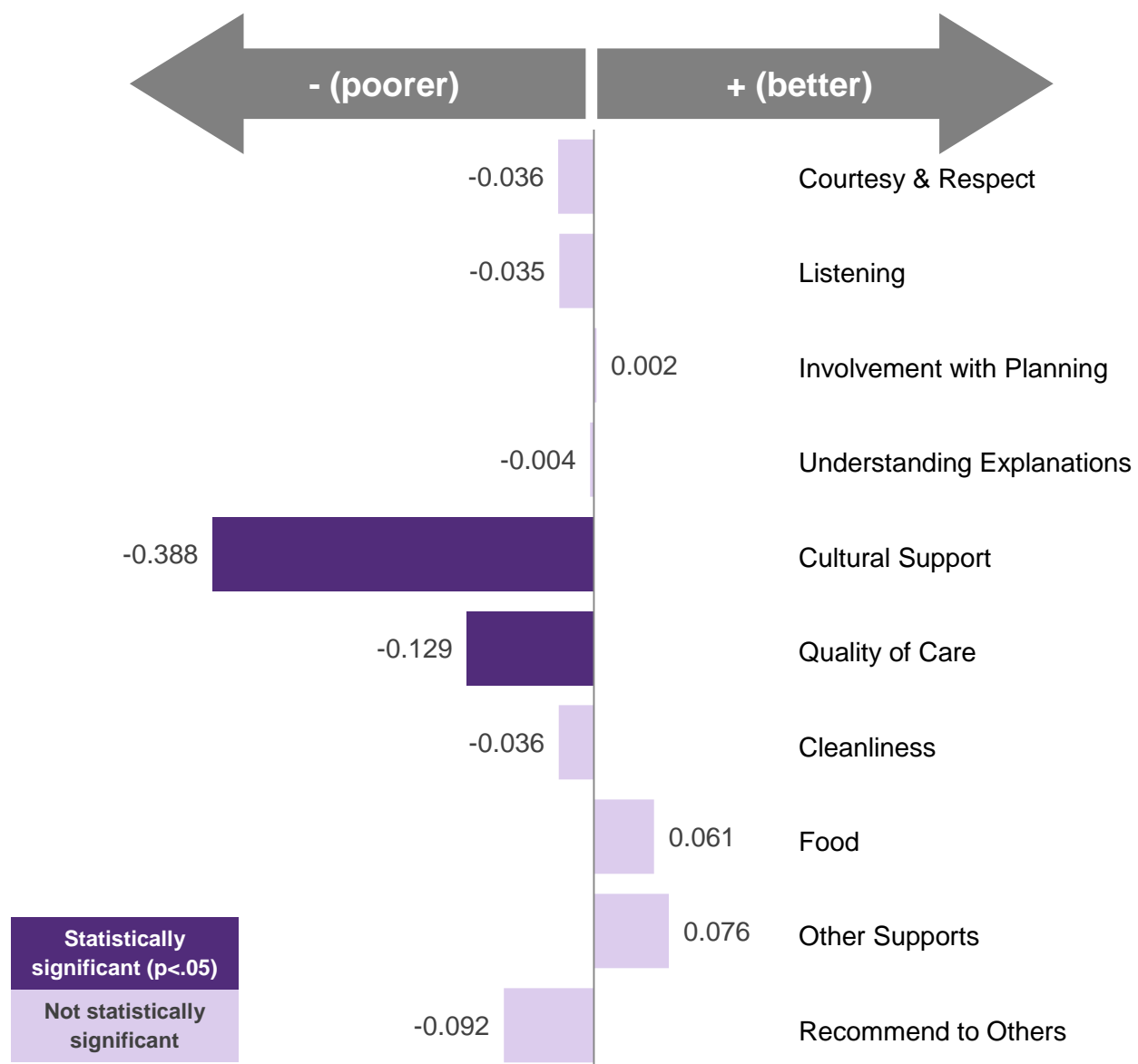


## Rehab & Chronic Disease Mean Scores 2014-2018



# Indigenous Experience

Statistical regression was used to estimate differences in satisfaction for Indigenous respondents, while controlling for other factors such as program, gender, and age. Mean differences (in comparison to non-Indigenous respondents on a four-point scale) are illustrated below. Note that some differences are statistically significant (dark purple; in other words, we *can* rule out that the results are due to chance) while others are not statistically significant (light purple; we *cannot* rule out that the results are due to chance).



# Comments

## Seniors' Health

300 respondents (65.6%) provided 553 comments:

- + Positive Feedback
- Areas for Improvement

+/-	Theme	Sample Comments	#
-	Staffing	Short staffed; Lack of staff impacts quality of care; More RPNs and PSWs; You need more staff – the good ones are getting burnt out; Way too much turnover in management; Try and have the same staff, so that the patient knows them and they know the patient; It is clear there is a shortage of staff in long term care both staff and clients suffer; Please hire more staff and people that like working with seniors; Staff turnover a problem	83
-	Quality of Care, Programs, Services	Baths are too short; More one-on-one attentive care; These people deserve more care and need someone to watch over them; Long time to wait to receive personal care; Having their underwear changed more often; Nurses are doing a poor job; Concerns should be addressed and resolved when brought to staff; Would like to see care in grooming; Bell – takes a long time for nurse to come; We are often ignored, even when asking for a cup of tea; I lose trust in staff when they say they will be back to assist me and then never come back; Wait a long time for assistance in the washroom; I am not treated as well as other residents; When staff are short – my care suffers and I don't like that at all; Toileting residents a very big issue, they are toileted on rotation not demand or when necessary; His care borders on neglect due to lack of staff	80
-	Food	Food should be improved significantly; Food is usually cold and tasteless; Knives don't even cut the meat; Servings too small; Food overcooked; Fewer breaded meats, spices; Fresh fruit and vegetables more often; Improve the menu; Limited menu; Repetitive menu; Some meals are inedible, e.g. liver; Too much salt; Porridge is very lumpy; Often run out of a choice of food; Need more condiments; Need more variety of vegetables..	75
+	Quality of Care, Programs, Services	Good care; Grateful to you / Thank you; Satisfied with care; Thoughtful care; Exceptional care; Everything is great; Great job; Keep up the good work; Would recommend to other people	65
-	Programs and Services	Not enough recreation; Need events that stimulate mental and physical aspects e.g. dancing, group games; I would like a little more concerning the spiritual side; More trips outside; Volunteers on unit would be nice for interaction; re-instate the availability of St. Joe's van or bus for use of travel to points of interest within the city or close locations; More planning of social events on weekends; Wish we had an area to have our pets have run; More	46

		movies; Ukrainian dancers would be nice or chorus around holiday time!; More outings in the summer; Offer massage therapists; Consideration of activities – Crafts!	
+	Staff Attitudes and Training	The staff try their best; The staff here work very hard; They do the best they can; Staff is always friendly and very kind; Everyone treats me with kindness, compassion, and respect; Maintenance staff is excellent; The staff do a good job; Staff take good care of us; Staff are great, very caring, very respectful	40
-	Environment	Speakers are too loud and hurt ears; I need a new mattress; The room needs better cleaning; Items are lost in the laundry; More care in maintenance; Provide cushions for the chairs on the balcony; Elevators are too far away from the main entrance; Hallway too long; Change every floor colour to show clients which floor they belong to; Dusty; Keep it warmer inside – it is often very cold; I do not like being here; I don't like it when other residents are in my room – it happens a lot – multiple times a day; Improve privacy – room more secure – so other residents can't go in my room; Floors need more cleaning; Music in hallways; Upgrade sliding doors in bathrooms- heavy and difficult to use	38
-	Staff	Too many staff with accents makes it very difficult to understand and very frustrating; Hire staff that actually care about the patients; The staff also needs to stop gossiping about residents and other staff in front of family members; If you are going to do a good job some staff need more training; I would like to see them wash their hands when they first come in; Please have staff take a food handling course...I witness fingers inside cups and soup bowls; Staff are on their phones while working; Staff need to listen to the patients more; Staff are very improperly trained; Better and more extensive training closer supervision and monitoring	38
+	Environment	Great place to live; Love living here; It's a nice place; This is the most wonderful place to live; I like it here!; I am very happy here; It is very clean here; Enjoy living here	27
-	Communication	Better communication between management to staff, staff to family (or POA); Keep line of communication open with family; power of attorney, etc.; My family would like to have more communication in the way of monthly meeting for each unit; Communication between family (POA) and partners in care, doctor, physiotherapist, occupational therapist; Every time I phone to find out about my husband no one answers or calls back; 15 minute quarterly meeting with staff member – explain how things or needs have changed as client ages; More frequent meeting on care – quarterly instead of annually. Clearly defined roles and process of who to speak to; Have the nurse manager set up a floor meeting for family members once a 2 months or sooner; More explaining of drugs and change; Better communication for appointment and med changes etc. At times I get 2 or 3 calls about the same thing, other times I am not told important info; Need to report medical problems to family and actions taken to	25

	correct; Annual care conference was a disappointment; Mom should be consulted regarding any issues/health care concerns	
- Access to Other Programs & Services	Need more dental services, more affordable services; When we want the doctor to look at her it takes several days that could be speeded up for our peace of mind; Better access to a medical doctor instead of relay through the staff. I have seen a doctor one time since being admitted and that was for maybe one minute at time of admission; We need to set the nurse practitioner up with an office to be able to make appointments; I would like to see the doctor more often;	6
Other	Missing items; Wake me up in the morning; Comforters keep disappearing; Would like to be allowed to have my cat here; I'd like to use some electric appliances – including my hair curler; Survey related comments; Illegible or unclear comments; Better safety to the tenants in case of fire; This survey should be LTC specific to relate more directly to LTC services; Better visualized name tags for staff; There is much energy wasting here. No one shuts off lights	30

## Mental Health & Addictions

179 respondents (53.8%) provided 263 comments:

- + Positive Feedback
- Areas for Improvement

+/-	Theme	Sample Comments	#
+	Quality of Care, Programs & Services	The quality of care is good here; I am fully satisfied with the service; Thank you for helping me over the years!; The care is excellent!; Keep up the good work; This place has helped me incredibly with my recovery from alcohol addiction; Great services; I would tell other people to contact St. Joseph's if they need help; I love my team and care I receive; Very happy with services provided; You have exceeded all my expectations; I have felt cared about and supported every step of the way; The services have been extremely helpful to me	87
+	Staff Attitudes/ Training	The staff is always kind and friendly; Staff is wonderful; Everyone is so nice, making me feel welcomed; Everyone has helped me so much – Thank you to all the amazing, wonderful staff; The staff are very caring and helpful; Everyone is great; Nice, not rude, respectful; My team is awesome; The staff here is amazing compassionate, caring; My counselor is amazing; Keep up the outstanding customer service; The staff is first class!	43
-	Access to Programs & Services	Let me stay longer; My initial referral (from a psychiatrist) was 'lost' several years ago; More one-on-one services; I wish there was a shorter wait list; More time here; Allow for clients to receive personal counseling for more sessions; The initial wait times is the biggest issue; Shorten wait lists; More visits; To be more prompt and on time	34
-	Programs and Services	Online portal to show progress...(e.g. doctor appointment booked); Help with LTD/CPP/ODSP; I would like to see a craft/arts component for all peer groups; Perhaps a wellness monthly bulletin; Music player access; More programs or help for people with children; Website for appointments; Phone ID...so I know if is St. Joe's and I will answer; Email appointment reminders; Would like more help getting an apartment; More outings; Need smudging and elders; Healing lodge; Socks and underwear for the detox centre	25
-	Quality of Care, Programs, Services	Having difficulties getting my wishes respected regarding communication; The system is horrible – The system here itself is extremely stigmatized towards mental health; In a peer support group, listen to what members want; Group classes did not help with exception of mindfulness/meditation; Be clear in what you expect from me so I can continue to feel comfortable attending group etc.	20
-	Staff	More pleasant on the phone; Staff should work on how they treat depressed mentally ill people; Staff could be more prepared/organized when meeting client, getting ready for group or classes; Friendly administration staff would be good –	18



Sometimes they are a bit rude;

-	Environment	Someone should enforce scent-free policy; More towels; Would be nice if public bathroom stalls locked properly; Better chairs in men's group room; I would like my own bathroom; Clocks in the rooms	13
-	Food	More vegetable/protein options for food a little less carbs; We need juice; Free coffee; Give poutine back to us	9
-	Staffing	More nurses; There is a shortage of psychiatrists in TBay; Continuity of care; Should have more rec staff	4
+	Environment	Very pleasant centre. Feels like home when I come here; Great staff and facility	2
	Other	I want to go back home; More cigarettes; I want more money; Lower meds	8

## Rehab & Chronic Disease

283 respondents (54.6%) provided 406 comments:

- + Positive Feedback
- Areas for Improvement

+/-	Theme	Sample Comments	#
+	Quality of Care, Programs & Services	Good work!; Service has been great; Treatment is wonderful; Have had a great experience here; Thanks; Wonderful therapy; Physio was excellent; Very good service and care; Keep up the fantastic work!; Excellent program; Doing a wonderful job; I had the best care! Can't ask for better. It is a pleasure going to St. Joseph's Hospital	139
+	Staff Attitudes/ Training	Very kind and considerate staff members; staff are very professional and patient; Everyone I've dealt with has always been courteous and ever so helpful; You have wonderful staff they do a very good job with me as a patient; Great nurses here!; Everyone is helpful, friendly, and knowledgeable; Staff are extremely caring; Superb staff	62
-	Environment	Beds not comfortable; Cold many nights; Awful plastic pillows; Improve parking availability; more handicap parking; Smoking in front entrance - ban it; Always have to negotiate hallways; More and disinfectant on the wards that are more visible	45
-	Quality of Care, Programs & Services	Respond to nurse call bell more often/quickly; More physical movement; Ensure patient hygiene is a higher priority; Quicker response time for patients; Commodes need to be emptied regularly	36
-	Staffing	More nurses/more therapists/more rehab assistants; Overworked staff; There are not enough support workers so they have to hurry and rush the services they perform	35
-	Food	Meals should include fresh fruit; Have dietary come every day or try to make contact; A place that is open longer than the cafeteria to get coffee and other snacks	21
-	Programs & Services	Group visits to gardens; More social activities; Automated appointment reminder; More activities on the weekend, not just weekdays; Crafts- music- more walking; Enhanced communication between family and staff; More planned weekly activities to avoid boredom	19
-	Accessibility of Programs & Services	More physio; Provide follow-up in 6 month to 1 year period; I would like to have the exercise and strengthening program to be longer; It's become more difficult to get appointments; More time spent with me during clinic appointment; More signage needed to find the services I need; Run your programs longer; Should have more sessions a week; The gym should be available to patients 7 days a week	19
-	Staff Attitudes/ Training	Staff need to listen more carefully and understand what client is explaining; Make the nurses listen when I need help; Nurses should not make comments about patients while within earshot;	14

Nurses did not want to support one another's patients

+	Environment	Excellent Facility; It is a pleasant and friendly place to come to; Access to facility is excellent; Very comfortable environment	5
-	Other	I will implement the exercises provided; Confusion as to which program this survey was referring to; Loved the pet pass; I want to go home; Comments regarding services from outside organizations.	11

## Appendix A: Cover Letter & Survey



Care  
Compassion  
Commitment

October 1, 2018

Dear Client or Family Member:

St. Joseph's Care Group is working hard to ensure our clients and their family members receive the best possible service. I would appreciate hearing from you about your experience with our staff and our programs. Your thoughts and ideas will help us improve the care we provide.

Please take a few minutes to complete the survey attached to this letter. I encourage you to answer all questions. You do not have to answer any questions that make you feel uncomfortable.

This survey is **confidential** and **anonymous**. All surveys will be sent to the Centre for Applied Health Research at St. Joseph's Care Group. Your healthcare provider(s) will not see your responses.

Please place your completed survey in the envelope provided and then:

- mail it to the Centre for Applied Health Research, **or**
- place it in the large 'survey return' envelope in your program area, **or**
- give it to a staff member.

You can complete the survey on-line if you prefer. The survey can be accessed at [cahr.sjcg.net/survey](http://cahr.sjcg.net/survey)

The survey is available in English, Finnish, Italian, French and Oji-Cree. Please contact any staff member to obtain a copy of the survey in one of these languages. If you have questions or need help completing the survey, please contact Hillary Maxwell, Research Coordinator, at 343-2431x2107.

By completing the survey, you will have a chance to **win a draw** for 1 of 3 \$100 gift cards to either Intercity Shopping Centre or the Thunder Bay Community Auditorium. A ballot for the draw is included with this survey package. Please complete the ballot and return it to Communications & Engagement at St. Joseph's Care Group. This can be done by mailing it in, placing it in the return envelope in your program area, or giving it to a staff member. Your ballot cannot be linked to your survey responses.

Thank you for taking the time to complete this survey. I value your ideas and information about your experiences with the Care Group. The results of the survey will be available on the St. Joseph's Care Group website in early 2019 ([www.sjcg.net](http://www.sjcg.net)).

**Please return your survey by November 25, 2018.**

Sincerely,

ST. JOSEPH'S CARE GROUP

A handwritten signature in black ink, appearing to read "Tracy Buckler".

Tracy Buckler, RN, BScN, MHS, CHE  
President and Chief Executive Officer



# Client Satisfaction Survey

Please read the responses carefully and check the appropriate box for each question. Your answers are **confidential**.

<b>1</b>	<b>How long have you or your family member been receiving services from St. Joseph's Care Group?</b> <input type="checkbox"/> Less than a month <input type="checkbox"/> 1-6 months <input type="checkbox"/> 7-12 months <input type="checkbox"/> 1-5 years <input type="checkbox"/> More than 5 years
<b>2</b>	<b>Client's age group, in years:</b> <input type="checkbox"/> Under 15 <input type="checkbox"/> 15-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65-74 <input type="checkbox"/> 75-84 <input type="checkbox"/> 85 and over
<b>3</b>	<b>Client's gender:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Intersex <input type="checkbox"/> Trans <input type="checkbox"/> Two-Spirit <input type="checkbox"/> Other: _____ <input type="checkbox"/> Prefer not to answer
<b>4</b>	<b>Are you a:</b> <input type="checkbox"/> Client <input type="checkbox"/> Family Member / Substitute Decision Maker
<b>5</b>	<b>The following question will help us to better understand the communities that we serve. Do you consider yourself (or your family member) to be (select all that apply)*:</b> <input type="checkbox"/> White (e.g., European, North American) <input type="checkbox"/> First Nation (Status / non-Status Indian) <input type="checkbox"/> Métis <input type="checkbox"/> Inuk (Inuit) <input type="checkbox"/> Black (e.g., African, North American, Caribbean) <input type="checkbox"/> Latin / Hispanic <input type="checkbox"/> Asian <input type="checkbox"/> Other: _____ <input type="checkbox"/> Prefer not to answer
<b>6</b>	<b>In what language are you most comfortable receiving healthcare services?</b> <input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Indigenous (e.g., Oji-Cree): _____ <input type="checkbox"/> Italian <input type="checkbox"/> Finnish <input type="checkbox"/> ASL <input type="checkbox"/> Other: _____
<b>7</b>	<b>Did you have access to someone who could explain what you needed to know about your (or your family member's) care in language in which you are comfortable?</b> <input type="checkbox"/> Yes, a healthcare provider spoke directly to me in a language in which I am comfortable <input type="checkbox"/> Yes, an interpreter (in person or over the phone) translated health care information to me in a language in which I am comfortable <input type="checkbox"/> Yes, a person close to me (e.g., a family member, friend) translated health care information to me in a language in which I am comfortable <input type="checkbox"/> No <input type="checkbox"/> I do not know
<b>8</b>	<b>How often did staff treat you with courtesy and respect?</b> <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always

\*This question is adapted from the Canadian Patient Experiences Survey from the Canadian Institutes of Health Information, the Outpatient Client Experience Survey from Accreditation Canada, and the National Household Survey from Statistics Canada.

Over

<b>9</b>	<b>How often did staff listen carefully to you?</b> <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always
<b>10</b>	<b>How often did staff involve you in planning your (or your family member's) care?</b> <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always
<b>11</b>	<b>How often did staff explain things in a way you could understand?</b> <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always
<b>12</b>	<b>How often did staff provide an environment that is supportive of your cultural background?</b> <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always
<b>13</b>	<b>How would you rate the overall quality of the care you (or your family member) have received?</b> <input type="checkbox"/> Poor <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Excellent
<b>14</b>	<b>What more can we do to improve the quality of care you (or your family member) have received?</b> <hr/> <hr/> <hr/>
<b>15</b>	<b>How would you rate the cleanliness of the building?</b> <input type="checkbox"/> Poor <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Excellent <input type="checkbox"/> Not Applicable
<b>16</b>	<b>How would you rate the quality of the food?</b> <input type="checkbox"/> Poor <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Excellent <input type="checkbox"/> Not Applicable
<b>17</b>	<b>Did staff help you to access other services and supports available, whether with St. Joseph's Care Group or in the community (for example, housing, dental services, mental health services, caregiver supports)?</b> <input type="checkbox"/> No, definitely not <input type="checkbox"/> No, I don't think so <input type="checkbox"/> Yes, I think so <input type="checkbox"/> Yes, definitely <input type="checkbox"/> Not Applicable
<b>18</b>	<b>Would you recommend the program to others?</b> <input type="checkbox"/> No, definitely not <input type="checkbox"/> No, I don't think so <input type="checkbox"/> Yes, I think so <input type="checkbox"/> Yes, definitely
<b>19</b>	<b>Do you have any other comments or suggestions?</b> <hr/> <hr/> <hr/>

## Thank you!

This survey is **confidential**.  
First Nations principles of OCAP® were taken into consideration in the development of this questionnaire.

# Appendix B: Survey Numbers & Response Rates

## Seniors' Health

Program	# Requested*	# Distributed	# Completed	Response Rate
Bethammi 1	56	58	38	65.5%
Bethammi 2	56	58	37	63.8%
HRM 1N (Daffodil)	32	29	12	41.4%
HRM 2N (Lavender)	32	28	21	75.0%
HRM 2S (Bluebell)	32	26	17	65.4%
HRM 3N (Lily)	32	27	17	63.0%
HRM 3S (Daisy)	32	28	20	71.4%
HRM 4N (Iris)	32	21	11	52.4%
HRM 4S (Lilac)	32	26	14	53.8%
HRM 5N (Marigold)	32	27	10	37.0%
HRM 5S (Orchid)	32	25	14	56.0%
HRM 6N (Rose)	32	25	18	72.0%
HRM 6S (Tulip)	32	28	18	64.3%
HRM 7N (Trillium)	32	29	12	41.4%
HRM 7S (Violet)	32	29	13	44.8%
HRM Birch	32	30	17	56.7%
HRM Spruce	32	27	13	48.1%
P.R. Cook Apartments	123	121	60	49.6%
Sister Leila Greco Apartments	132	121	95	78.5%
<b>Total Seniors' Health</b>	<b>847</b>	<b>763</b>	<b>457</b>	<b>59.9%</b>

## Mental Health & Addictions

Program	# Requested*	# Distributed	# Completed	Response Rate
Adult Addictions / Problem Gambling	125	84	60	71.4%
Adult Rehab	19	19	14	73.7%
Chronic Pain Management	50	32	26	81.3%
Comprehensive Comm. Support	50	42	34	81.0%
Dual Diagnosis	20	8	7	87.5%
Eating Disorders	30	20	8	40.0%
Employment Options	40	30	11	36.7%
GAPPS	45	15	3	20.0%
High Support Housing	29	29	27	93.1%
HSC / Medium Support Housing	25	5	4	80.0%
Mental Health Outpatient	250	146	74	50.7%
Older Adult Rehab	19	17	13	76.5%
Program for Community Recovery	50	42	15	35.7%
Shared Mental Health	15	0	0	N/A
Withdrawal Management	50	49	32	65.3%
Youth Addictions	30	12	5	41.7%
<b>Total Mental Health &amp; Addictions</b>	<b>847</b>	<b>550</b>	<b>333</b>	<b>60.5%</b>



## Rehab & Chronic Disease

Program	# Requested*	# Distributed	# Completed	Response Rate
Ambulatory Care	30	20	12	60.0%
Asthma Clinic	20	3	2	66.7%
Chiropractic	50	15	9	60.0%
Community Exercise	20	14	13	92.9%
Diabetes Health	80	83	79	95.2%
Foot Care	70	70	28	40.0%
Geriatric Assessment and Rehab (5N)	40	40	39	97.5%
Geriatric Assessment and Rehab (5S)	40	36	20	55.6%
Geriatric Telemedicine	25	20	9	45.0%
Hospice / Palliative Care (4N)	40	30	17	56.7%
Manor House (Adult Day)	80	75	39	52.0%
Medically Complex Services (2N)	50	34	25	73.5%
Medically Complex Services (2S)	35	24	8	33.3%
Neuro Day OP	100	88	50	56.8%
Physio & OT OP	50	37	35	94.6%
Pulmonary Rehab	35	36	41	113.9%**
Rehabilitation (3N)	50	30	9	30.0%
Rehabilitation (3S)	50	34	14	41.2%
Rheumatic Disease	40	35	26	74.3%
Seniors Outpatient Services	180	126	28	22.2%
Transition (4S)	28	17	2	11.8%
Wound Care	90	13	13	100.0%
<b>Total Rehab &amp; Chronic Disease</b>	<b>1163</b>	<b>880</b>	<b>518</b>	<b>58.9%</b>

## Corporate Total

2857	2193	1308	59.6%
------	------	------	-------

\*Numbers requested do not include translated surveys.

\*\*Response rates may be greater than 100% if unsolicited surveys are completed online; rates are based on distribution numbers provided by each program.

## Appendix C: Demographic Details

### Question 1: Length of time receiving services

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
< 1 month	7	1.6%	41	12.5%	85	16.9%	133	10.4%
1-6 months	68	15.3%	63	19.1%	166	32.9%	297	23.2%
7-12 months	61	13.7%	35	10.6%	35	6.9%	131	10.3%
1-5 years	256	57.5%	80	24.3%	104	20.6%	440	34.4%
> 5 years	53	11.9%	110	33.4%	114	22.6%	277	21.7%
Total	445	100.0%	329	100.0%	504	100.0%	1278	100.0%

### Question 2: Client's age group

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
< 15	0	0.0%	1	0.3%	5	1.0%	6	0.5%
15 to 24	0	0.0%	32	9.7%	13	2.5%	45	3.5%
25 to 34	0	0.0%	61	18.5%	7	1.4%	68	5.3%
35 to 44	0	0.0%	65	19.7%	26	5.1%	91	7.1%
45 to 54	4	0.9%	59	17.9%	39	7.6%	102	7.9%
55 to 64	22	4.9%	75	22.7%	87	17.0%	184	14.3%
65 to 74	40	8.9%	29	8.8%	113	22.1%	182	14.1%
75 to 84	114	25.5%	7	2.1%	134	26.2%	255	19.8%
85+	267	59.7%	1	0.3%	88	17.2%	356	27.6%
Total	447	100.0%	330	100.0%	512	100.0%	1289	100.0%

### Question 3: Client's gender

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Male	139	30.8%	152	45.8%	236	45.6%	527	40.5%
Female	313	69.2%	179	53.9%	280	54.2%	772	59.3%
Other Gender Identity	0	0.0%	1	0.3%	1	0.2%	2	0.2%
Total	452	100.0%	332	100.0%	517	100.0%	1301	100.0%

**Question 4: Role**

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Client	302	69.1%	322	98.5%	415	82.0%	1039	81.8%
Family/Substitute Decision Maker	135	30.9%	5	1.5%	91	18.0%	231	18.2%
Total	437	100.0%	327	100.0%	506	100.0%	1270	100.0%

**Question 5: Cultural Background**

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
White	420	94.4%	244	74.8%	458	88.9%	1122	87.2%
First Nation	14	3.1%	61	18.7%	35	6.8%	110	8.6%
Métis	2	0.4%	7	2.1%	6	1.2%	15	1.2%
Inuk (Inuit)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Black	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Latin/Hispanic	0	0.0%	1	0.3%	1	0.2%	2	0.2%
Asian	0	0.0%	1	0.3%	3	0.6%	4	0.3%
Other	4	0.9%	3	0.9%	3	0.6%	10	0.8%
Multi-Cultural Indigenous	2	0.4%	6	1.8%	5	1.0%	13	1.0%
Multi-Cultural Non-Indigenous	3	0.7%	3	0.9%	4	0.8%	10	0.8%

**Question 6: Language of Care**

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
English	437	95.8%	320	96.7%	498	96.3%	1255	96.2%
French	3	0.7%	1	0.3%	5	1.0%	9	0.7%
Indigenous	2	0.4%	9	2.7%	4	0.8%	15	1.2%
Italian	5	1.1%	1	0.3%	7	1.4%	13	1.0%
Finnish	5	1.1%	0	0.0%	1	0.2%	6	0.5%
ASL	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other	4	0.9%	0	0.0%	2	0.4%	6	0.5%

## Appendix D: Satisfaction Responses

### Question 8: Courtesy Respect

*How often did staff treat you with courtesy and respect?*

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Never	2	0.4%	1	0.3%	1	0.2%	4	0.3%
Sometimes	26	5.7%	8	2.4%	6	1.2%	40	3.1%
Usually	128	28.2%	60	18.3%	59	11.5%	247	19.1%
Always	298	65.6%	259	79.0%	448	87.2%	1005	77.5%
Total	454	100.0%	328	100.0%	514	100.0%	1296	100.0%

### Question 9: Listening

*How often did staff listen carefully to you?*

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Never	4	0.9%	0	0.0%	0	0.0%	4	0.3%
Sometimes	51	11.6%	14	4.3%	14	2.8%	79	6.2%
Usually	174	39.5%	73	22.4%	102	20.2%	349	27.4%
Always	212	48.1%	239	73.3%	390	77.1%	841	66.1%
Total	441	100.0%	326	100.0%	506	100.0%	1273	100.0%

### Question 10: Involvement

*How often did staff involve you in planning your care?*

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Never	37	8.7%	5	1.5%	8	1.6%	50	4.0%
Sometimes	75	17.6%	22	6.8%	27	5.5%	124	10.0%
Usually	121	28.4%	53	16.3%	94	19.3%	268	21.6%
Always	193	45.3%	245	75.4%	358	73.5%	796	64.3%
Total	426	100.0%	325	100.0%	487	100.0%	1238	100.0%

## Question 11: Understanding Explanations

How often did staff explain things in a way you could understand?

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Never	11	2.5%	1	0.3%	2	0.4%	14	1.1%
Sometimes	55	12.5%	18	5.5%	16	3.2%	89	7.0%
Usually	128	29.2%	60	18.3%	73	14.4%	261	20.5%
Always	245	55.8%	248	75.8%	415	82.0%	908	71.4%
Total	439	100.0%	327	100.0%	506	100.0%	1272	100.0%

## Question 12: Cultural Support

How often did staff provide an environment that is supportive of your cultural background?

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Never	43	10.6%	7	2.2%	8	1.7%	58	4.8%
Sometimes	33	8.1%	16	5.0%	13	2.7%	62	5.1%
Usually	118	29.1%	46	14.4%	61	12.7%	225	18.6%
Always	212	52.2%	251	78.4%	400	83.0%	863	71.4%
Total	406	100.0%	320	100.0%	482	100.0%	1208	100.0%

## Question 13: Quality of Care

How would you rate the overall quality of the care you (or your family member) have received?

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Poor	10	2.2%	2	0.6%	1	0.2%	13	1.0%
Fair	53	11.8%	10	3.1%	12	2.4%	75	5.8%
Good	218	48.3%	78	23.9%	90	17.8%	386	30.1%
Excellent	170	37.7%	236	72.4%	404	79.7%	810	63.1%
Total	451	100.0%	326	100.0%	507	100.0%	1284	100.0%

## Question 15: Cleanliness

How would you rate the cleanliness of the building?

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Poor	1	0.2%	0	0.0%	1	0.2%	2	0.2%
Fair	34	7.6%	3	0.9%	7	1.4%	44	3.5%
Good	164	36.4%	70	22.2%	166	33.6%	400	31.7%
Excellent	251	55.8%	243	76.9%	320	64.8%	814	64.6%
Total	450	100.0%	316	100.0%	494	100.0%	1260	100.0%

## Question 16: Food

How would you rate the overall quality of the food?

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Poor	36	8.2%	7	4.3%	7	2.7%	50	5.8%
Fair	115	26.1%	18	11.0%	27	10.5%	160	18.6%
Good	203	46.1%	46	28.0%	120	46.5%	369	42.8%
Excellent	86	19.5%	93	56.7%	104	40.3%	283	32.8%
Total	440	100.0%	164	100.0%	258	100.0%	862	100.0%

## Question 17: Other Supports

Did staff help you to access other services and supports available, whether with St. Joseph's Care Group or in the community (for example, housing, dental services, mental health services, caregiver supports)?

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
No definitely not	50	14.2%	7	2.7%	6	1.9%	63	6.8%
No I do not think so	72	20.5%	12	4.6%	26	8.1%	110	11.8%
Yes I think so	108	30.8%	49	18.9%	71	22.2%	228	24.5%
Yes definitely	121	34.5%	191	73.7%	217	67.8%	529	56.9%
Total	351	100.0%	259	100.0%	320	100.0%	930	100.0%

## Question 18: Recommend to Others

Would you recommend the program to others?

	Seniors' Health		Mental Health & Addictions		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
No definitely not	18	4.2%	4	1.2%	4	0.8%	26	2.1%
No I do not think so	28	6.5%	9	2.8%	8	1.6%	45	3.6%
Yes I think so	168	39.3%	57	17.5%	87	17.3%	312	24.8%
Yes definitely	214	50.0%	256	78.5%	404	80.3%	874	69.5%
Total	428	100.0%	326	100.0%	503	100.0%	1257	100.0%

**Centre for Applied  
Health Research**

Michel Bédard

Sacha Dubois

Hillary Maxwell



ST. JOSEPH'S CARE GROUP