



CAHR

Centre for
Applied Health
Research

St. Joseph's Care Group
Client Satisfaction Survey 2020



ST. JOSEPH'S CARE GROUP

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Executive Summary

The annual St. Joseph's Care Group client satisfaction survey was distributed to clients accessing services between September 14 and November 9, 2020. Clients, residents, and family members/ substitute decision makers were encouraged to respond. The survey comprised seven questions to gather basic demographic information followed by 11 satisfaction questions. In total 2222 surveys were distributed and 1280 returned (57.6%).

Based on the top two positive response options:



The Survey


The final item was an open-ended comments section. While previous years' surveys included two comments sections, thematic analysis revealed that this resulted in duplication of information. Thus, the redundant section was excluded in 2020.

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

	8	How often did staff treat you with courtesy and respect?	<input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always
	9	How often did staff listen carefully to you?	<input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always
	10	How often did staff involve you in planning your (or your family member's) care?	<input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always

Citizen Satisfaction Survey

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



St. Joseph's Care Group

1	How long have you or your family member been receiving services from St. Joseph's Care Group?		<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
2	Client's age group, in years:		<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
3	Client's gender:		<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
4	Are you a:		<input type="checkbox"/> Client <input type="checkbox"/> Family Member / Substitute Decision Maker
5	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):		<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
6	In what language are you most comfortable receiving healthcare services?		<input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Indigenous (e.g., Oj-Cree): _____ <input type="checkbox"/> Italian <input type="checkbox"/> Finnish <input type="checkbox"/> ASL <input type="checkbox"/> Other: _____
7	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?		<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"/> No <input type="checkbox"/> I do not know

If this questionnaire...

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

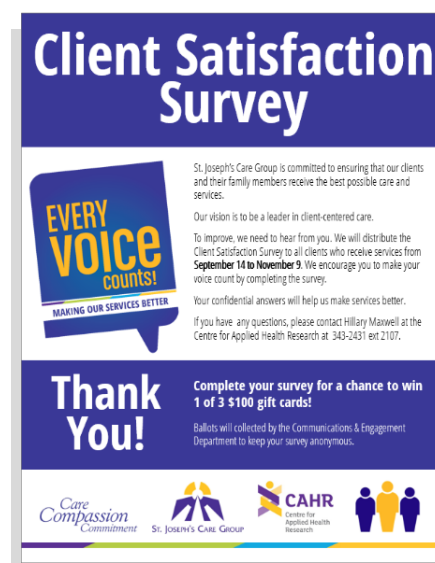
Survey Distribution

In July 2020, 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 received paper-based survey kits 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 Oji-Cree syllabics, French, Italian, and Finnish)
- Collection envelopes
- A tracking form

Respondents were offered the option of completing the survey electronically. The web address was provided in the cover letter that accompanied the survey. The online survey was available in English, Oji-Cree syllabics, French, Italian, and Finnish.



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 (stamped, addressed envelopes were provided upon request so that completed surveys could be mailed back to the CAHR at no cost to the respondent). Upon completing their survey, respondents were asked to seal it in the envelope provided, which was then returned to the CAHR.

Within long-term care (LTC), the process was slightly different from the rest of the organization. Only cognitively intact residents (with a score of 0 or 1 on the Cognitive Performance Scale of the interRAI assessment tool) were approached to complete the survey. And while the rest of the organization approached clients *OR* substitute decision makers, every LTC resident's substitute decision maker (power of attorney of care) was provided a survey, in order to align with Ontario's Long-Term Care Act.

For the total number of surveys distributed by each program, please see Appendix B.

All program areas were provided with posters and tent cards to assist with promotion of the survey. Prior to the survey being distributed, information about the survey was provided in *iNsider News* to inform staff about the survey process. To further bolster response rates, respondents were also eligible to win one of three \$100 cash cards. All ballots were directed to Communications & Engagement for random drawing and distribution of the prizes.

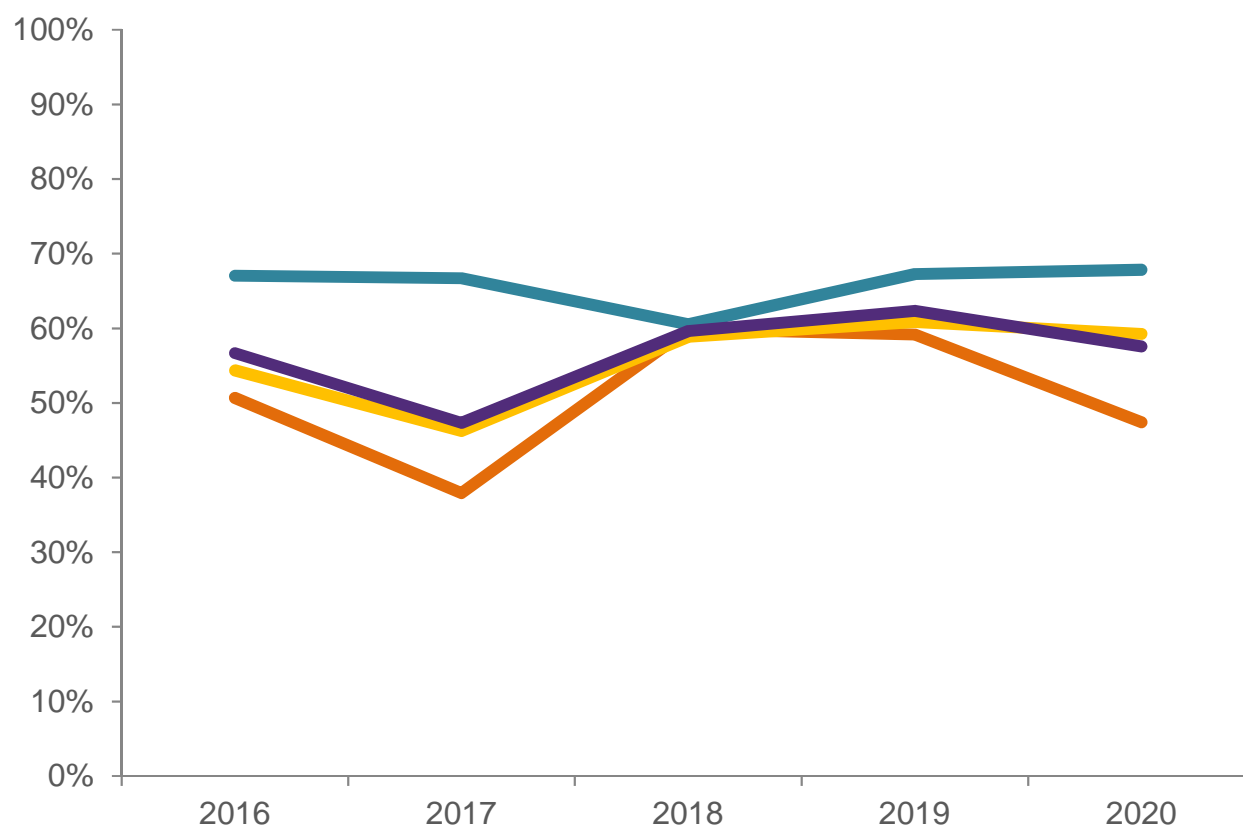
Response Rate

In total, 1280 surveys were completed, representing a corporate response rate of 57.6%. No surveys were completed in French, Italian, Finnish, or Oji-Cree. Thirteen 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	%
Seniors' Health	350	47.4%
Addictions & Mental Health	401	67.9%
Rehabilitative Care	529	59.2%
TOTAL	1280	57.6%

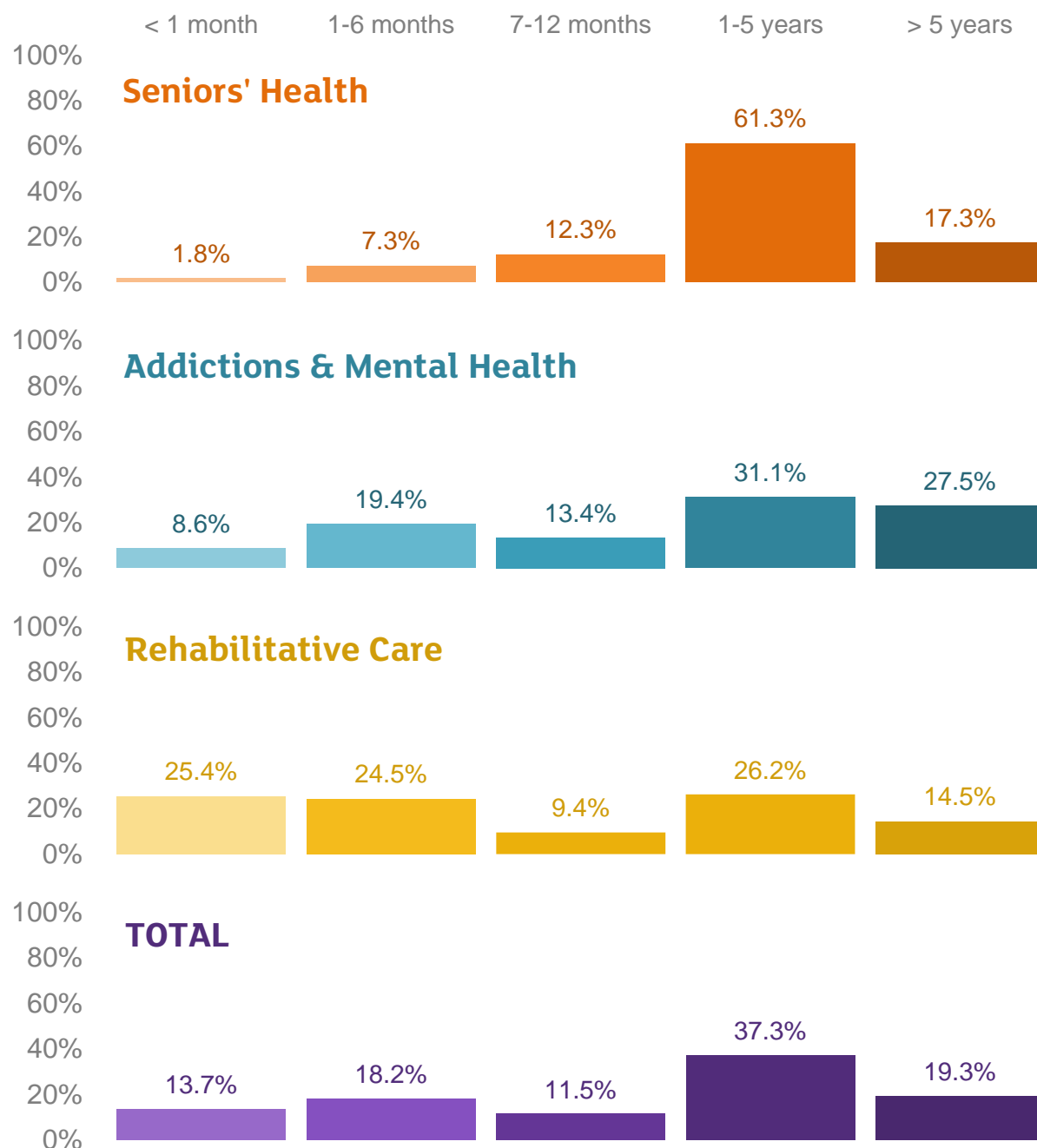
The graph below illustrates trends in response rates overall and by division over the past five years.



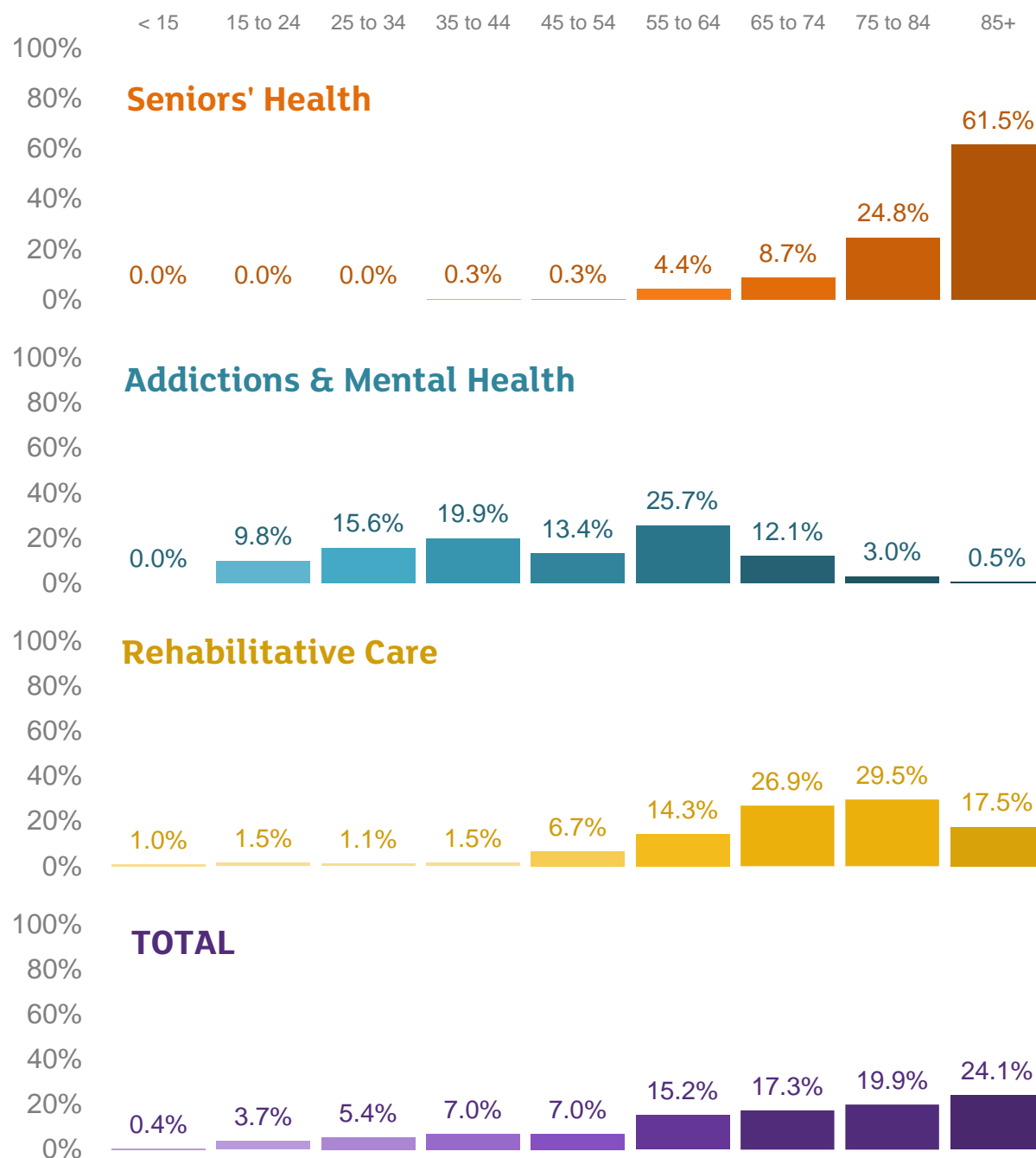
Demographic Information

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

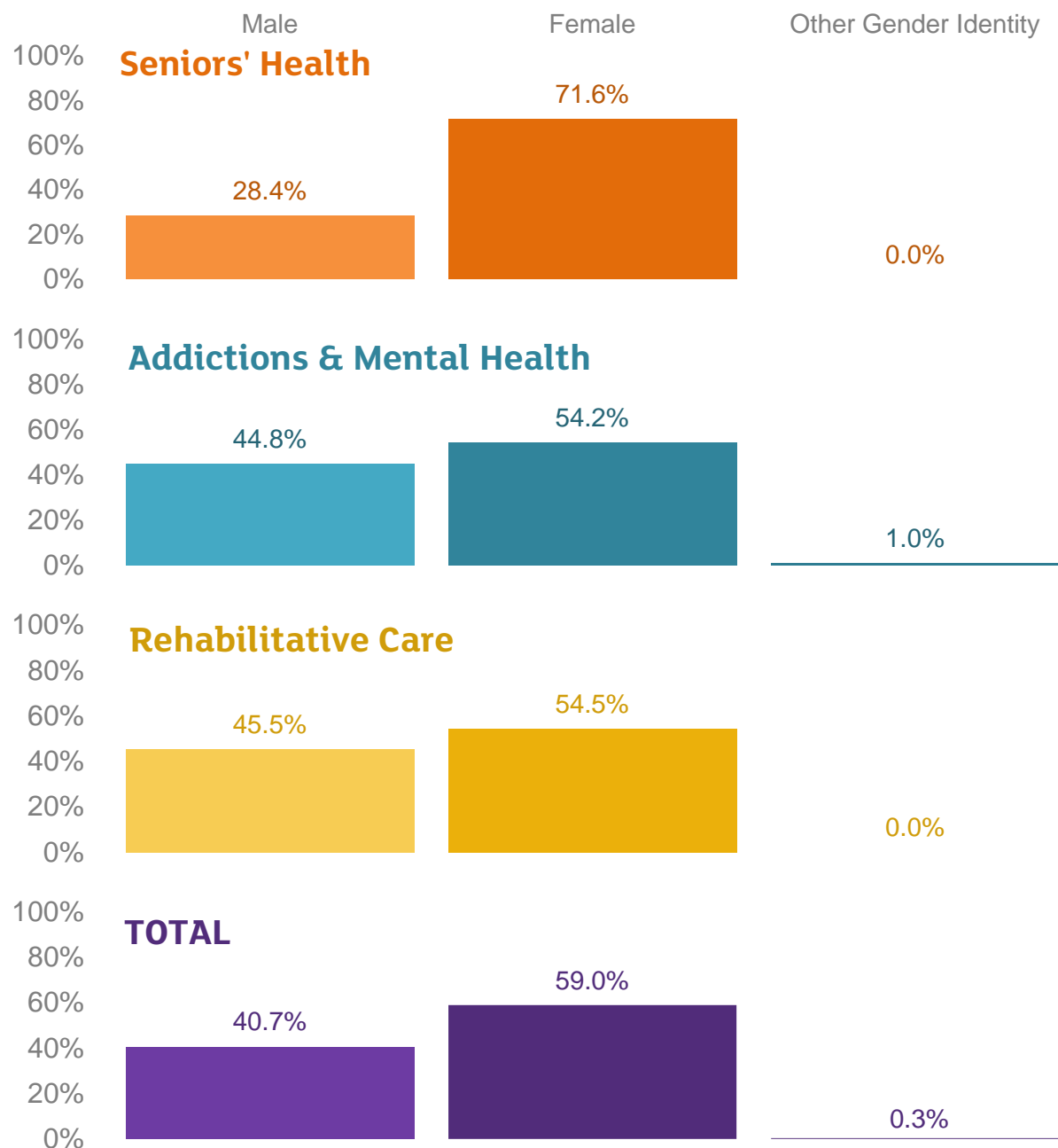
Question 1: Length of Stay



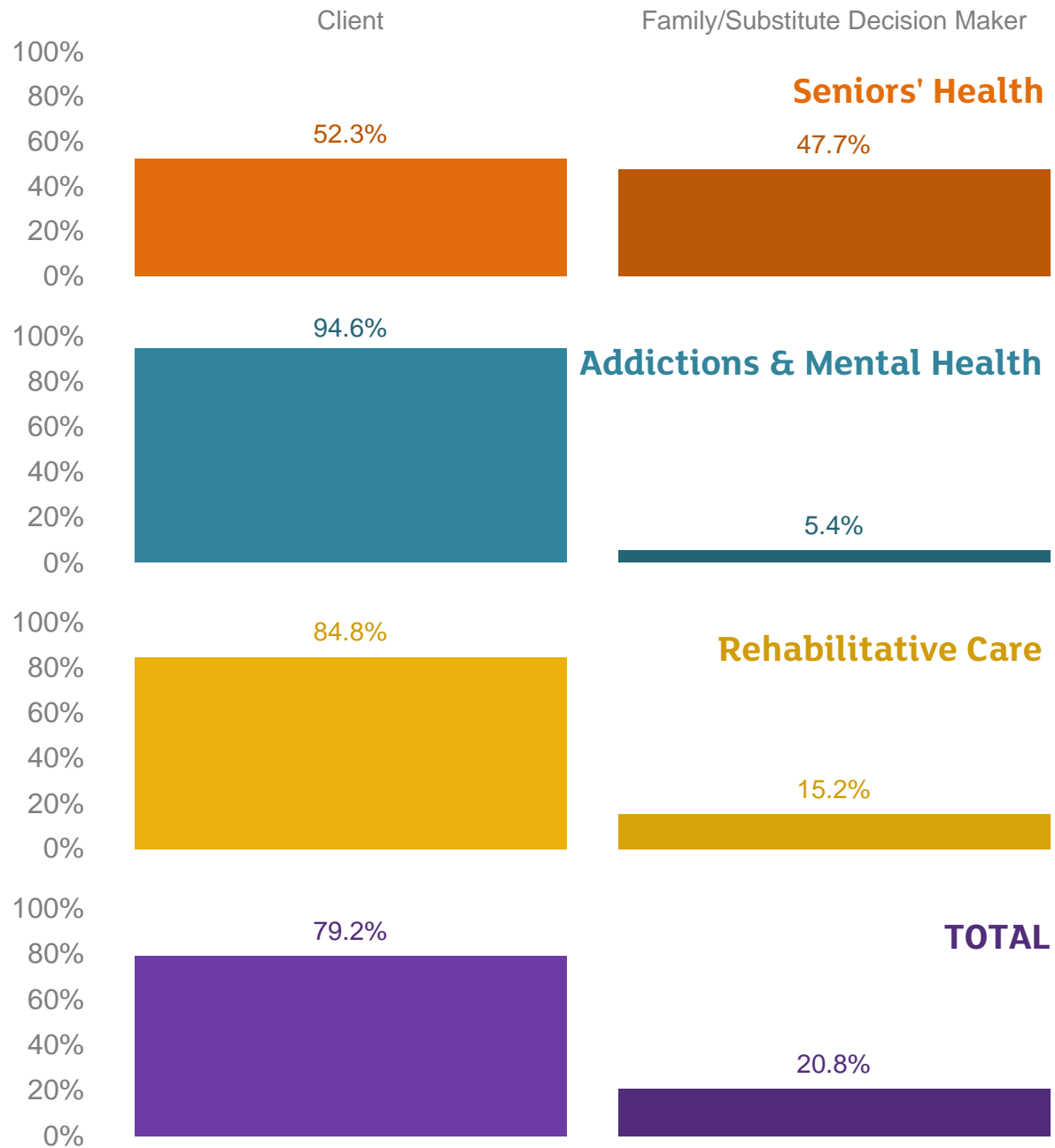
Question 2: Client's Age Group



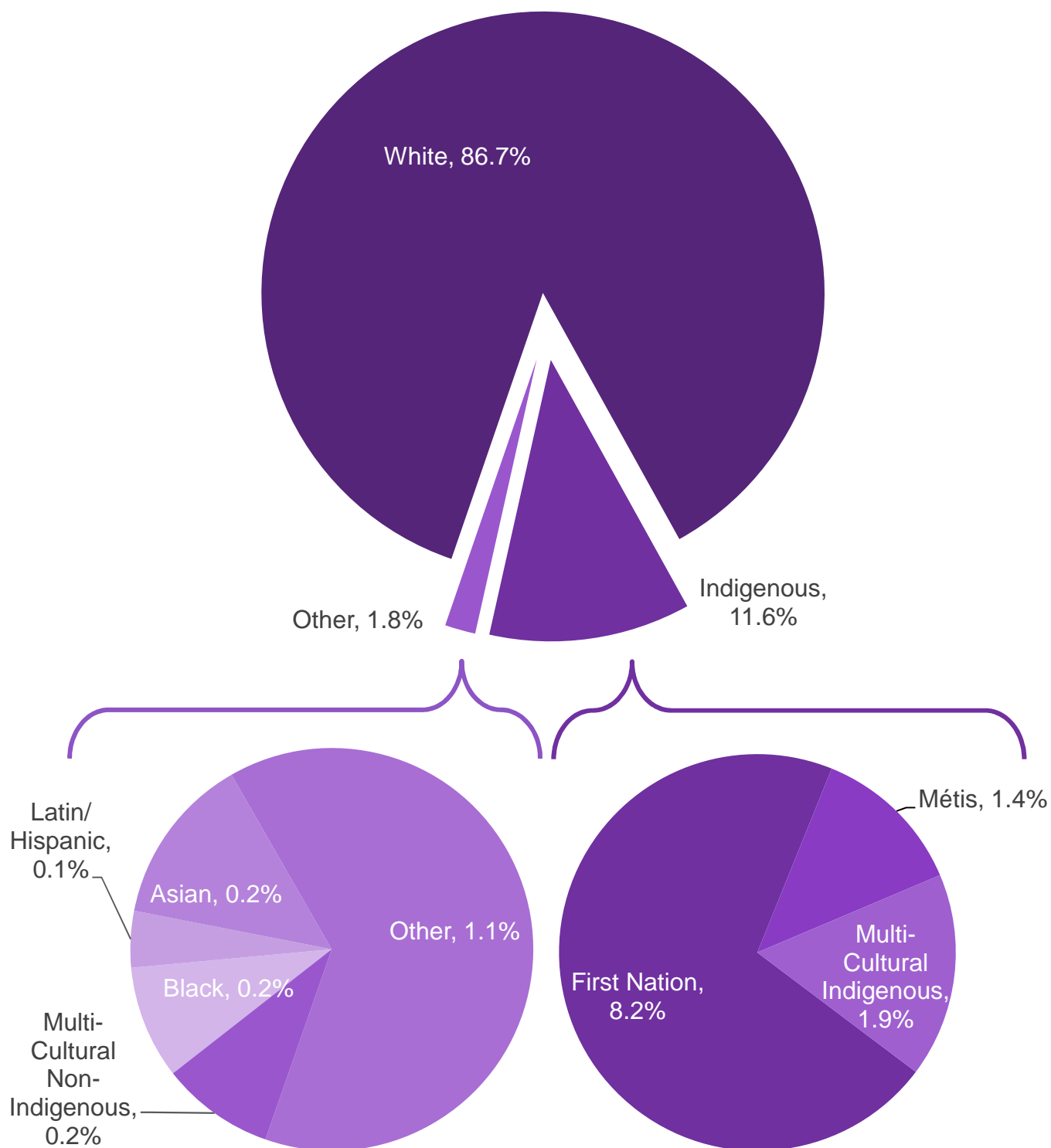
Question 3: Client's Gender



Question 4: Respondent Type

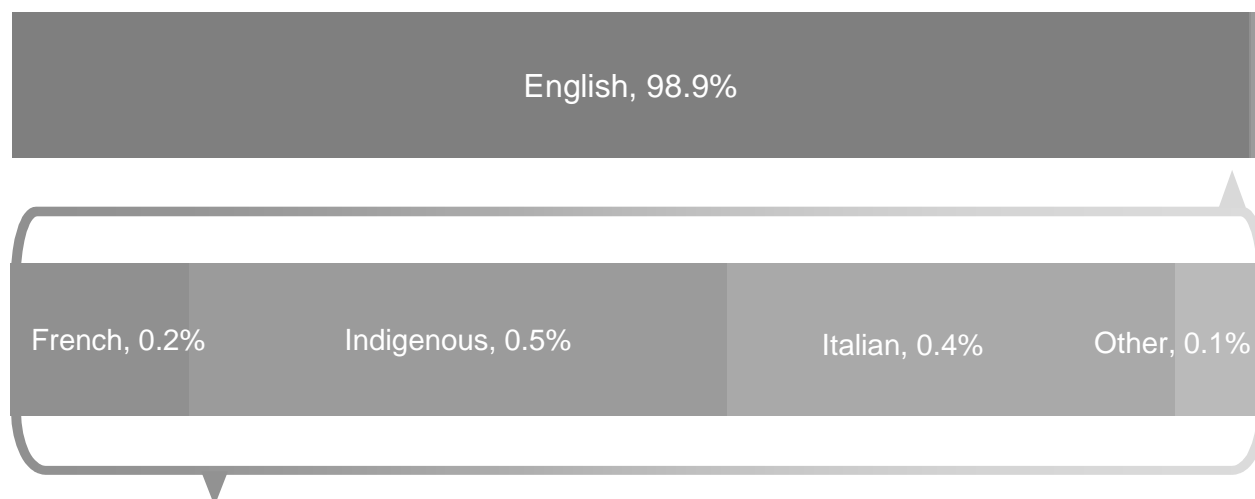


Question 5: Cultural Background



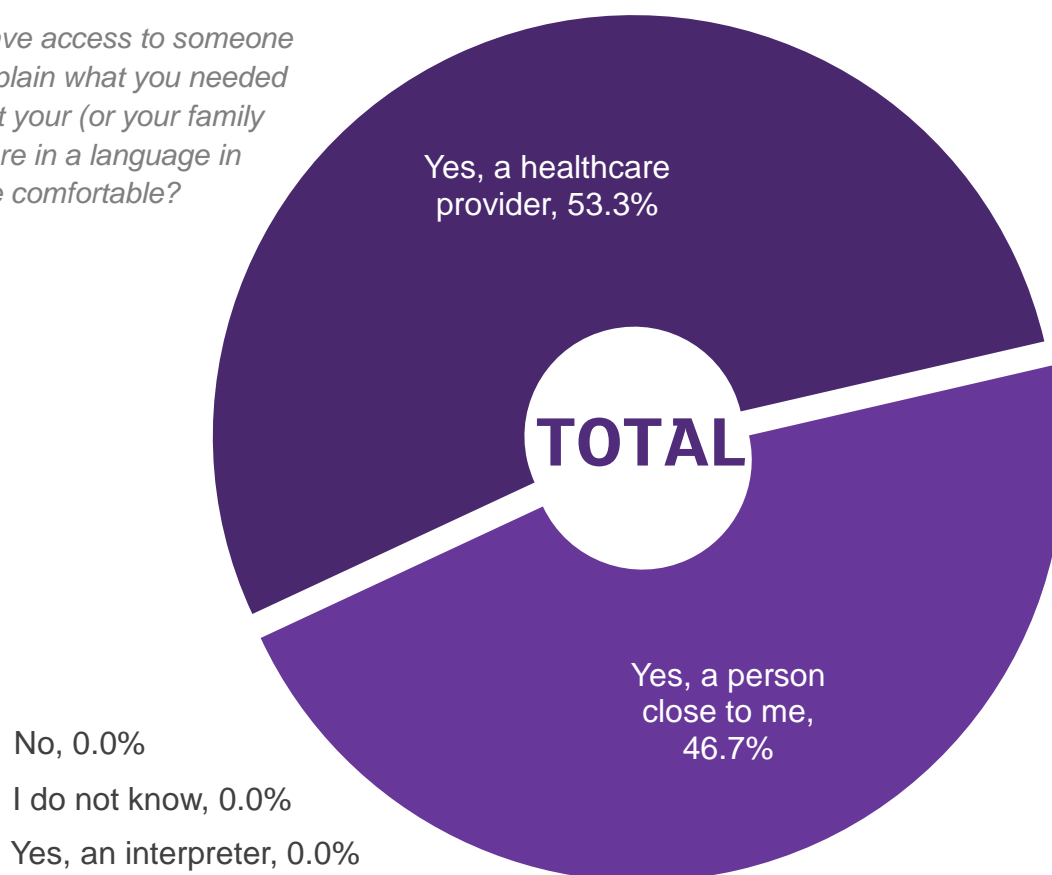
Questions 6 & 7: Language

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



From the 17 (1.1%) 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?



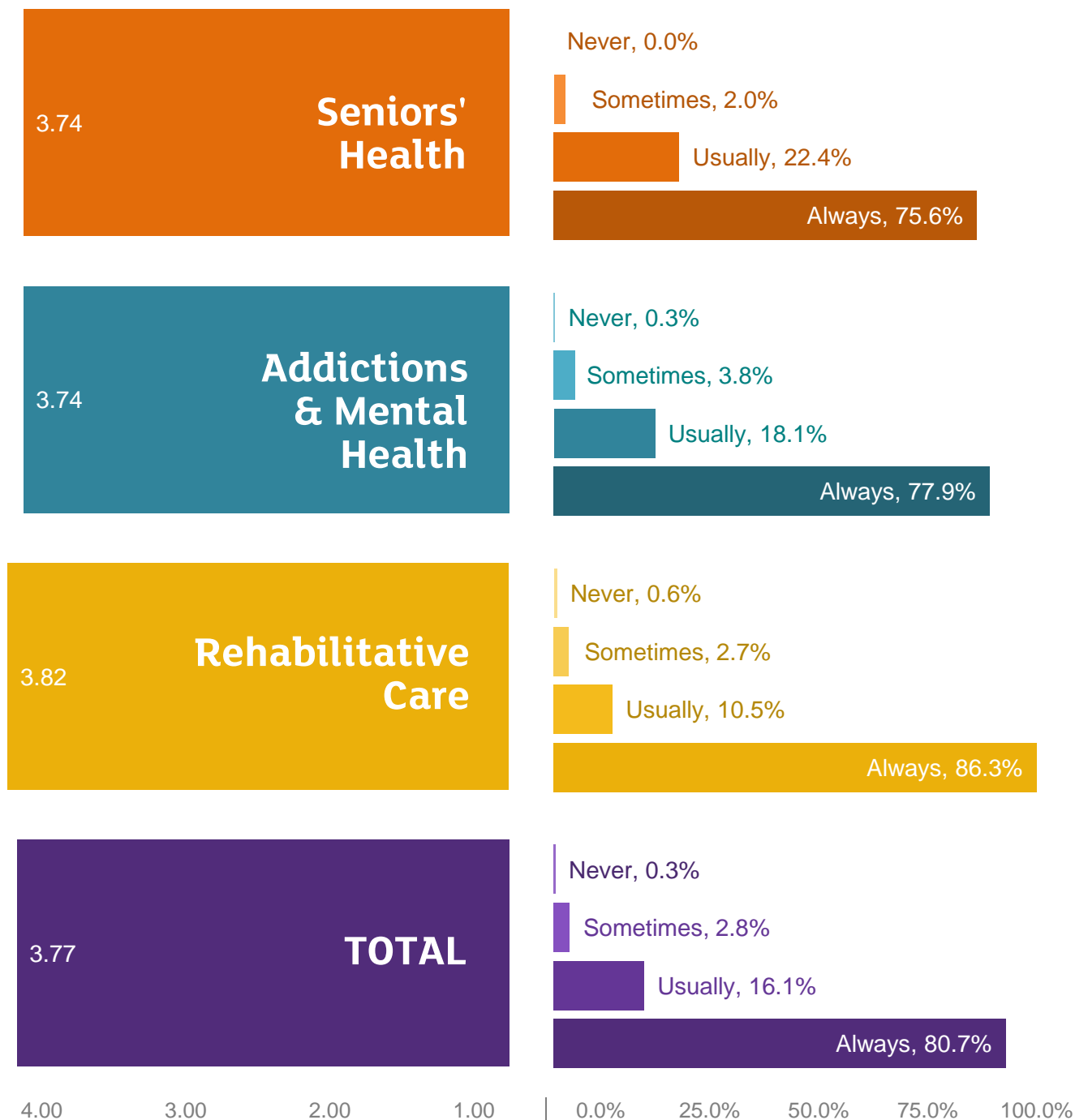
Satisfaction Results

See Appendix D for further details.



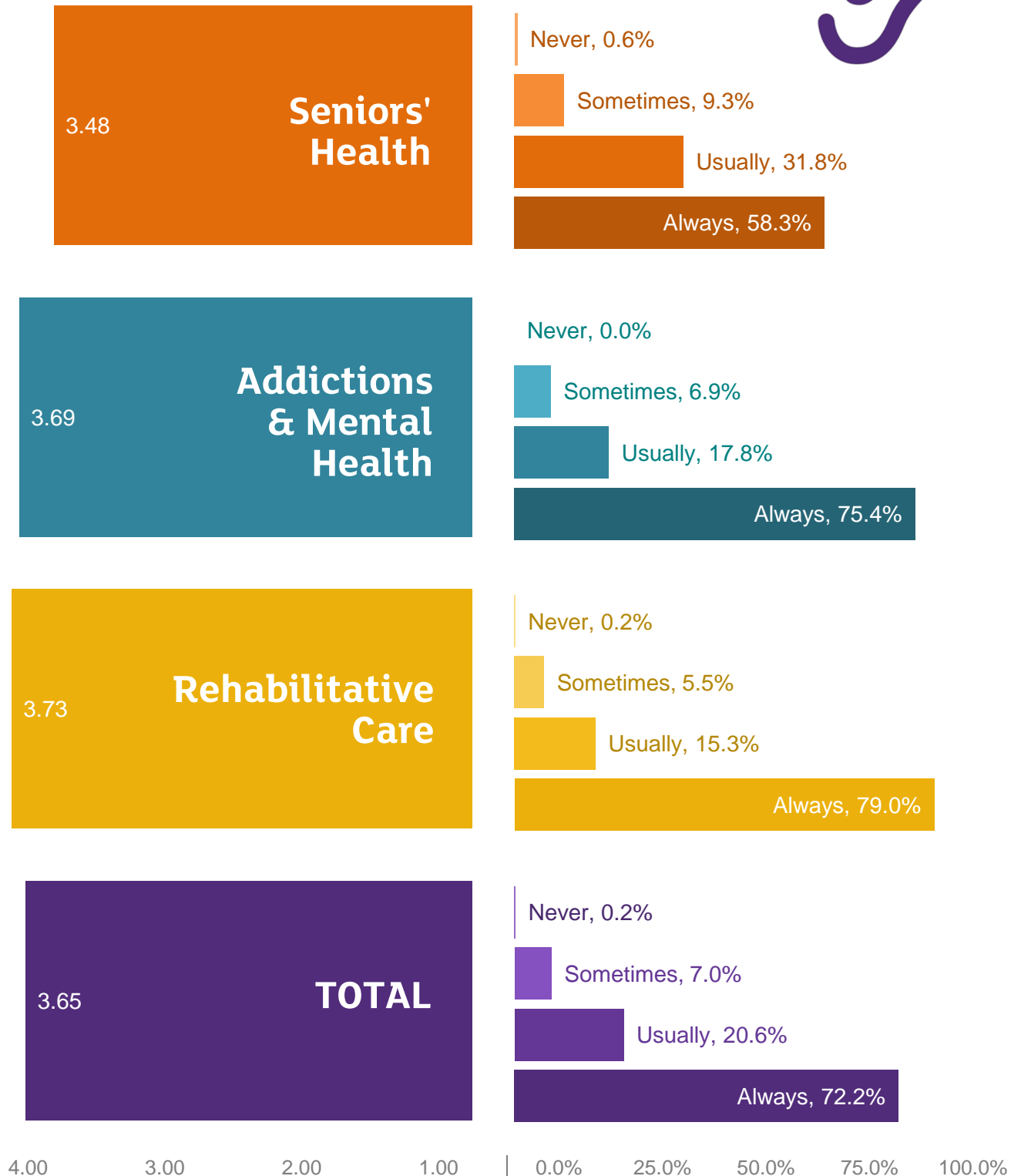
Question 8: Courtesy & Respect

How often did staff treat you with courtesy and respect?



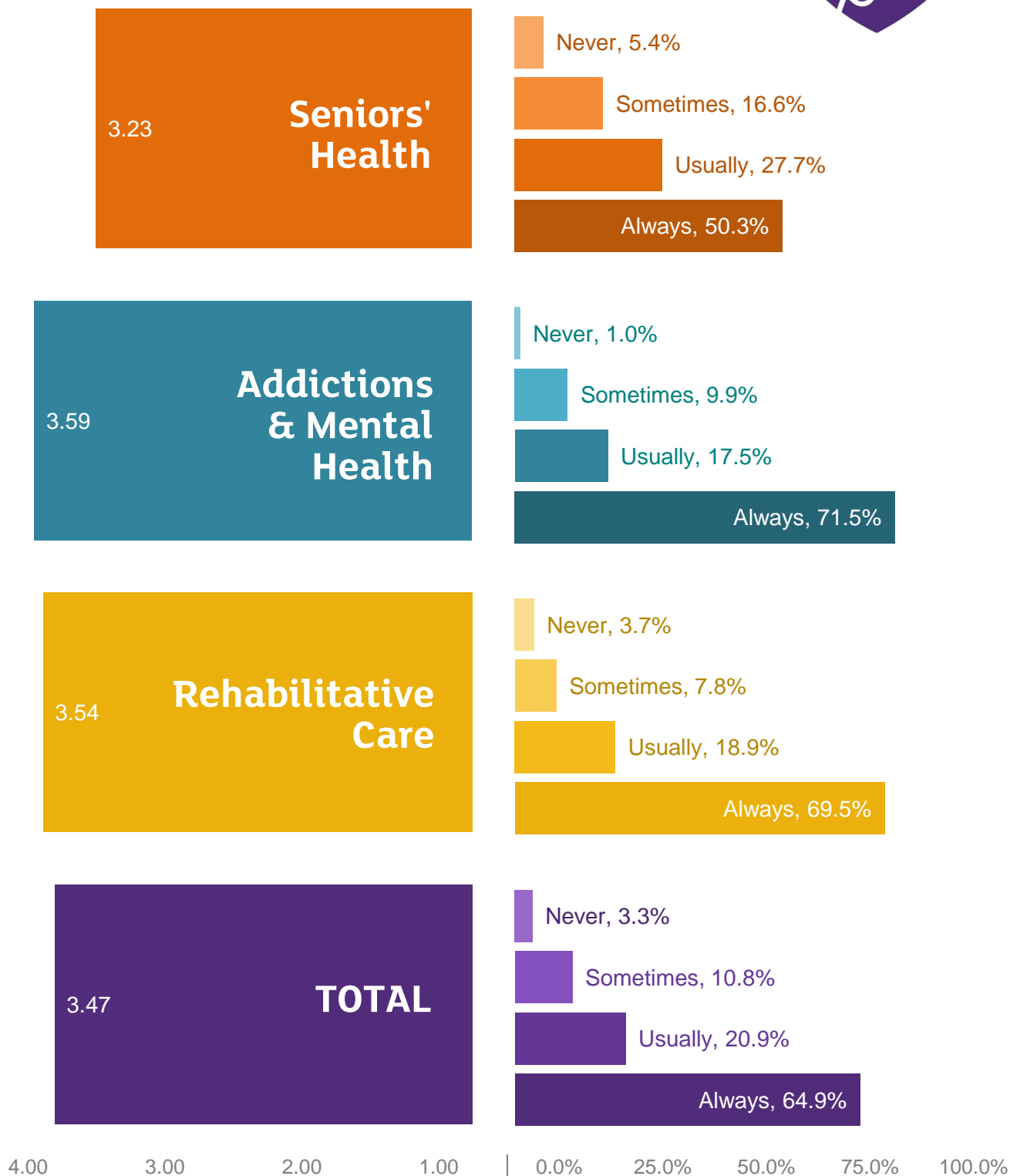
Question 9: Listening

How often did staff listen carefully to you?



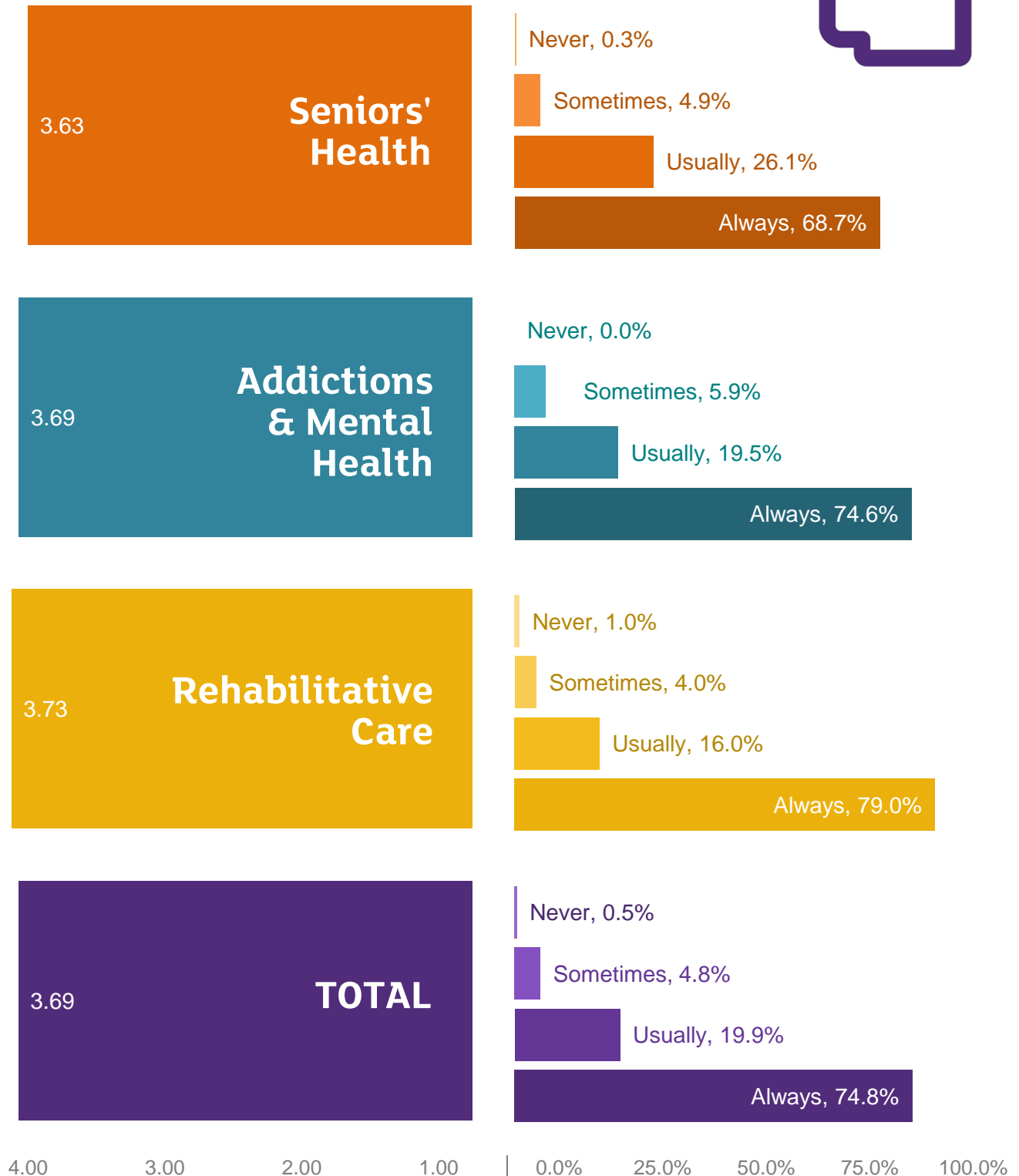
Question 10: Involvement

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



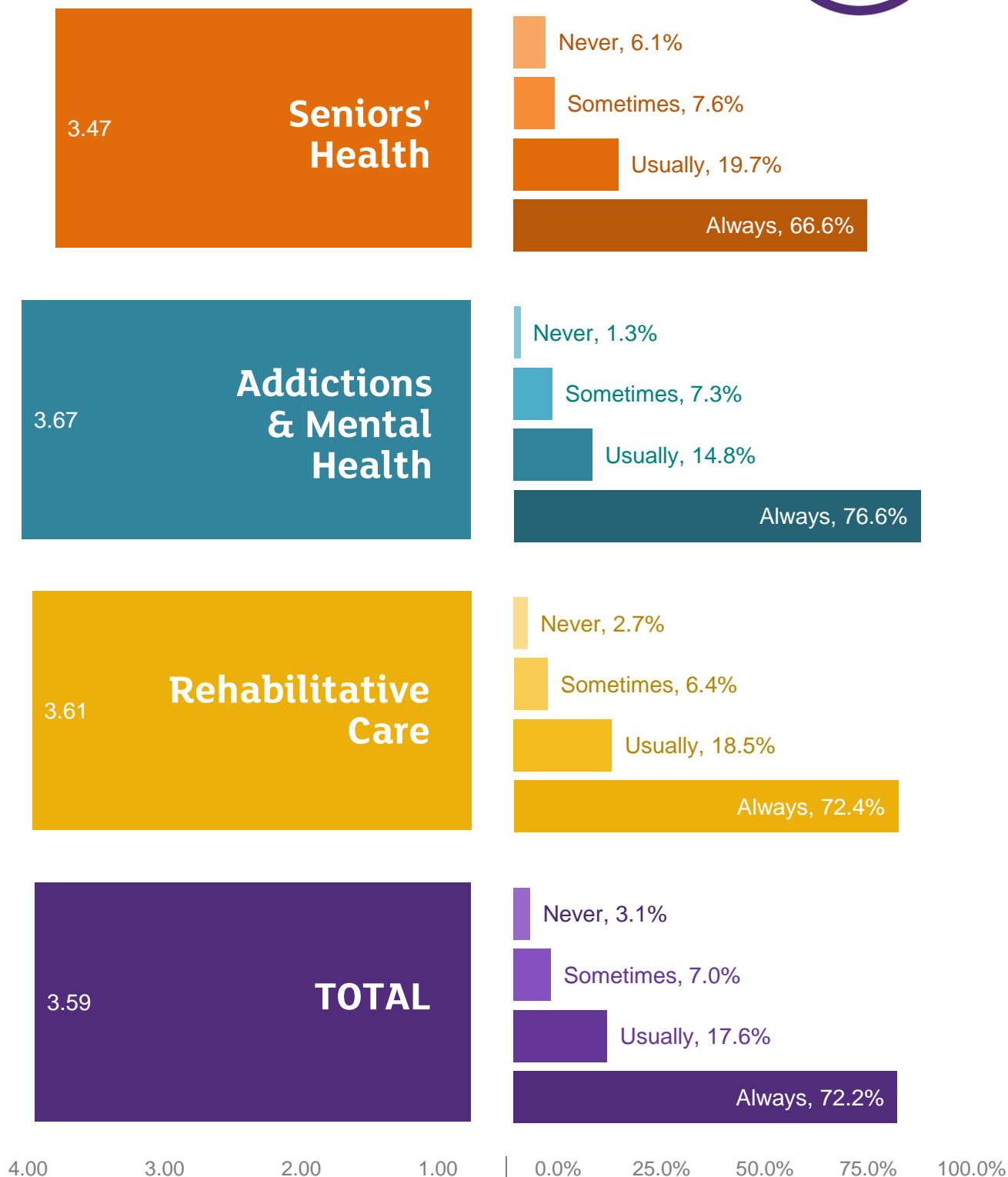
Question 11: Understanding Explanations

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



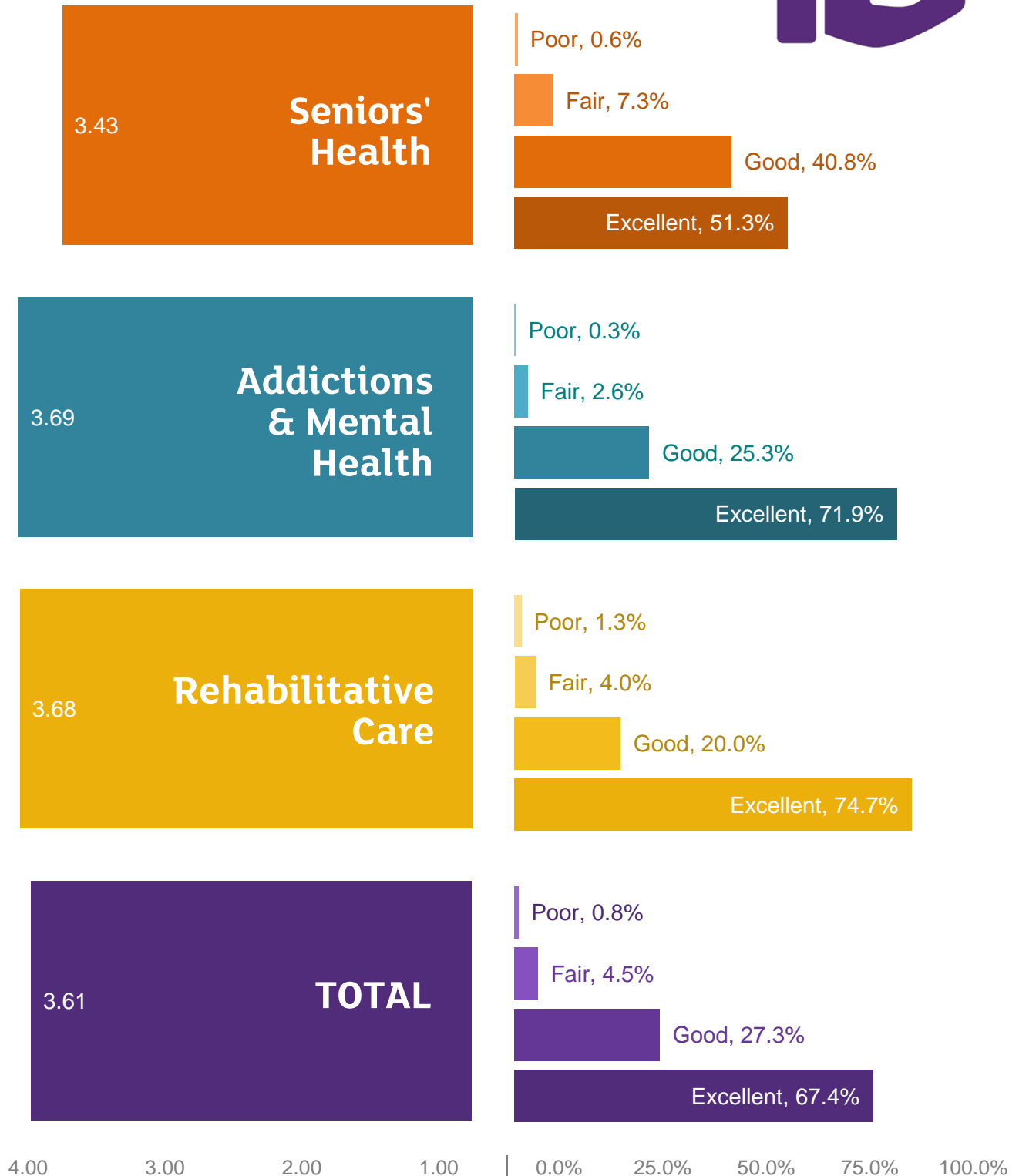
Question 12: Cultural Support

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



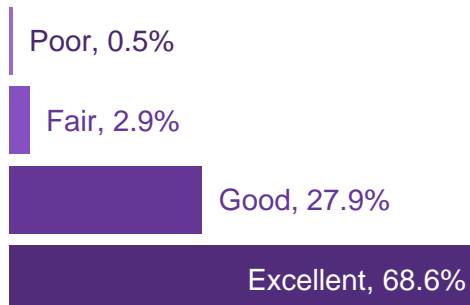
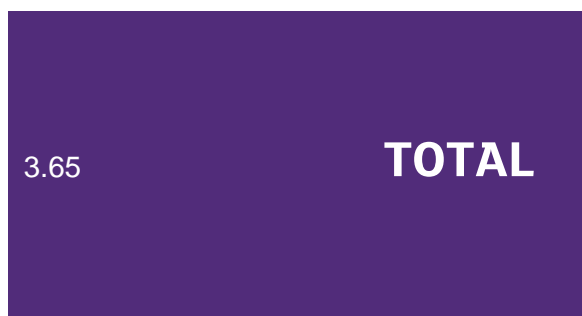
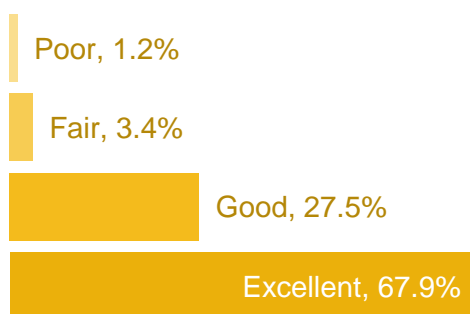
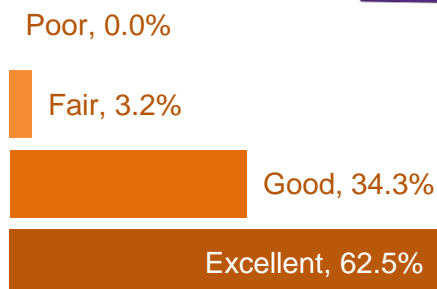
Question 13: Quality of Care

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



Question 14: Cleanliness

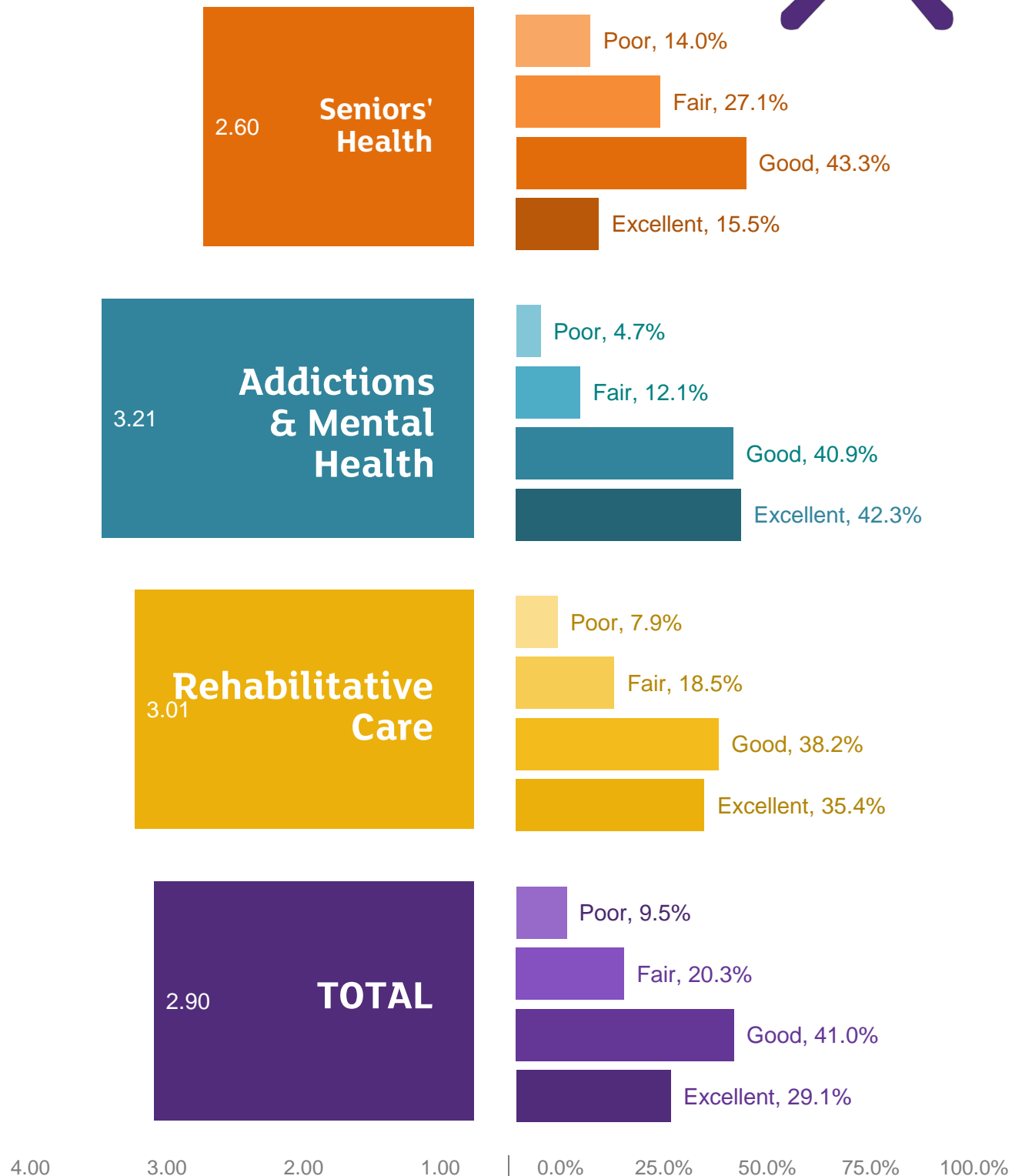
How would you rate the cleanliness of the building?



4.00 3.00 2.00 1.00 | 0.0% 25.0% 50.0% 75.0% 100.0%

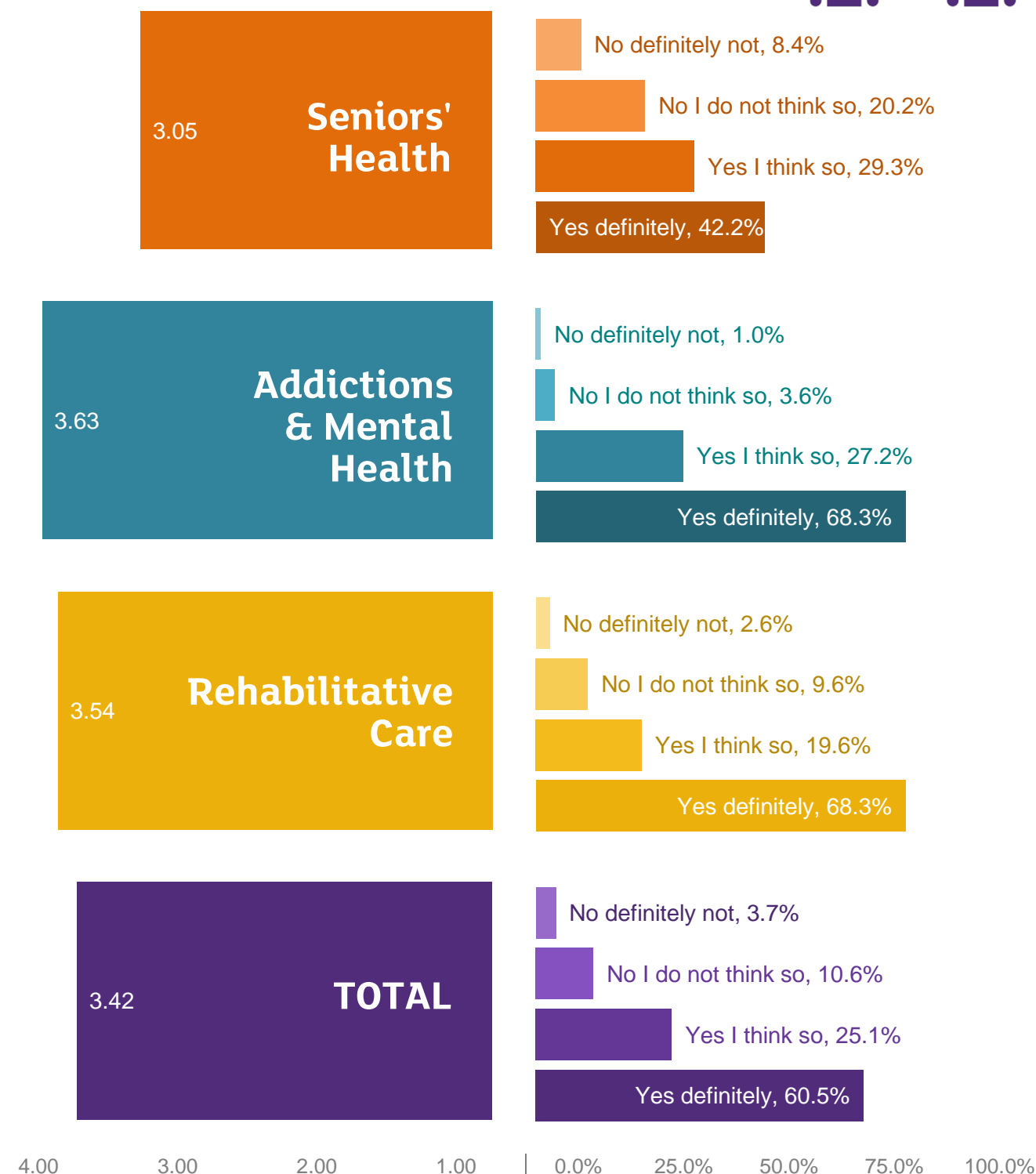
Question 15: Food

How would you rate the overall quality of the food?



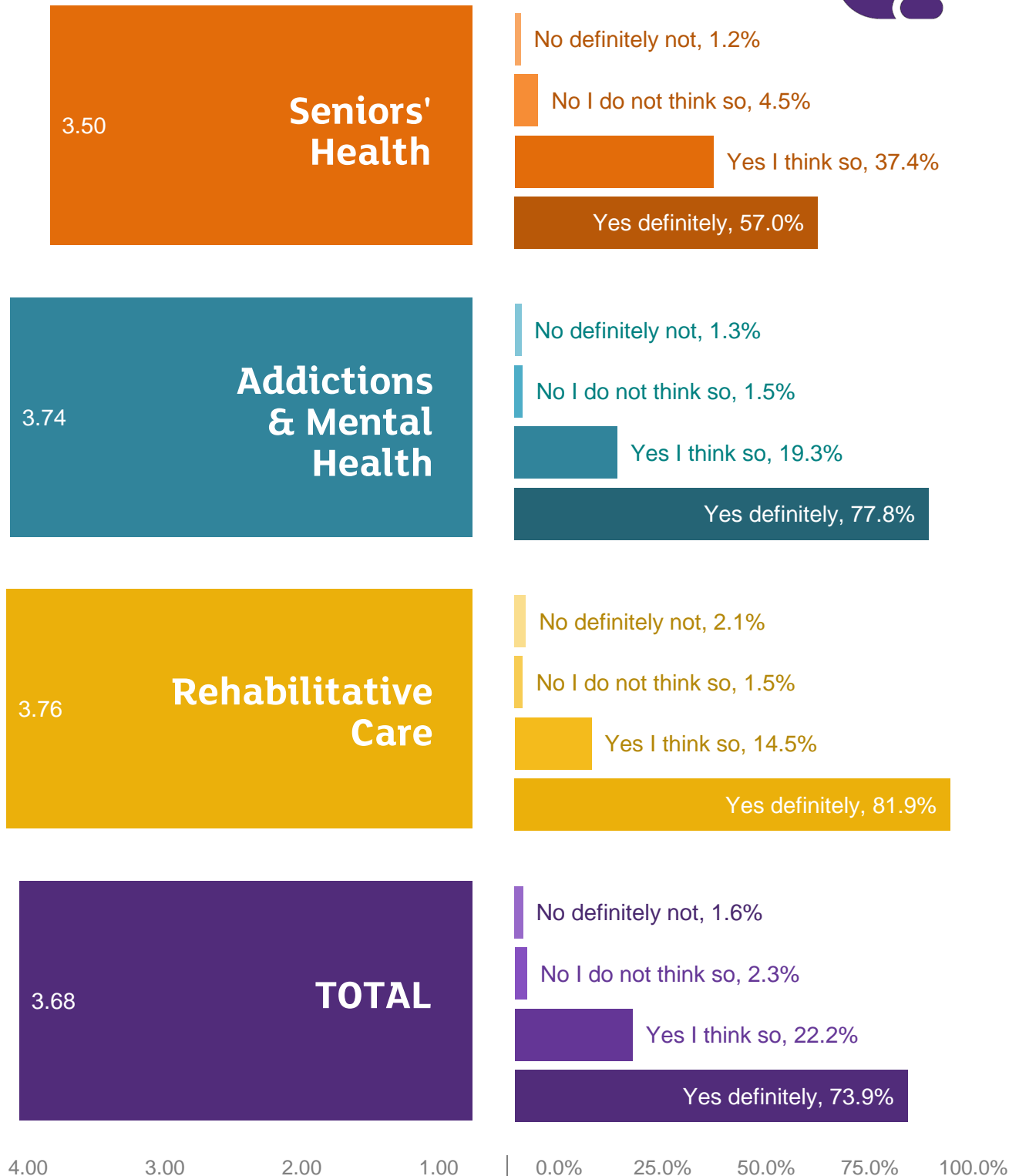
Question 16: Other Supports

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 17: Recommend to Others

Would you recommend the program to others?

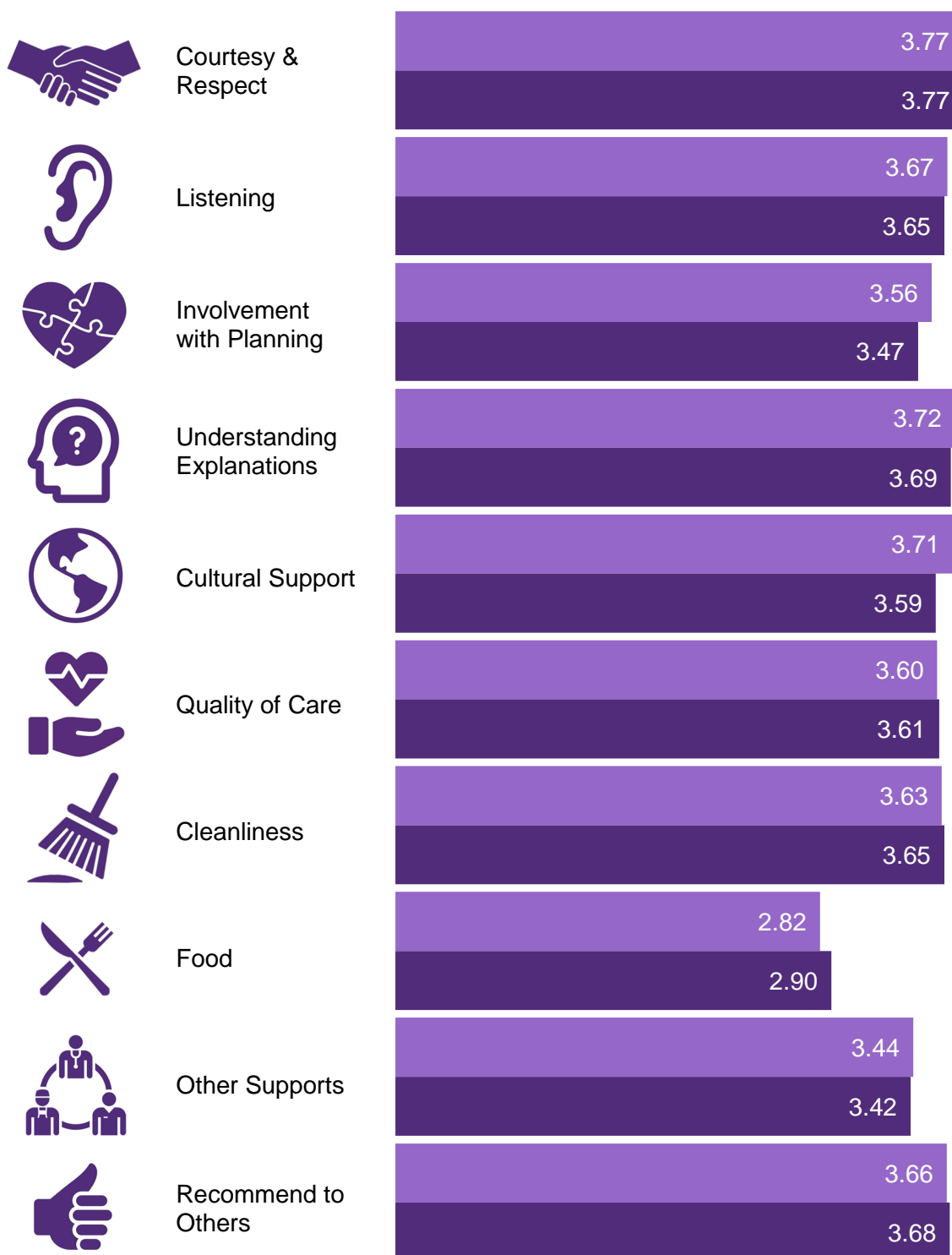


Year-over-Year Comparison

Corporate Total

2019

2020



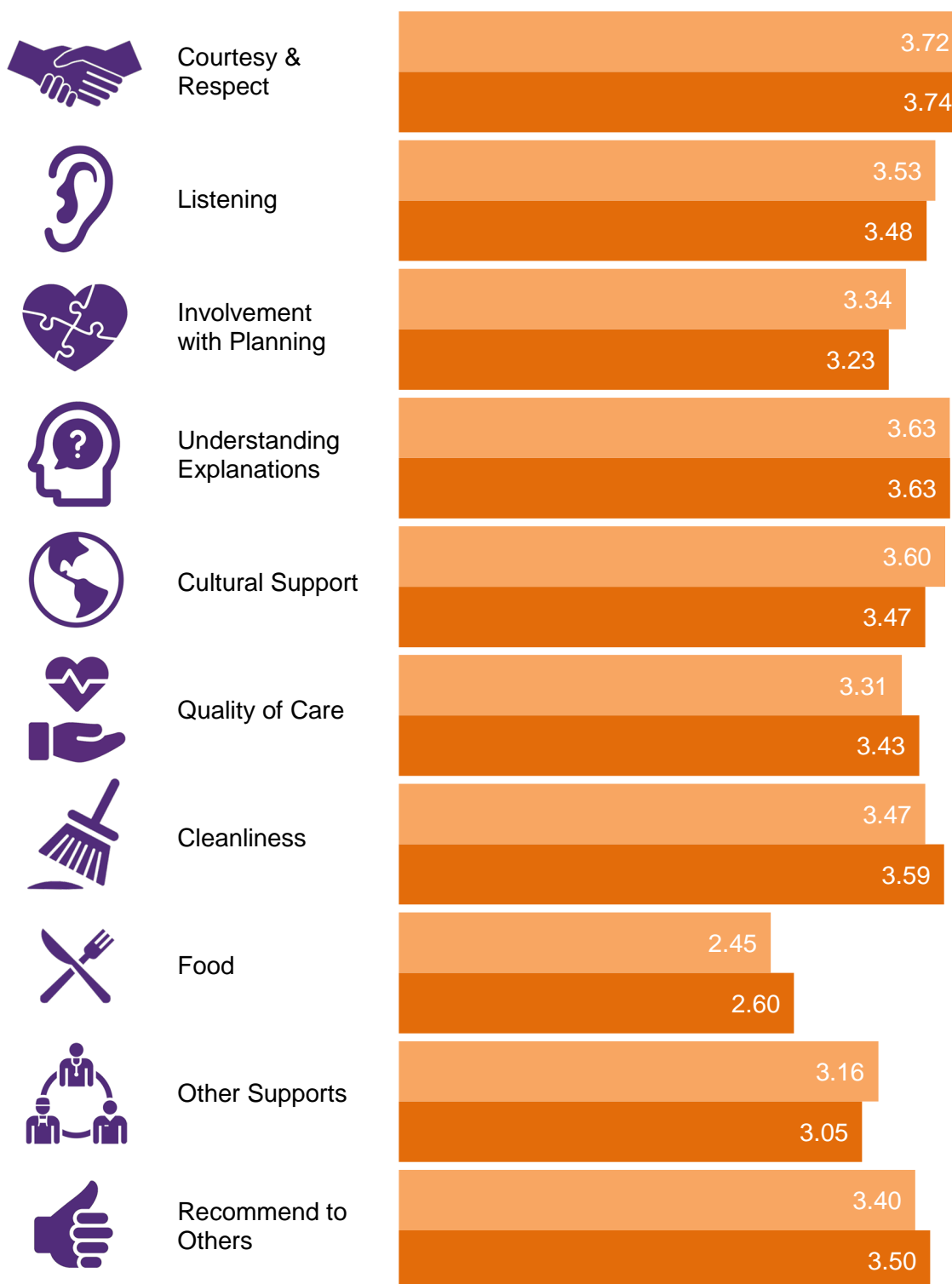
*Also see Appendix E: 2016-2020 Scores

Year-over-Year Comparison

Seniors' Health

2019

2020



Year-over-Year Comparison

Addictions & Mental Health

2019

2020



Year-over-Year Comparison

Rehabilitative Care

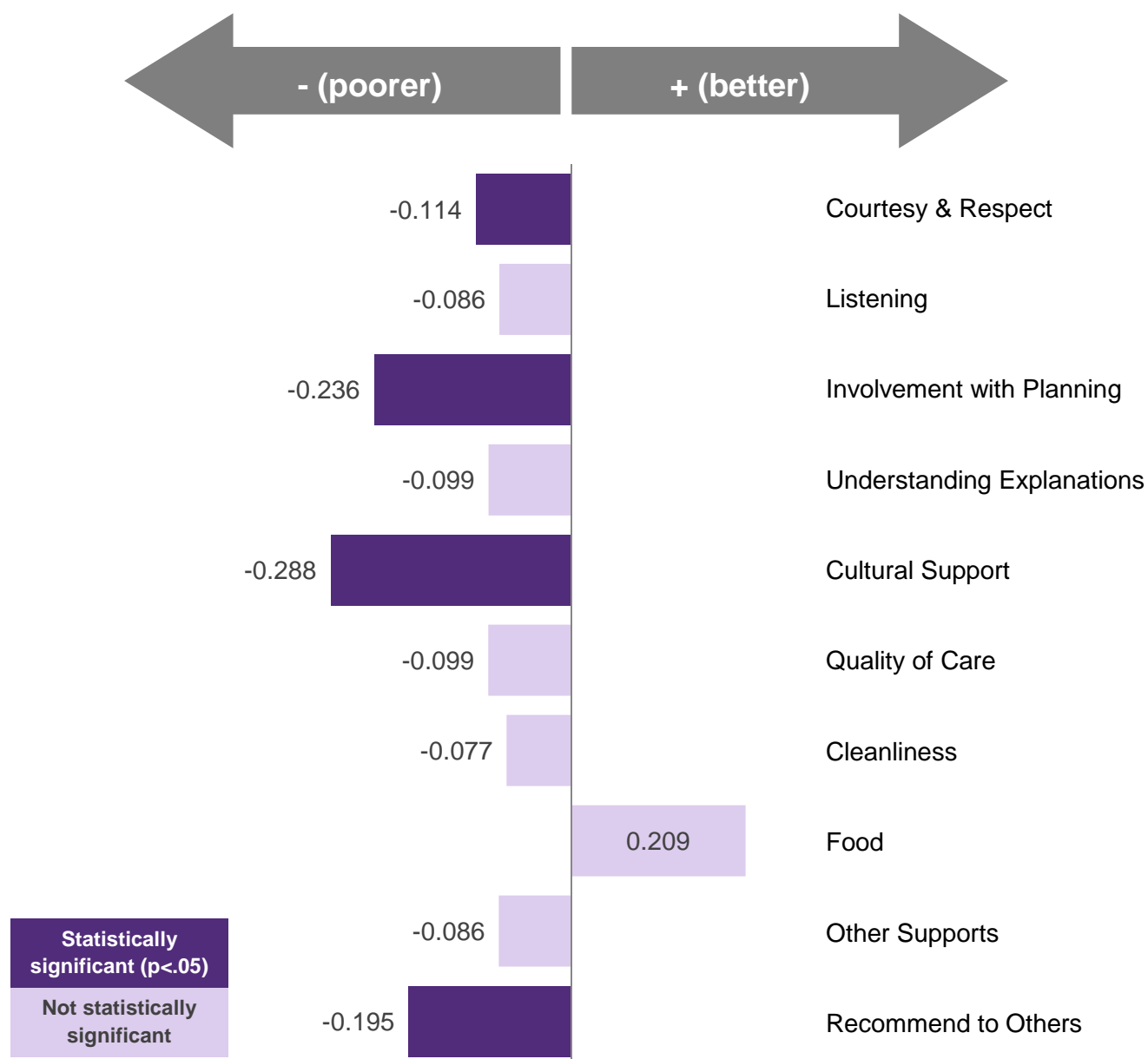
2019

2020



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

190 respondents (54.3%) provided 258 comments:

- + Positive Feedback
- Areas for Improvement

		Ranking		
+/-	Theme	Sample Comments	#	2020 2019
-	Food & Dining	Poor quality; Too much food waste; Lack of variety; Wait time too long; More snacks needed; Not enough time to eat before food taken away; Poor nutritional value; More vegetables/fruit; Less meat; Portions too small; Kitchen does not respond to complaints; Need new vendor	55	1▲ 2
-	Staffing	Staff-resident ratio too low; Not enough staff; Staff need better pay; Lack of leadership; No time for quality one-on-one attention; No continuity of care; More PSWs needed; More RNs needed; Too much staff turnover	29	2▼ (tie) 1
-	Communication	Communication is difficult; No one answers the phone; Care concerns not being communicated; Poor communication between staff; Email would be helpful; More care conferences needed; Cannot access physicians; Events/injuries not being disclosed	29	2▲ (tie) 7
+	Staff Attitudes/ Training	Kind; Caring; Thoughtful; Friendly; Excellent; Affectionate; Staff do their best; Respectful; Compassionate	21	4▲ 9
+	Quality of Care	Excellent; Exceptional; Good; Grateful for care	18	5 5
-	Environment	Poor cleaning; Parking lot slippery in winter; Institutional atmosphere; Maintenance of grounds/building poor; Cigarette butts at entrance; Gardens neglected; Sidewalks unclear (unsafe for visually impaired)	16	6 6
-	Products, Programs & Services	Laundry returned damp; Not enough recreational activities; Chapel services need to be reinstated; No entertainment; More friendly visitors needed; Make more effort to engage residents in activities	14	7▼ 4
-	Quality of Care	Personal needs unmet; Problems with toileting; Too many falls; Bedsores	12	8▼ 3
-	Staff Attitudes & Training	Staff speaking rudely; Staff not wearing identification; New hires require more training	4	9▼ (tie) 8

+	Environment	Clean; well-maintained	4	9▲ (tie)	10
+	Programs & Services	Recreation enjoyable; Life-enrichment program excellent	2	11	11
	COVID-19	Staff making the best of a difficult situation; Screening questions change too frequently; Update families on changes to procedures; Video chats are beneficial; Access to loved ones poor; Testing onsite would help visitors; Appreciate dedication during this time; Policies too strict	27		
	Other	Create announcements for residents' deaths; protect residents from others who are aggressive; Don't use the television as a babysitter; More vegetable gardens; Personal belongings go missing	27		

Addictions & Mental Health

99 respondents (24.7%) provided 112 comments:

- + Positive Feedback
- Areas for Improvement

+/-	Theme	Sample Comments	#	Ranking	
				2020	2019
+	Quality of Care	<i>Thankful for support; Excellent program; Great care; Saved my life; Important to my recovery; Love this service; Great standard of care; Exceptional service</i>	35	1	1
+	Staff Attitudes, Training, & Communication	<i>Professional; Caring; I adore the staff; Welcoming; Incredible counsellors; Helpful; Understanding; Courteous; Accommodating; Flexible; Knowledgeable; Experienced</i>	34	2▲	3
-	Access to Care / Staffing	<i>Long wait times; Poor follow-up</i>	11	3▼	2
-	Food	<i>Cold; Flavorless; Undercooked; Rotten</i>	10	4▲	5
-	Staff Attitudes, Training, & Communication	<i>Unkind; Disrespectful</i>	3	5▼	4
+	Environment	<i>Excellent environment; Beautiful setting; Love the building</i>	3	5▲	8
-	Quality of Care	<i>Too painful</i>	1	7	7
-	Environment		0	▼	6
	COVID-19	<i>Do swabs for visitors; Doing a great job during the pandemic</i>	3		
	Other	<i>Would like rides to the grocery store / restaurants/ appointments; Residents should have chores; Concerns over survey's cultural questions</i>	12		

Rehab & Chronic Disease

162 respondents (30.6%) provided 206 comments:

- + Positive Feedback
- Areas for Improvement

		Ranking		
+/-	Theme	Sample Comments	#	2020 2019
+	Quality of Care	Excellent; Outstanding; Awesome; Thoughtful; Quality care; Very pleased with care; Highly recommended program; Gave me a longer life; Helped me immensely; Compassionate care	63	1 1
+	Staff Attitudes, Training, & Communication	Friendly; Helpful; Felt like family; Empathetic; Kind; Knowledgeable; Exceptional; Positive; Understanding; Caring; Supportive; Compassionate	58	2 2
-	Access to Care / Staffing	Staff don't answer call bell; More PSWs/ nurses/ staff needed; Delay in receiving care	18	3 3
-	Staff Attitudes, Training, & Communication	Not helpful; Don't listen; Not nice; Poor communication	16	4▲ 5
-	Food	Needs improvement; Bland; Portions too small; Poor quality; Need availability of food after cafeteria closes; Cheap	10	5▲ 7
-	Environment	Walk is too long from parking lot; TVs too loud; Broken bell system; More storage needed; Issues with parking/ handicap parking; TV remotes not user-friendly	7	6▼ 4
-	Quality of Care	Need more help to do things; Unresponsive to needs; Not family/patient centered	4	7▼ 6
+	Environment	Excellent facility; Comfortable atmosphere	3	8 8
	COVID-19	Better communication as procedures change; Missed staff/ program during lockdown; Care wonderful in face of COVID; Impressed by precautions; Visitation policy too strict; Restrictions challenging	9	
	Other	Medications left out in open; Want to go outside more; Antibacterial wipes needed in each room; More storage needed; Better phone provider; Staff loud at night	18	

Appendix A: Cover Letters & Survey



*Care
Compassion
Commitment*

September 14, 2020

Dear Client, Resident or Family Member:

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

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/home area, or
- give it to a staff member.

You can complete the survey on-line if you prefer. The survey can be accessed at www.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 343-2431 x 2107.

By completing the survey, you will have a chance to **win a draw** for 1 of 3 \$100 gift cards. 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/home 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 2021 (www.sjcg.net).

Please return your survey by November 9, 2020.

Sincerely,

ST. JOSEPH'S CARE GROUP

A handwritten signature in black ink, appearing to read "Tracy Buckler", written over a horizontal line.

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**.



1	How long have you or your family member been receiving services from St. Joseph's Care Group? <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
2	Client's age group, in years: <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
3	Client's gender: <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
4	Are you a: <input type="checkbox"/> Client <input type="checkbox"/> Family Member / Substitute Decision Maker
5	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)*: <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
6	In what language are you most comfortable receiving healthcare services? <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: _____
7	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? <div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <input type="checkbox"/> Yes, a healthcare provider spoke directly 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 </div> <div style="width: 48%;"> <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"/> No <input type="checkbox"/> I do not know </div> </div>

*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

8	How often did staff treat you with courtesy and respect? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always
9	How often did staff listen carefully to you? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always
10	How often did staff involve you in planning your (or your family member's) care? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always
11	How often did staff explain things in a way you could understand? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always
12	How often did staff provide an environment that is supportive of your cultural background? <input type="checkbox"/> Never <input type="checkbox"/> Sometimes <input type="checkbox"/> Usually <input type="checkbox"/> Always
13	How would you rate the overall quality of the care you (or your family member) have received? <input type="checkbox"/> Poor <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Excellent
14	How would you rate the cleanliness of the building? <input type="checkbox"/> Poor <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Excellent <input type="checkbox"/> Not Applicable
15	How would you rate the quality of the food? <input type="checkbox"/> Poor <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/> Excellent <input type="checkbox"/> Not Applicable
16	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)? <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
17	Would you recommend the program to others? <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
18	Do you have any other comments or suggestions? <hr/> <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 2nd Floor	54	48	17	35.4%
Bethammi 3rd Floor	54	50	23	46.0%
HRM 1N (Daffodil)	35	23	4	17.4%
HRM 2N (Lavender)	35	25	11	44.0%
HRM 2S (Bluebell)	35	28	13	46.4%
HRM 3N (Lily)	35	28	11	39.3%
HRM 3S (Daisy)	35	23	7	30.4%
HRM 4N (Iris)	35	23	12	52.2%
HRM 4S (Lilac)	35	20	6	30.0%
HRM 5N (Marigold)	35	30	9	30.0%
HRM 5S (Orchid)	35	26	5	19.2%
HRM 6N (Rose)	35	24	11	45.8%
HRM 6S (Tulip)	35	29	12	41.4%
HRM 7N (Trillium)	35	29	10	34.5%
HRM 7S (Violet)	35	25	7	28.0%
HRM Birch	35	27	14	51.9%
HRM Spruce	35	23	9	39.1%
P.R. Cook Apartments	125	125	66	52.8%
Sister Leila Greco Apartments	132	132	103	78.0%
Total Seniors' Health	890	738	350	47.4%

Addictions & Mental Health

Program	# Requested*	# Distributed	# Completed	Response Rate
Adult Addictions / Problem Gambling	150	140	98	70.0%
Adult Rehab (1E)	20	20	10	50.0%
Adult Rehab (2E)	20	19	14	73.7%
CAPS	30	5	3	60.0%
Chronic Pain Management	70	53	53	100.0%
Comprehensive Comm. Support	50	41	12	29.3%
Dual Diagnosis	20	1	1	100.0%
Eating Disorders	30	13	21	161.5%
Employment Options	50	48	6	12.5%
GAPPS	50	50	0	0.0%
High Support Housing	29	29	28	96.6%
Homes for Good	30	25	25	100.0%
HSC / Medium Support Housing	30	30	31	103.3%
Mental Health Outpatient	240	61	61	100.0%
RAAM	30	-	-	-
Shared Mental Health	10	10	0	0.0%
Withdrawal Management	30	30	28	93.3%
Youth Addictions	30	16	10	62.5%
Total Addictions & Mental Health	919	591	401	64.3%

Rehabilitative Care

Program	# Requested*	# Distributed	# Completed	Response Rate
Ambulatory Care	60	24	10	41.7%
Amputee Program	50	36	25	69.4%
Asthma Clinic	15	0	-	-
Chiroprody	30	15	1	6.7%
Community Exercise	20	6	2	33.3%
Community Psychogeriatric	20	15	2	13.3%
Diabetes Health	100	54	26	48.1%
Foot Care	70	39	52	133.3%
Geriatric Assessment and Rehab (5N)	50	44	32	72.7%
Geriatric Assessment and Rehab (5S)	55	50	26	52.0%
Geriatric Telemedicine	25	22	11	50.0%
Hospice / Palliative Care (4N)	40	37	10	27.0%
Manor House (Adult Day)	75	49	24	49.0%
Medically Complex Services (2N)	50	31	25	80.6%
Medically Complex Services (2S)	30	13	16	123.1%
Neuro Day OP	100	72	30	41.7%
Physio & OT OP	40	27	28	103.7%
Pulmonary Rehab	30	13	13	100.0%
Rehabilitation (3N)	40	38	10	26.3%
Rehabilitation (3S)	40	38	27	71.1%
Rheumatic Disease	35	35	26	74.3%
Seniors Outpatient Services	150	126	56	44.4%
Transition (4S)	28	25	28	112.0%
Wound Care	135	84	49	58.3%
Total Rehabilitative Care	1113	893	529	59.2%

*Numbers requested do not include translated surveys.

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

Appendix C: Demographic Details

Question 1: Length of time receiving services

	Seniors' Health		Addictions & Mental Health		Rehabilitative Care		Total	
	#	%	#	%	#	%	#	%
< 1 month	6	1.8%	34	8.6%	132	25.4%	172	13.7%
1-6 months	25	7.3%	77	19.4%	127	24.5%	229	18.2%
7-12 months	42	12.3%	53	13.4%	49	9.4%	144	11.5%
1-5 years	209	61.3%	123	31.1%	136	26.2%	468	37.3%
> 5 years	59	17.3%	109	27.5%	75	14.5%	243	19.3%
Total	341	100.0%	396	100.0%	519	100.0%	1256	100.0%

Question 2: Client's age group

	Seniors' Health		Addictions & Mental Health		Rehabilitative Care		Total	
	#	%	#	%	#	%	#	%
< 15	0	0.0%	0	0.0%	5	1.0%	5	0.4%
15 to 24	0	0.0%	39	9.8%	8	1.5%	47	3.7%
25 to 34	0	0.0%	62	15.6%	6	1.1%	68	5.4%
35 to 44	1	0.3%	79	19.9%	8	1.5%	88	7.0%
45 to 54	1	0.3%	53	13.4%	35	6.7%	89	7.0%
55 to 64	15	4.4%	102	25.7%	75	14.3%	192	15.2%
65 to 74	30	8.7%	48	12.1%	141	26.9%	219	17.3%
75 to 84	85	24.8%	12	3.0%	155	29.5%	252	19.9%
85+	211	61.5%	2	0.5%	92	17.5%	305	24.1%
Total	343	100.0%	397	100.0%	525	100.0%	1265	100.0%

Question 3: Client's gender

	Seniors' Health		Addictions & Mental Health		Rehabilitative Care		Total	
	#	%	#	%	#	%	#	%
Male	97	28.4%	177	44.8%	240	45.5%	514	40.7%
Female	244	71.6%	214	54.2%	287	54.5%	745	59.0%
Other Gender Identity	0	0.0%	4	1.0%	0	0.0%	4	0.3%
Total	341	100.0%	395	100.0%	527	100.0%	1263	100.0%

Question 4: Role

	Seniors' Health		Addictions & Mental Health		Rehabilitative Care		Total	
	#	%	#	%	#	%	#	%
Client	172	52.3%	370	94.6%	434	84.8%	976	79.2%
Family/Substitute Decision Maker	157	47.7%	21	5.4%	78	15.2%	256	20.8%
Total	329	100.0%	391	100.0%	512	100.0%	1232	100.0%

Question 5: Cultural Background

	Seniors' Health		Addictions & Mental Health		Rehabilitative Care		Total	
	#	%	#	%	#	%	#	%
White	329	96.2%	284	72.1%	466	91.6%	1079	86.7%
First Nation	4	1.2%	72	18.3%	26	5.1%	102	8.2%
Métis	2	0.6%	10	2.5%	6	1.2%	18	1.4%
Inuk (Inuit)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Black	0	0.0%	2	0.5%	0	0.0%	2	0.2%
Latin/ Hispanic	0	0.0%	1	0.3%	0	0.0%	1	0.1%
Asian	0	0.0%	1	0.3%	2	0.4%	3	0.2%
Other	5	1.5%	7	1.8%	2	0.4%	14	1.1%
Multi-Cultural Indigenous	1	0.3%	16	4.1%	7	1.4%	24	1.9%
Multi-Cultural Non-Indigenous	1	0.3%	1	0.3%	0	0.0%	2	0.2%
Total	342	100.0%	394	100.0%	509	100.0%	1245	100.0%

Question 6: Language of Care

	Seniors' Health		Addictions & Mental Health		Rehabilitative Care		Total	
	#	%	#	%	#	%	#	%
English	349	99.7%	393	98.5%	521	98.7%	1263	98.9%
French	0	0.0%	1	0.3%	1	0.2%	2	0.2%
Indigenous	0	0.0%	5	1.3%	1	0.2%	6	0.5%
Italian	1	0.3%	0	0.0%	4	0.8%	5	0.4%
Finnish	0	0.0%	0	0.0%	0	0.0%	0	0.0%
ASL	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other	0	0.0%	0	0.0%	1	0.2%	1	0.1%
Total	350	100.0%	399	100.0%	528	100.0%	1277	100.0%

Appendix D: Satisfaction Responses

Question 8: Courtesy Respect

How often did staff treat you with courtesy and respect?

	Seniors' Health		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Never	0	0.0%	1	0.3%	3	0.6%	4	0.3%
Sometimes	7	2.0%	15	3.8%	14	2.7%	36	2.8%
Usually	78	22.4%	71	18.1%	55	10.5%	204	16.1%
Always	263	75.6%	306	77.9%	452	86.3%	1021	80.7%
Total	348	100.0%	393	100.0%	524	100.0%	1265	100.0%

Question 9: Listening

How often did staff listen carefully to you?

	Seniors' Health		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Never	2	0.6%	0	0.0%	1	0.2%	3	0.2%
Sometimes	32	9.3%	27	6.9%	29	5.5%	88	7.0%
Usually	109	31.8%	70	17.8%	80	15.3%	259	20.6%
Always	200	58.3%	297	75.4%	413	79.0%	910	72.2%
Total	343	100.0%	394	100.0%	523	100.0%	1260	100.0%

Question 10: Involvement

How often did staff involve you in planning your care?

	Seniors' Health		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Never	18	5.4%	4	1.0%	19	3.7%	41	3.3%
Sometimes	55	16.6%	38	9.9%	40	7.8%	133	10.8%
Usually	92	27.7%	67	17.5%	97	18.9%	256	20.9%
Always	167	50.3%	273	71.5%	356	69.5%	796	64.9%
Total	332	100.0%	382	100.0%	512	100.0%	1226	100.0%

Question 11: Understanding Explanations*How often did staff explain things in a way you could understand?*

	Seniors' Health		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Never	1	0.3%	0	0.0%	5	1.0%	6	0.5%
Sometimes	17	4.9%	23	5.9%	21	4.0%	61	4.8%
Usually	91	26.1%	76	19.5%	83	16.0%	250	19.9%
Always	239	68.7%	291	74.6%	411	79.0%	941	74.8%
Total	348	100.0%	390	100.0%	520	100.0%	1258	100.0%

Question 12: Cultural Support*How often did staff provide an environment that is supportive of your cultural background?*

	Seniors' Health		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Never	19	6.1%	5	1.3%	13	2.7%	37	3.1%
Sometimes	24	7.6%	28	7.3%	31	6.4%	83	7.0%
Usually	62	19.7%	57	14.8%	90	18.5%	209	17.6%
Always	209	66.6%	295	76.6%	352	72.4%	856	72.2%
Total	314	100.0%	385	100.0%	486	100.0%	1185	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		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Poor	2	0.6%	1	0.3%	7	1.3%	10	0.8%
Fair	25	7.3%	10	2.6%	21	4.0%	56	4.5%
Good	140	40.8%	99	25.3%	104	20.0%	343	27.3%
Excellent	176	51.3%	281	71.9%	389	74.7%	846	67.4%
Total	343	100.0%	391	100.0%	521	100.0%	1255	100.0%

Question 14: Cleanliness

How would you rate the cleanliness of the building?

	Seniors' Health		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Poor	0	0.0%	0	0.0%	6	1.2%	6	0.5%
Fair	11	3.2%	8	2.1%	17	3.4%	36	2.9%
Good	117	34.3%	87	22.8%	137	27.5%	341	27.9%
Excellent	213	62.5%	286	75.1%	339	67.9%	838	68.6%
Total	341	100.0%	381	100.0%	499	100.0%	1221	100.0%

Question 15: Food

How would you rate the overall quality of the food?

	Seniors' Health		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Poor	46	14.0%	10	4.7%	20	7.9%	76	9.5%
Fair	89	27.1%	26	12.1%	47	18.5%	162	20.3%
Good	142	43.3%	88	40.9%	97	38.2%	327	41.0%
Excellent	51	15.5%	91	42.3%	90	35.4%	232	29.1%
Total	328	100.0%	215	100.0%	254	100.0%	797	100.0%

Question 16: 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		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
No definitely not	22	8.4%	3	1.0%	8	2.6%	33	3.7%
No I do not think so	53	20.2%	11	3.6%	30	9.6%	94	10.6%
Yes I think so	77	29.3%	84	27.2%	61	19.6%	222	25.1%
Yes definitely	111	42.2%	211	68.3%	213	68.3%	535	60.5%
Total	263	100.0%	309	100.0%	312	100.0%	884	100.0%

Question 17: Recommend to Others*Would you recommend the program to others?*

	Seniors' Health		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
No definitely not	4	1.2%	5	1.3%	11	2.1%	20	1.6%
No I do not think so	15	4.5%	6	1.5%	8	1.5%	29	2.3%
Yes I think so	126	37.4%	75	19.3%	75	14.5%	276	22.2%
Yes definitely	192	57.0%	302	77.8%	425	81.9%	919	73.9%
Total	337	100.0%	388	100.0%	519	100.0%	1244	100.0%

Appendix E: Scores 2016-2020

Figure 1: Corporate Total Mean Scores

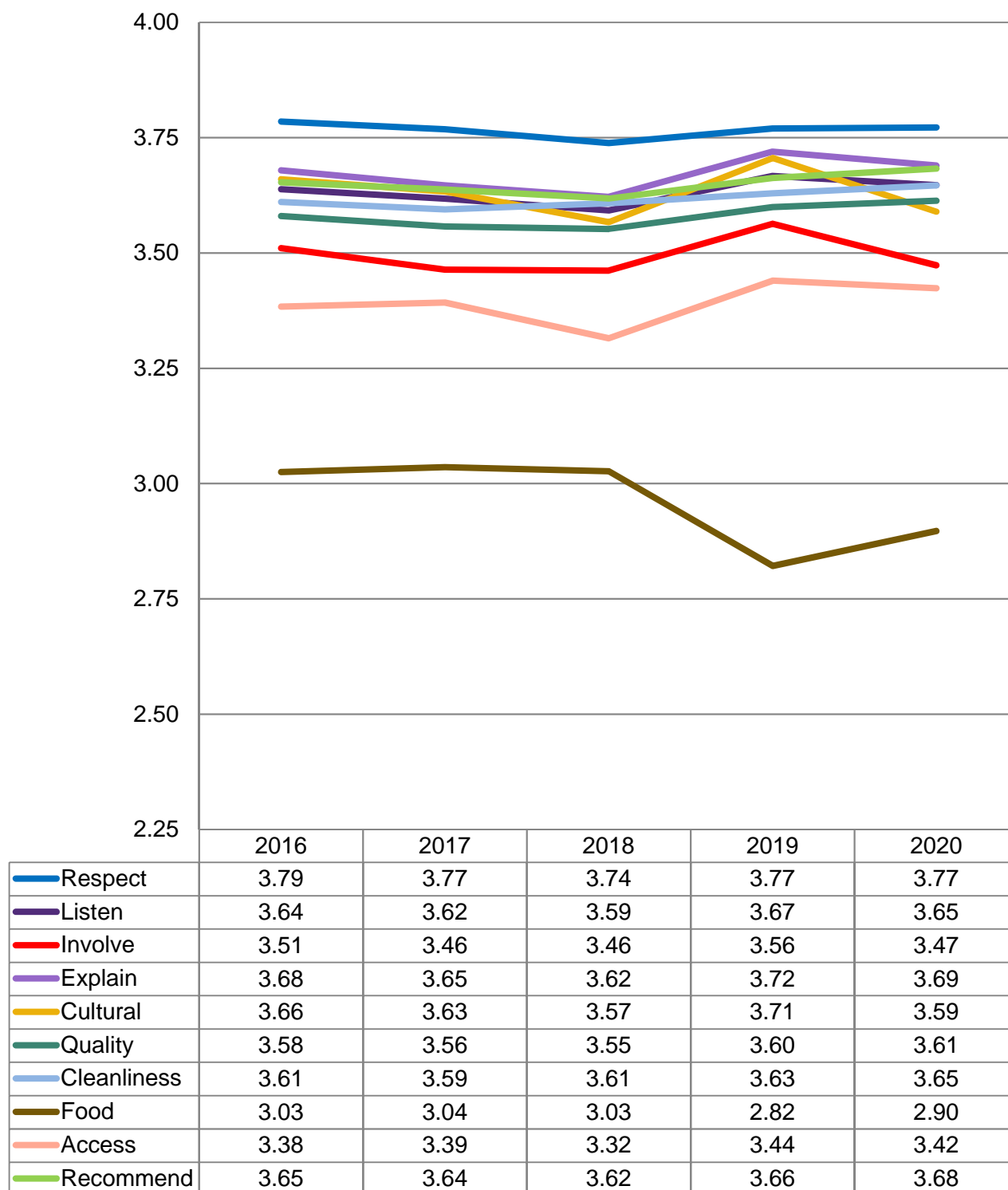


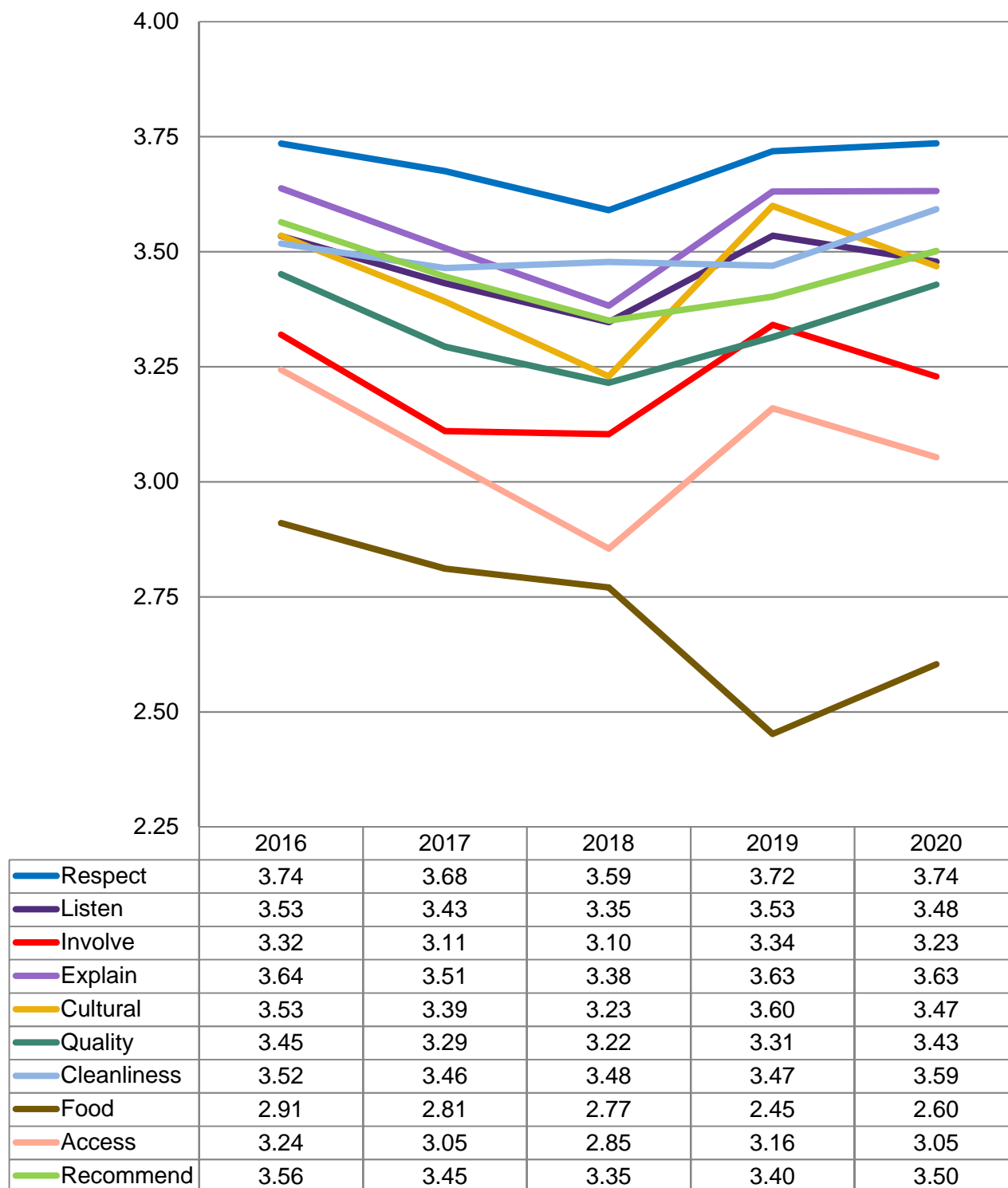
Figure 2: Seniors' Health Mean Scores

Figure 3: Addictions & Mental Health Mean Scores

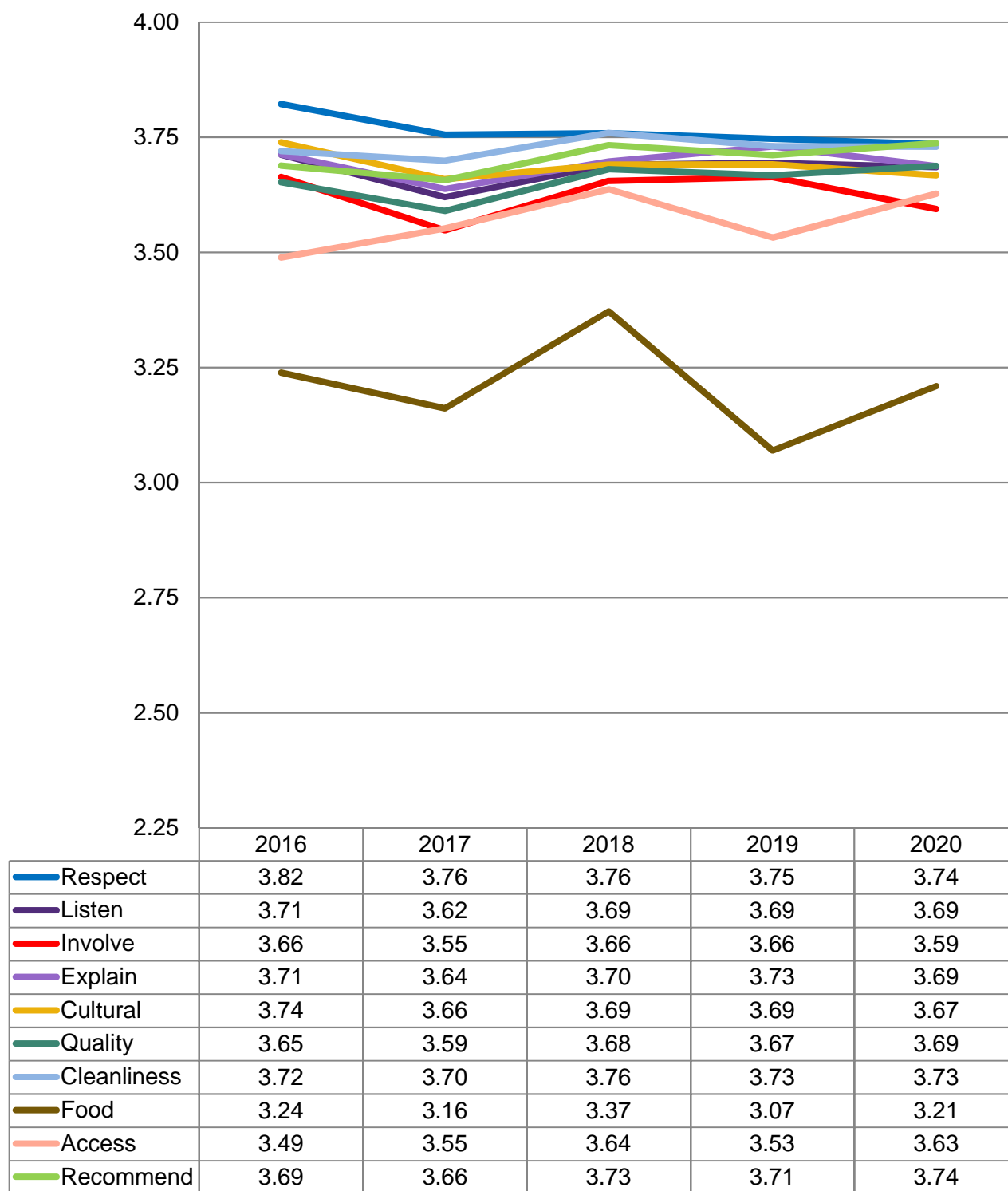
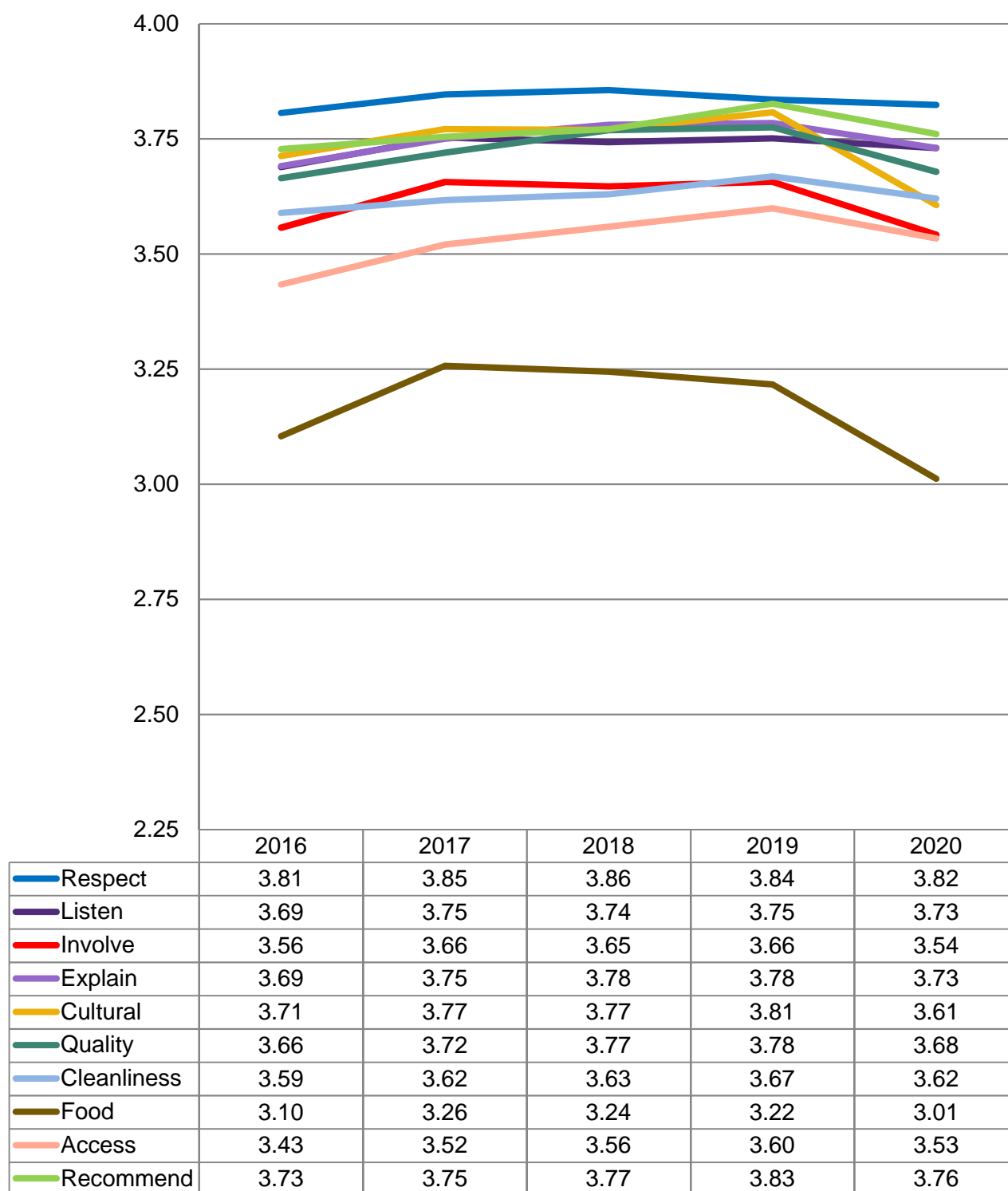


Figure 4: Rehab & Chronic Disease Mean Scores



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ST. JOSEPH'S CARE GROUP