



CAHR

Centre for
Applied Health
Research

St. Joseph's Care Group
Client Satisfaction Survey 2022



ST. JOSEPH'S CARE GROUP

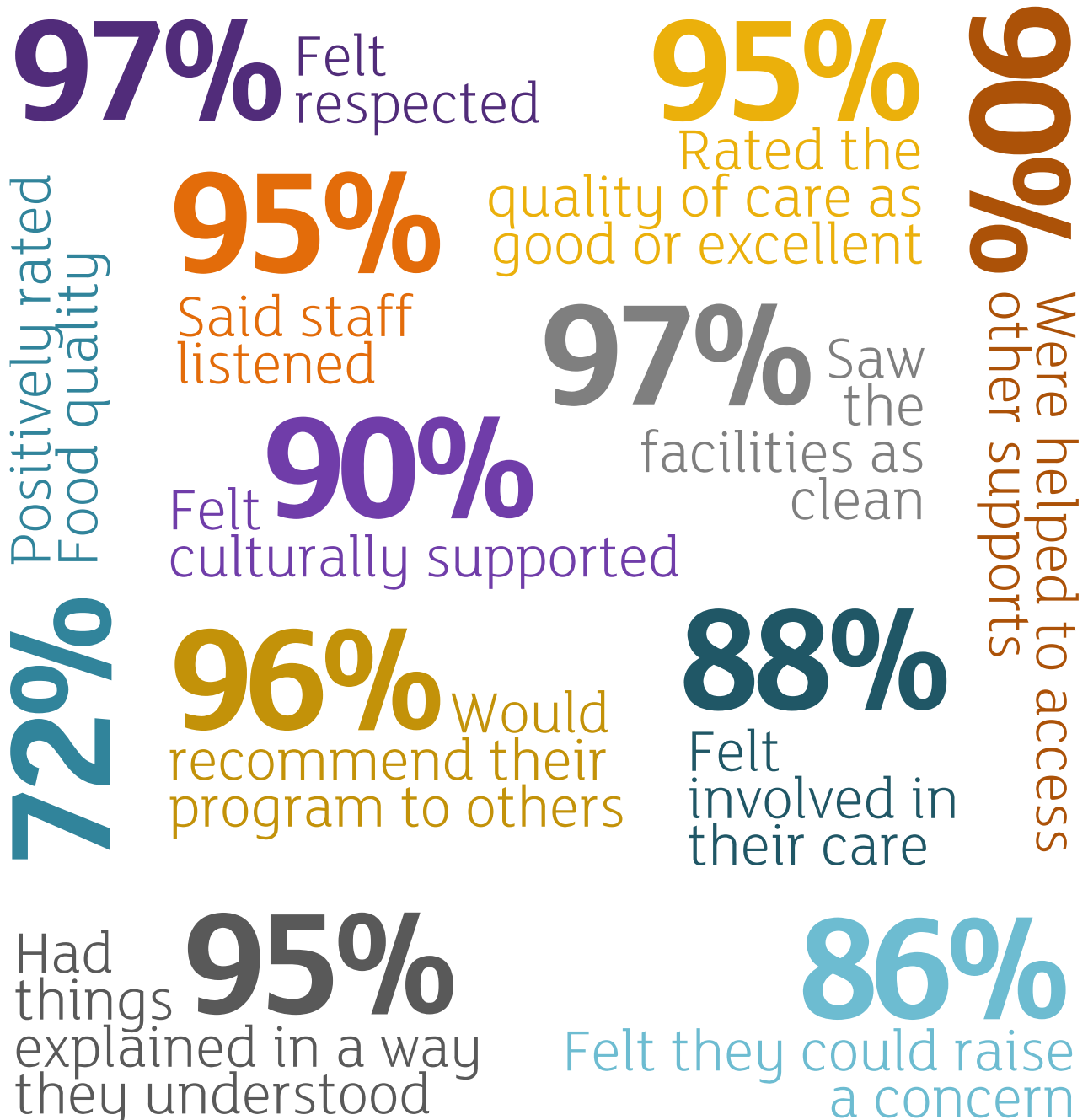
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Executive Summary

The annual St. Joseph's Care Group client satisfaction survey was distributed to clients accessing services between September 12 and November 6, 2022. Clients, residents, and family members/ substitute decision makers were encouraged to respond. The survey comprised seven questions to gather basic demographic information followed by 12 satisfaction questions. In total, 2269 surveys were distributed and 1234 returned (54.4%).

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. SJCG's broad service areas are Seniors' Health; Addictions and Mental Health; and Rehabilitative Care. To measure client satisfaction across SJCG, a corporate-wide client satisfaction survey was developed in 2009 by the Client Satisfaction Survey Committee. The high-level snapshot captured by the survey permits comparison of satisfaction over time and across the broad range of services provided by SJCG. It also sets the stage for more in-depth measures of client and resident experience at the program level.

The Survey

The 2022 corporate survey comprised 19 items. The first seven items captured 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 next eleven items asked for respondents' opinions regarding the services they received, with four options ranging from one (the lowest score) to four (the highest/best score). Respondents were 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 final item was an open-ended comments section.

Revisions to the 2022 survey comprised the addition of a question to measure respondents' comfort in raising concerns about their or their family members' care.

Please see Appendix A for a copy of the survey.

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

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?
☐ Less than a month ☐ 1-6 months ☐ 7-12 months ☐ 1-5 years ☐ More than 5 years

2 Client's age group, in years:
☐ Under 15 ☐ 15-24 ☐ 25-34 ☐ 35-44 ☐ 45-54
☐ 55-64 ☐ 65-74 ☐ 75-84 ☐ 85 and over

3 Client's gender:
☐ Male ☐ Female ☐ Intersex ☐ Trans ☐ Two-Spirit
☐ Other: _____ ☐ Prefer not to answer

4 Are you a:
☐ Client ☐ 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):
☐ White (e.g. European, North American) ☐ First Nation (Status / non-Status Indian) ☐ Métis ☐ Inuit (Inuit) ☐ Black (e.g. African, North American, Caribbean)
☐ Latin / Hispanic ☐ Asian ☐ Other: _____ ☐ Prefer not to answer

6 In what language are you most comfortable receiving healthcare services?
☐ English ☐ French ☐ Indigenous (e.g., Oj-Cree): _____
☐ Italian ☐ Finnish ☐ ASL ☐ 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?
☐ Yes, a healthcare provider spoke directly to me in a language in which I am comfortable ☐ Yes, an interpreter (in person or over the phone) translated health care information to me in a language in which I am comfortable
☐ 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 ☐ No ☐ I do not know

*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

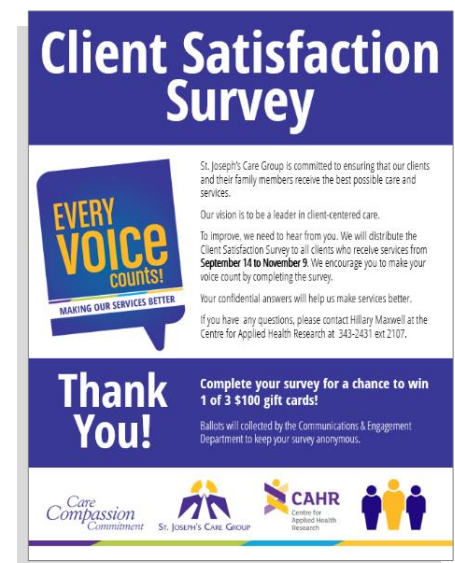
Survey Distribution

In July 2022, 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)
- Translations (available in 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 also 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, LTC residents' substitute decision makers (power of attorney of care) were 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 of the prizes.

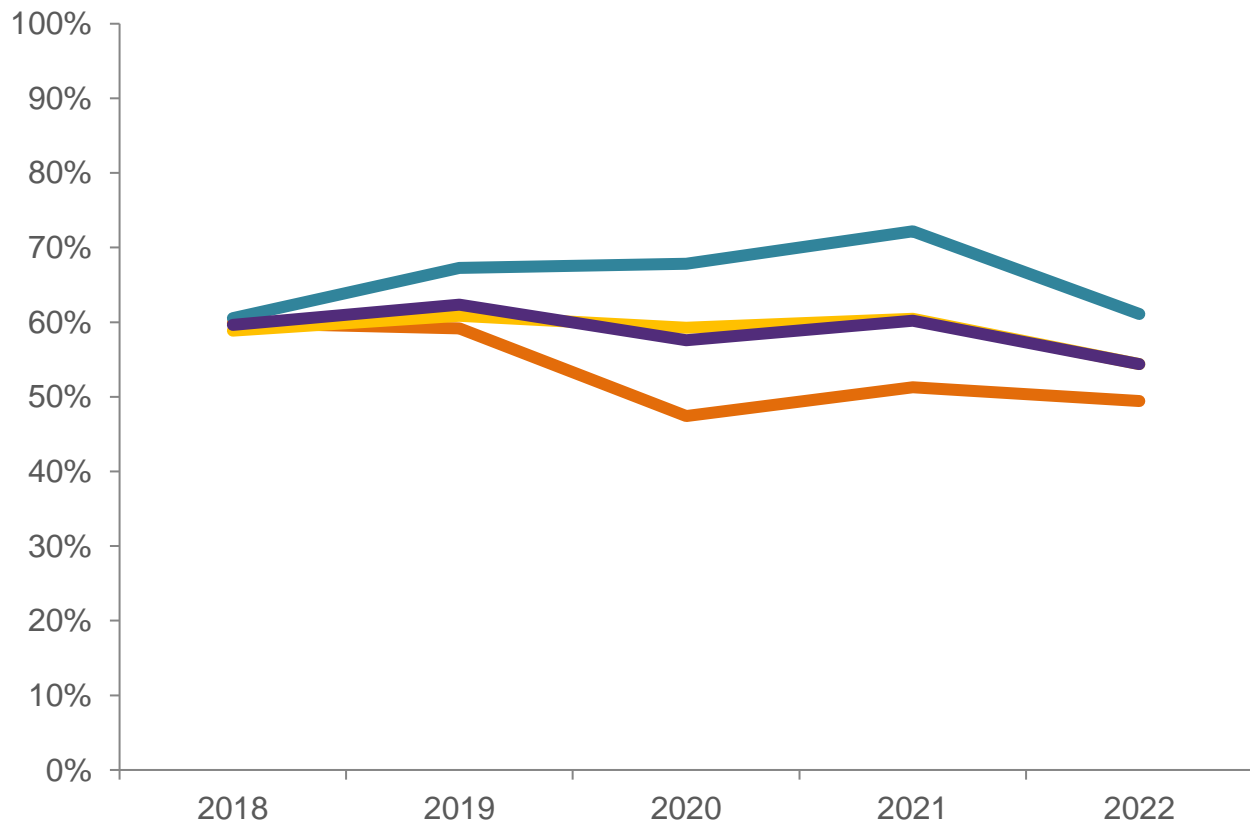
Response Rate

In total, 1234 surveys were completed, representing a corporate response rate of 54.4%. One survey was completed in French, one in Italian, and none in Finnish or Oji-Cree. Nine 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	382	49.4%
Addictions & Mental Health	349	61.1%
Rehabilitative Care	502	54.4%
TOTAL	1234	54.4%

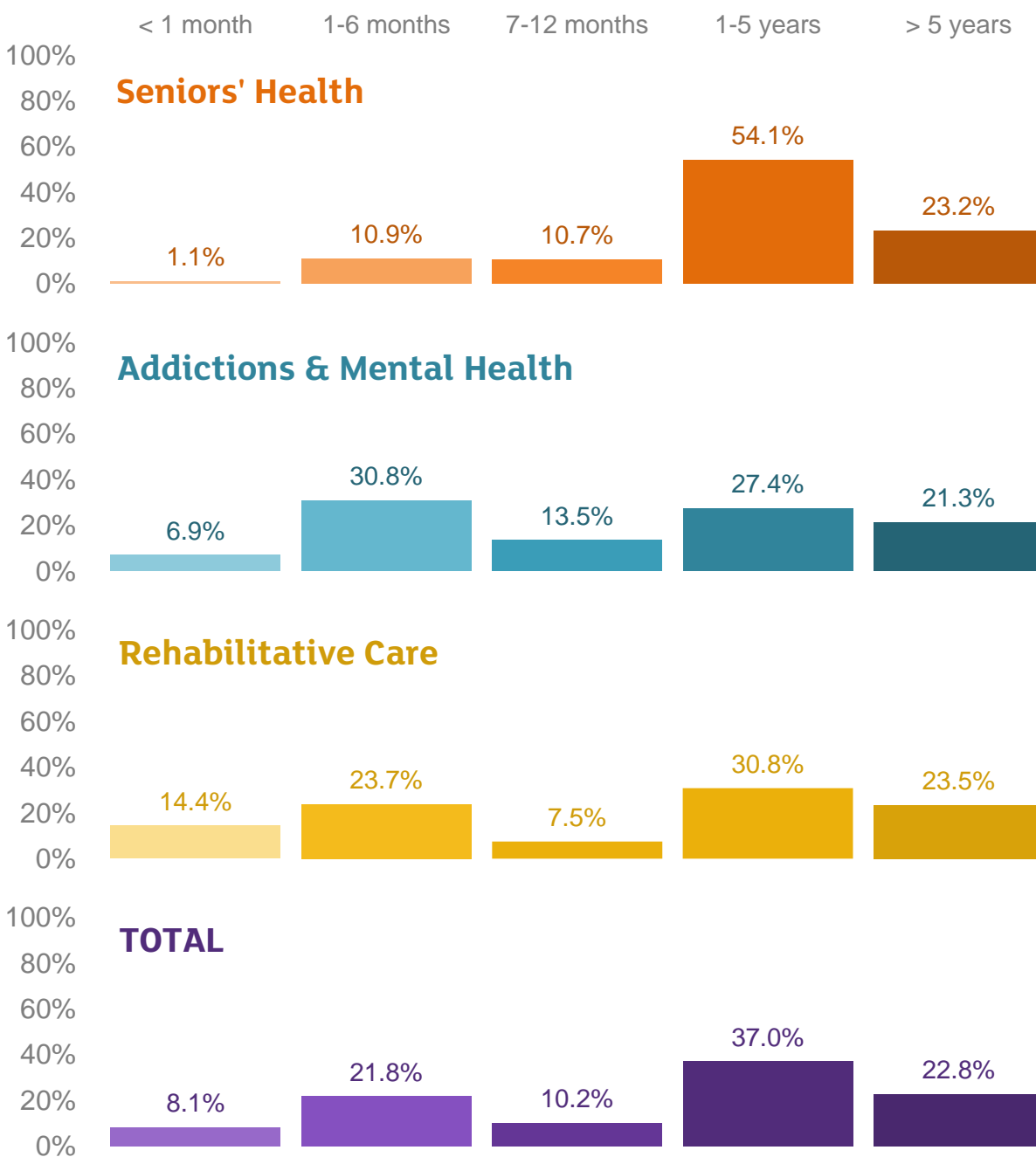
The graph below illustrates trends in response rates overall and by division over the past five years.



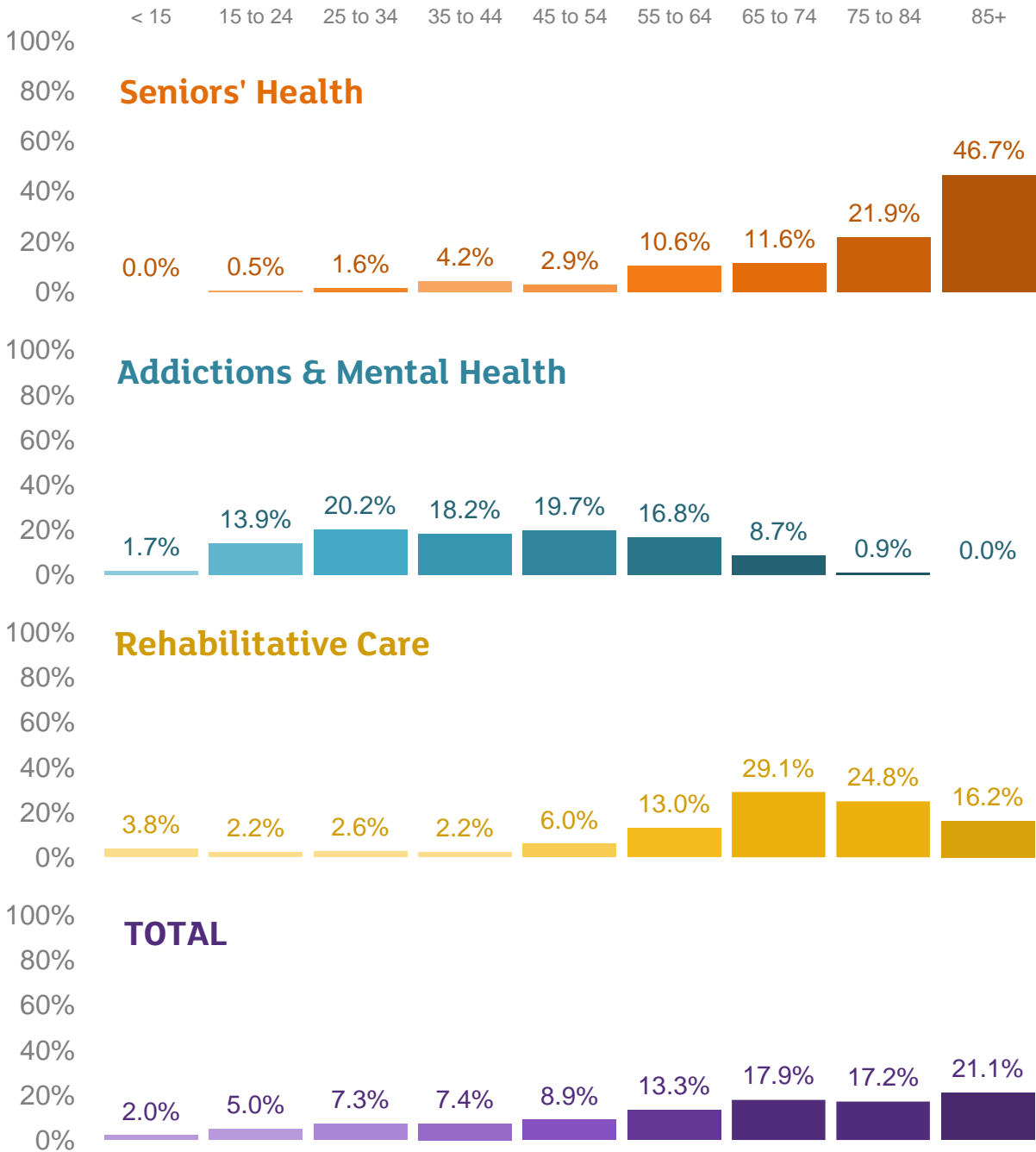
Demographic Information

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

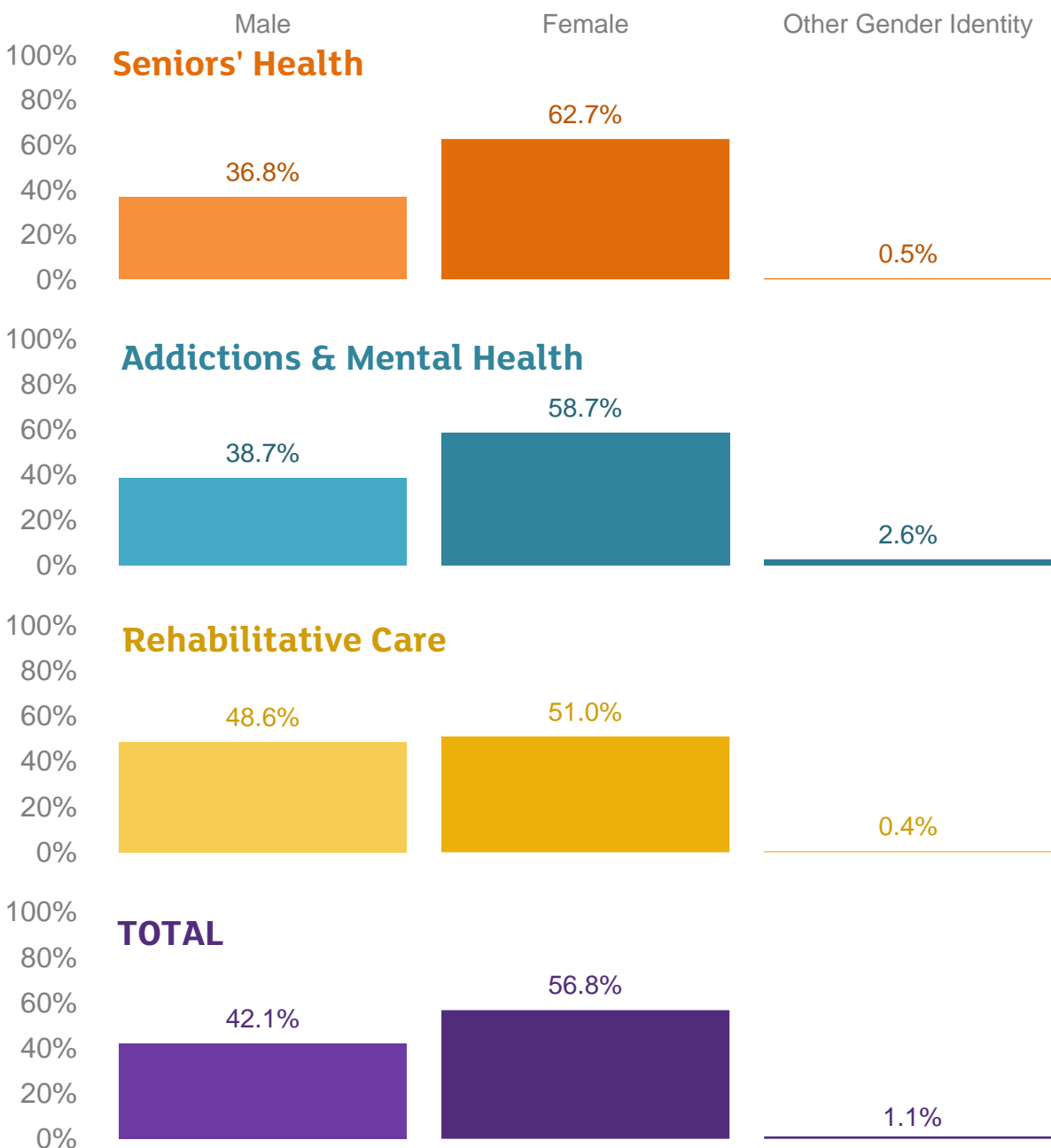
Question 1: Length of Stay



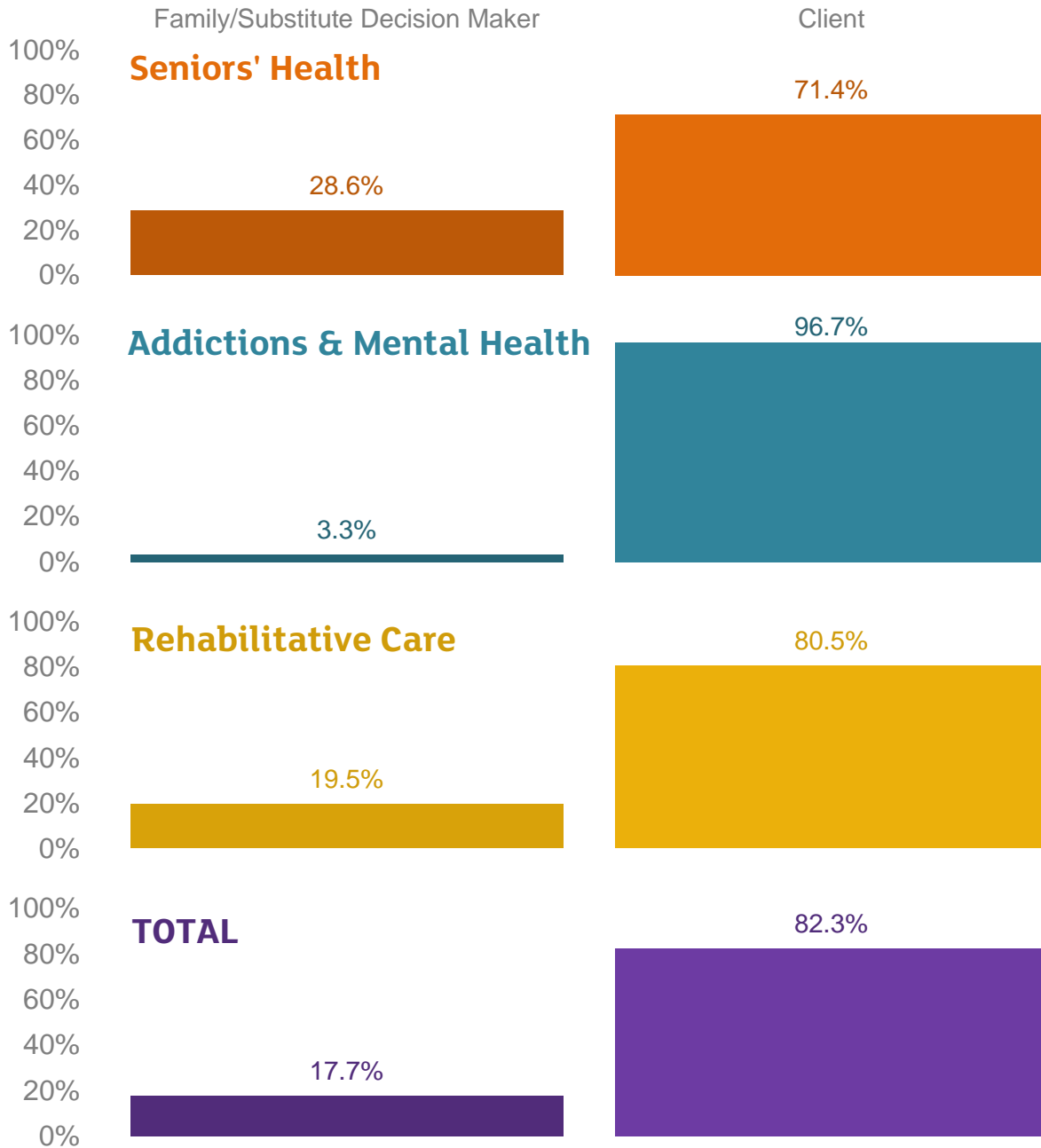
Question 2: Client's Age Group



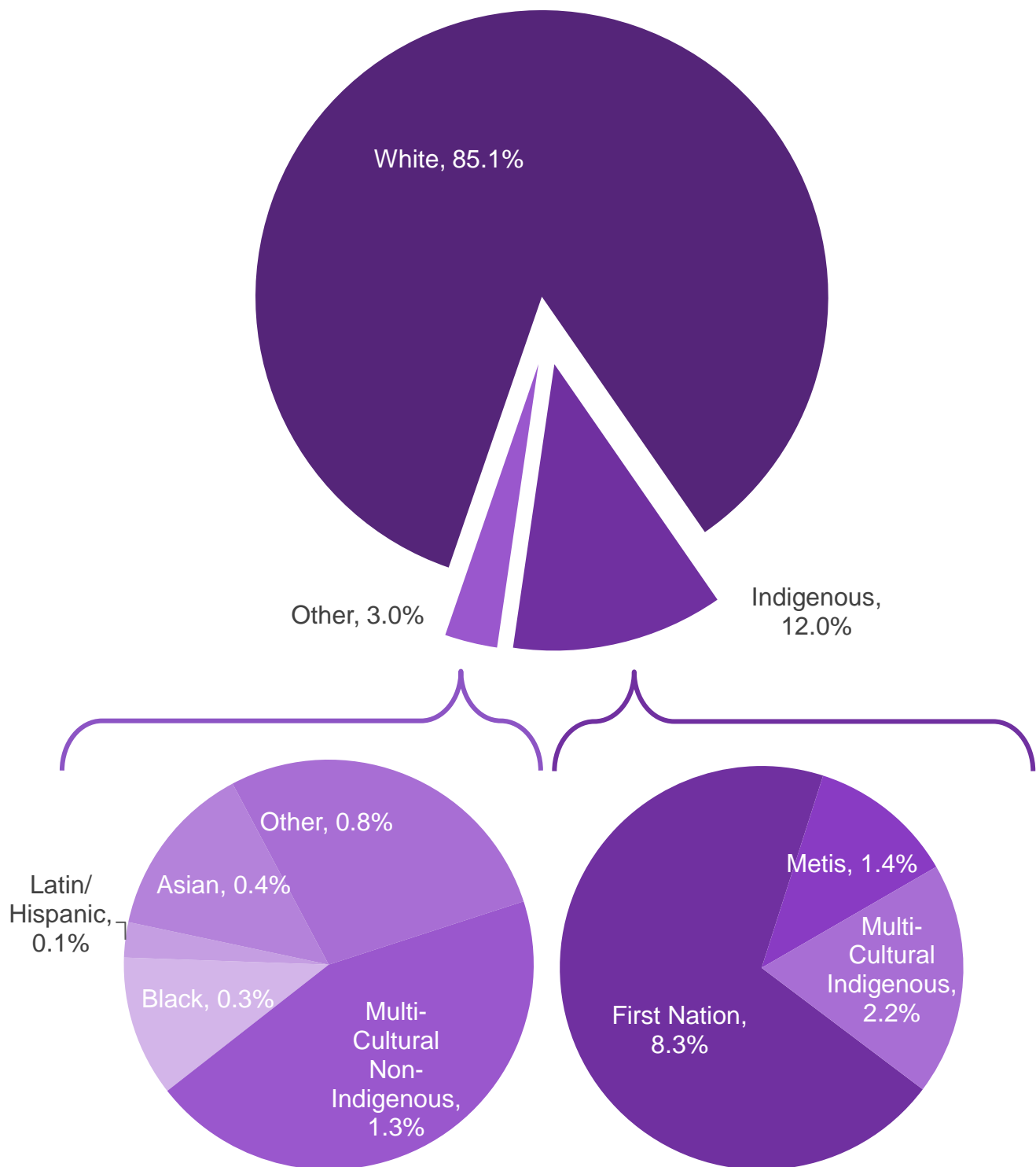
Question 3: Client's Gender



Question 4: Respondent Type

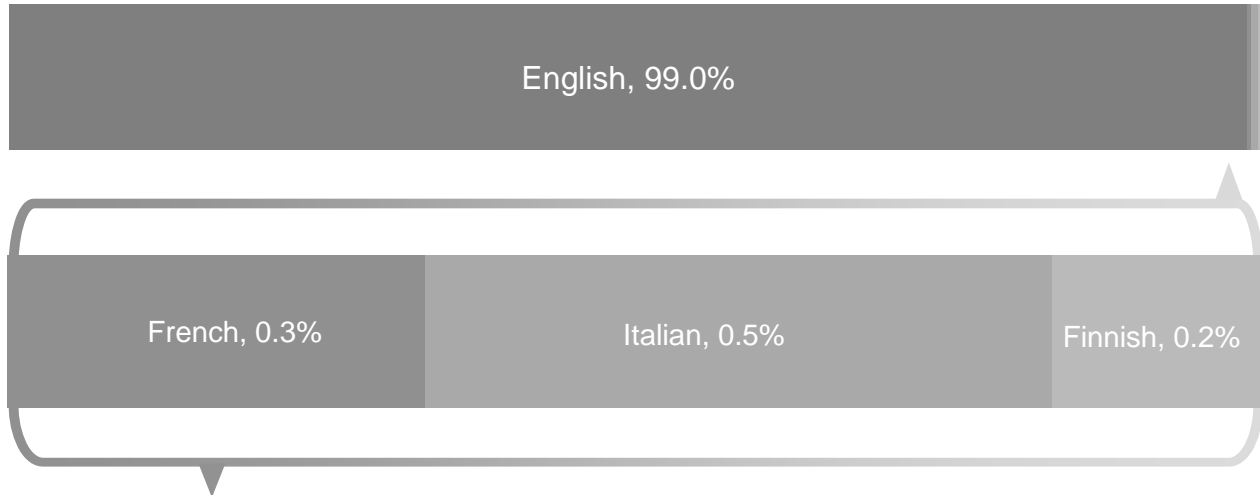


Question 5: Cultural Background



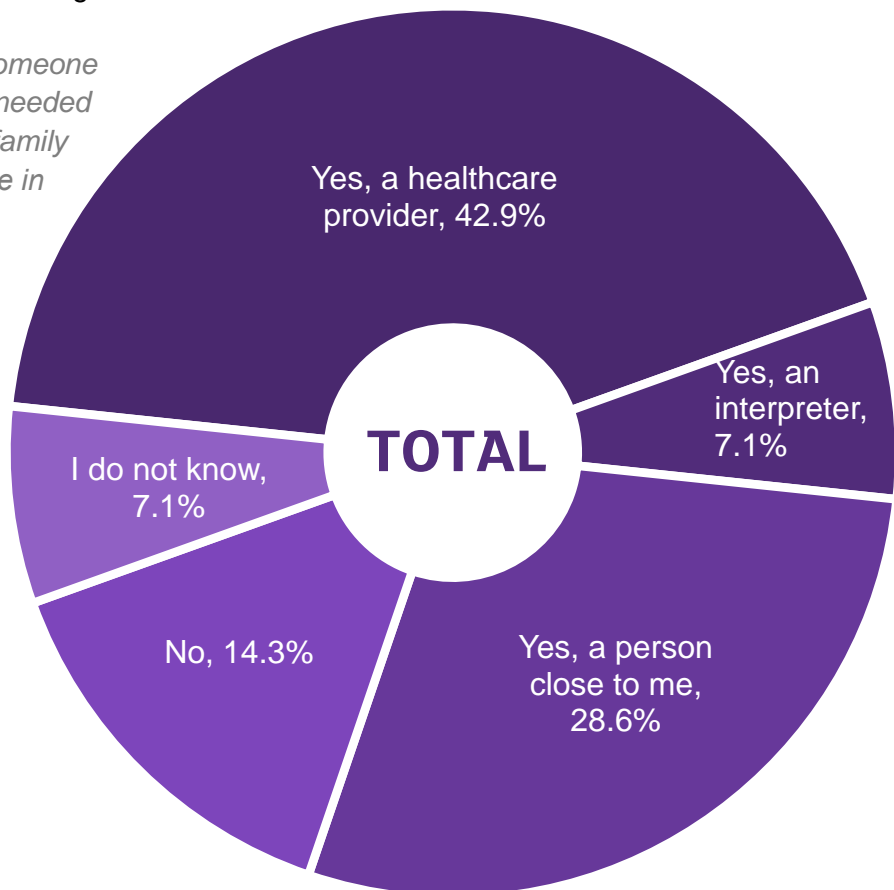
Questions 6 & 7: Language

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



From the 17 (1.4%) 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?



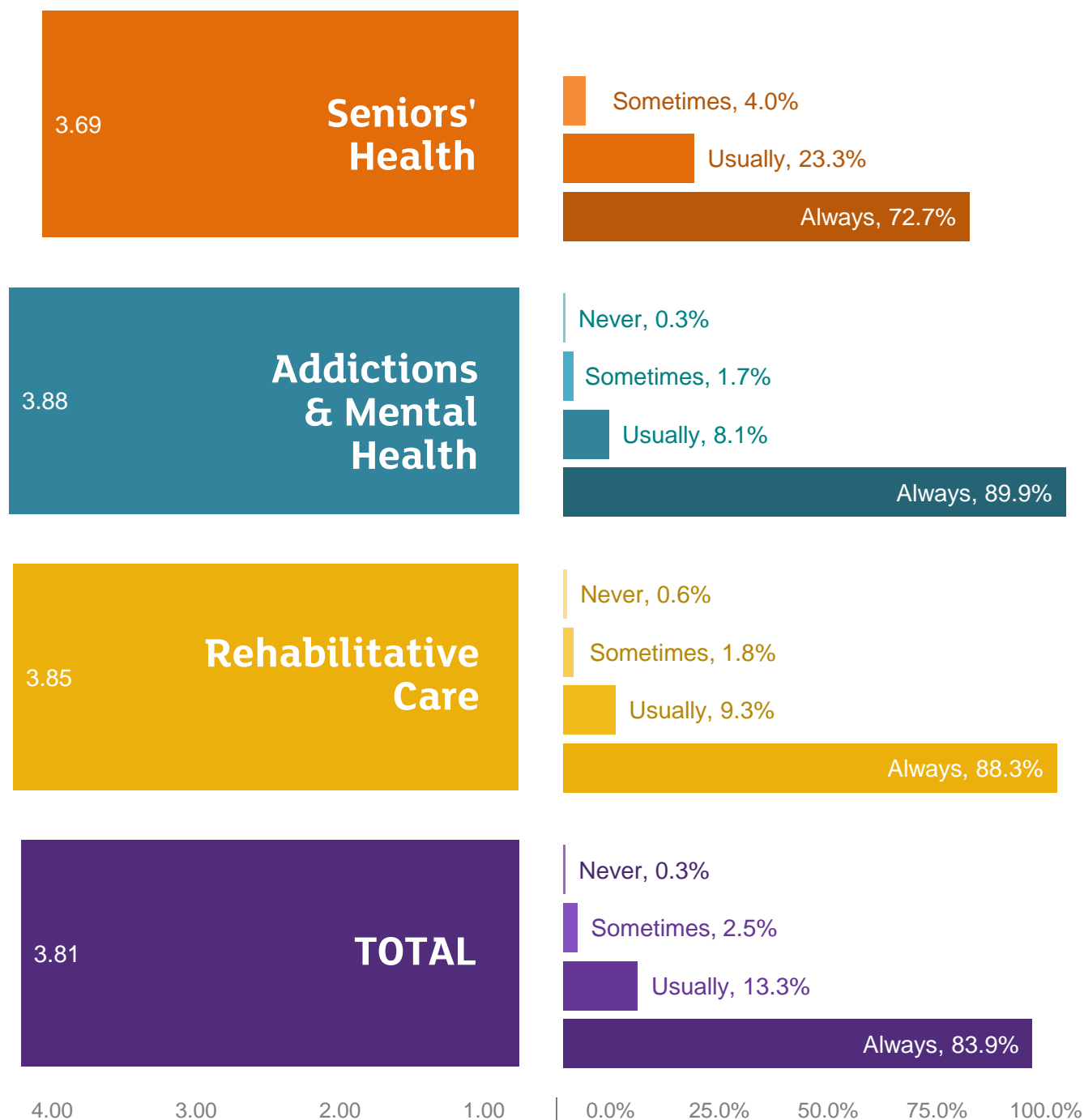
Satisfaction Results

See Appendix D for further details.



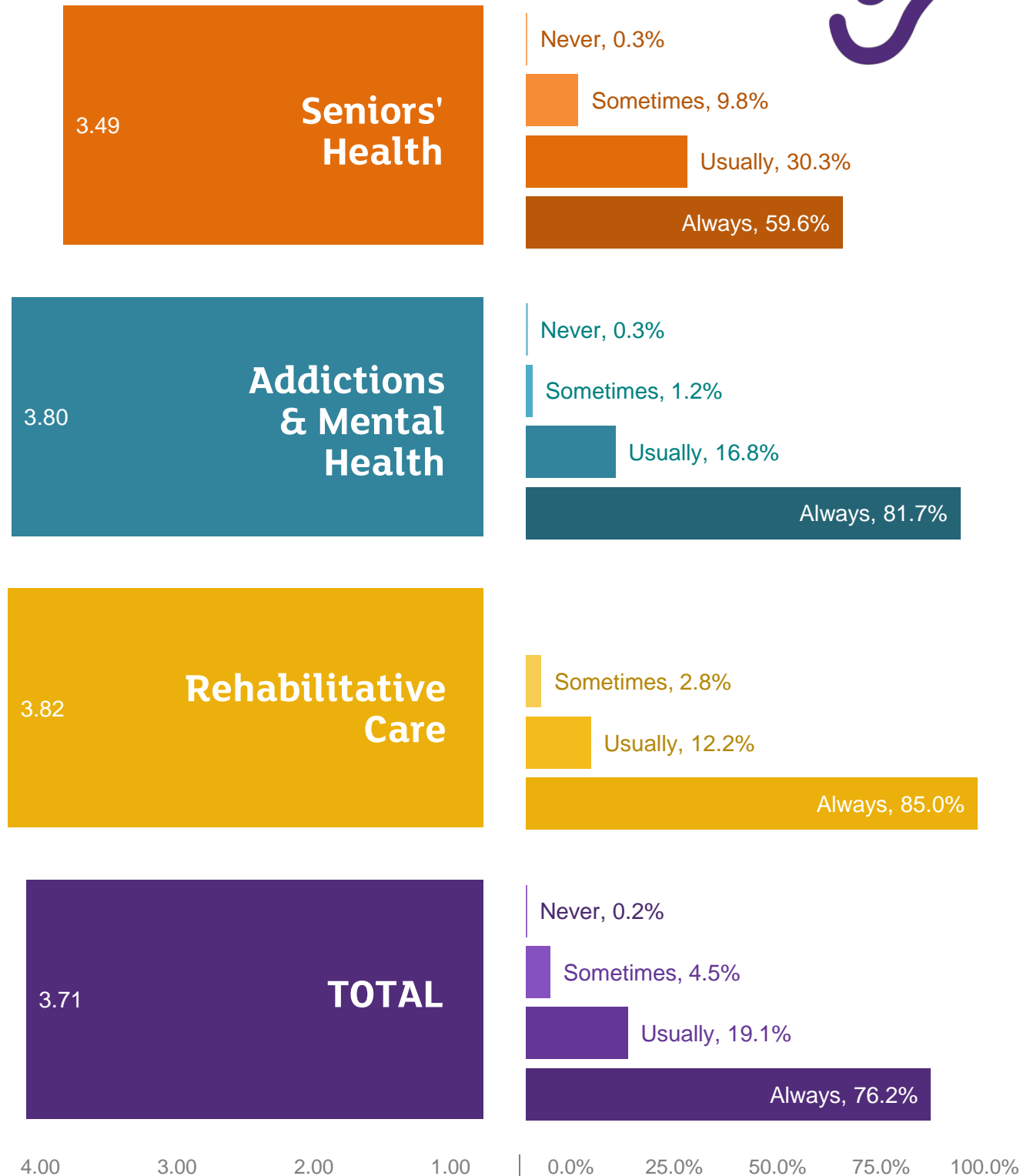
Question 8: Courtesy & Respect

How often did staff treat you with courtesy and respect?



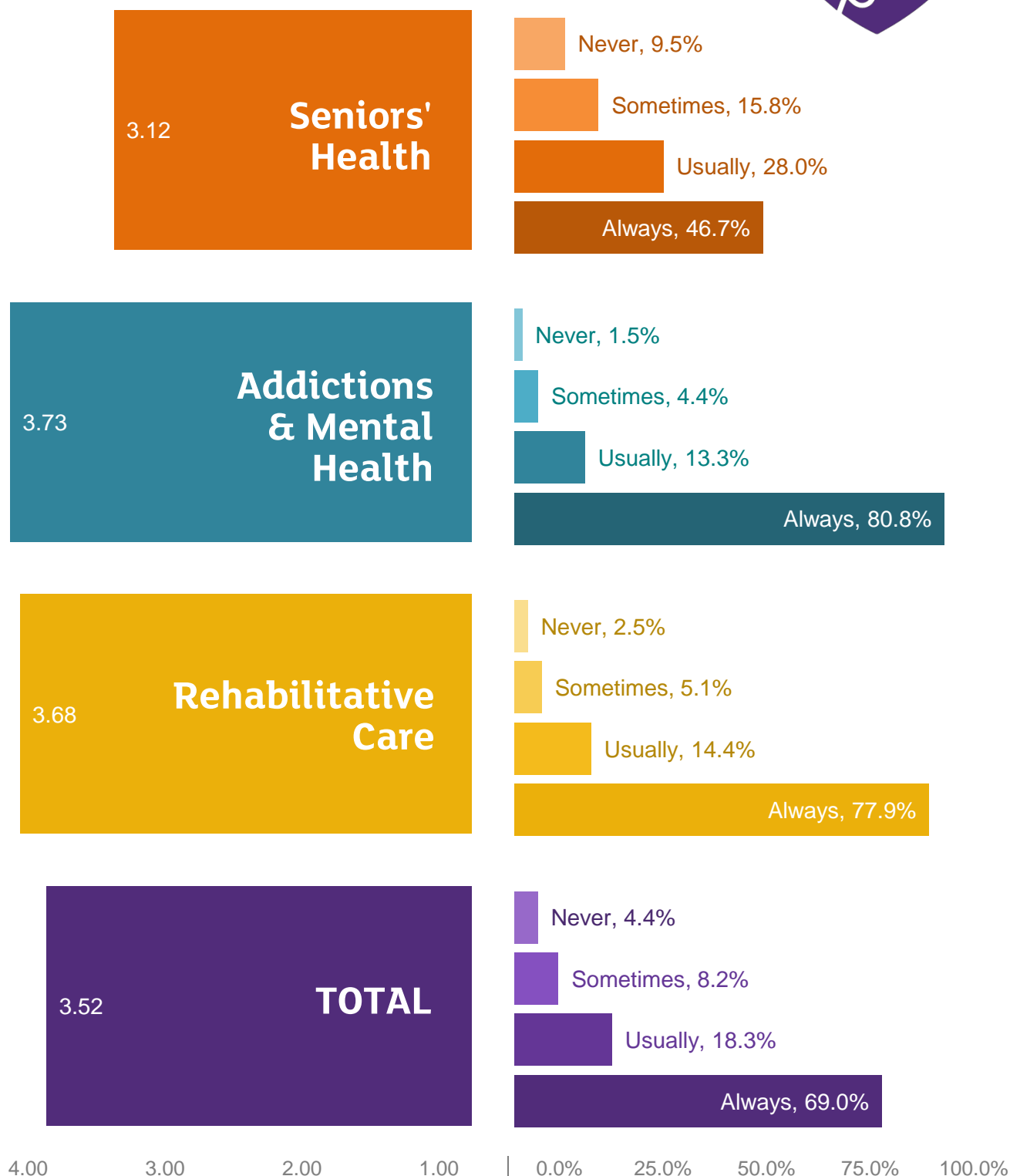
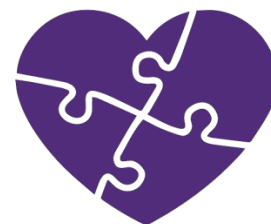
Question 9: Listening

How often did staff listen carefully to you?



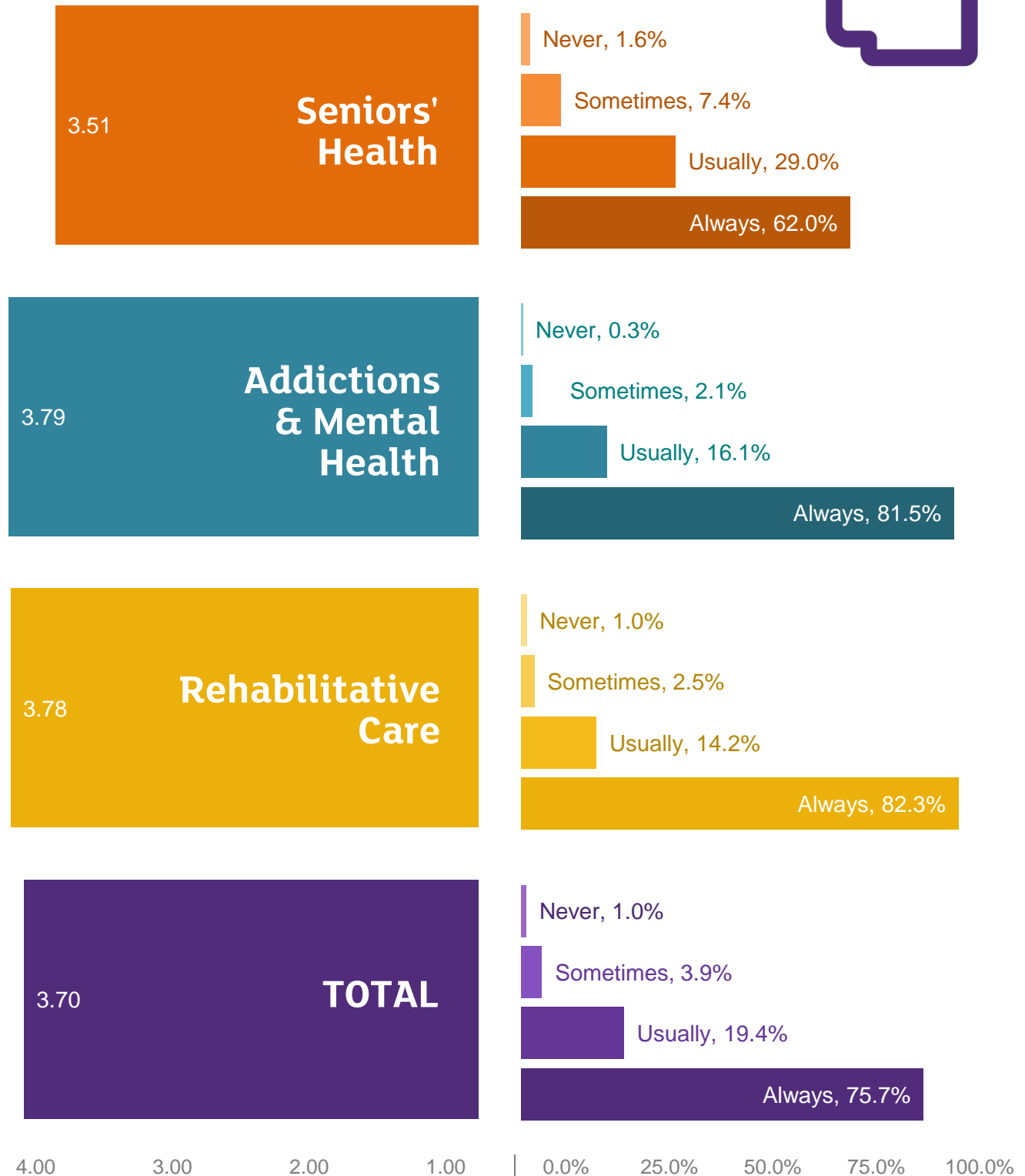
Question 10: Involvement

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



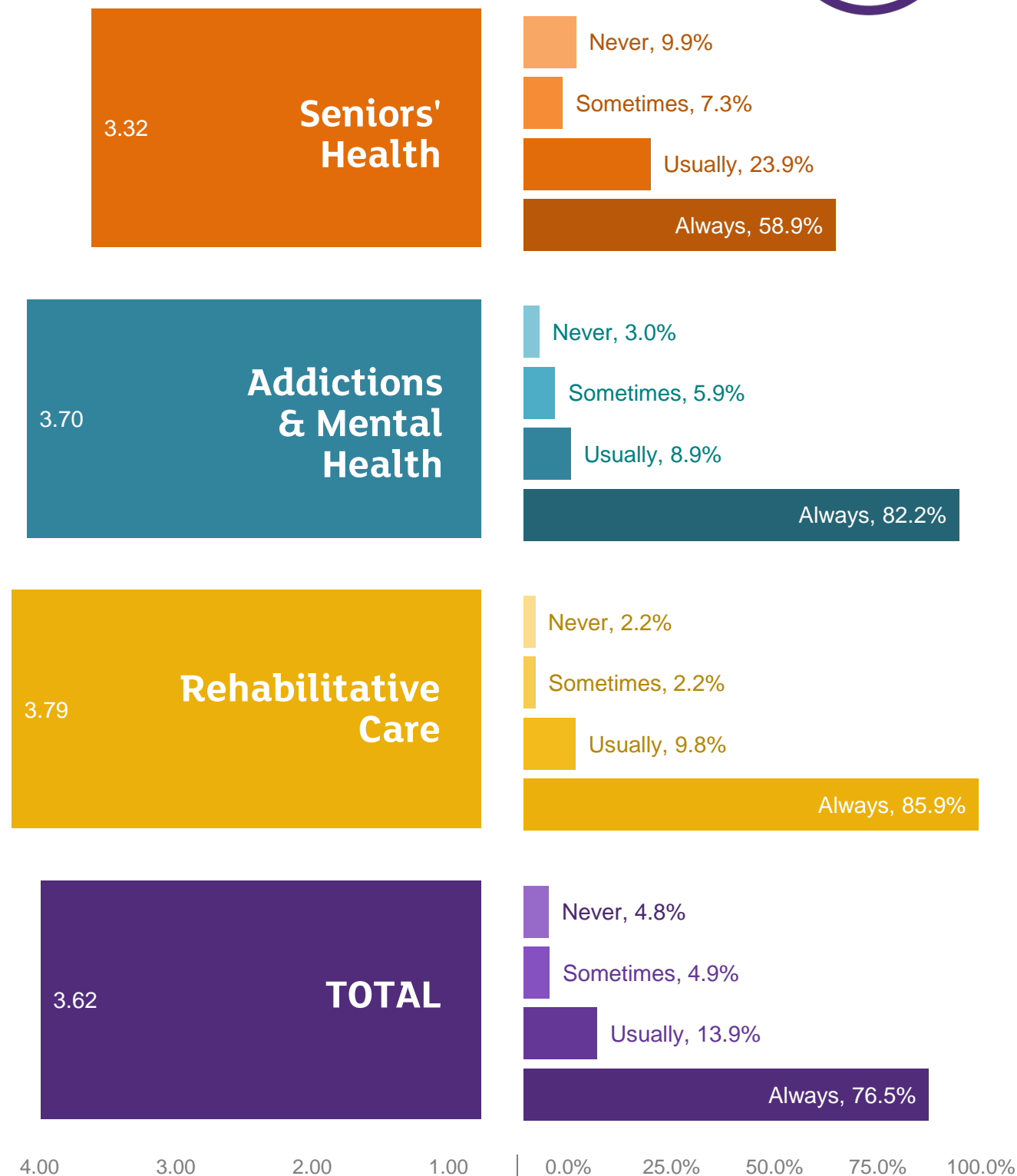
Question 11: Understanding Explanations

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



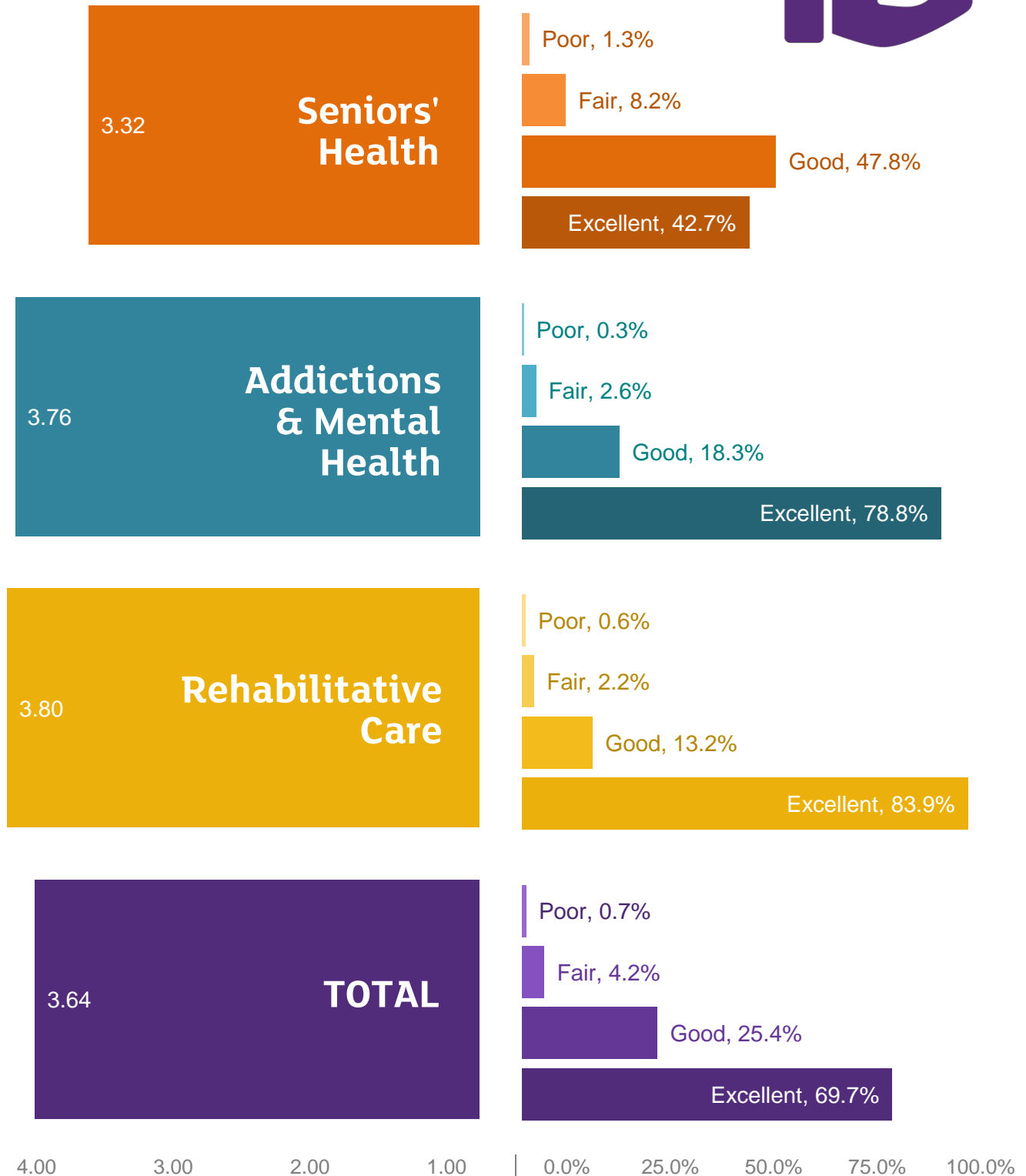
Question 12: Cultural Support

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



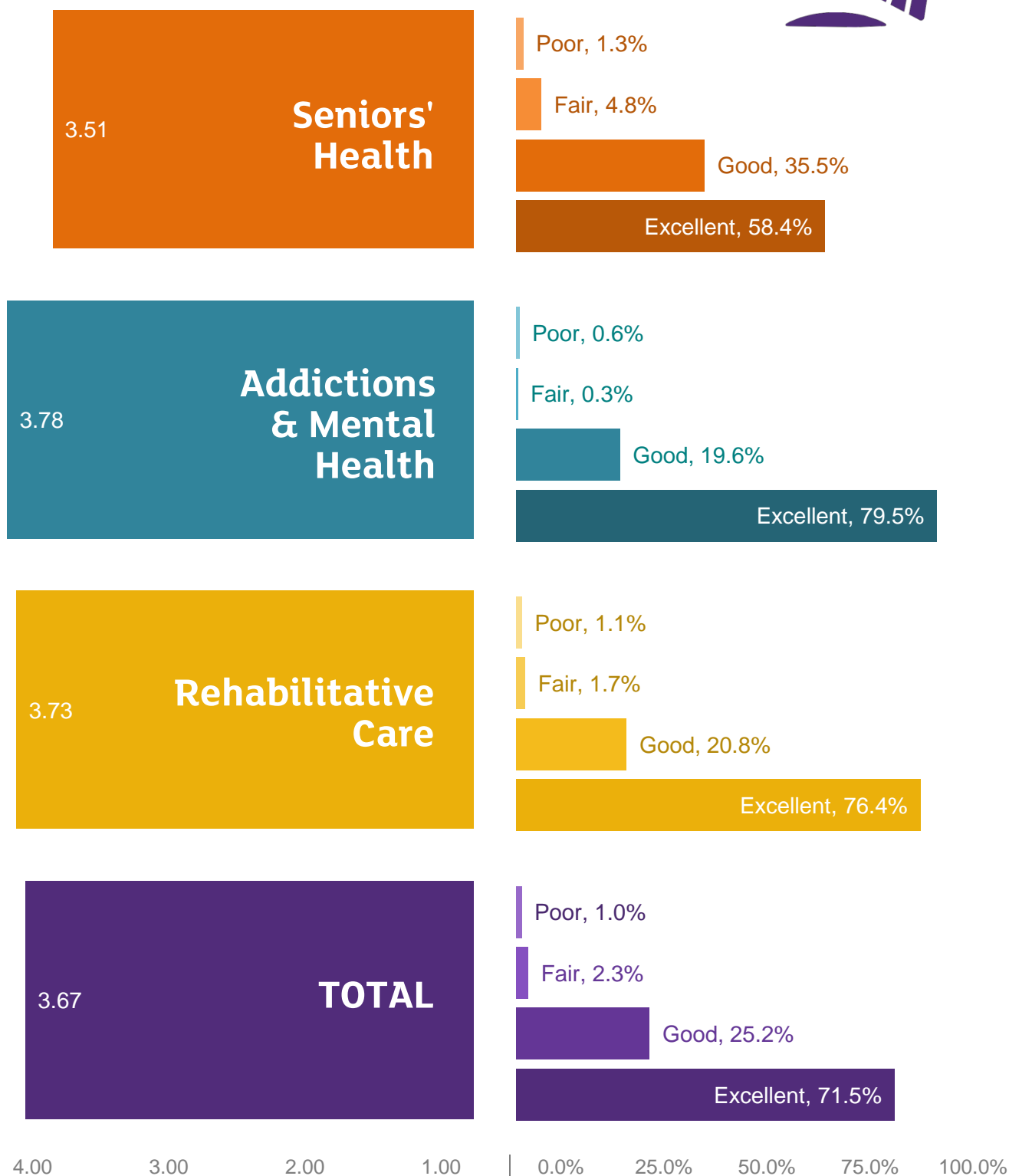
Question 13: Quality of Care

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



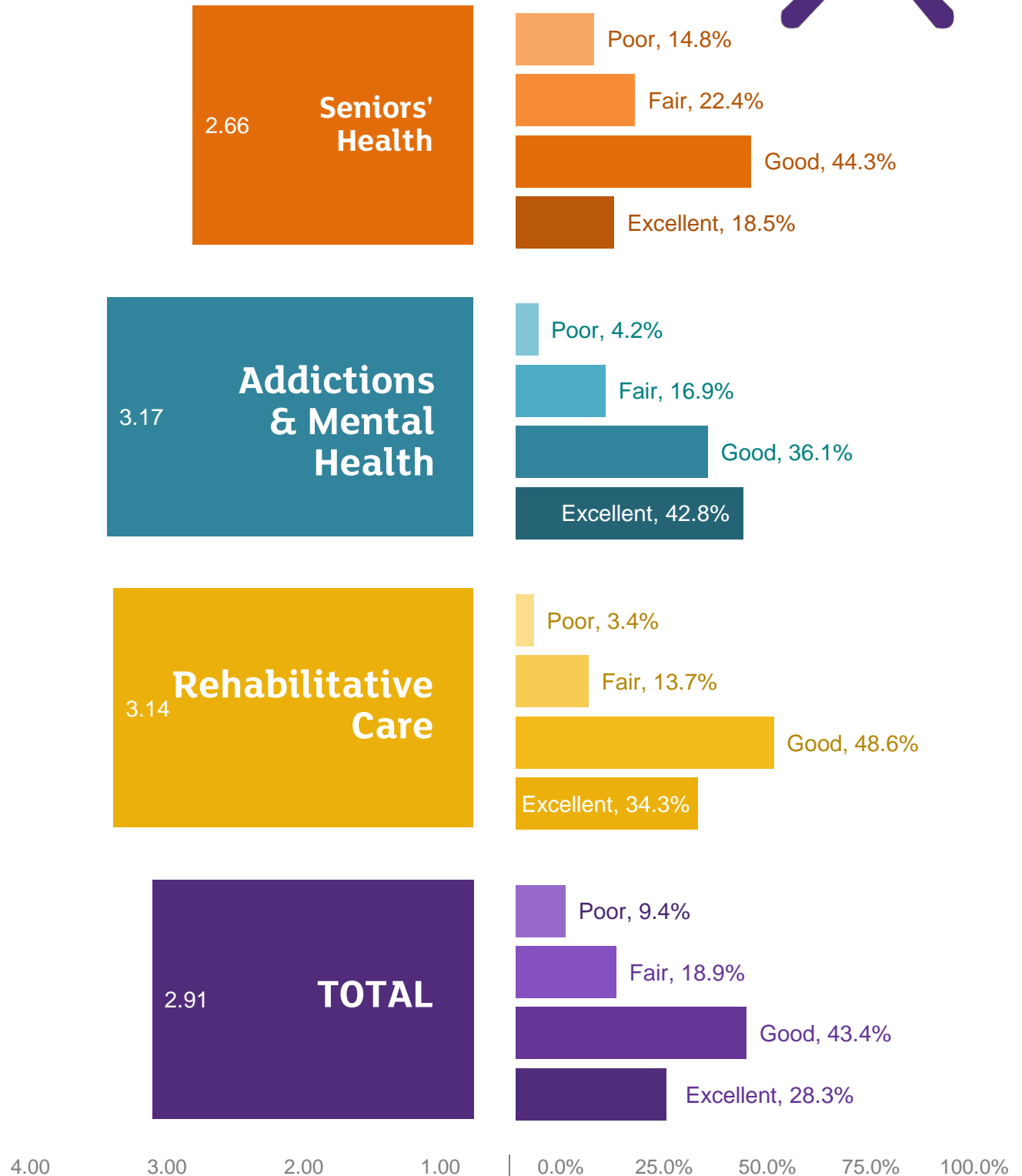
Question 14: Cleanliness

How would you rate the cleanliness of the building?



Question 15: Food

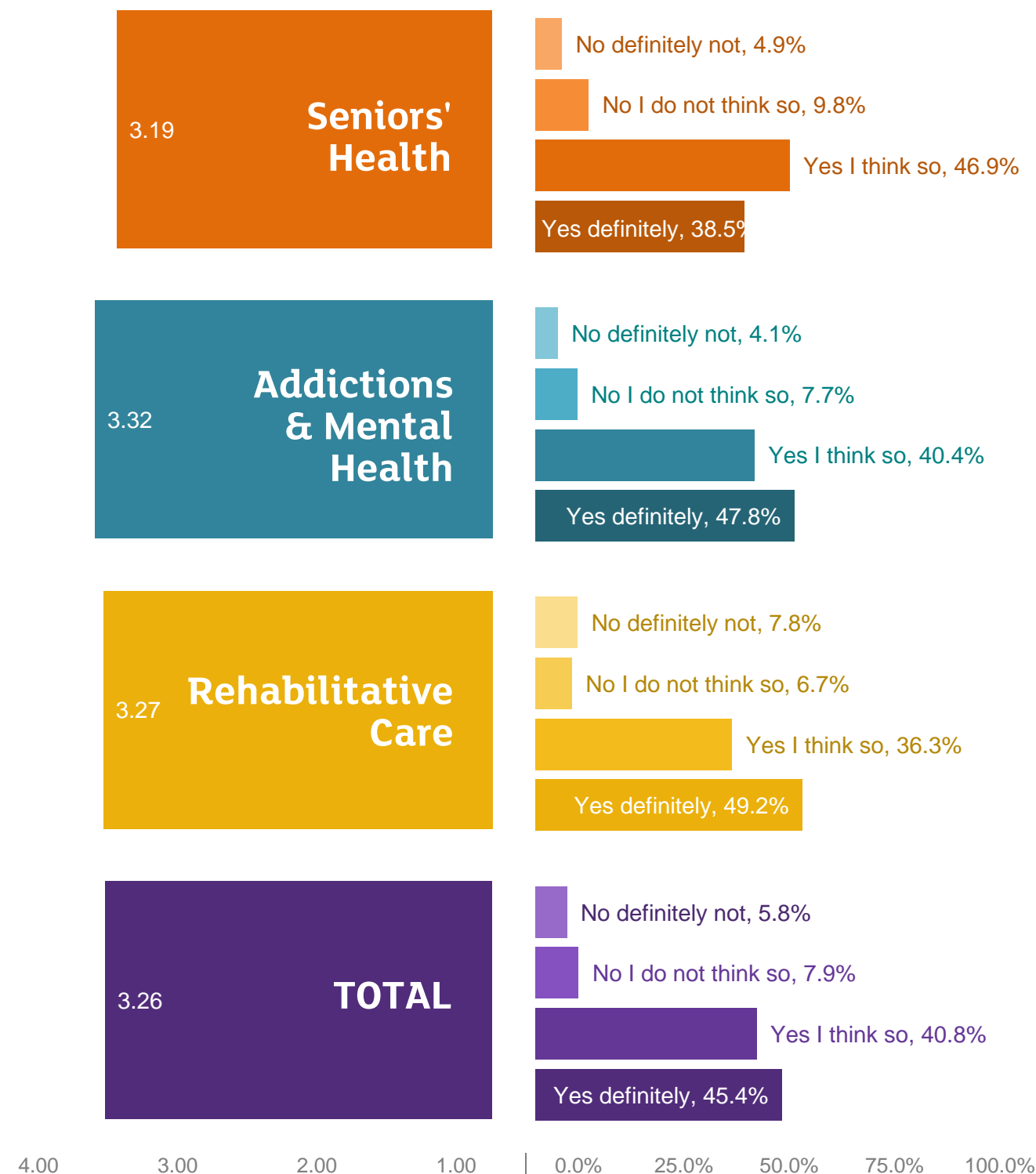
How would you rate the overall quality of the food?





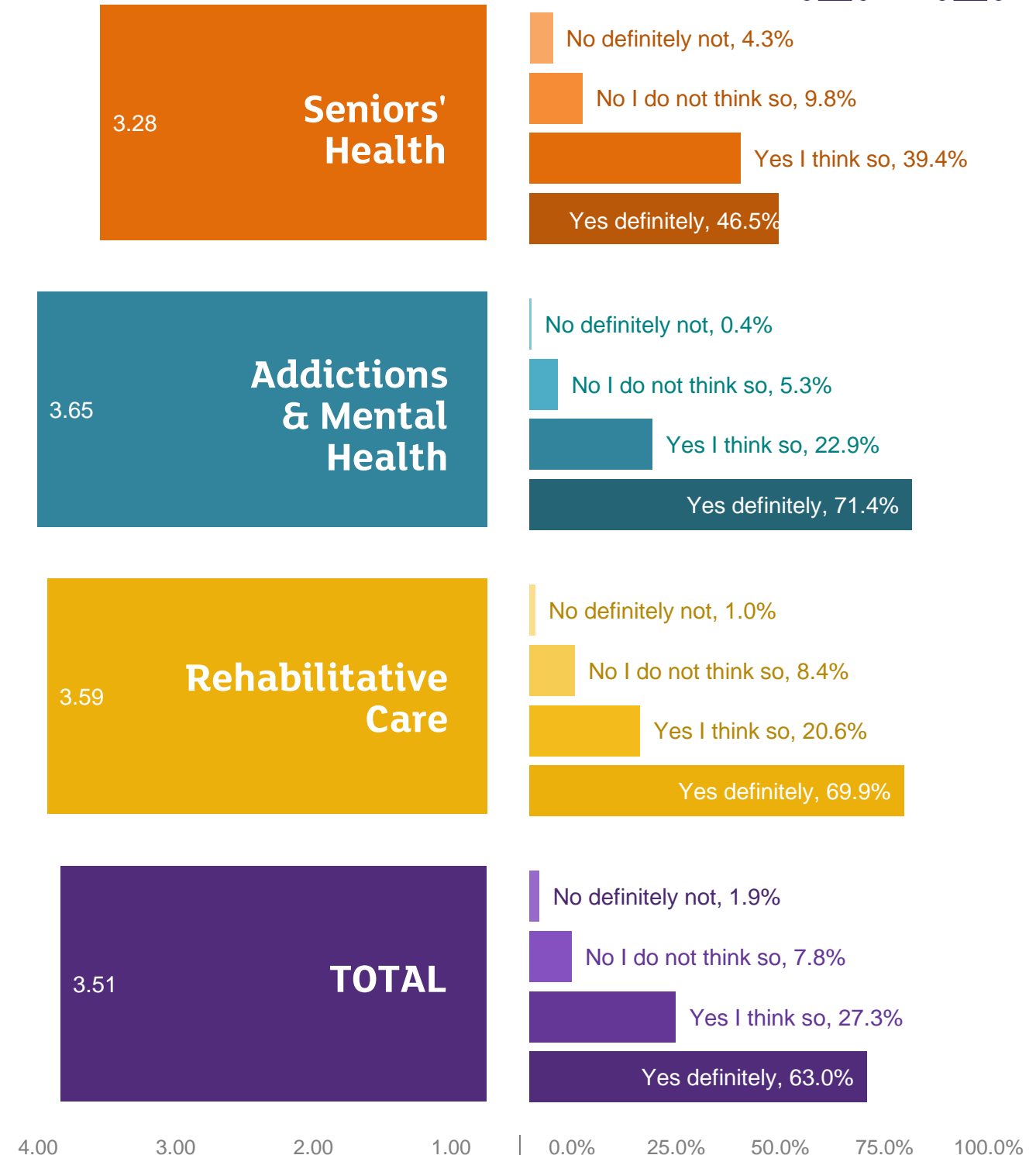
Question 16: Raising Concerns

Do you feel that you can raise a concern about staff without it affecting your (or your family member's) care?



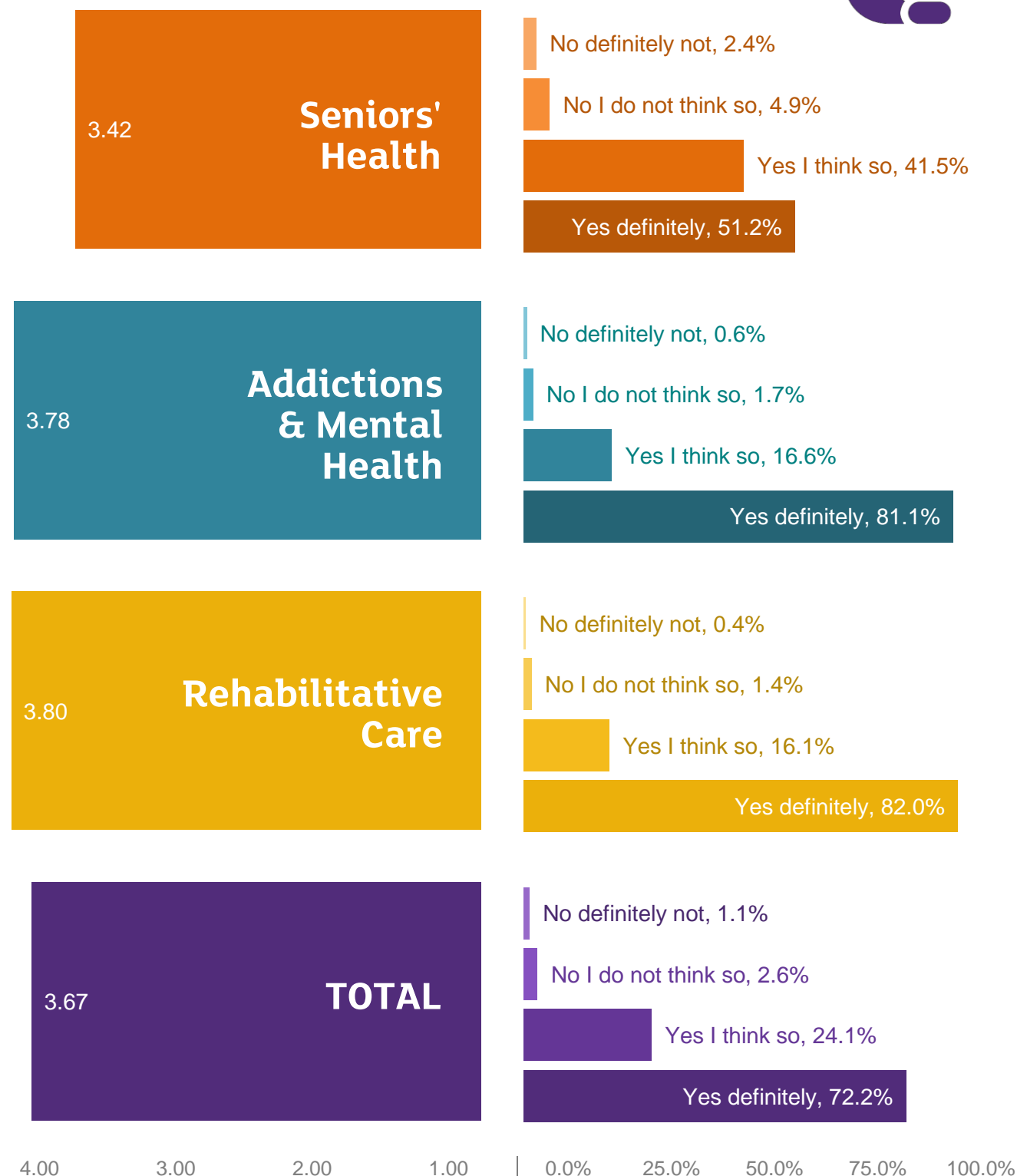
Question 17: Other Supports

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?

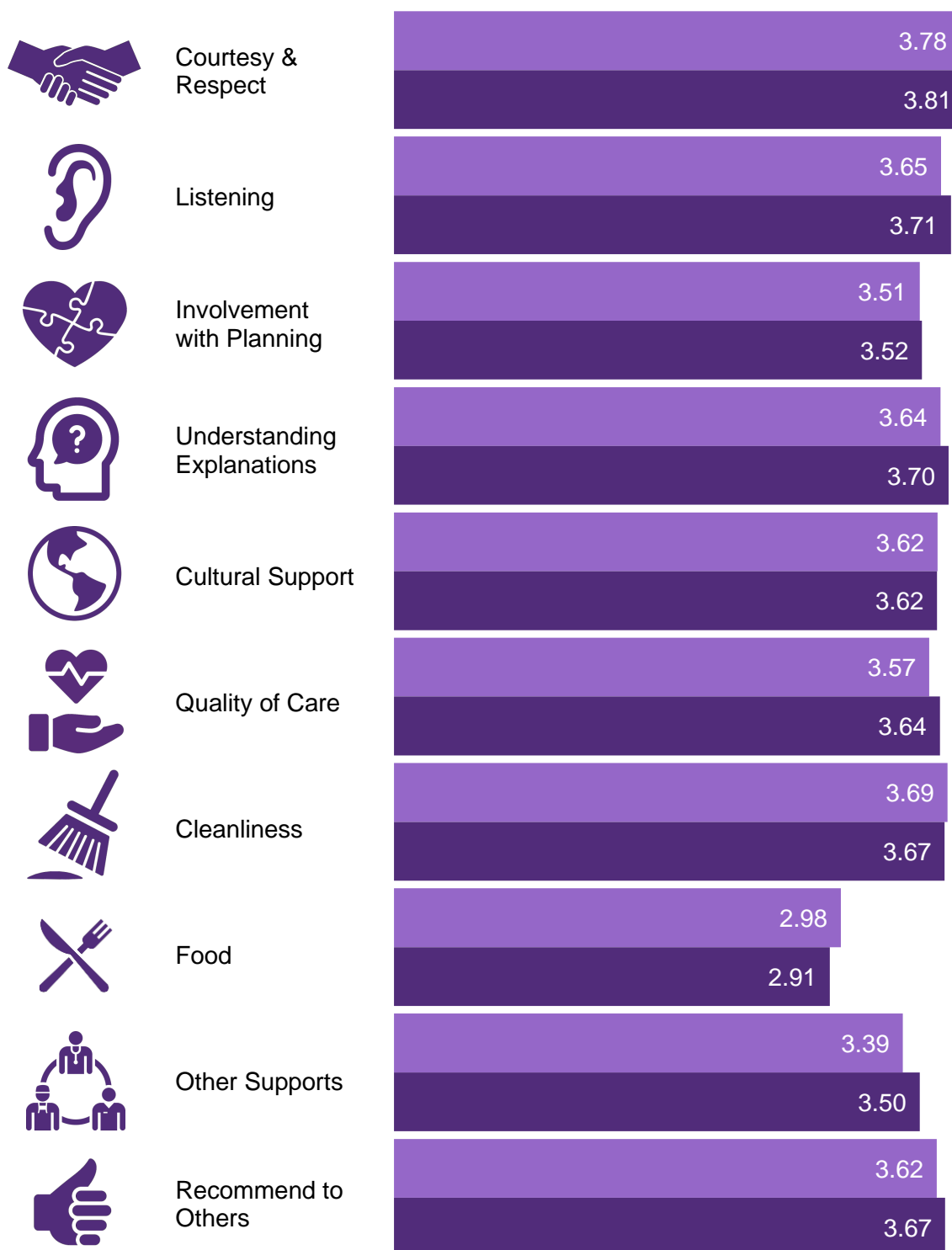


Year-over-Year Comparison

Corporate Total

2021

2022



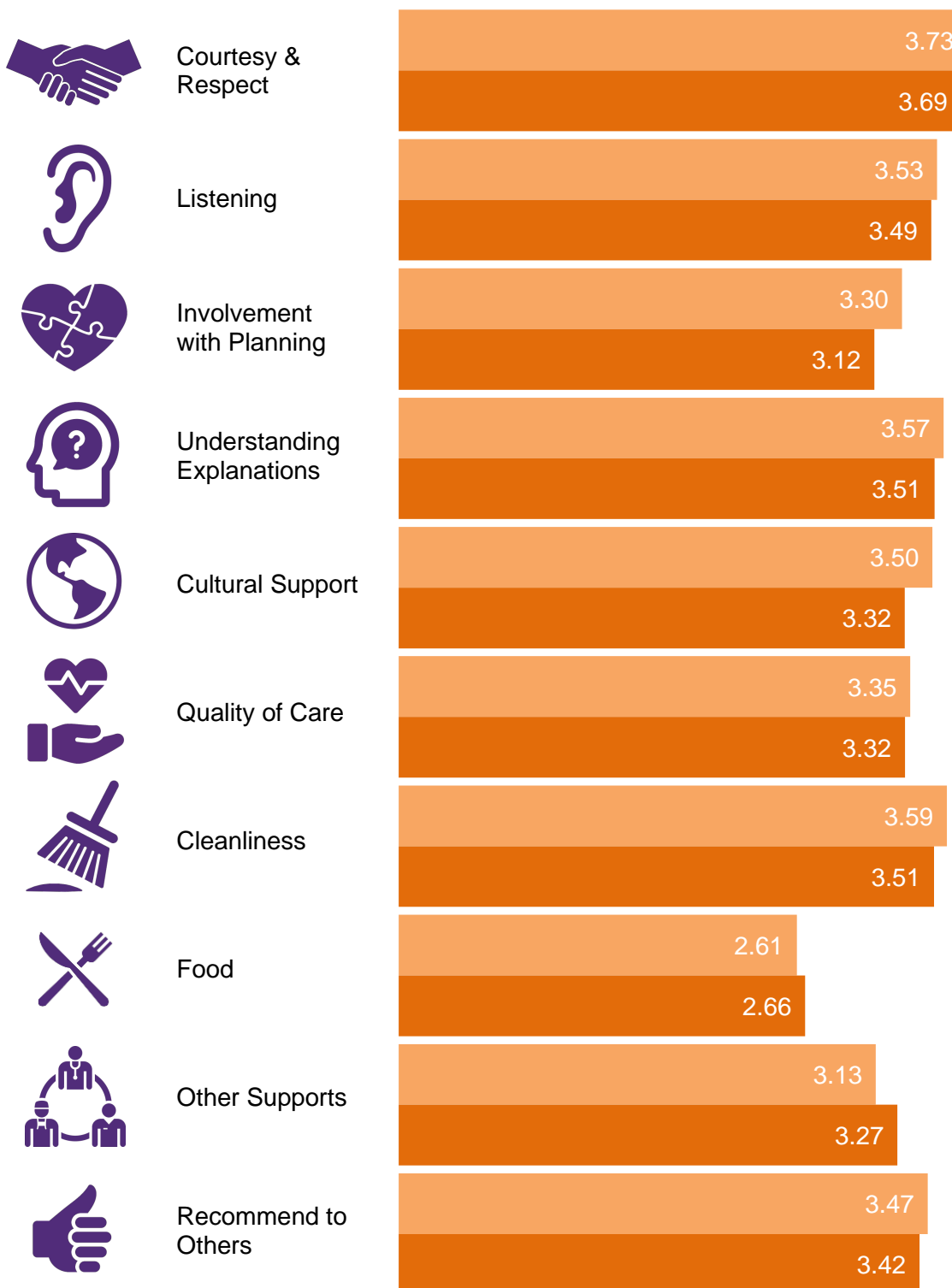
*Also see Appendix E: 2016-2020 Scores

Year-over-Year Comparison

Seniors' Health

2021

2022

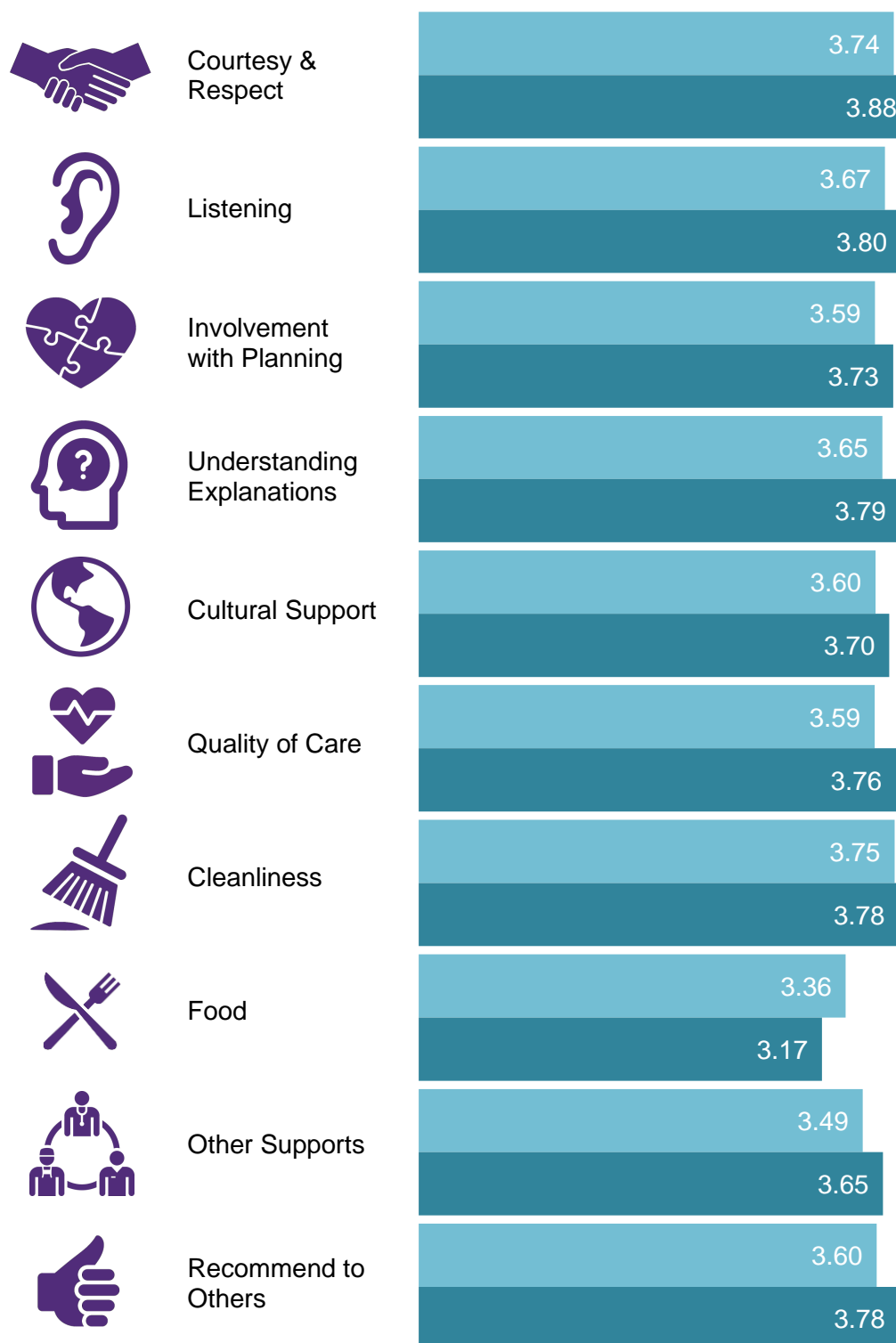


Year-over-Year Comparison

Addictions & Mental Health

2021

2022

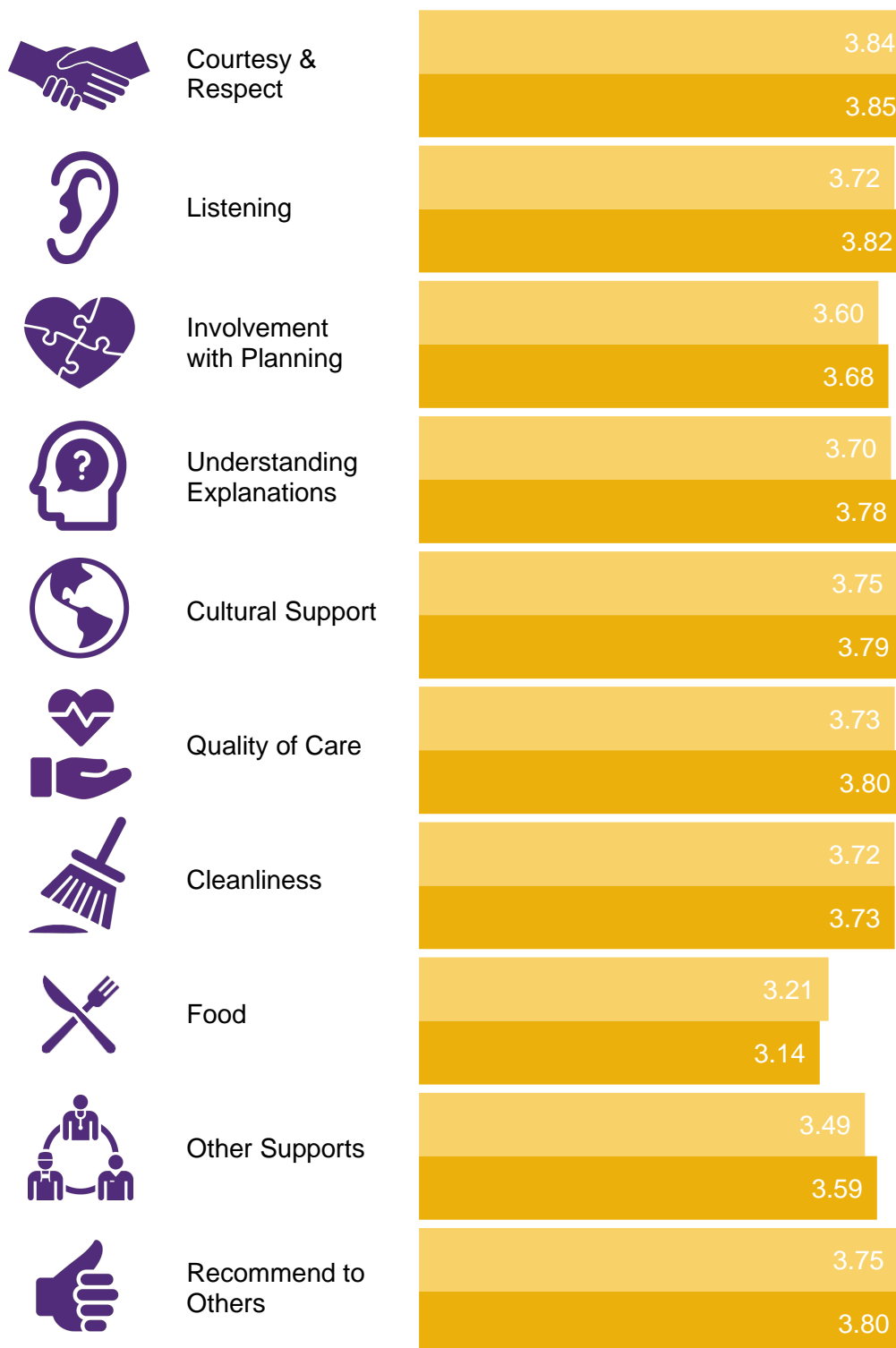


Year-over-Year Comparison

Rehabilitative Care

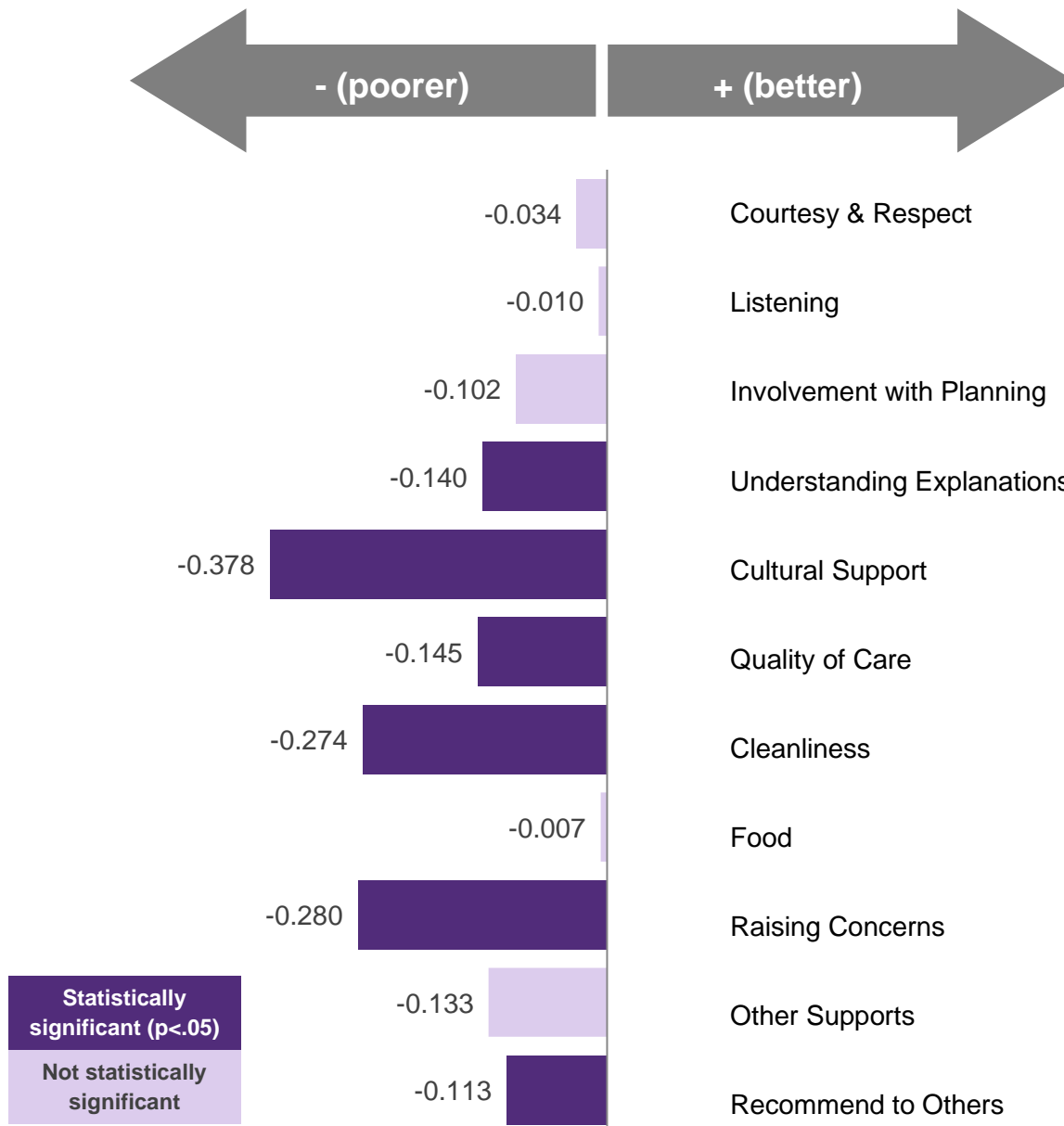
2021

2022



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

171 respondents (44.8%) provided 237 comments:

- + Positive Feedback
- Areas for Improvement

+/-	Theme	Sample Comments	#
-	Food & Dining	More fruit; better food; dining area too crowded; not following dietary plan; not enough seasoning; limited choices; food is inconsistent; more variety needed	69
+	Quality of Care	Quality of care is excellent; happy with our care experience; heartfelt care; well taken care of; thank you for the good care	19
+	Staff Attitudes & Training	Great staff; staff are pleasant and courteous; staff are friendly; staff very good at their jobs; staff are efficient	17
-	Staff Attitudes & Training	Make sure staff read the care plan; staff on cell phones; staff do not know clients' names; staff need to be more personable; staff need more training	14
-	Products, Programs & Services	Spiritual services lacking; need foot care; not enough physiotherapy; more creative programs; more physical activities; cancellation of concerts	14
-	Staffing	Staff need more time for transitions; not enough staff; short-staffed; more funding for staff; no men on staff	14
-	Communication	No communication with physicians; requests misunderstood/ignored/dismissed; managers inaccessible; uninformed of care plan	13
-	Environment	Noisy hallways; room is dirty; poor security; smokers at entrance; stained linens; dusty; smells	13
-	Quality of Care	Quality of care is poor overnight; disappointed with care; residents uncared for	8
+	Products, Programs & Services	Recreational activities enjoyable; programs are effective; appreciate the services	8
+	Food & Dining	Enjoy the BBQs; good improvements in kitchen; food is getting better	7
-	Access to Care	Waiting too long for appointments; more frequent physician visits	6
	Other	Inappropriate meds; more recycling needed; cost too high; don't want to do chores; open more entrances	35

Addictions & Mental Health

129 respondents (40.0%) provided 153 comments:

- + Positive Feedback
- Areas for Improvement

+/-	Theme	Sample Comments	#
+	Staff Attitudes & Training	Great staff; very empathetic; friendly staff; very respectful and non-judgmental; passionate; staff easy to talk to	37
+	Products, Programs & Services	Services saved my life; support is excellent; treatment is helping; life-changing; program has helped so much; helpful	32
+	Quality of Care	Excellent care; amazing care; well cared for	18
-	Access to Care	Long wait times; longer-term programs needed; more frequent appointments needed; more beds needed	8
-	Staff Attitudes & Training	No help from staff; staff not empathetic; staff have inconsistent rules; staff on cell phones	5
-	Communication	Update the client-facing web portal; hard to hear reception staff through glass	5
-	Food & Dining	Better food; less processed foods	4
-	Products, Programs & Services	More Indigenous-friendly programming; invite Elders; more recreation and exercise; less gender-segregated care; more focus on harm reduction (over abstinence-based treatment)	4
+	Environment	Very comfortable setting; great facility	4
	Other	Need better parking; want Netflix; more smoking passes	36

Rehab & Chronic Disease

202 respondents (40.2%) provided 233 comments:

- + Positive Feedback
- Areas for Improvement

+/-	Theme	Sample Comments	#
+	Staff Attitudes & Training	Easy to talk to; caring and helpful; great staff; staff are awesome; compassionate staff; always willing to help; knowledgeable; polite	57
+	Quality of Care	Excellent care; very well cared for; professional care and support	43
+	Products, Programs & Services	Great services; appreciate reminder calls; appreciate the program; beneficial service; fills gaps in community	40
-	Environment	Security is worrying; parking is terrible; noisy; cigarette butts at entrance; grab bars needed; open more entrances; unclean	13
-	Staff Attitudes & Training	Staff are rude; staff don't listen; unapproachable	12
-	Products, Programs & Services	Need a lab for onsite bloodwork; no coordination of services; more funding needed; wait times too long; would like service more often	8
-	Quality of Care	Lack of compassion; management does not care about complaints; call bells unanswered	6
-	Staffing	Staff is overworked; more staff needed; short-staffed	6
-	Access to Care	Reinstate free diabetic foot care; want more frequent care	5
-	Food & Dining	Food is cold; food is late; too mushy; stop using paper plates (makes food cold); portions small	5
+	Communication	Explanations are understandable; informative; appreciate check-ins	5
-	Communication	Better explanations; better communication of diagnoses	3
	Other	Get rid of masks; parkade confusing; issues with LIFT transport; happy here; thank you	30

Appendix A: Cover Letters & Survey



*Care
Compassion
Commitment*

September 12, 2022

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 2023 (www.sjcg.net).

Please return your survey by November 6, 2022.

Sincerely,

A handwritten signature in black ink that reads "Kelli O'Brien".

Kelli O'Brien, MSc Rehab
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? <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

*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. This survey is **confidential**.

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	Do you feel that you can raise a concern about staff without it affecting your (or your family member's) care? <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
17	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
18	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
19	Do you have any other comments or suggestions? <hr/> <hr/> <hr/> <hr/>

Thank you!

Appendix B: Survey Numbers & Response Rates

Seniors' Health

Program	# Requested	# Distributed	# Completed	Response Rate
Bethammi 2nd Floor	47	36	13	36.1%
Bethammi 3rd Floor	47	40	31	77.5%
HRM 1N (Daffodil)	35	26	5	19.2%
HRM 2N (Lavender)	35	28	8	28.6%
HRM 2S (Bluebell)	35	25	5	20.0%
HRM 3N (Lily)	35	30	11	36.7%
HRM 3S (Daisy)	35	27	10	37.0%
HRM 4N (Iris)	35	26	7	26.9%
HRM 4S (Lilac)	35	22	7	31.8%
HRM 5N (Marigold)	35	27	8	29.6%
HRM 5S (Orchid)	35	30	10	33.3%
HRM 6N (Rose)	35	22	11	50.0%
HRM 6S (Tulip)	35	26	8	30.8%
HRM 7N (Trillium)	35	27	14	51.9%
HRM 7S (Violet)	35	22	7	31.8%
HRM Birch	35	26	11	42.3%
HRM Spruce	35	23	8	34.8%
P.R. Cook Apartments	135	130	101	77.7%
Sister Leila Greco Apartments	132	132	56	42.4%
High Support Housing	29	28	30	100.0%
Medium Support Housing	22	22	22	100.0%
Total Seniors' Health	937	775	383	49.4%

*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.

Addictions & Mental Health

Program	# Requested*	# Distributed	# Completed	Response Rate
Adult Addictions / Problem Gambling	150	142	111	78.2%
Adult Rehab (1E)	20	18	12	66.7%
Adult Rehab (2E)	20	18	15	83.3%
CAPS	50	10	10	100.0%
CHO	5	5	0	0.0%
Chronic Pain Management	70	33	43	130.3%
Comprehensive Comm. Support	60	54	11	20.4%
Dual Diagnosis	20	1	1	100.0%
Eating Disorders	30	40	13	32.5%
Employment Options	50	49	22	44.9%
GAPPS	50	50	1	2.0%
Homes for Good	30	16	11	68.8%
Mental Health Outpatient	250	60	60	100.0%
RAAM	30	1	8	100.0%
Shared Mental Health	0	-	-	-
Withdrawal Management	30	34	26	76.5%
Youth Addictions	30	40	5	12.5%
Total Addictions & Mental Health	895	571	349	61.1%

*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.

Rehabilitative Care

Program	# Requested*	# Distributed	# Completed	Response Rate
Ambulatory Care	50	30	7	23.3%
Amputee Program	20	29	5	17.2%
Asthma Clinic	20	1	8	800.0%
Chiroprody	25	20	12	60.0%
Community Exercise	20	0	-	-
Community Psychogeriatric	20	17	11	64.7%
Diabetes Health	100	104	100	96.2%
Enhancing Care Program	15	15	2	13.3%
Foot Care	100	60	60	100.0%
Geriatric Assessment and Rehab (5N)	50	50	24	48.0%
Geriatric Assessment and Rehab (5S)	55	55	12	21.8%
Geriatric Telemedicine	25	1	8	100.0%
Hospice / Palliative Care (4N)	40	17	12	70.6%
Manor House (Adult Day)	60	50	26	52.0%
Medically Complex Services (2N)	50	32	2	6.3%
Medically Complex Services (2S)	30	16	0	0.0%
Neuro Day OP	75	60	24	40.0%
Physio & OT OP	60	26	23	88.5%
Pulmonary Rehab	30	17	15	88.2%
Rehabilitation (3N)	25	25	0	0.0%
Rehabilitation (3S)	25	25	8	32.0%
Rheumatic Disease	50	41	33	80.5%
Seniors Outpatient Services	170	135	77	57.0%
Transition (4S)	28	17	12	70.6%
Wound Care	100	80	21	26.3%
Total Rehabilitative Care	1243	923	502	54.4%

*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	4	1.1%	24	6.9%	71	14.4%	99	8.1%
1-6 months	41	10.9%	107	30.8%	117	23.7%	265	21.8%
7-12 months	40	10.7%	47	13.5%	37	7.5%	124	10.2%
1-5 years	203	54.1%	95	27.4%	152	30.8%	450	37.0%
> 5 years	87	23.2%	74	21.3%	116	23.5%	277	22.8%
Total	375	100.0%	347	100.0%	493	100.0%	1215	100.0%

Question 2: Client's age group

	Seniors' Health		Addictions & Mental Health		Rehabilitative Care		Total	
	#	%	#	%	#	%	#	%
< 15	0	0.0%	6	1.7%	19	3.8%	25	2.0%
15 to 24	2	0.5%	48	13.9%	11	2.2%	61	5.0%
25 to 34	6	1.6%	70	20.2%	13	2.6%	89	7.3%
35 to 44	16	4.2%	63	18.2%	11	2.2%	90	7.4%
45 to 54	11	2.9%	68	19.7%	30	6.0%	109	8.9%
55 to 64	40	10.6%	58	16.8%	65	13.0%	163	13.3%
65 to 74	44	11.6%	30	8.7%	145	29.1%	219	17.9%
75 to 84	83	21.9%	3	0.9%	124	24.8%	210	17.2%
85+	177	46.7%	0	0.0%	81	16.2%	258	21.1%
Total	379	100.0%	346	100.0%	499	100.0%	1224	100.0%

Question 3: Client's gender

	Seniors' Health		Addictions & Mental Health		Rehabilitative Care		Total	
	#	%	#	%	#	%	#	%
Male	139	36.8%	133	38.7%	243	48.6%	515	42.1%
Female	237	62.7%	202	58.7%	255	51.0%	694	56.8%
Other Gender Identity	2	0.5%	9	2.6%	2	0.4%	13	1.1%
Total	378	100.0%	344	100.0%	500	100.0%	1222	100.0%

Question 4: Role

	Seniors' Health		Addictions & Mental Health		Rehabilitative Care		Total	
	#	%	#	%	#	%	#	%
Client	262	71.4%	324	96.7%	389	80.5%	975	82.3%
Family/Substitute Decision Maker	105	28.6%	11	3.3%	94	19.5%	210	17.7%
Total	367	100.0%	335	100.0%	483	100.0%	1185	100.0%

Question 5: Cultural Background

	Seniors' Health		Addictions & Mental Health		Rehabilitative Care		Total	
	#	%	#	%	#	%	#	%
White	341	91.2%	256	74.4%	435	87.9%	1032	85.1%
First Nation	21	5.6%	49	14.2%	31	6.3%	101	8.3%
Metis	1	0.3%	10	2.9%	6	1.2%	17	1.4%
Inuk (Inuit)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Black	1	0.3%	3	0.9%	0	0.0%	4	0.3%
Latin/ Hispanic	0	0.0%	1	0.3%	0	0.0%	1	0.1%
Asian	2	0.5%	2	0.6%	1	0.2%	5	0.4%
Other	4	1.1%	2	0.6%	4	0.8%	10	0.8%
Multi-Cultural Indigenous	0	0.0%	16	4.7%	11	2.2%	27	2.2%
Multi-Cultural Non-Indigenous	4	1.1%	5	1.5%	7	1.4%	16	1.3%
Total	374	100.0%	344	100.0%	495	100.0%	1213	100.0%

Question 6: Language of Care

	Seniors' Health		Addictions & Mental Health		Rehabilitative Care		Total	
	#	%	#	%	#	%	#	%
English	376	98.7%	347	99.4%	494	98.6%	1217	98.9%
French	1	0.3%	1	0.3%	2	0.4%	4	0.3%
Indigenous	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Italian	2	0.5%	1	0.3%	3	0.6%	6	0.5%
Finnish	1	0.3%	0	0.0%	1	0.2%	2	0.2%
ASL	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other	1	0.3%	0	0.0%	1	0.2%	2	0.2%
Total	381	100.0%	349	100.0%	501	100.0%	1231	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	15	4.0%	6	1.7%	9	1.8%	30	2.5%
Usually	88	23.3%	28	8.1%	46	9.3%	162	13.3%
Always	274	72.7%	310	89.9%	436	88.3%	1020	83.9%
Total	377	100.0%	345	100.0%	494	100.0%	1216	100.0%

Question 9: Listening

How often did staff listen carefully to you?

	Seniors' Health		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Never	1	0.3%	1	0.3%	0	0.0%	2	0.2%
Sometimes	37	9.8%	4	1.2%	14	2.8%	55	4.5%
Usually	114	30.3%	58	16.8%	60	12.2%	232	19.1%
Always	224	59.6%	282	81.7%	418	85.0%	924	76.2%
Total	376	100.0%	345	100.0%	492	100.0%	1213	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	35	9.5%	5	1.5%	12	2.5%	52	4.4%
Sometimes	58	15.8%	15	4.4%	24	5.1%	97	8.2%
Usually	103	28.0%	45	13.3%	68	14.4%	216	18.3%
Always	172	46.7%	274	80.8%	367	77.9%	813	69.0%
Total	368	100.0%	339	100.0%	471	100.0%	1178	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	6	1.6%	1	0.3%	5	1.0%	12	1.0%
Sometimes	28	7.4%	7	2.1%	12	2.5%	47	3.9%
Usually	109	29.0%	55	16.1%	69	14.2%	233	19.4%
Always	233	62.0%	278	81.5%	401	82.3%	912	75.7%
Total	376	100.0%	341	100.0%	487	100.0%	1204	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	35	9.9%	10	3.0%	10	2.2%	55	4.8%
Sometimes	26	7.3%	20	5.9%	10	2.2%	56	4.9%
Usually	85	23.9%	30	8.9%	45	9.8%	160	13.9%
Always	209	58.9%	277	82.2%	395	85.9%	881	76.5%
Total	355	100.0%	337	100.0%	460	100.0%	1152	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	5	1.3%	1	0.3%	3	0.6%	9	0.7%
Fair	31	8.2%	9	2.6%	11	2.2%	51	4.2%
Good	181	47.8%	63	18.3%	65	13.2%	309	25.4%
Excellent	162	42.7%	272	78.8%	413	83.9%	847	69.7%
Total	379	100.0%	345	100.0%	492	100.0%	1216	100.0%

Question 14: Cleanliness

How would you rate the cleanliness of the building?

	Seniors' Health		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
Poor	5	1.3%	2	0.6%	5	1.1%	12	1.0%
Fair	18	4.8%	1	0.3%	8	1.7%	27	2.3%
Good	134	35.5%	65	19.6%	97	20.8%	296	25.2%
Excellent	220	58.4%	264	79.5%	356	76.4%	840	71.5%
Total	377	100.0%	332	100.0%	466	100.0%	1175	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	52	14.8%	7	4.2%	6	3.4%	65	9.4%
Fair	79	22.4%	28	16.9%	24	13.7%	131	18.9%
Good	156	44.3%	60	36.1%	85	48.6%	301	43.4%
Excellent	65	18.5%	71	42.8%	60	34.3%	196	28.3%
Total	352	100.0%	166	100.0%	175	100.0%	693	100.0%

Question 16: Raising Concerns

Do you feel that you can raise a concern about staff without it affecting your (or your family member's) care?

	Seniors' Health		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
No definitely not	18	4.9%	14	4.1%	36	7.8%	68	5.8%
No I do not think so	36	9.8%	26	7.7%	31	6.7%	93	7.9%
Yes I think so	173	46.9%	137	40.4%	168	36.3%	478	40.8%
Yes definitely	142	38.5%	162	47.8%	228	49.2%	532	45.4%
Total	369	100.0%	339	100.0%	463	100.0%	1171	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		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
No definitely not	11	4.1%	1	0.4%	4	1.4%	16	1.9%
No I do not think so	28	10.4%	14	5.3%	24	8.3%	66	8.0%
Yes I think so	108	40.0%	61	22.9%	59	20.5%	228	27.7%
Yes definitely	123	45.6%	190	71.4%	201	69.8%	514	62.4%
Total	270	100.0%	266	100.0%	288	100.0%	824	100.0%

Question 18: Recommend to Others

Would you recommend the program to others?

	Seniors' Health		Addictions & Mental Health		Rehab & Chronic Disease		Total	
	#	%	#	%	#	%	#	%
No definitely not	9	2.4%	2	0.6%	2	0.4%	13	1.1%
No I do not think so	18	4.9%	6	1.7%	7	1.4%	31	2.6%
Yes I think so	154	41.5%	57	16.6%	78	16.1%	289	24.1%
Yes definitely	190	51.2%	279	81.1%	396	82.0%	865	72.2%
Total	371	100.0%	344	100.0%	483	100.0%	1198	100.0%

Appendix E: Scores 2018-2022

Figure 1: Corporate Total Mean Scores

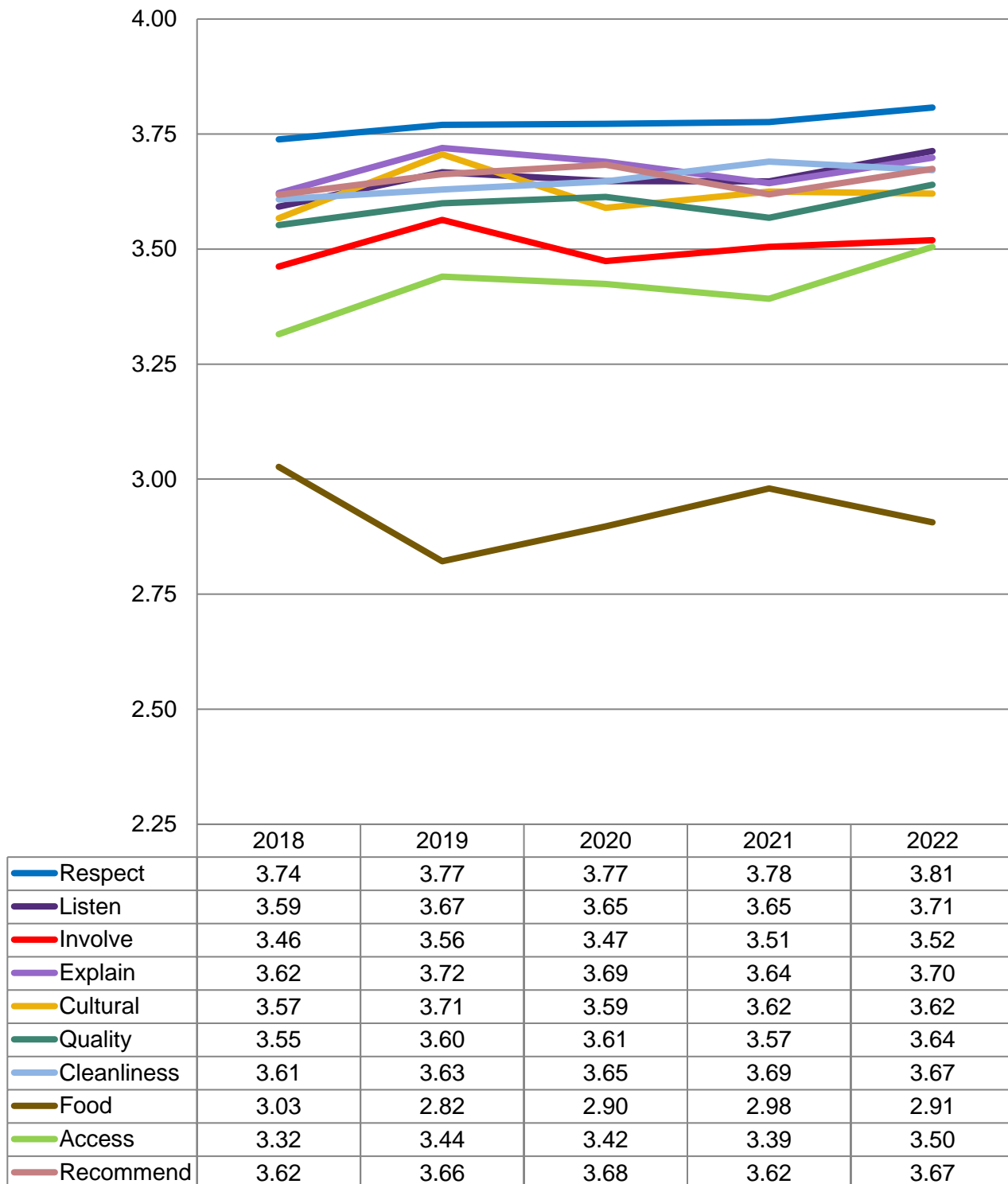


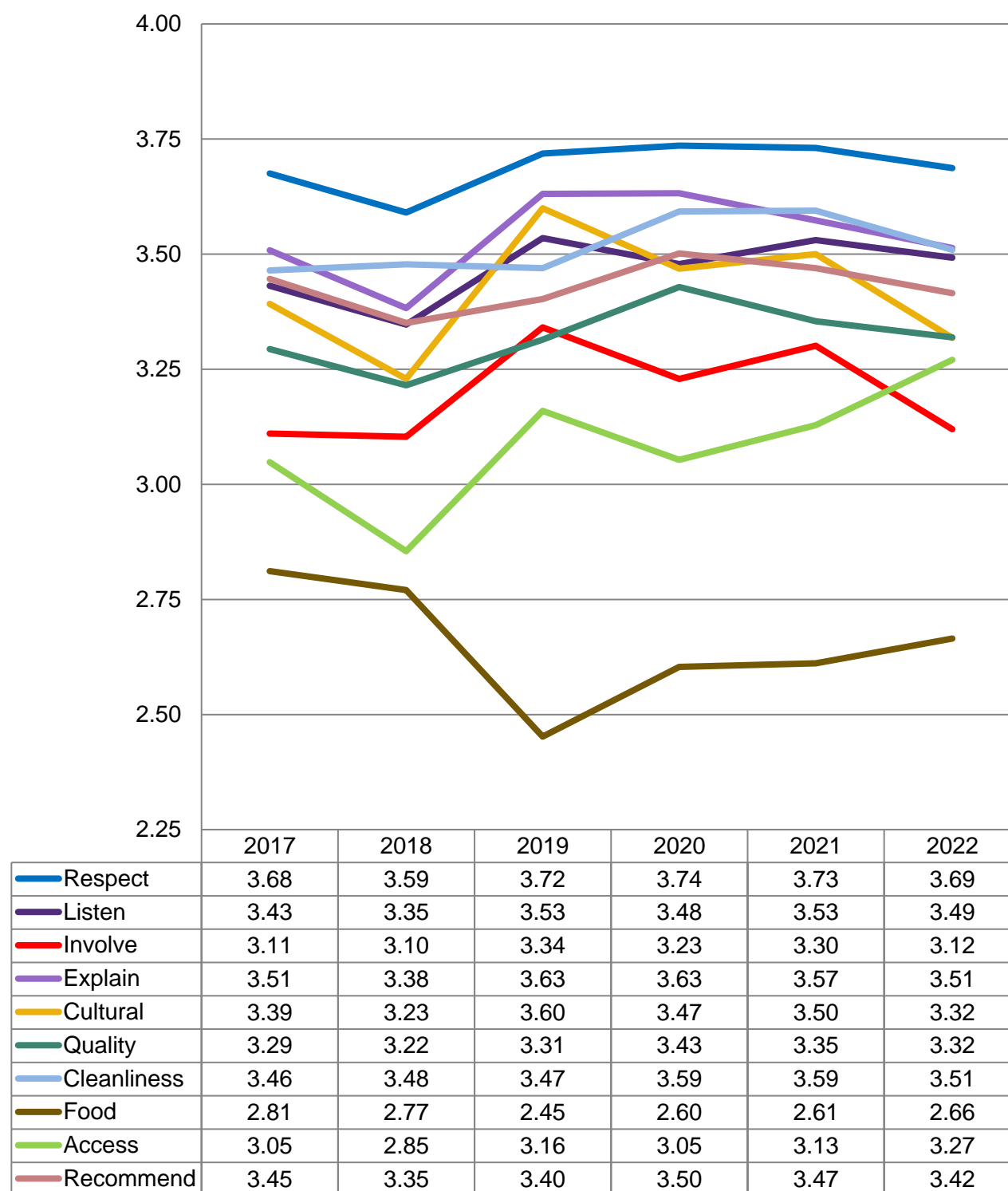
Figure 2: Seniors' Health Mean Scores

Figure 3: Addictions & Mental Health Mean Scores

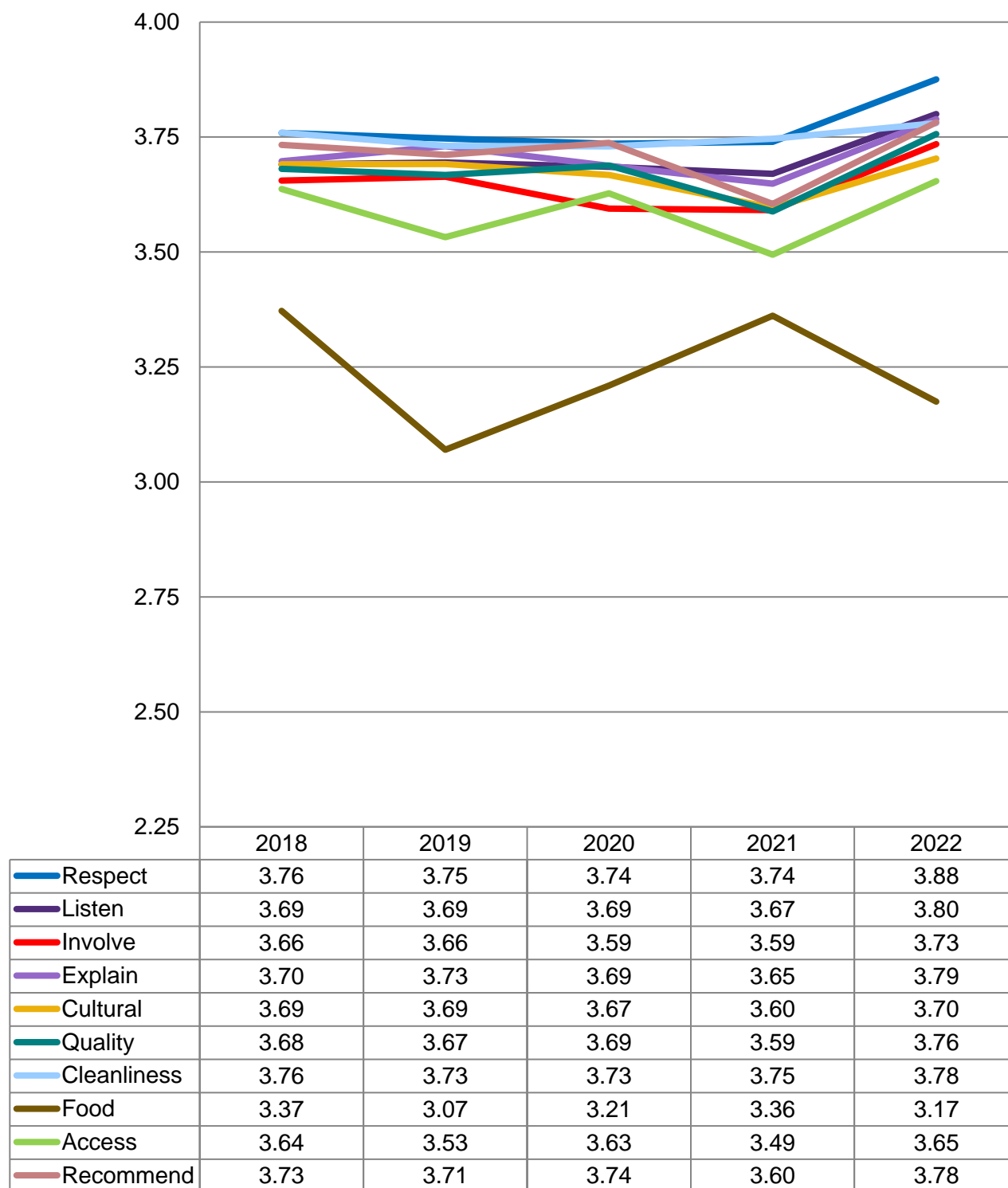
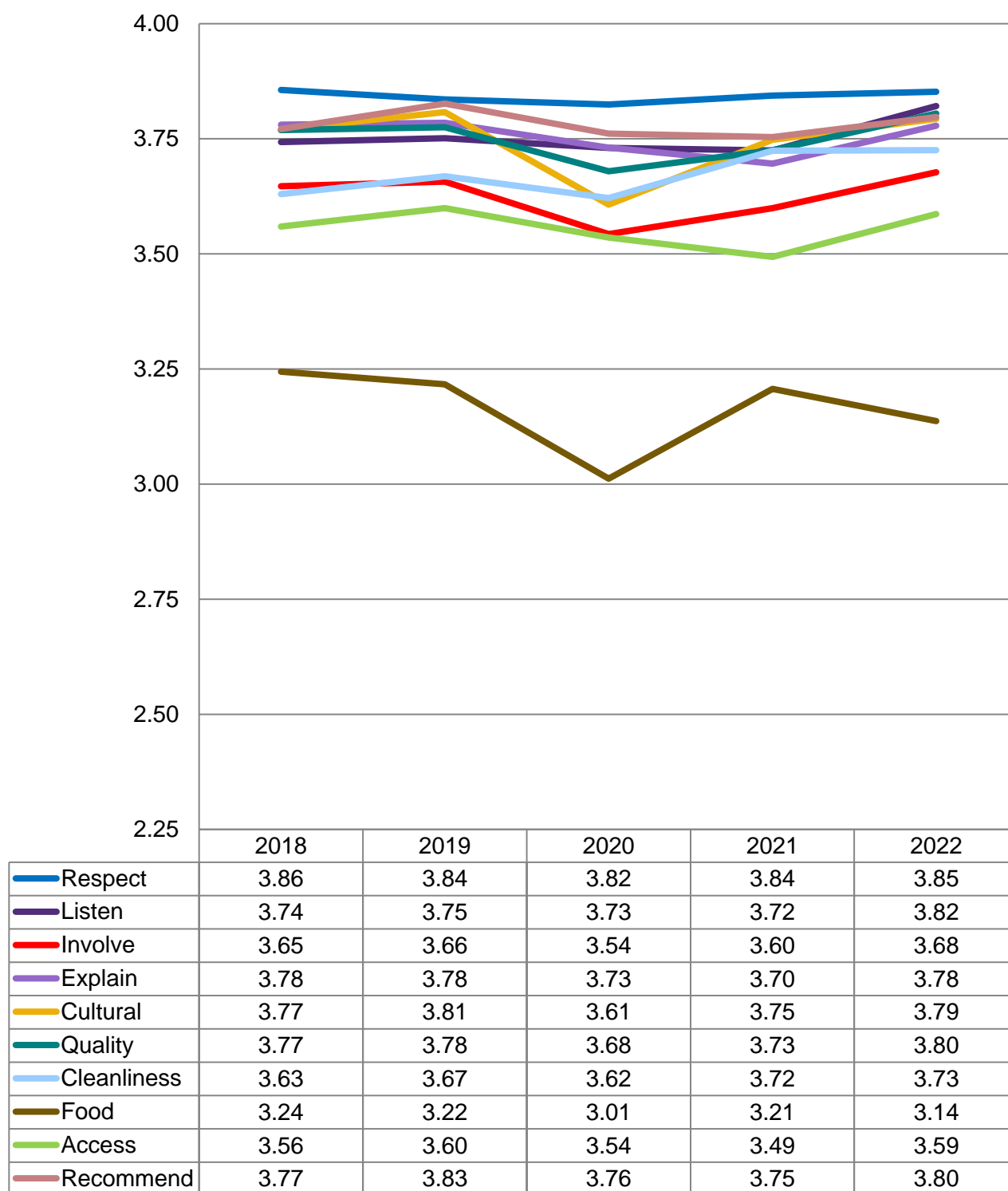


Figure 4: Rehab & Chronic Disease Mean Scores



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