



CAHR

Centre for
Applied Health
Research

St. Joseph's Care Group
Client Satisfaction Survey 2024



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
 - Length of Stay 8
 - Client's Age Group 9
 - Client's Gender 10
 - Client's Sexual Orientation 11
 - Respondent Type 12
 - Cultural Background 13
 - Language 14
- Satisfaction Results 15
 - Courtesy & Respect 15
 - Listening 16
 - Involvement 17
 - Understanding Explanations 18
 - Cultural Support 19
 - Discrimination 20
 - Indigenous Services 21
 - Quality of Care 22
 - Cleanliness 23
 - Food 24
 - Wholistic Care 25
 - Raising Concerns 26
 - Other Supports 27
 - Recommending to Others 28
- Year-over-Year Comparison 29
 - Corporate Total 29
 - LTC & Supportive Housing 30
 - Addictions & Mental Health 31
 - Clinical & CNE 32
- Indigenous Experience 33
- Comments 34
 - LTC & Supportive Housing 34
 - Addictions & Mental Health 35
 - Clinical & CNE 36
- Appendix A: Cover Letters & Survey 37
- Appendix B: Survey Numbers & Response Rates 40
- Appendix C: Demographic Details 43
- Appendix D: Satisfaction Responses 46
- Appendix E: Scores 2020-2024 51

Executive Summary

The annual St. Joseph's Care Group client satisfaction survey was distributed to clients accessing services between September 9 and November 4, 2024. Clients, residents, and family members/ substitute decision makers were encouraged to respond. The survey comprised eight questions to gather basic demographic information followed by 14 satisfaction questions. In total, 2574 surveys were distributed and 1673 returned (64.8%).



Introduction & Overview

St. Joseph's Care Group (SJCG) provides programs and services at more than eight sites across the city of Thunder Bay including a rehabilitative care hospital, two long-term care homes, seniors' supportive living, mental health supportive housing, live-in and day treatment for addictions, withdrawal management, and virtual care. SJCG's broad service areas are Clinical & Community Care (comprising Long Term Care [LTC] & Supportive Housing as well as Addictions & Mental Health) and Clinical & Chief Nursing Executive (CNE). 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 2024 corporate survey comprised 22 items. The first eight items captured basic demographic information: length of time receiving services, age group, gender, sexual orientation, whether the respondent was a client or a family member/substitute decision maker, cultural background, and two questions regarding language. The next 14 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, N'doo'owe Binesi programming, and whether staff helped them access services outside of the program. The final item was an open-ended comments section.

Revisions to the 2024 survey include the addition of a question to measure the level of wholistic care received, and re-wording of questions related to discrimination and Indigenous Services programming.

Please see Appendix A for a copy of the survey.

The image shows a portion of the Client Satisfaction Survey form. It includes the following questions and options:

- 8** How often did staff treat you with courtesy and respect?
 - Never
 - Sometimes
 - Usually
 - Always
- 9** How often did staff listen carefully to you?
 - Never
 - Sometimes
 - Usually
 - Always
- 10** How often did staff involve you in planning your (or your family member's) care?
 - Never
 - Sometimes
 - Usually
 - Always

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 Inuk (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

Questions 11, 12, and 13 are partially visible on the right side of the form.

The survey was made available in English, French, Italian, and Finnish.

Survey Distribution

In July 2024, the Centre for Applied Health Research (CAHR) contacted managers to determine their programs' requirements for the survey period. Where possible, managers were provided with distribution rates from previous years 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)
- 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, 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 LTC, the process differed slightly 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 the 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 five \$100 cash cards. All ballots were directed to Client Relations for random drawing of the prizes.

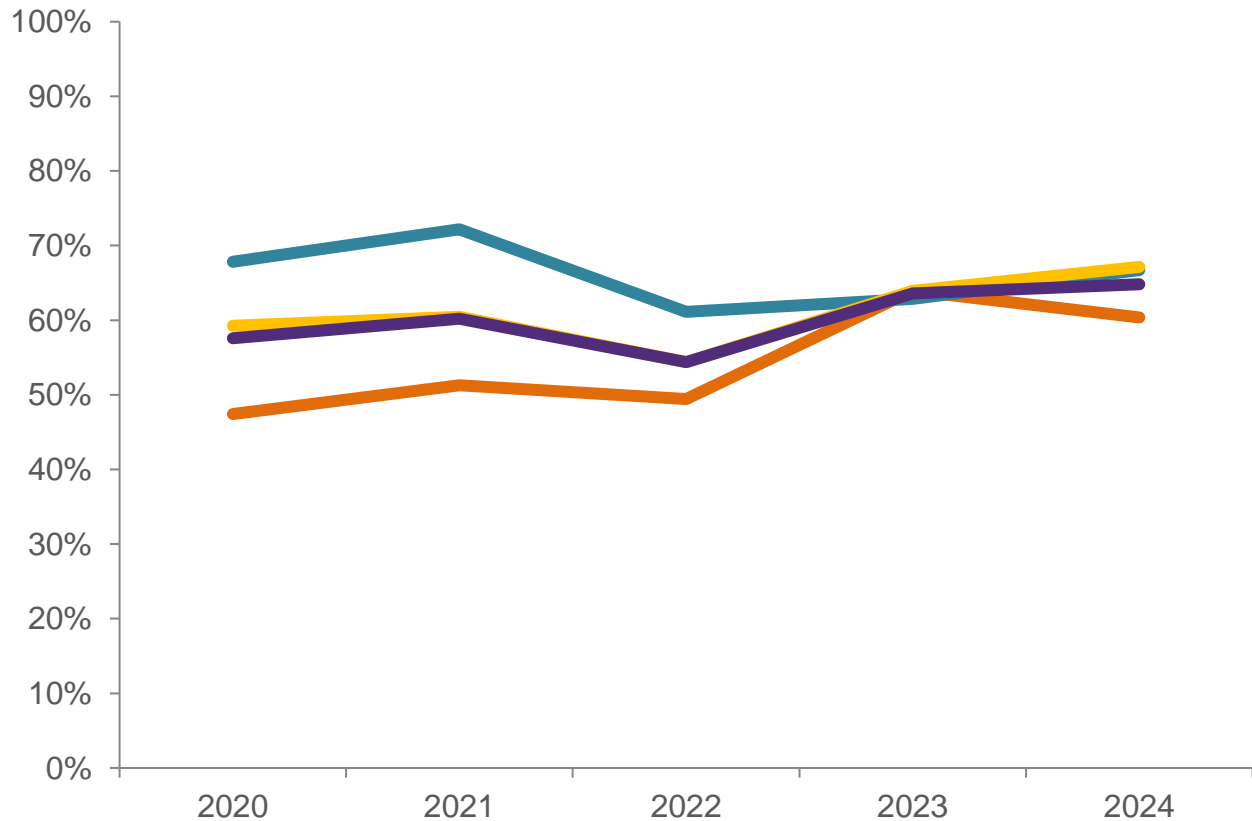
Response Rate

In total, 1673 surveys were completed, representing a corporate response rate of 64.8%. One survey was completed in French, and none in Finnish or Italian. Twenty-six 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	%
Clinical & Community LTC and Supportive Housing	507	60.4%
Clinical & Community Addictions & Mental Health	463	66.7%
Clinical & CNE	703	67.1%
TOTAL	1673	64.8%

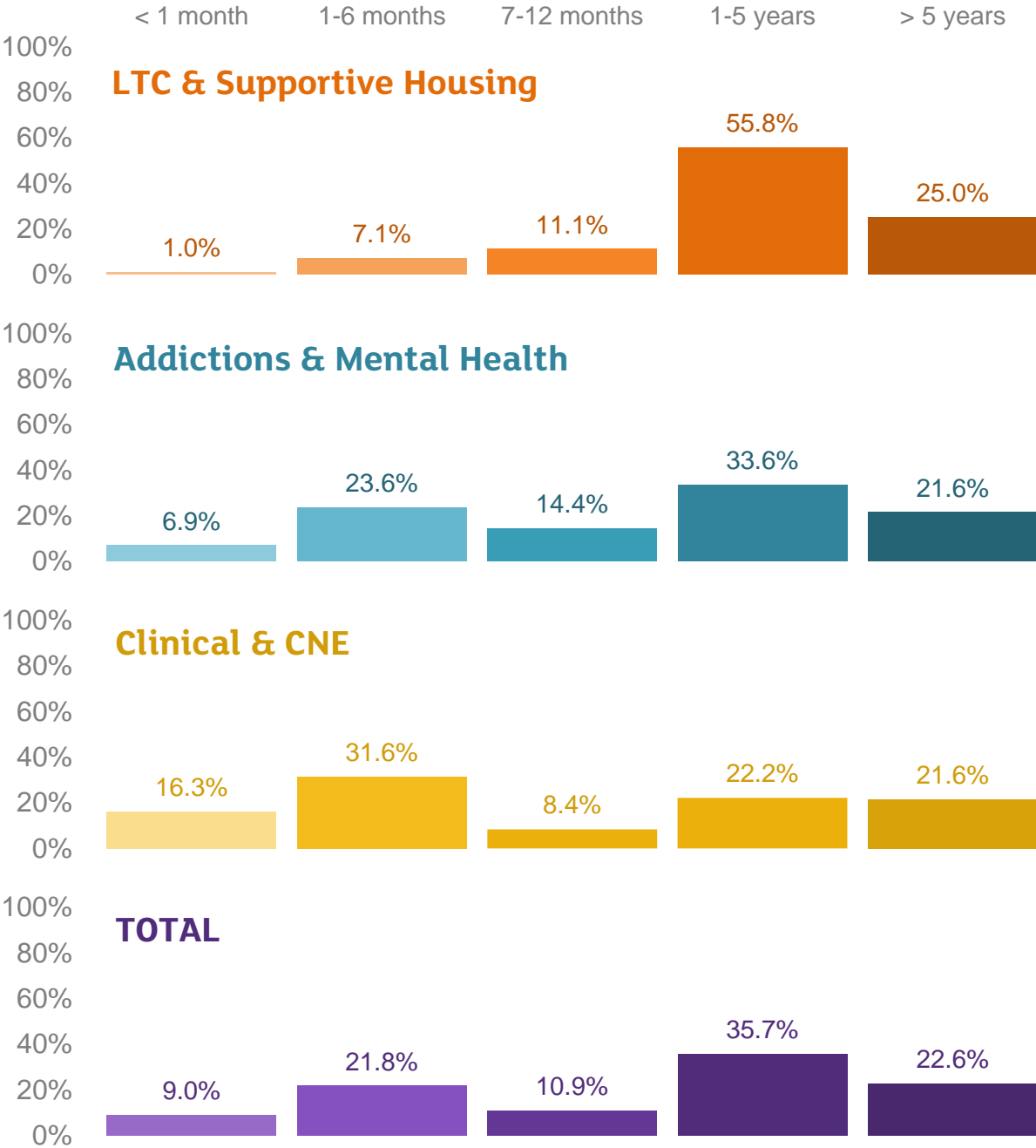
The graph below illustrates trends in response rates overall and by division over the past five years.



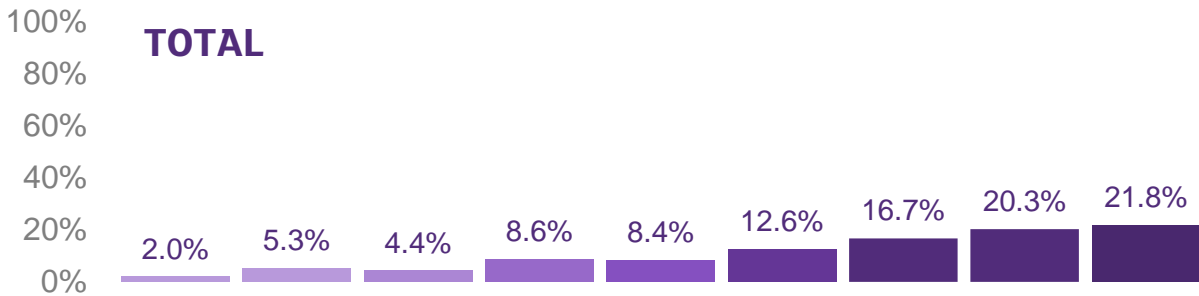
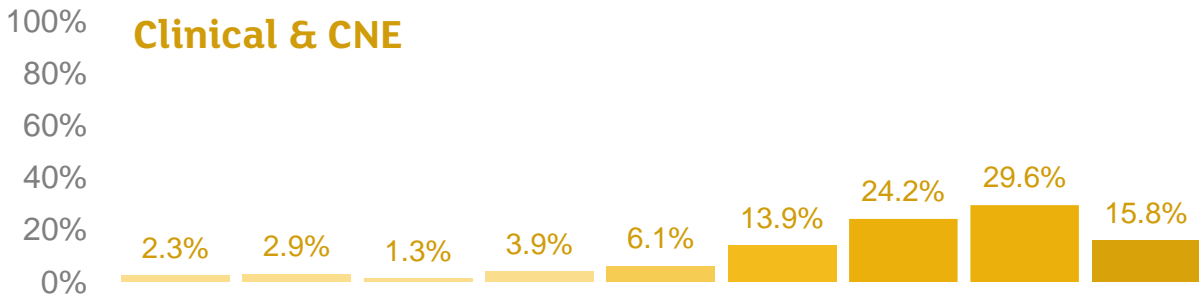
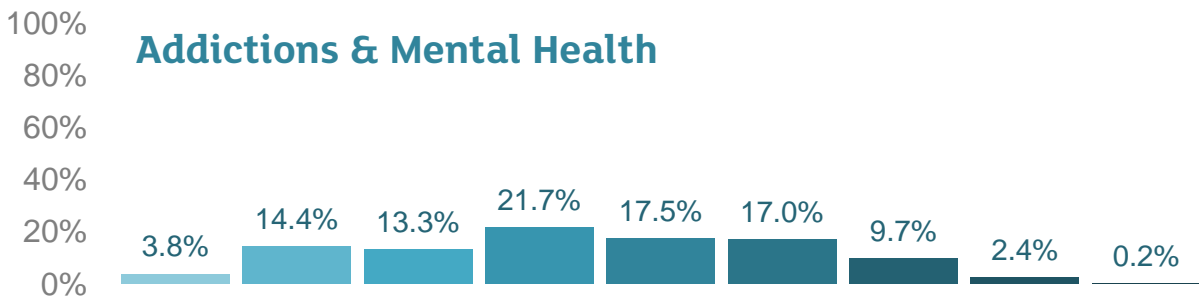
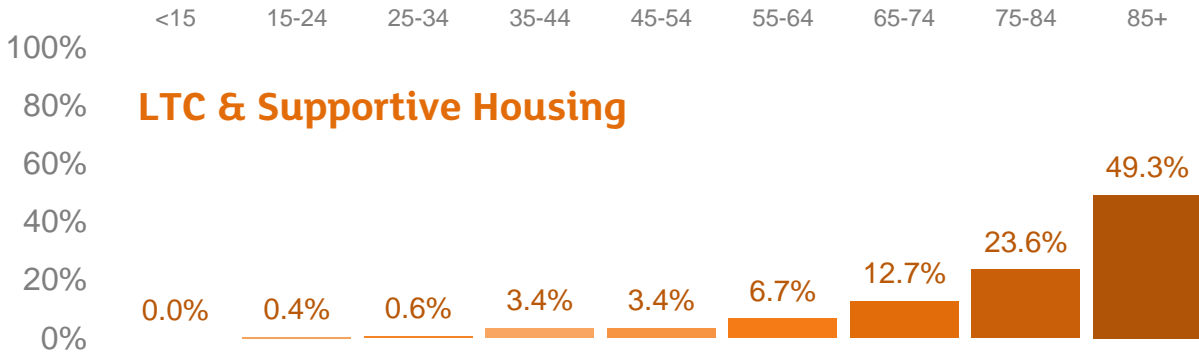
Demographic Information

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

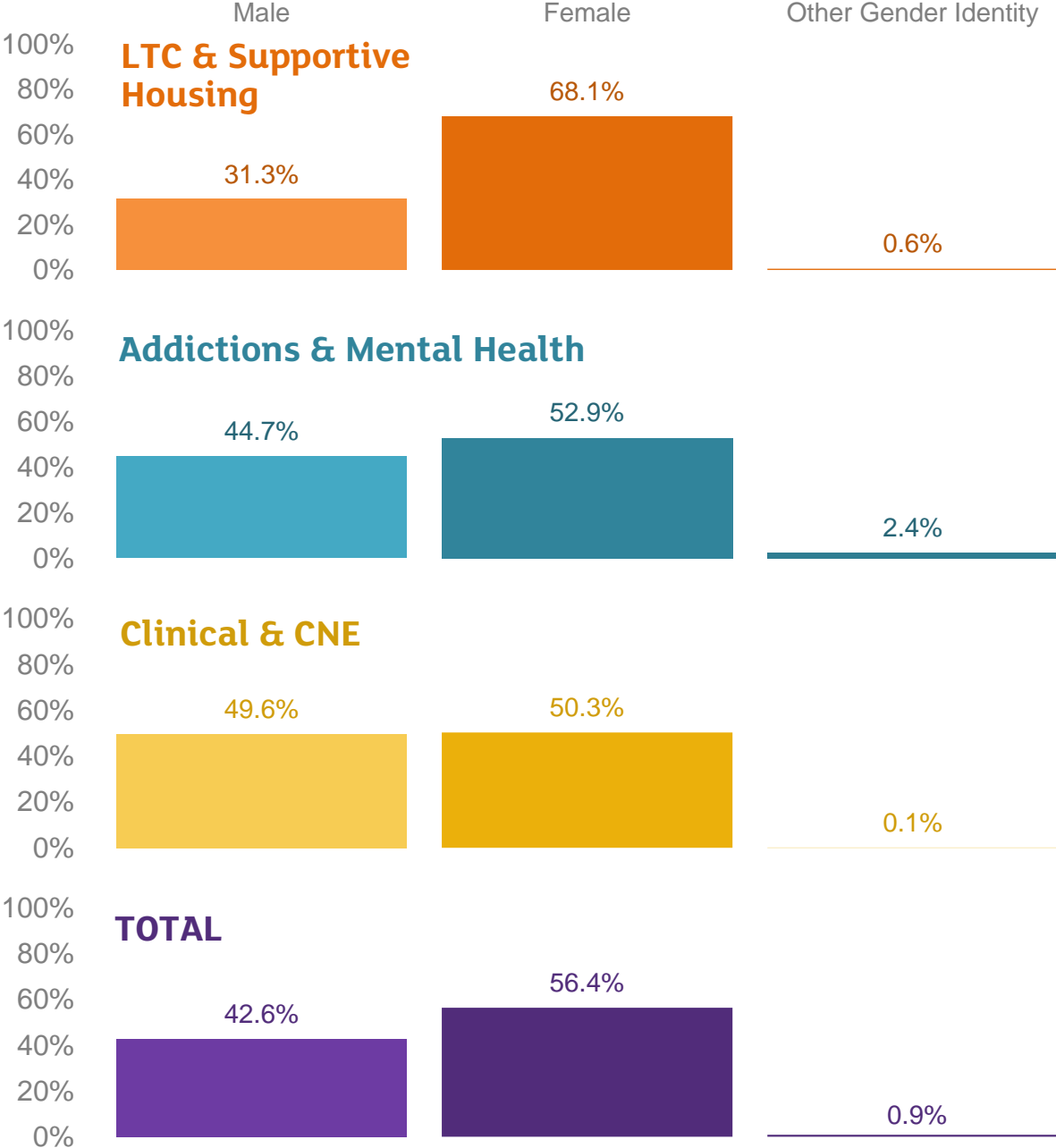
Length of Stay



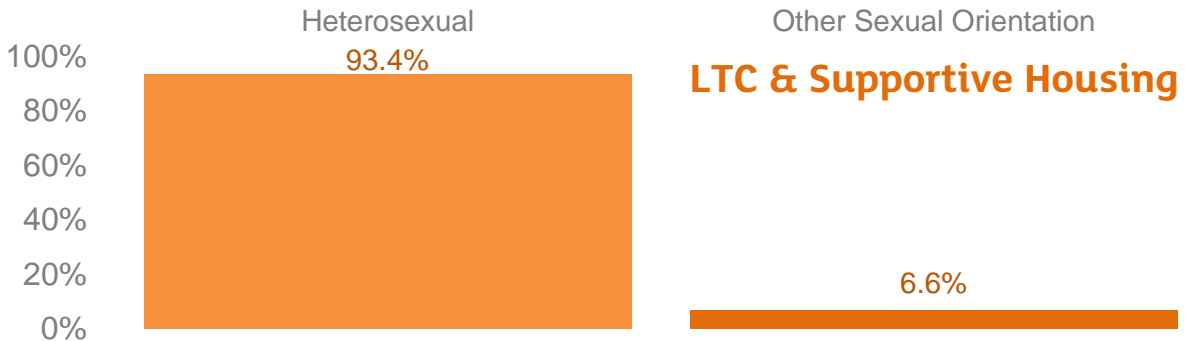
Client's Age Group



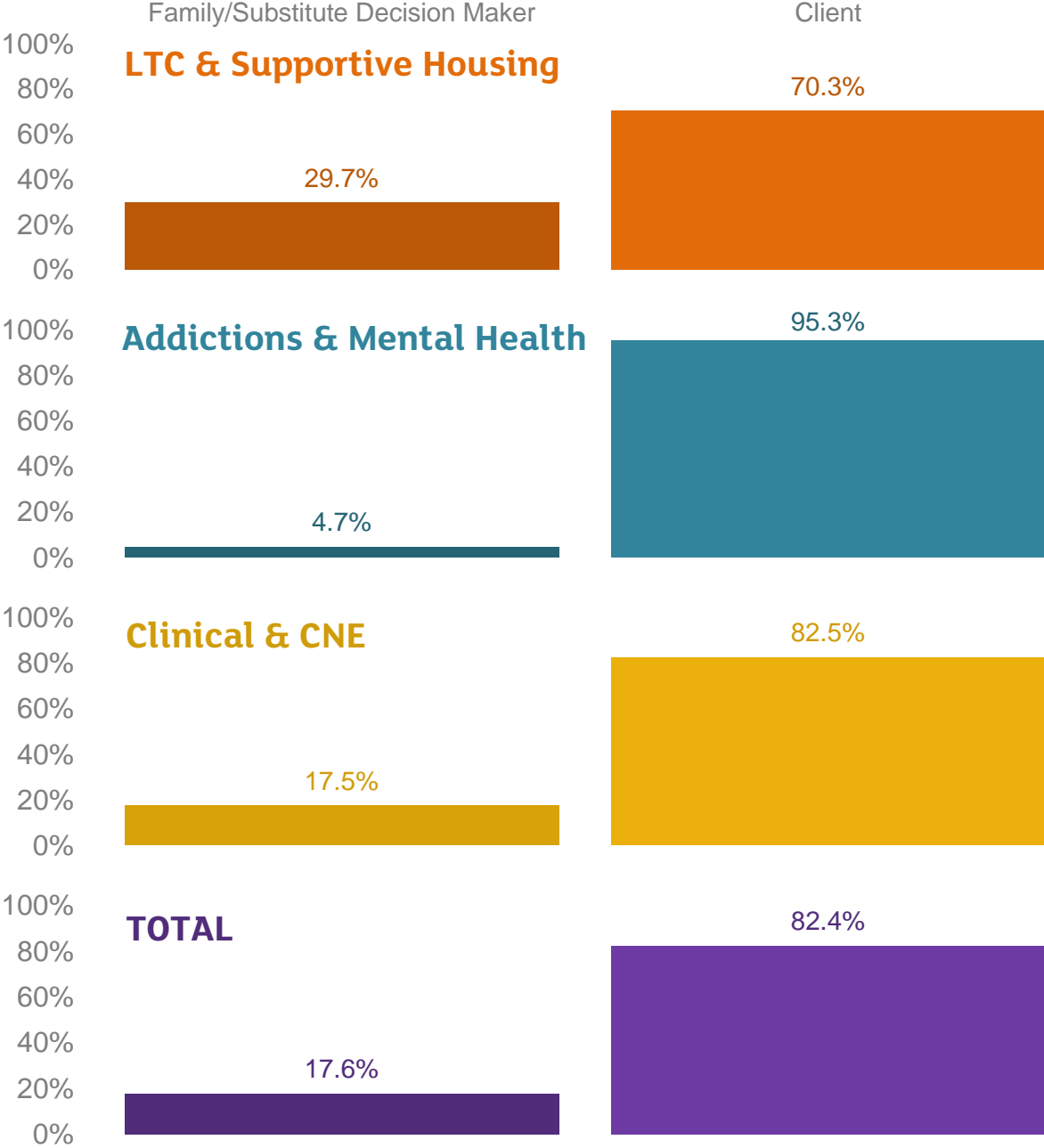
Client's Gender



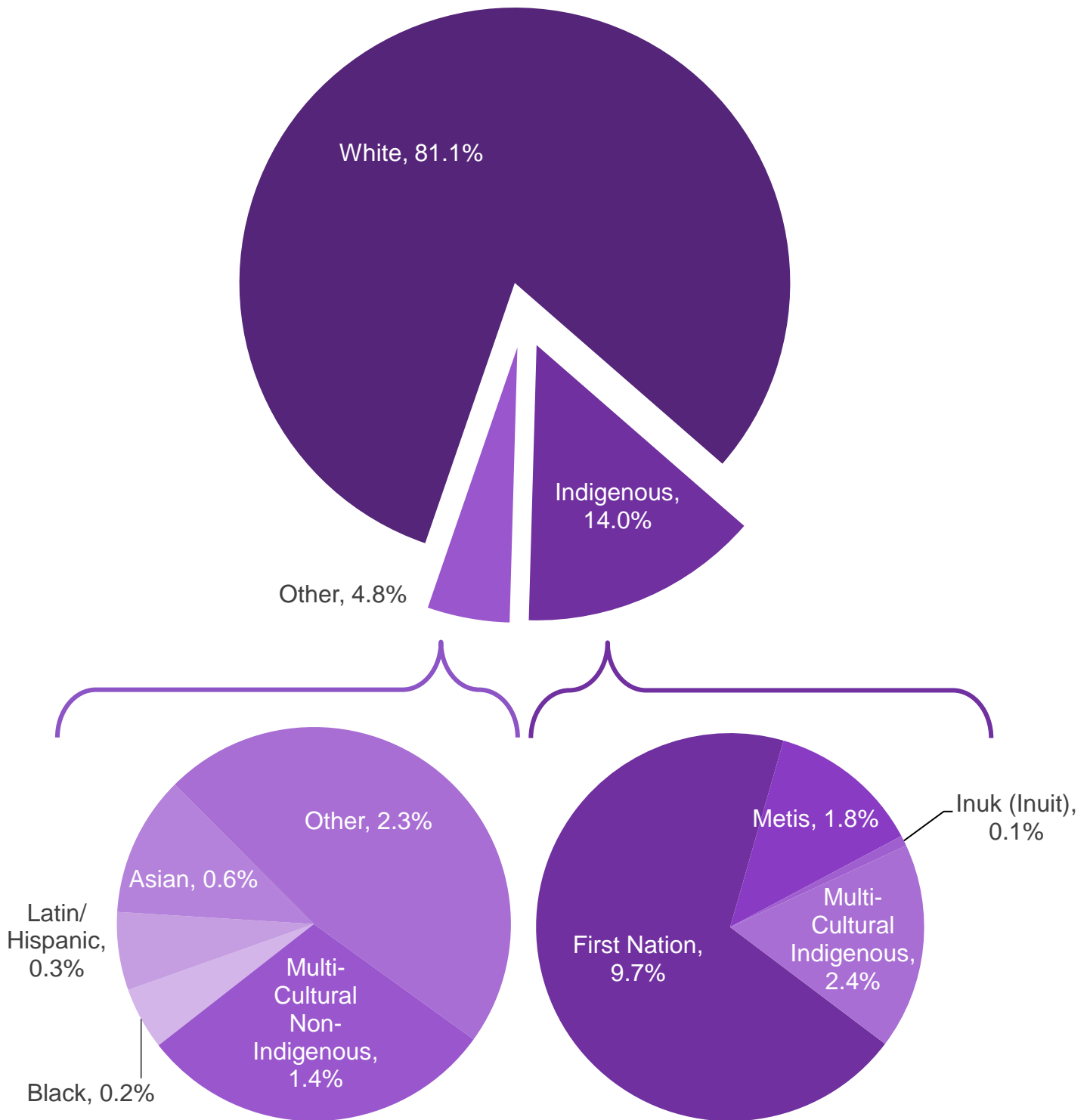
Client's Sexual Orientation



Respondent Type



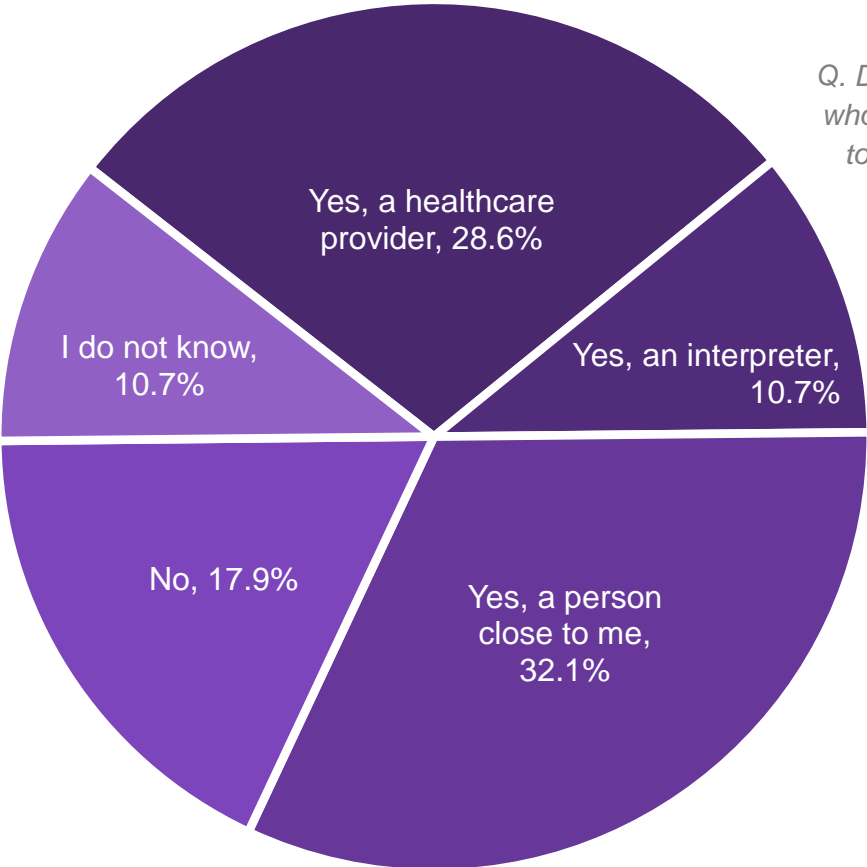
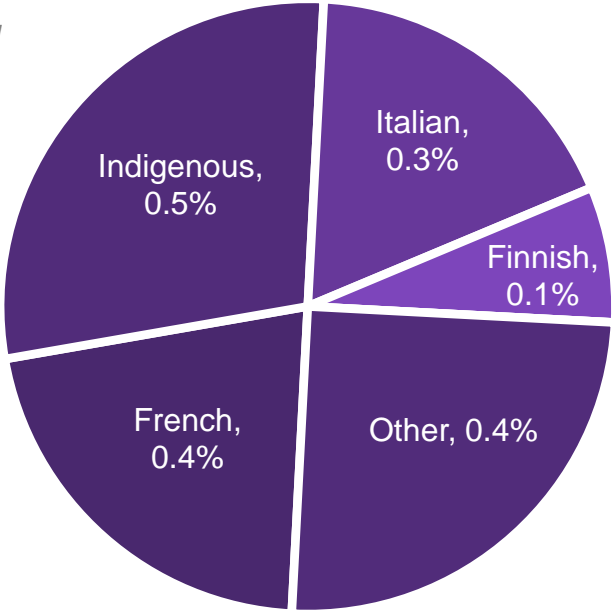
Cultural Background



Language

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

A total of 28 (1.8%) of respondents indicated a language other than English:



For non-English speakers:
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?

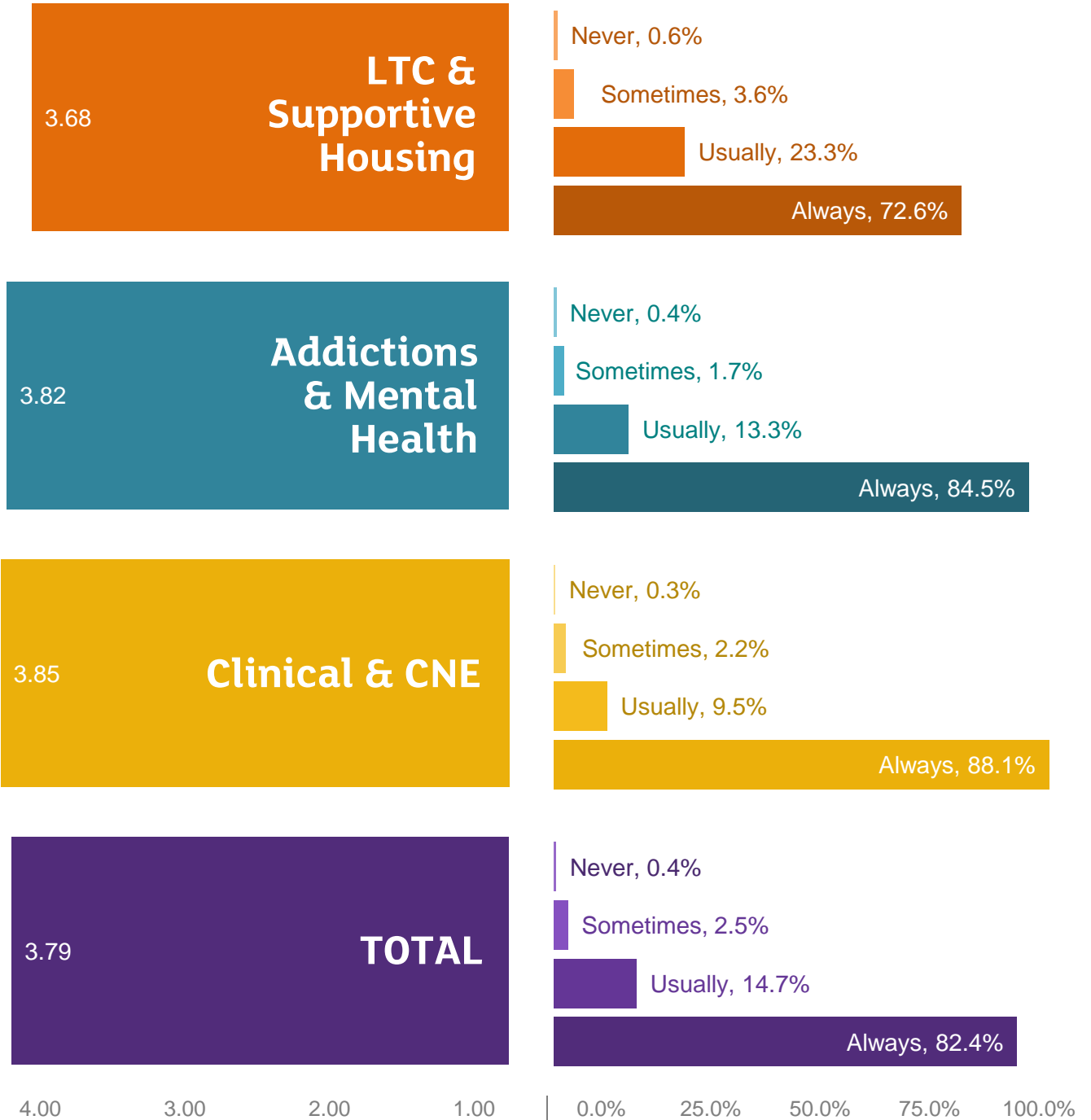
Satisfaction Results

See Appendix D for further details.



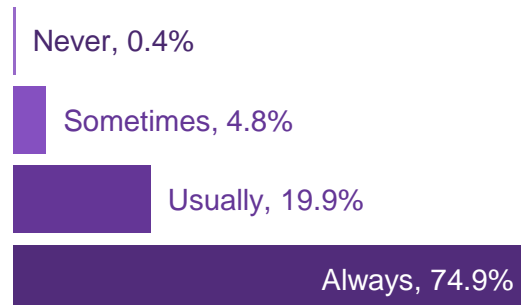
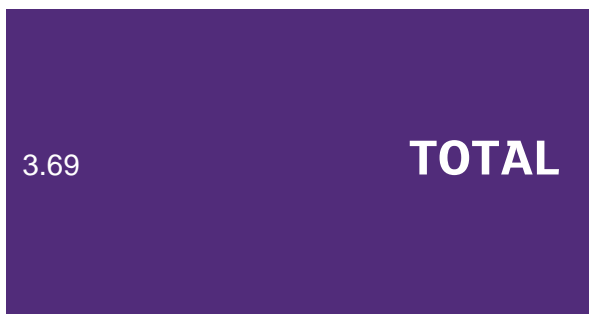
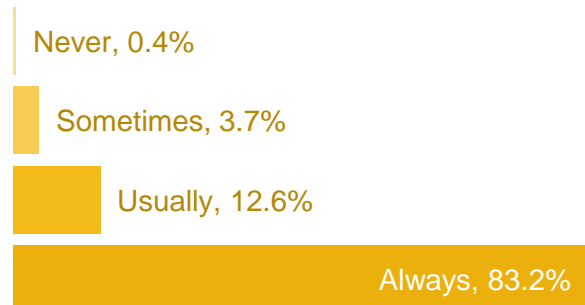
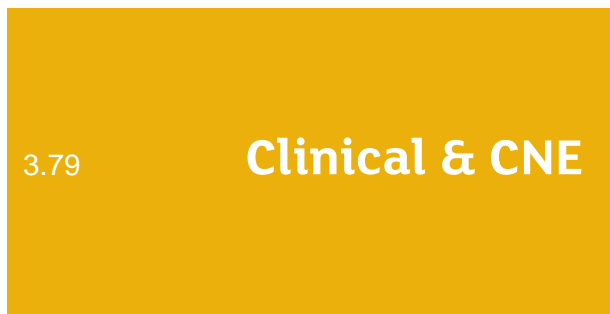
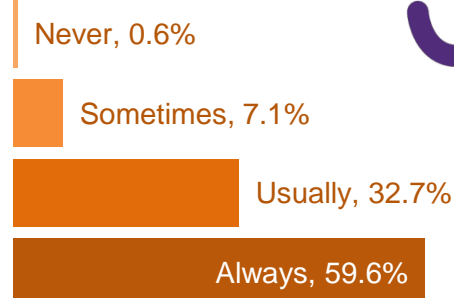
Courtesy & Respect

How often did staff treat you with courtesy and respect?



Listening

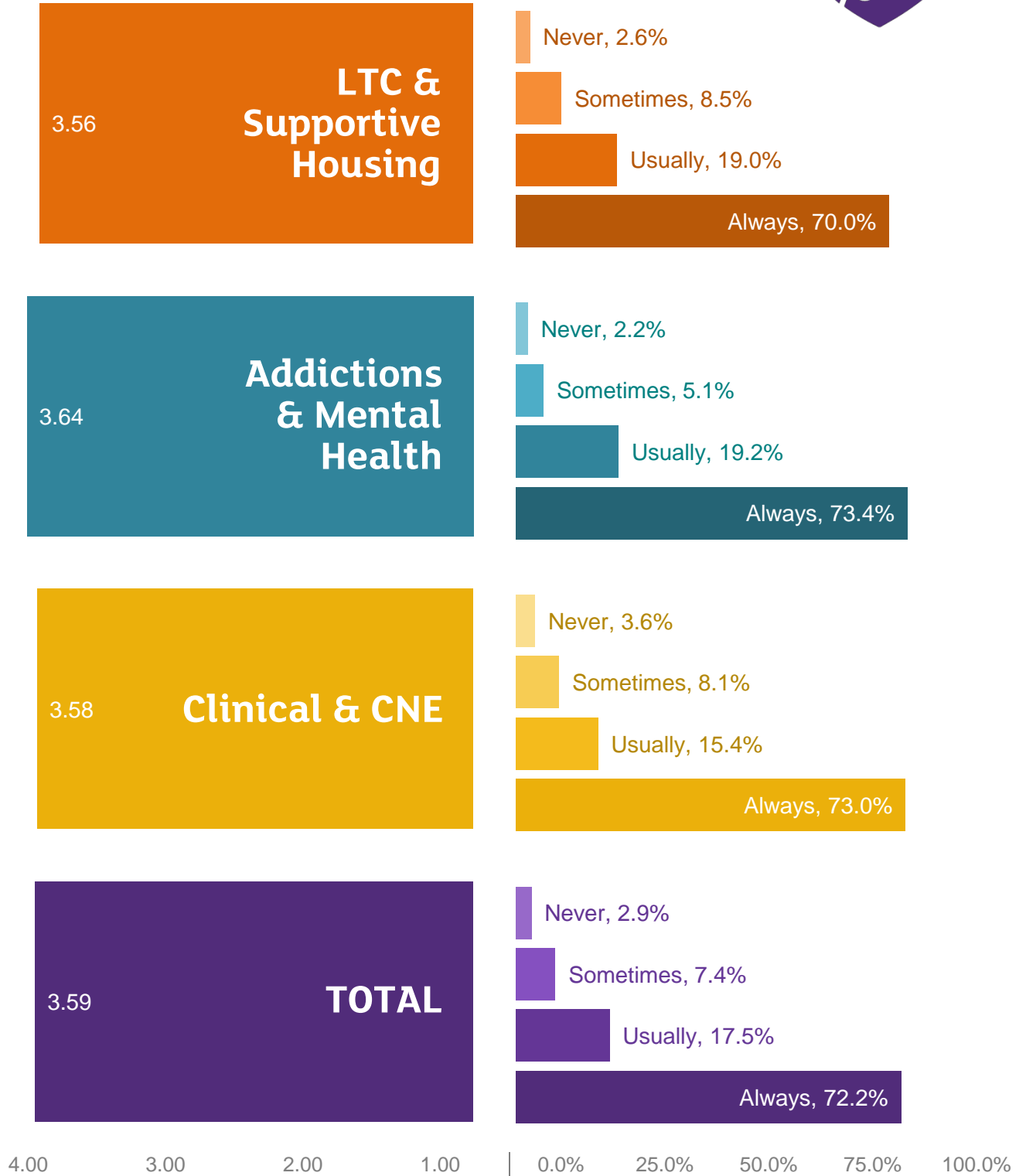
How often did staff listen carefully to you?



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

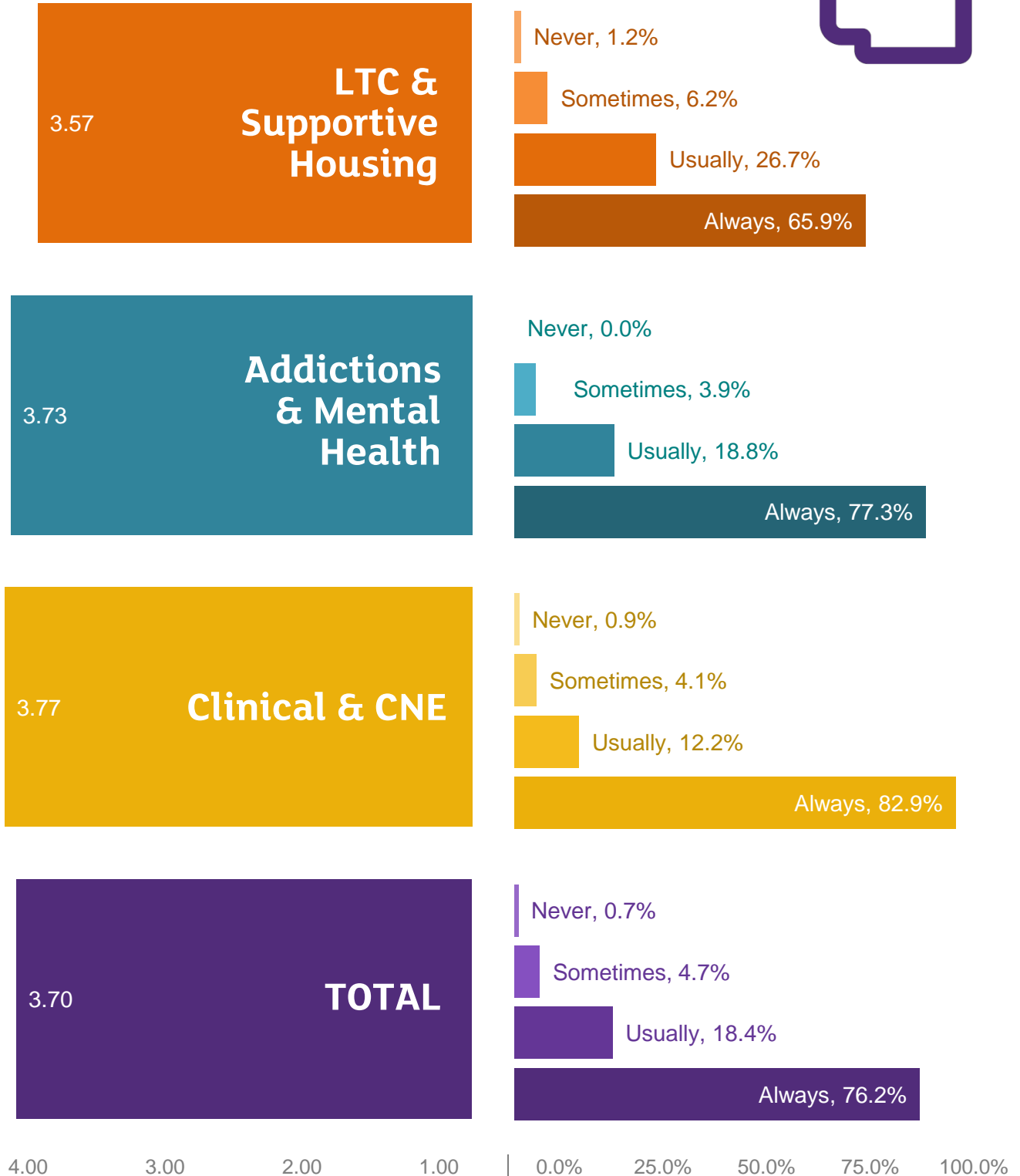
Involvement

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



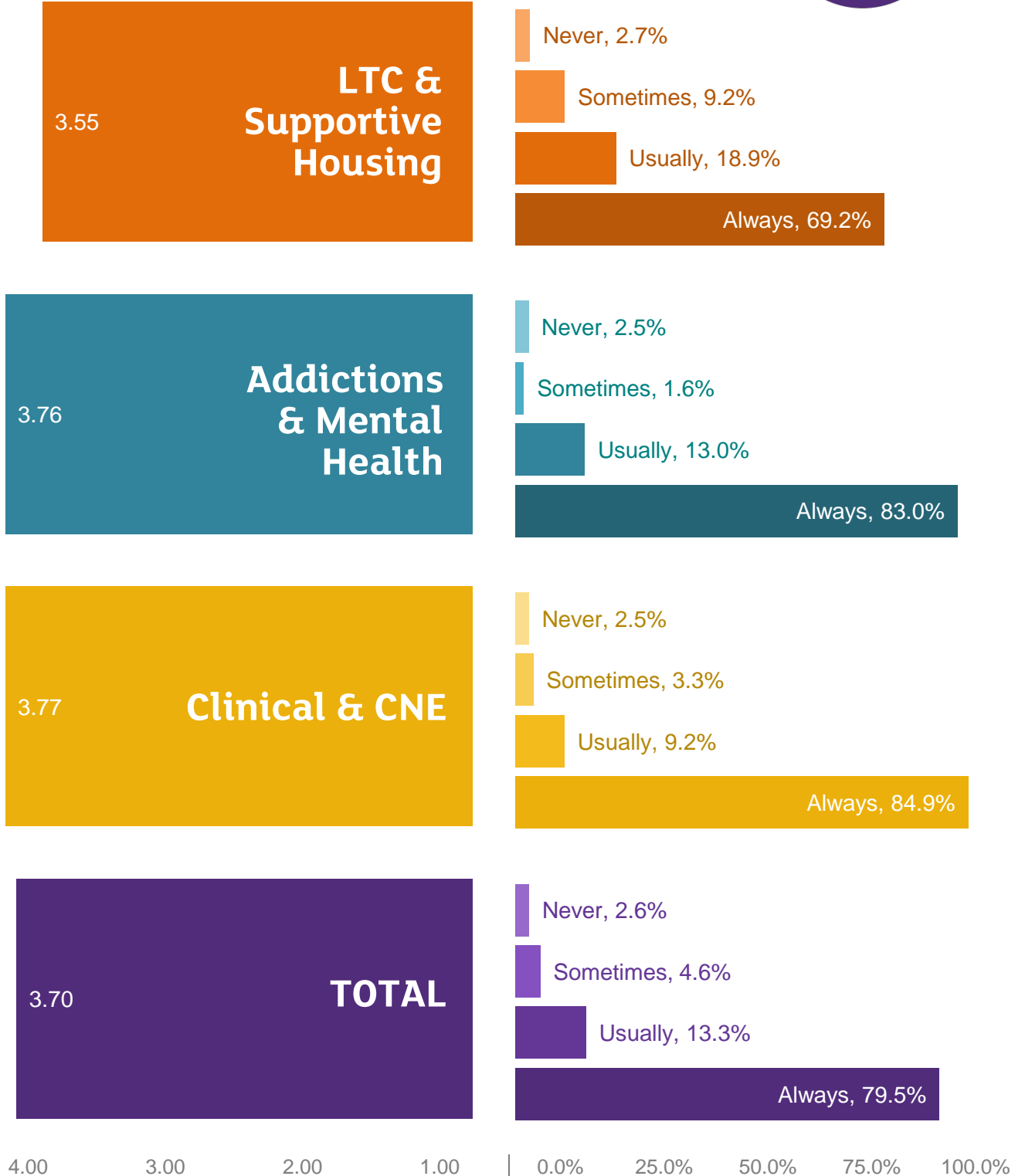
Understanding Explanations

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



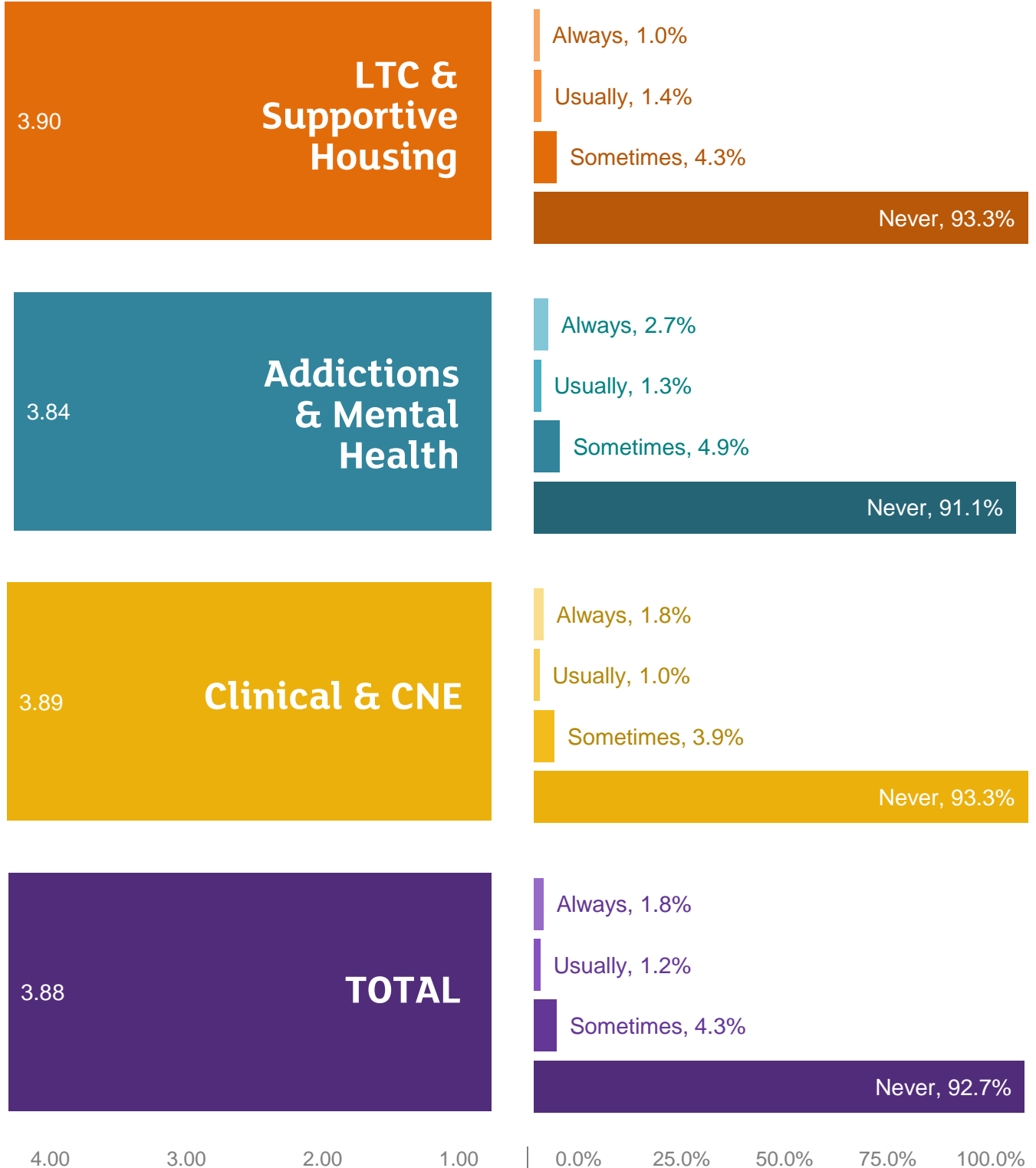
Cultural Support

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



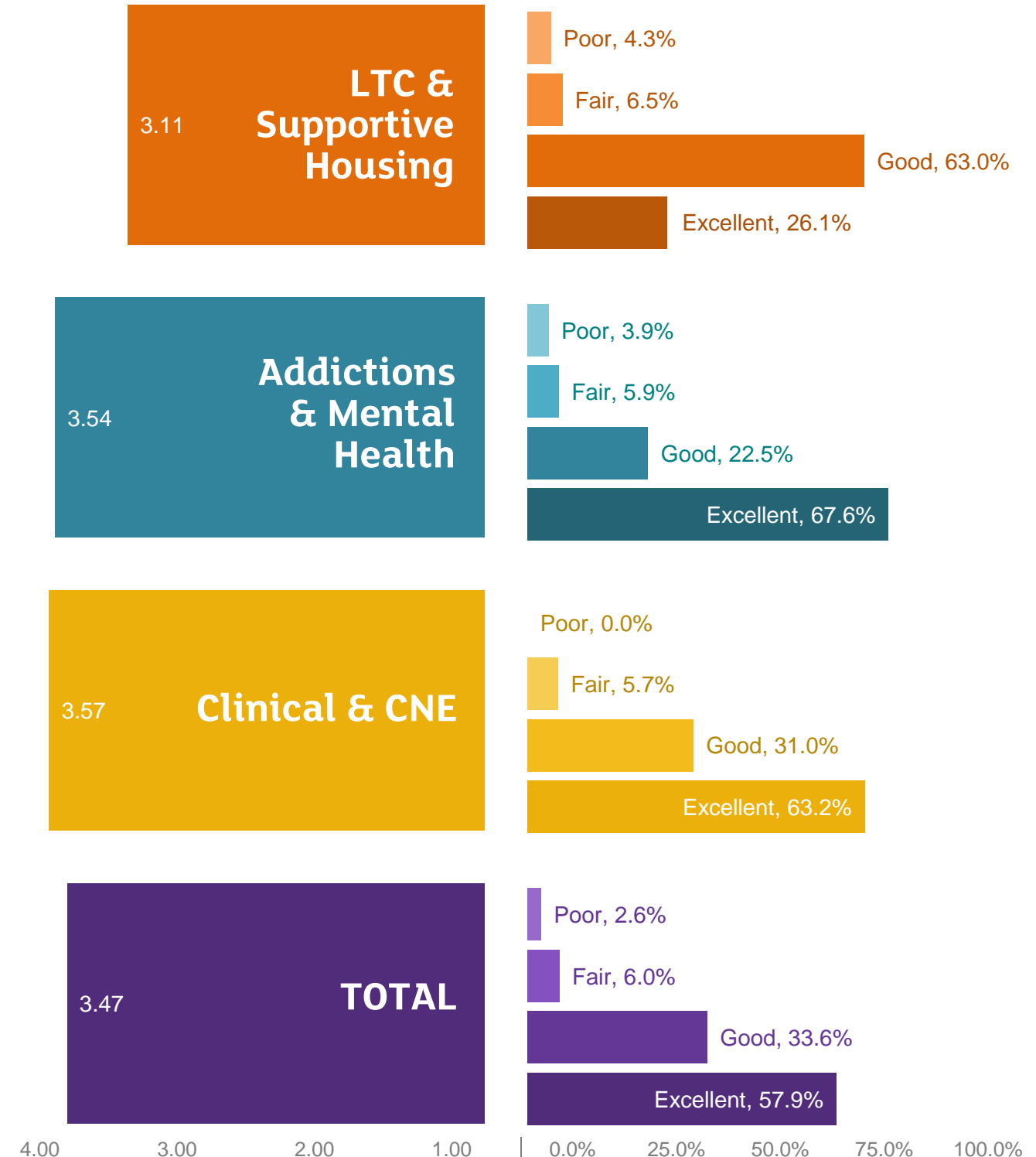
Discrimination

How often did you experience unfair treatment due to racism and/or discrimination by staff? (Reverse coded; higher=better)



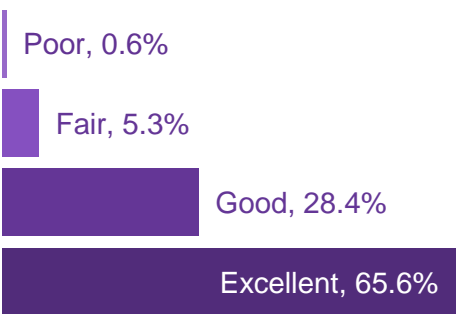
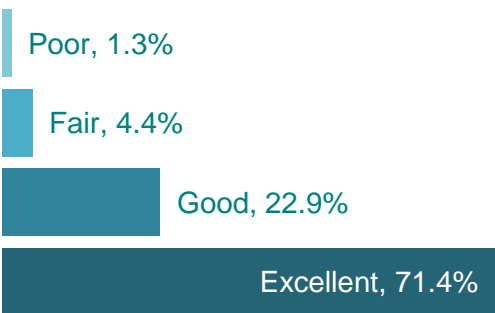
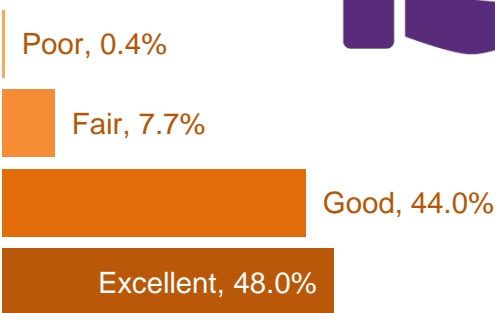
Indigenous Services

If you or your family member did receive support from St. Joseph's Care Group's Indigenous Health Services (N'doo'owe Binesi) how would you rate the quality of the support received?



Quality of Care

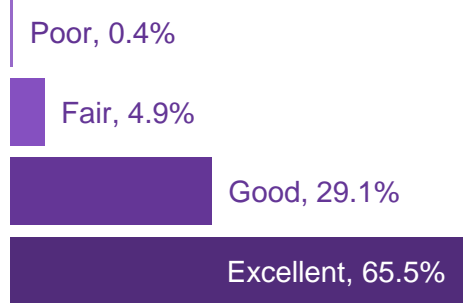
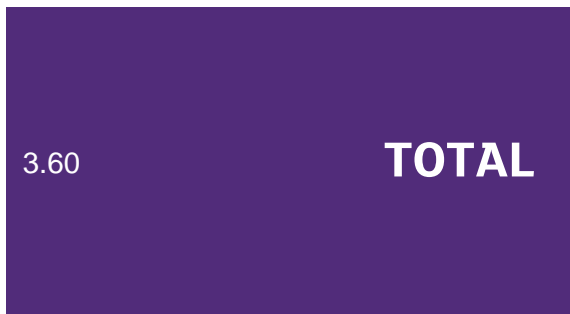
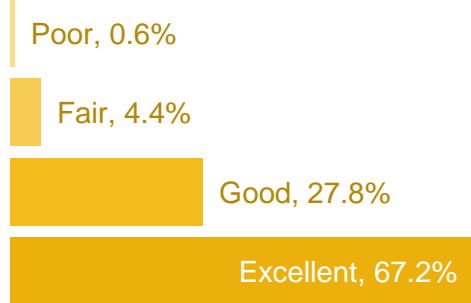
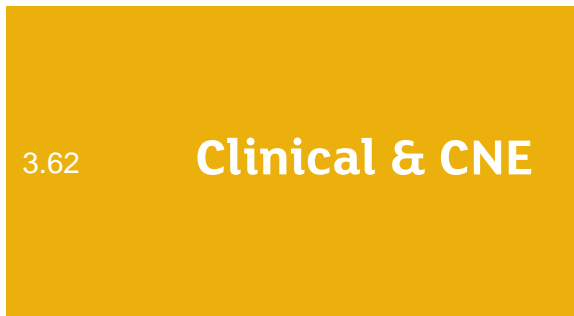
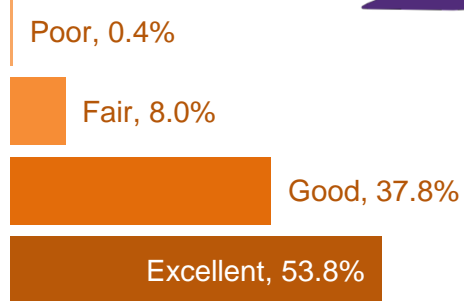
How would you rate the overall quality of the care you (or your family member) have received?



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

Cleanliness

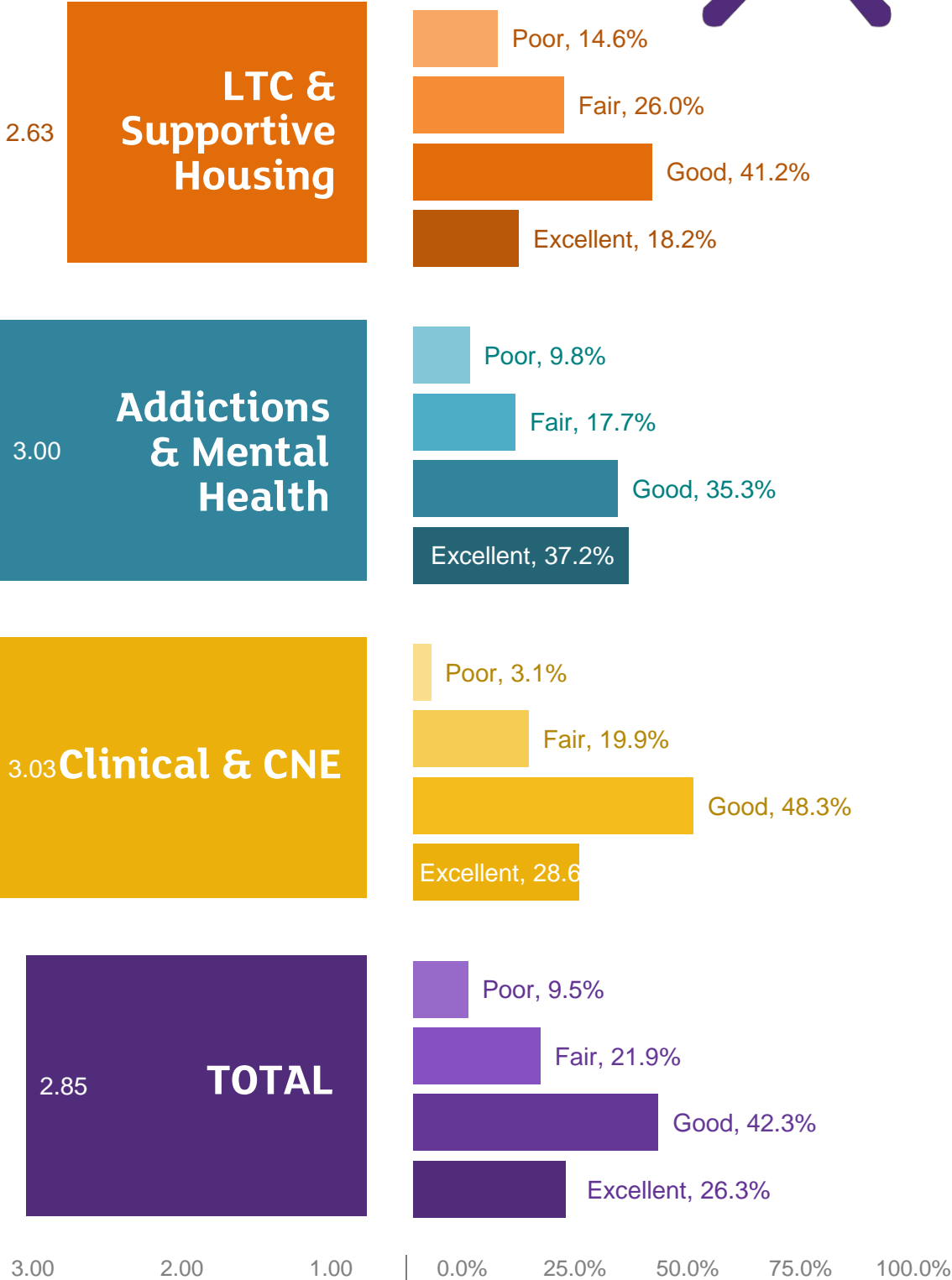
How would you rate the cleanliness of the building?



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

Food

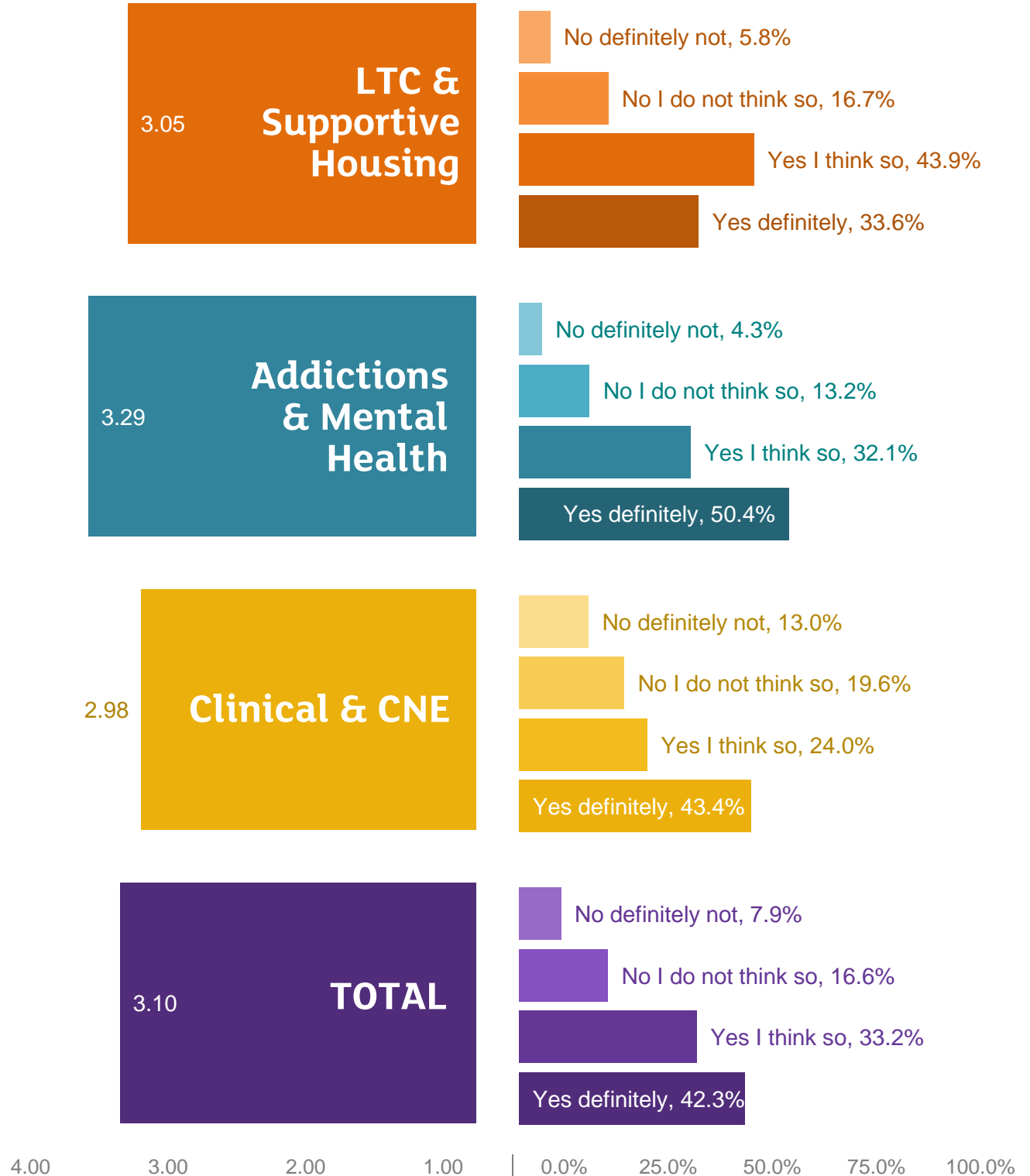
How would you rate the overall quality of the food?



Wholistic Care

Did staff provide you (or your family member) with wholistic* care?

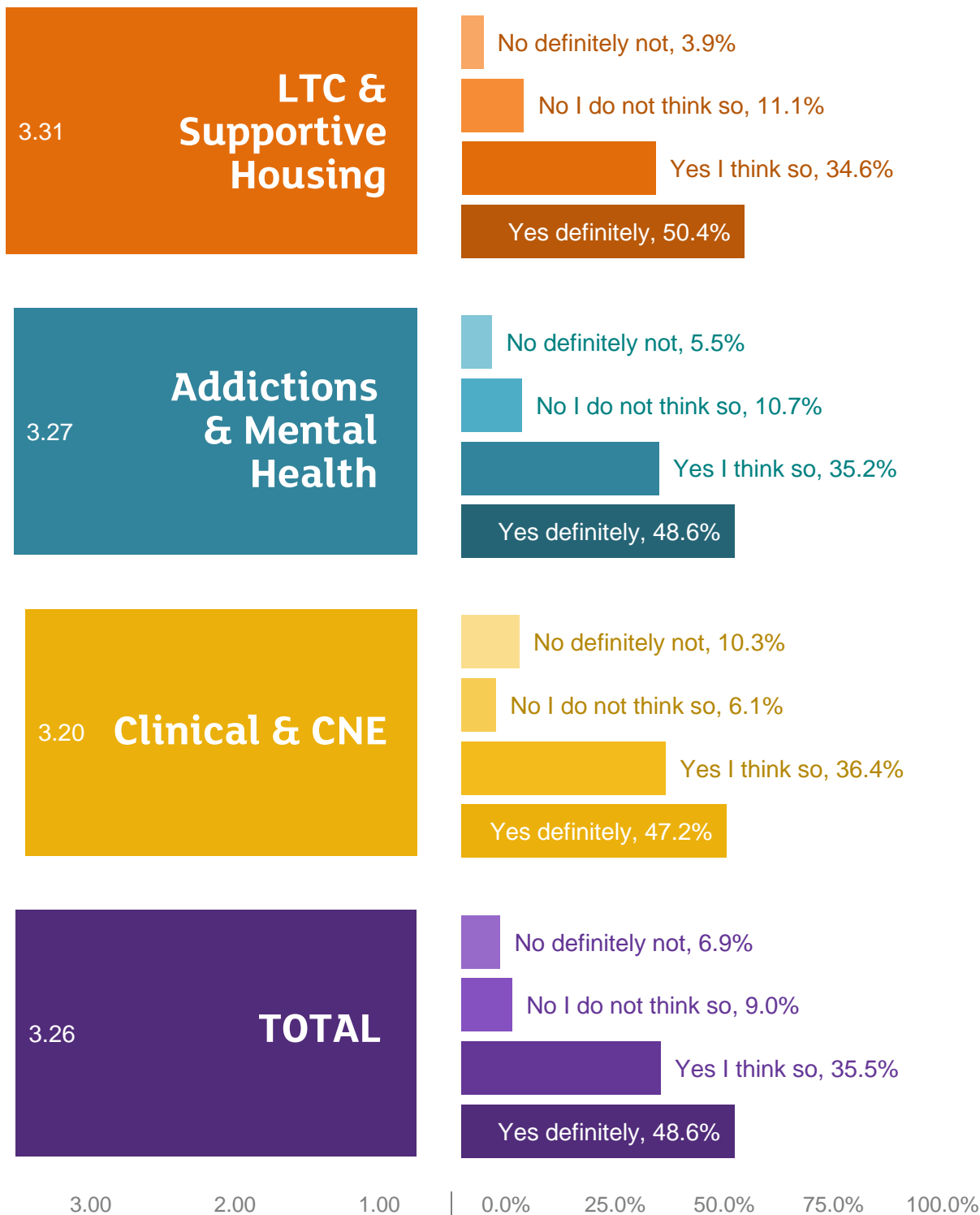
*Wholistic approach seeks to restore balance between mind, body and spirit





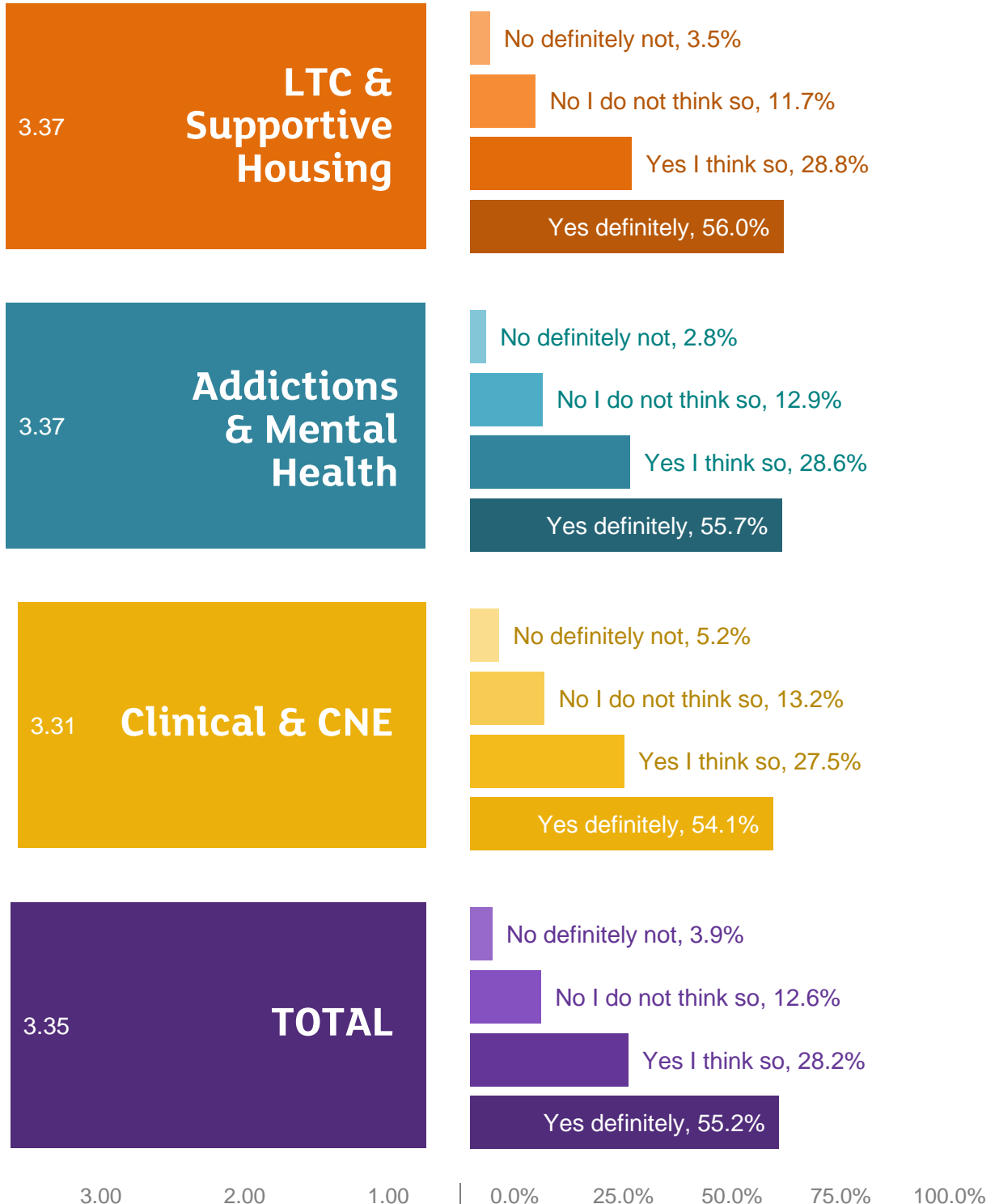
Raising Concerns

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



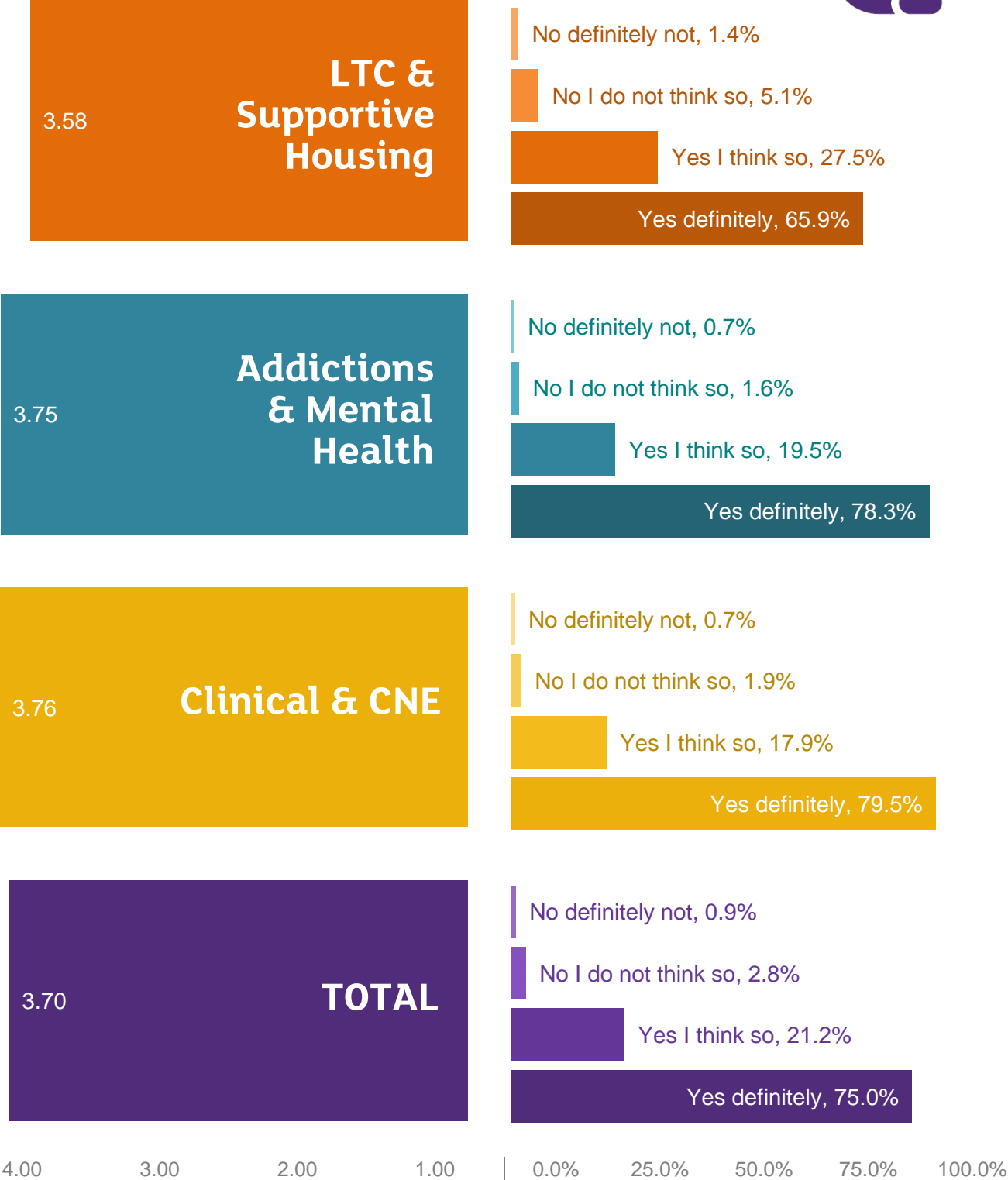
Other Supports

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)?



Recommending to Others

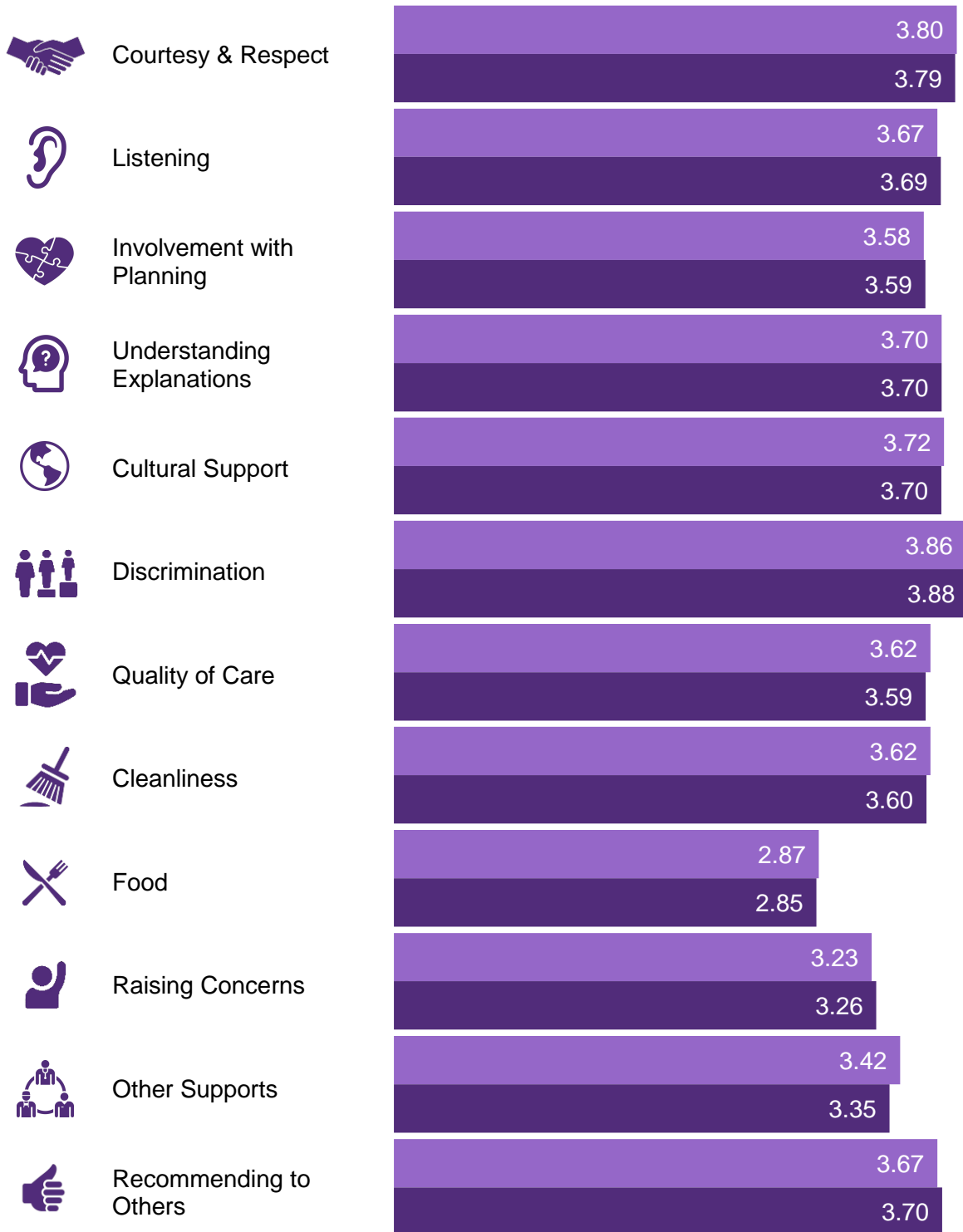
Would you recommend the program to others?



Year-over-Year Comparison

Corporate Total

2023
2024

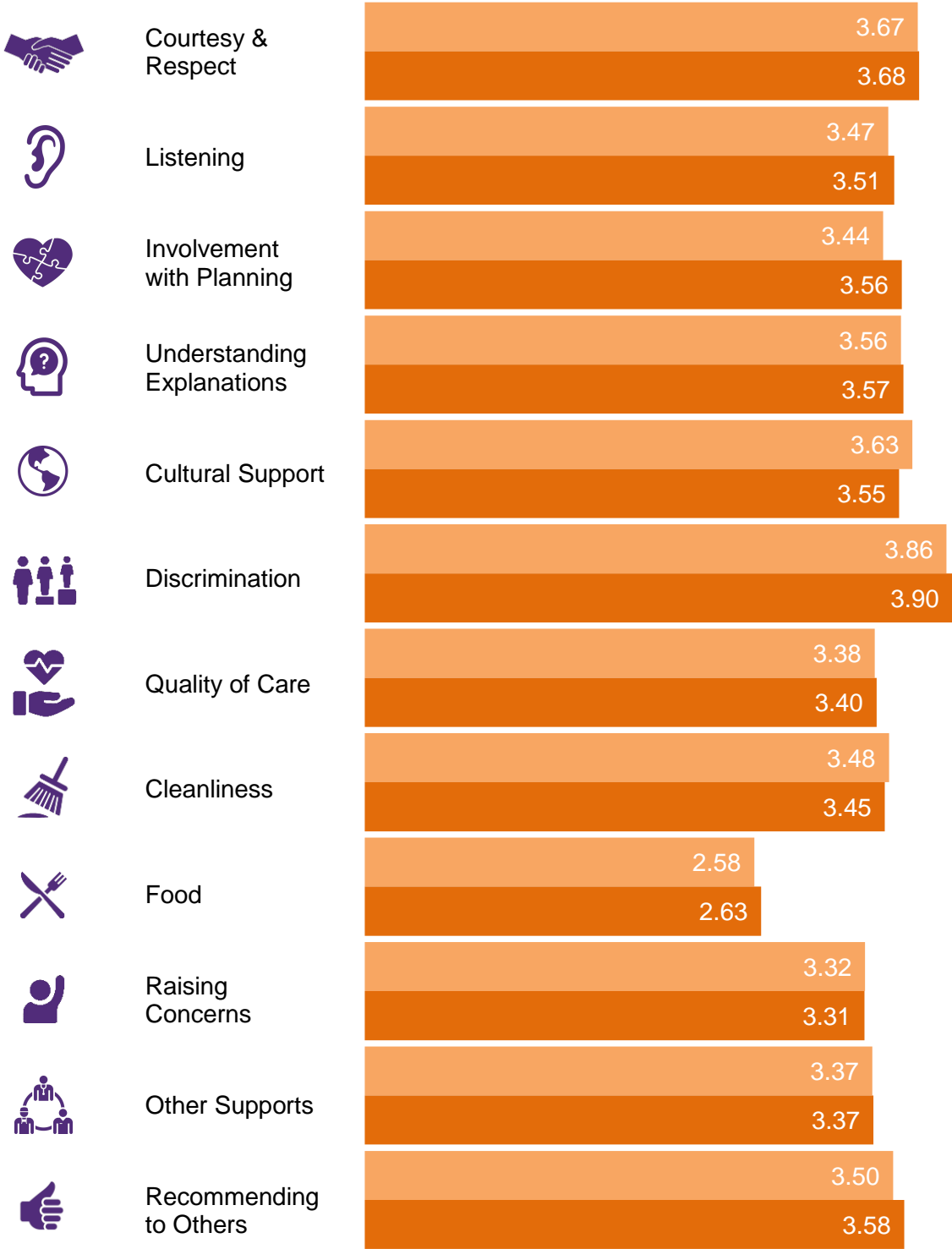


*Also see Appendix E: 2020-2024 Scores

Year-over-Year Comparison

LTC & Supportive Housing

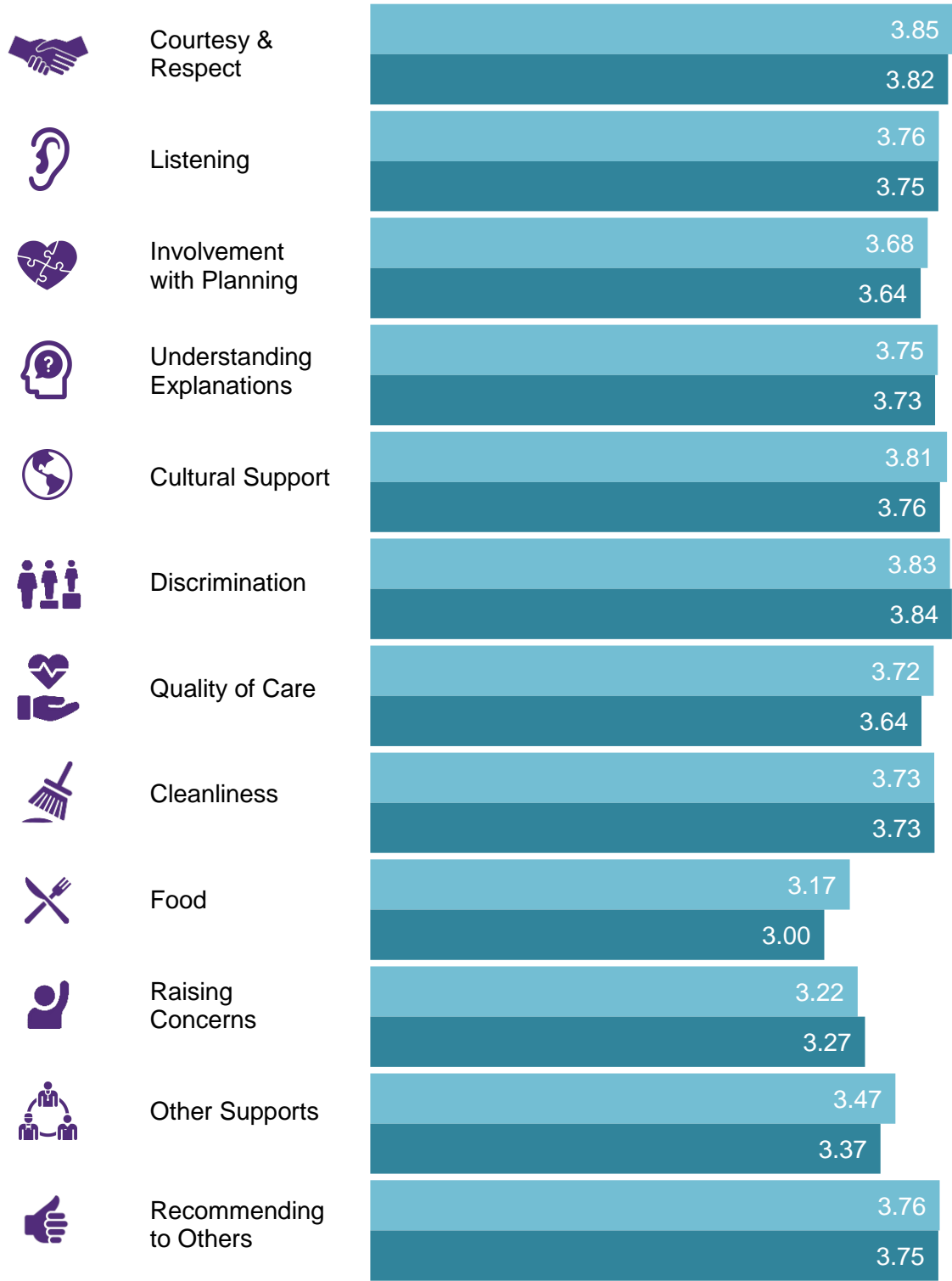
2023
2024



Year-over-Year Comparison

Addictions & Mental Health

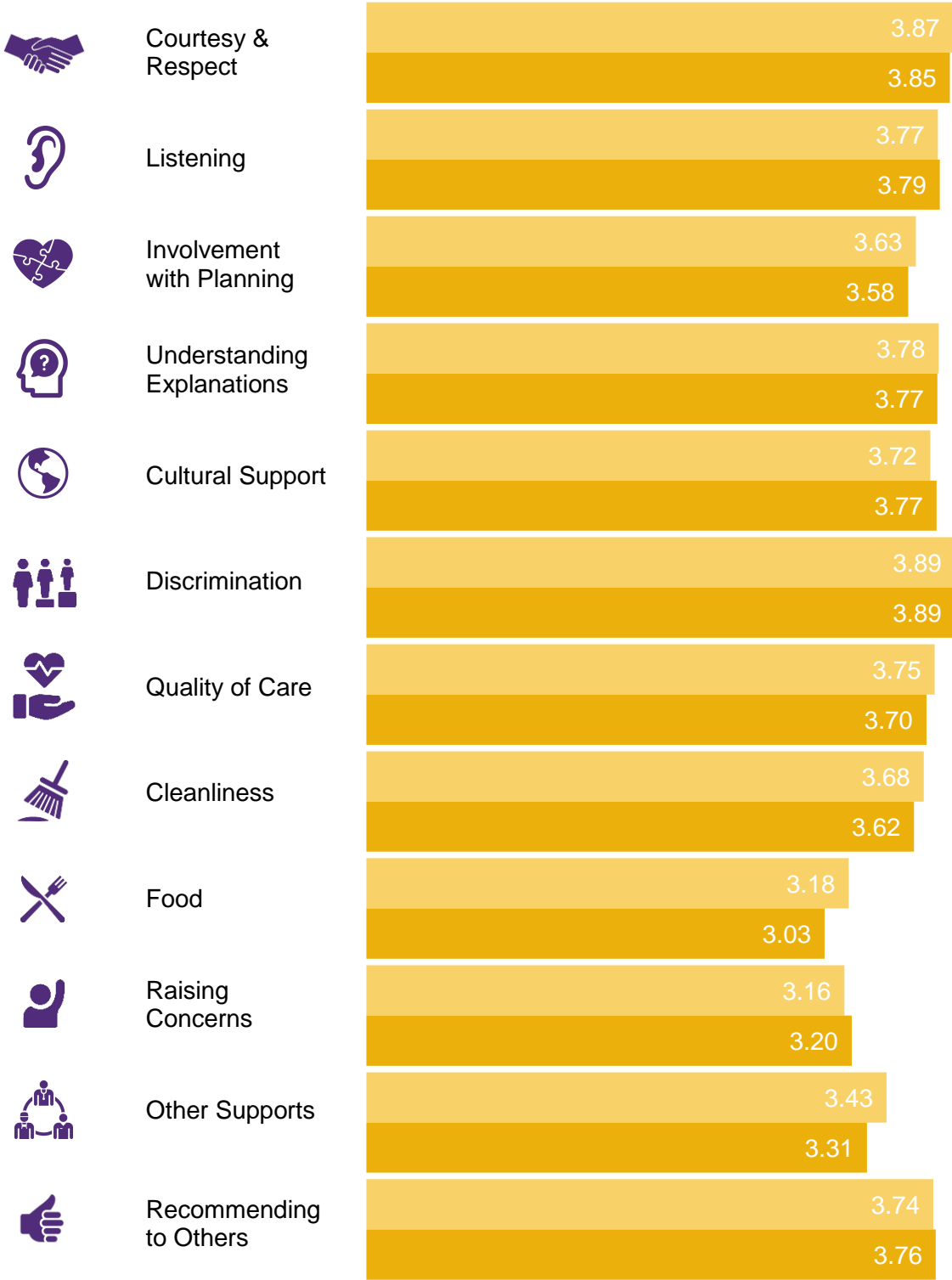
2023
2024



Year-over-Year Comparison

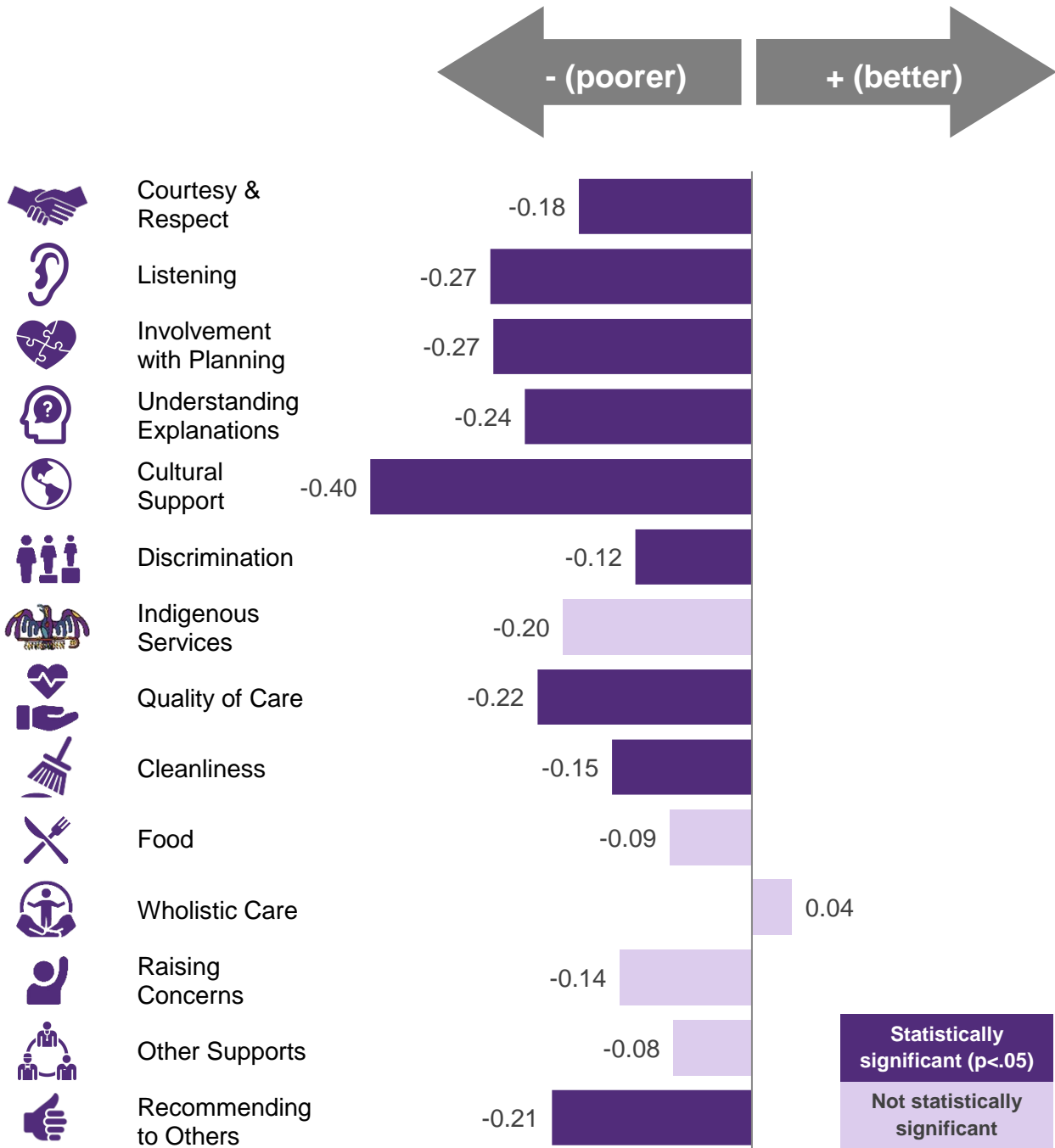
Clinical & CNE

2023
2024



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 (compared 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). See Appendix E for a depiction of these results over time.



Comments

LTC & Supportive Housing

274 respondents (54.0%) provided 359 comments:

- + Positive Feedback
- Areas for Improvement

+/- Theme	Sample Comments	#
- Food & Dining	Repetitive menu; food served cold; lack of accommodation of dietary restrictions; Low quality & processed food; serving size is small; lack of nutritious options; add more fruits options; food served late	115
+ Staff Attitudes & Training	Friendly, helpful & attentive staff; goes above and beyond; responds to requests; housekeeping is excellent; kind, caring & compassionate	44
- Environment	Conflicts with other residents; loud and disruptive spaces; personal item theft; unclean hallways and common areas; outdoor spaces require better maintenance	34
+ Products, Programs & Services	Thankful for Indigenous Health Service; friendly, supportive and affordable services; excellent; meets all needs	32
- Products, Programs & Services	More supervision required; lack of accountability if items go missing; larger rooms required for events; improve supply of incontinence products; more age and gender-appropriate activities; more physical therapy on-site; more reminders of spiritual services	27
- Staff Attitudes & Training	Lack of diligence; poor safety checks by new staff; more orientation for new staff; did not respond in timely manner; staff should be more courteous towards clients and visitors.	22
+ Quality of Care	Great care; compassionate & friendly care; satisfied with care received; homely feeling; thank you for care	17
- Communication	Improve interdepartmental and inter-staff communication; events and activities should be better communicated with clients; Language barrier with new staff	14
- Quality of Care	Inadequate oral care; new ailments were not addressed; harshness while moving clients around; inconsistency in care provided	11
- Staffing	Less staff on duty affecting adherence to care plan; high turnover; more staff needed to provide personalized care	9
+ Food & Dining	Improved over time; like the choices	8
+ Environment	Bright; clean; good security	8
- Access to Care	Lack of access to oral care and optometrist; more follow-ups by doctors; infrequent appointments	6
Other	Opening gift shop; large rooms for hosting events; offer beverages to visitors	12

Addictions & Mental Health

166 respondents (36.0%) provided 208 comments:

- + Positive Feedback
- Areas for Improvement

+/- Theme	Sample Comments	#
+ Products, Programs & Services	Safe space; excellent services; always helpful; Life changing; beneficial to low income clients; great resources; wholistic services	64
+ Staff Attitudes & Training	Supportive, empathetic & caring staff; respectful & knowledgeable staff; best team of professionals; goes above and beyond; friendly, welcoming & helpful	37
+ Quality of Care	Improved quality of life; exceptional care; care provided has been lifesaving	21
- Products, Programs & Services	Include other religious/spiritual/cultural training & programs; upgrade old equipment; longer & frequent appointments required; more funding to increase Indigenous cultural programs; more wholistic services; overemphasis on Indigenous culture	19
- Access to Care	Long wait times; lack of evening appointments; reduced capacity of programs; inaccessible facilities for homeless people	13
- Communication	Communicate if healthcare professional is away; more community outreach; poor inter-staff communication; keep clients in loop; no response by front desk during appointment	9
- Staff Attitudes & Training	Rude/poor bedside manner; more understanding towards client's situation; too strict; can be self-centered; more intersectional education on sexual orientation	8
- Environment	Poor ventilation; unsafe; inaccessible parking; unclean	8
- Food & Dining	Small servings; lack of vegetables in meals; repetitive menu; lack of accommodation of dietary restrictions	7
+ Environment	Educative and safe environment; welcoming and great	2
Other	Mental Health programs require more funding; improve access to educational resources to take home	20

Clinical & CNE

249 respondents (35.3%) provided 282 comments:

- + Positive Feedback
- Areas for Improvement

+/- Theme	Sample Comments	#
+ Staff Attitudes & Training	Very friendly, compassionate & personable staff; good team work; Professional, kind, informative & patient staff	76
+ Products, Programs & Services	Excellent programs & services; very accommodating	62
+ Quality of Care	Very thankful for the care; excellent & comprehensive care; very positive experience; satisfied with the care	39
- Products, Programs & Services	Services that accommodate children and teens; Improve telehealth sound system for clients who are hearing impaired; longer & frequent services/programs; access to language translators	16
- Access to Care	Limited parking, especially for seniors & people with disabilities; difficult to schedule appointments; long wait times	15
- Environment	Parking is not user friendly; Loud/disruptive environment; facilities should be more accessible; improve cleanliness; poor ventilation	13
- Staff Attitudes & Training	Rude & arrogant staff; leave client's requests unanswered; staff complaining about personal issues at work	13
- Food & Dining	Upgrade food menus; low protein value in meals; lack of cultural food	7
- Quality of Care	Reduce rushing clients; untimely care; lack of hygienic care	6
- Communication	Better communication if changes to appointment occurs; better inter-staff communication; respond to client's complaints/request	5
- Staffing	Understaffed; nurses require more support to provide timely care; poor patient-to-staff ratio	4
Other	Survey questions non applicable and not available in Indigenous language; update payment methods; over emphasis on Indigenous culture; more meetings with management	26

Appendix A: Cover Letters & Survey



*Care
Compassion
Commitment*

Monday, September 9, 2024

Dear Client, Resident, Family Member, or Substitute Decision Maker:

St. Joseph's Care Group wants our clients, residents, and their family members to 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, but you do not have to answer any questions that make you feel uncomfortable.

This survey is **confidential** and **anonymous**. Your healthcare provider(s) will not see your responses.

By November 4, 2024, please place your completed survey in the self-addressed envelope provided and then:

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

You can complete the survey on-line if you prefer, by accessing it at www.cahr.sjcg.net/survey

If you have questions or need help completing the survey, please contact Shayna Cummings, Research Coordinator, at 343-2431 extension 2107 or sjcg.cahr@tbh.net.

The survey is also available in Finnish, Italian and French. Please contact any staff member to obtain a copy in one of these languages.

For a chance to win 1 of 5 \$100 gift cards, complete the ballot included with this survey. The ballot can be handed in separately to the return envelope in your program/home area; to a staff member; or directly to the Client Relations address on the back of the ballot. To maintain confidentiality and anonymity, your ballot will not be linked to your survey responses.

Thank you for taking the time to complete this survey. We value your opinion and insights about care at St. Joseph's Care Group. The results of the survey will be available on www.sjcg.net in 2025.
Sincerely,



Janine Black, MHSc, MBA
President and Chief Executive Officer



Client Satisfaction Survey

[Program Name]

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

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*:

- Female
 Male
 Gender queer/
nonconforming
 Intersex
 Trans man
 Trans woman
 Two-Spirit
 Other: _____
 Prefer not to
answer

4 Client's sexual orientation*:

- Bisexual
 Gay
 Heterosexual
 Lesbian
 Queer, pansexual
and/or questioning
 Two-Spirit
 Other: _____
 Prefer not to
answer

5 Are you a:

- Client
 Family Member / Substitute Decision Maker

6 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)*:

- Asian
 Black (e.g., N.
American, African,
Caribbean)
 First Nation (e.g.,
Anishinaabe)
 Inuk (Inuit)
 Métis
 Latin / Hispanic
 White (e.g., European,
North American)
 Other: _____
 Prefer not to
answer

7 In what language are you most comfortable receiving healthcare services?

- ASL
 English
 Finnish
 French
 Indigenous (e.g., Anishinaabemowin)
 Italian
 Other: _____

8 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, 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
 Yes, an interpreter (in person or over the phone) translated health care information to me in a language in which I am comfortable
 No
 I do not know

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

- Never
 Sometimes
 Usually
 Always

10 How often did staff listen carefully to you?

- Never
 Sometimes
 Usually
 Always

PAGE 1/2 TURN OVER →

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

Never Sometimes Usually Always

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

Never Sometimes Usually Always

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

Never Sometimes Usually Always

14 How often did you experience unfair treatment due to racism and/or discrimination by staff?

Never Sometimes Usually Always

15 If you or your family member did receive support from St. Joseph's Care Group's Indigenous Health Services (N'doo'owe Binesi), how would you rate the quality of the support received?
 If you have comments about the support you received from Indigenous Health Services (N'doo'owe Binesi), you can include them in the comment section, question #23, located at the end of this survey.

Poor Fair Good Excellent

Did not receive support from Indigenous Health Services (N'doo'owe Binesi)

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

Poor Fair Good Excellent

17 How would you rate the cleanliness of the building?

Poor Fair Good Excellent

18 How would you rate the quality of the food?

Poor Fair Good Excellent

19 Did staff provide you (or your family member) with wholistic⁺ care?
 *Wholistic approach seeks to restore balance between mind, body and spirit

No, definitely not No, I don't think so Yes, I think so Yes, definitely I do not know

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

No, definitely not No, I don't think so Yes, I think so Yes, definitely

21 Did staff help you to access other services and supports available, whether with St. Joseph's Care Group or in the community (for example, dental services, dentures, foot care, oxygen therapy, dialysis, specialist clinics, mental health services, speech language pathology, or caregiver supports)?

No, definitely not No, I don't think so Yes, I think so Yes, definitely

22 Would you recommend the program to others?

No, definitely not No, I don't think so Yes, I think so Yes, definitely

23 Do you have any comments or suggestions you would like to provide below?

Thank you. Miigwech. Merci.



Appendix B: Survey Numbers & Response Rates

LTC & Supportive Housing

Program	# Requested	# Distributed	# Completed	Response Rate
Bethammi 2nd Floor	46	46	21	45.7%
Bethammi 3rd Floor	46	46	25	54.3%
HRM 1N (Daffodil)	40	21	9	42.9%
HRM 2N (Lavender)	40	31	12	38.7%
HRM 2S (Bluebell)	40	33	13	39.4%
HRM 3N (Lily)	40	32	11	34.4%
HRM 3S (Daisy)	40	32	14	43.8%
HRM 4N (Iris)	40	33	12	36.4%
HRM 4S (Lilac)	40	25	11	44.0%
HRM 5N (Marigold)	40	32	16	50.0%
HRM 5S (Orchid)	40	24	7	29.2%
HRM 6N (Rose)	40	31	7	22.6%
HRM 6S (Tulip)	40	31	8	25.8%
HRM 7N (Trillium)	40	28	11	39.3%
HRM 7S (Violet)	40	27	9	33.3%
HRM Birch	40	27	12	44.4%
HRM Spruce	40	29	14	48.3%
P.R. Cook Apartments	140	137	118	86.1%
Sister Leila Greco Apartments	132	125	127	101.6%
High Support Housing	30	28	22	78.6%
Medium Support Housing	27	22	28	127.3%
Total LTC & Supportive Housing	1021	840	507	60.4%

*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	150	166	80	48.2%
Child and Adolescent Psychiatry Services (CAPS)	50	33	33	100.0%
Community Homes for Opportunity (CHO)	5	5	5	100.0%
Chronic Pain Management	70	70	69	98.6%
Comprehensive Community Support Team (CCST)	60	36	21	58.3%
Crossroads	30	20	14	70.0%
Dual Diagnosis	20	20	14	70.0%
Eating Disorders	30	25	11	44.0%
Employment Services	50	36	19	52.8%
Gambling & Behavioural Addictions	25	10	18	180.0%
Getting Appropriate Personal & Professional Supports (GAPPS)	50	12	6	50.0%
Homes for Good	20	0	15	0.0%
Lodge on Dawson	26	22	0	0.0%
Matawa	10	1	0	0.0%
Mental Health Outpatient Program (MHOP)	250	83	60	72.3%
Mental Health Rehabilitation (1E)	20	17	8	47.1%
Mental Health Rehabilitation (2E)	20	17	15	88.2%
Ontario Structured Psychotherapy	50	50	0	0.0%
Rapid Access Addiction Medicine (RAAM)	30	30	22	73.3%
Withdrawal Management	30	25	41	164.0%
Youth Addictions	30	16	12	75.0%
Total Addictions & Mental Health	1026	694	463	66.7%

*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.

Clinical & CNE

Program	# Requested*	# Distributed	# Completed	Response Rate
Ambulatory Care	30	32	13	40.6%
Amputee Program	15	3	3	100.0%
Asthma Clinic	30	0	0	0.0%
Behavioural Supports Mobile Outreach	0	0	1	0.0%
Chiropody (SJHosp)	20	10	6	60.0%
Chiropody (SJHer)	10	9	9	100.0%
Community Psychogeriatric Resource Consultant Program	20	17	4	23.5%
Diabetes Health	125	121	120	99.2%
Enhancing Care Program	15	13	9	69.2%
Foot Care (SJHosp)	50	50	46	92.0%
Foot Care (SJHer)	30	30	30	100.0%
Geriatric Rehabilitative Care (5N)	30	26	21	80.8%
Geriatric Rehabilitative Care (5S)	40	22	14	63.6%
Geriatric Telemedicine	30	26	9	34.6%
Hospice / Palliative Care (4N)	40	40	26	65.0%
Manor House Adult Day Program	75	69	41	59.4%
Medically Complex Services (2N)	50	42	37	88.1%
Medically Complex Services (2S)	30	23	27	117.4%
Neurology Day Outpatient Program	75	96	31	32.3%
Orthopedic Rehabilitation	20	25	19	76.0%
Physical Rehabilitative Care (3 North)	40	30	24	80.0%
Physical Rehabilitative Care (3 South)	40	30	28	93.3%
Pulmonary Rehabilitation	25	20	19	95.0%
Rheumatic Diseases	50	63	38	60.3%
Seniors Outpatient Services	160	133	77	57.9%
Transition (4S)	45	25	24	96.0%
Wound, Ostomy, Continenence	100	85	27	31.8%
Total Clinical & CNE	1195	1047	703	67.1%

*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.

Appendix C: Demographic Details

Length of time receiving services

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
< 1 month	5	1.0%	31	6.9%	111	16.3%	147	9.0%
1-6 months	36	7.1%	106	23.6%	215	31.6%	357	21.8%
7-12 months	56	11.1%	65	14.4%	57	8.4%	178	10.9%
1-5 years	281	55.8%	151	33.6%	151	22.2%	583	35.7%
> 5 years	126	25.0%	97	21.6%	147	21.6%	370	22.6%
Total	504	100.0%	450	100.0%	681	100.0%	1635	100.0%

Client's age group

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
<15	0	0.0%	17	3.8%	16	2.3%	33	2.0%
15-24	2	0.4%	65	14.4%	20	2.9%	87	5.3%
25-34	3	0.6%	60	13.3%	9	1.3%	72	4.4%
35-44	17	3.4%	98	21.7%	27	3.9%	142	8.6%
45-54	17	3.4%	79	17.5%	42	6.1%	138	8.4%
55-64	34	6.7%	77	17.0%	96	13.9%	207	12.6%
65-74	64	12.7%	44	9.7%	167	24.2%	275	16.7%
75-84	119	23.6%	11	2.4%	204	29.6%	334	20.3%
85+	249	49.3%	1	0.2%	109	15.8%	359	21.8%
Total	505	100.0%	452	100.0%	690	100.0%	1647	100.0%

Client's gender

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Male	158	31.3%	202	44.7%	342	49.6%	702	42.6%
Female	343	68.1%	239	52.9%	347	50.3%	929	56.4%
Other Gender Identity	3	0.6%	11	2.4%	1	0.1%	15	0.9%
Total	504	100.0%	452	100.0%	690	100.0%	1646	100.0%

Client's sexual orientation

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Heterosexual	395	93.4%	318	80.9%	450	88.4%	1163	87.8%
Other Sexual Orientation	28	6.6%	75	19.1%	59	11.6%	162	12.2%
Total	423	100.0%	393	100.0%	509	100.0%	1325	100.0%

Role

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Client/Resident	348	70.3%	430	95.3%	552	82.5%	1330	82.4%
Family/Substitute Decision Maker	147	29.7%	21	4.7%	117	17.5%	285	17.6%
Total	495	100.0%	451	100.0%	669	100.0%	1615	100.0%

Cultural Background

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
White	439	87.5%	331	72.9%	541	82.0%	1311	81.1%
First Nation	32	6.4%	67	14.8%	58	8.8%	157	9.7%
Metis	6	1.2%	13	2.9%	10	1.5%	29	1.8%
Inuk (Inuit)	1	0.2%	1	0.2%	0	0.0%	2	0.1%
Black	1	0.2%	3	0.7%	0	0.0%	4	0.2%
Latin/ Hispanic	1	0.2%	1	0.2%	3	0.5%	5	0.3%
Asian	1	0.2%	3	0.7%	5	0.8%	9	0.6%
Other	10	2.0%	11	2.4%	16	2.4%	37	2.3%
Multi-Cultural Non-Indigenous	7	1.4%	6	1.3%	10	1.5%	23	1.4%
Multi-Cultural Indigenous	4	0.8%	18	4.0%	17	2.6%	39	2.4%
Total	502	100.0%	454	100.0%	660	100.0%	1616	100.0%

Language

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
English	462	97.7%	452	99.6%	656	97.8%	1570	98.2%
French	2	0.4%	0	0.0%	4	0.6%	6	0.4%
Indigenous	2	0.4%	2	0.4%	4	0.6%	8	0.5%
Italian	2	0.4%	0	0.0%	3	0.4%	5	0.3%
Finnish	2	0.4%	0	0.0%	0	0.0%	2	0.1%
ASL	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other	3	0.6%	0	0.0%	4	0.6%	7	0.4%
Total	473	100.0%	454	100.0%	671	100.0%	1598	100.0%

Appendix D: Satisfaction Responses

Courtesy & Respect

How often did staff treat you with courtesy and respect?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Never	3	0.6%	2	0.4%	2	0.3%	7	0.4%
Sometimes	18	3.6%	8	1.7%	15	2.2%	41	2.5%
Usually	117	23.3%	61	13.3%	66	9.5%	244	14.7%
Always	365	72.6%	387	84.5%	614	88.1%	1366	82.4%
Total	503	100.0%	458	100.0%	697	100.0%	1658	100.0%

Listening

How often did staff listen carefully to you?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Never	3	0.6%	0	0.0%	3	0.4%	6	0.4%
Sometimes	36	7.1%	17	3.7%	26	3.7%	79	4.8%
Usually	165	32.7%	78	17.1%	88	12.6%	331	19.9%
Always	301	59.6%	362	79.2%	581	83.2%	1244	74.9%
Total	505	100.0%	457	100.0%	698	100.0%	1660	100.0%

Involvement

How often did staff involve you in planning your care?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Never	13	2.6%	10	2.2%	24	3.6%	47	2.9%
Sometimes	42	8.5%	23	5.1%	54	8.1%	119	7.4%
Usually	94	19.0%	86	19.2%	103	15.4%	283	17.5%
Always	347	70.0%	328	73.4%	489	73.0%	1164	72.2%
Total	496	100.0%	447	100.0%	670	100.0%	1613	100.0%

Understanding Explanations

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

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Never	6	1.2%	0	0.0%	6	0.9%	12	0.7%
Sometimes	31	6.2%	18	3.9%	28	4.1%	77	4.7%
Usually	133	26.7%	86	18.8%	83	12.2%	302	18.4%
Always	329	65.9%	354	77.3%	566	82.9%	1249	76.2%
Total	499	100.0%	458	100.0%	683	100.0%	1640	100.0%

Cultural Support

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

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Never	13	2.7%	11	2.5%	16	2.5%	40	2.6%
Sometimes	44	9.2%	7	1.6%	21	3.3%	72	4.6%
Usually	90	18.9%	58	13.0%	58	9.2%	206	13.3%
Always	330	69.2%	370	83.0%	535	84.9%	1235	79.5%
Total	477	100.0%	446	100.0%	630	100.0%	1553	100.0%

Discrimination

How often did you experience unfair treatment due to racism and/or discrimination by staff?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Always	5	1.0%	12	2.7%	12	1.8%	29	1.8%
Usually	7	1.4%	6	1.3%	7	1.0%	20	1.2%
Sometimes	21	4.3%	22	4.9%	26	3.9%	69	4.3%
Never	460	93.3%	409	91.1%	629	93.3%	1498	92.7%
Total	493	100.0%	449	100.0%	674	100.0%	1616	100.0%

Indigenous Services

If you or your family member did receive support from St. Joseph's Care Group's Indigenous Health Services (N'doo'owe Binesi) how would you rate the quality of the support received?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Never	2	4.3%	4	3.9%	0	0.0%	6	2.6%
Sometimes	3	6.5%	6	5.9%	5	5.7%	14	6.0%
Usually	29	63.0%	23	22.5%	27	31.0%	79	33.6%
Always	12	26.1%	69	67.6%	55	63.2%	136	57.9%
Total	46	100.0%	102	100.0%	87	100.0%	235	100.0%

Quality of Care

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

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Poor	2	0.4%	6	1.3%	2	0.3%	10	0.6%
Fair	38	7.7%	20	4.4%	29	4.3%	87	5.3%
Good	218	44.0%	104	22.9%	142	20.8%	464	28.4%
Excellent	238	48.0%	325	71.4%	509	74.6%	1072	65.6%
Total	496	100.0%	455	100.0%	682	100.0%	1633	100.0%

Cleanliness

How would you rate the cleanliness of the building?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Poor	2	0.4%	1	0.2%	4	0.6%	7	0.4%
Fair	40	8.0%	11	2.4%	30	4.4%	81	4.9%
Good	189	37.8%	98	21.6%	190	27.8%	477	29.1%
Excellent	269	53.8%	344	75.8%	459	67.2%	1072	65.5%
Total	500	100.0%	454	100.0%	683	100.0%	1637	100.0%

Food

How would you rate the overall quality of the food?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
Poor	69	14.6%	26	9.8%	12	3.1%	107	9.5%
Fair	123	26.0%	47	17.7%	78	19.9%	248	21.9%
Good	195	41.2%	94	35.3%	189	48.3%	478	42.3%
Excellent	86	18.2%	99	37.2%	112	28.6%	297	26.3%
Total	473	100.0%	266	100.0%	391	100.0%	1130	100.0%

Wholistic Care

Did staff provide you (or your family member) with wholistic* care?

*Wholistic approach seeks to restore balance between mind, body and spirit

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
No definitely not	22	5.8%	15	4.3%	51	13.0%	88	7.9%
No I do not think so	63	16.7%	46	13.2%	77	19.6%	186	16.6%
Yes I think so	166	43.9%	112	32.1%	94	24.0%	372	33.2%
Yes definitely	127	33.6%	176	50.4%	170	43.4%	473	42.3%
Total	378	100.0%	349	100.0%	392	100.0%	1119	100.0%

Raising Concerns

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

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
No definitely not	19	3.9%	24	5.5%	64	10.3%	107	6.9%
No I do not think so	54	11.1%	47	10.7%	38	6.1%	139	9.0%
Yes I think so	168	34.6%	154	35.2%	226	36.4%	548	35.5%
Yes definitely	245	50.4%	213	48.6%	293	47.2%	751	48.6%
Total	486	100.0%	438	100.0%	621	100.0%	1545	100.0%

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)?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
No definitely not	17	3.5%	12	2.8%	30	5.2%	59	3.9%
No I do not think so	57	11.7%	55	12.9%	77	13.2%	189	12.6%
Yes I think so	141	28.8%	122	28.6%	160	27.5%	423	28.2%
Yes definitely	274	56.0%	238	55.7%	315	54.1%	827	55.2%
Total	489	100.0%	427	100.0%	582	100.0%	1498	100.0%

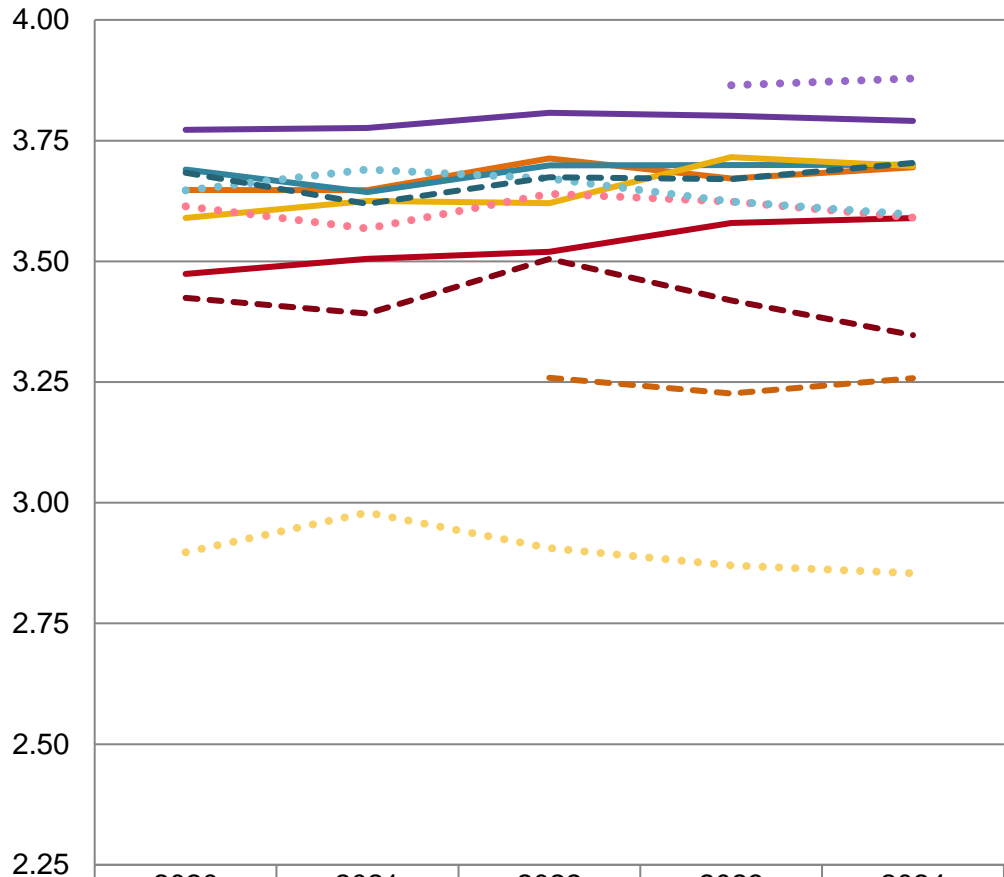
Recommend to Others

Would you recommend the program to others?

	LTC & Supportive Housing		Addictions & Mental Health		Clinical & CNE		Total	
	#	%	#	%	#	%	#	%
No definitely not	7	1.4%	3	0.7%	5	0.7%	15	0.9%
No I do not think so	25	5.1%	7	1.6%	13	1.9%	45	2.8%
Yes I think so	134	27.5%	88	19.5%	120	17.9%	342	21.2%
Yes definitely	321	65.9%	353	78.3%	534	79.5%	1208	75.0%
Total	487	100.0%	451	100.0%	672	100.0%	1610	100.0%

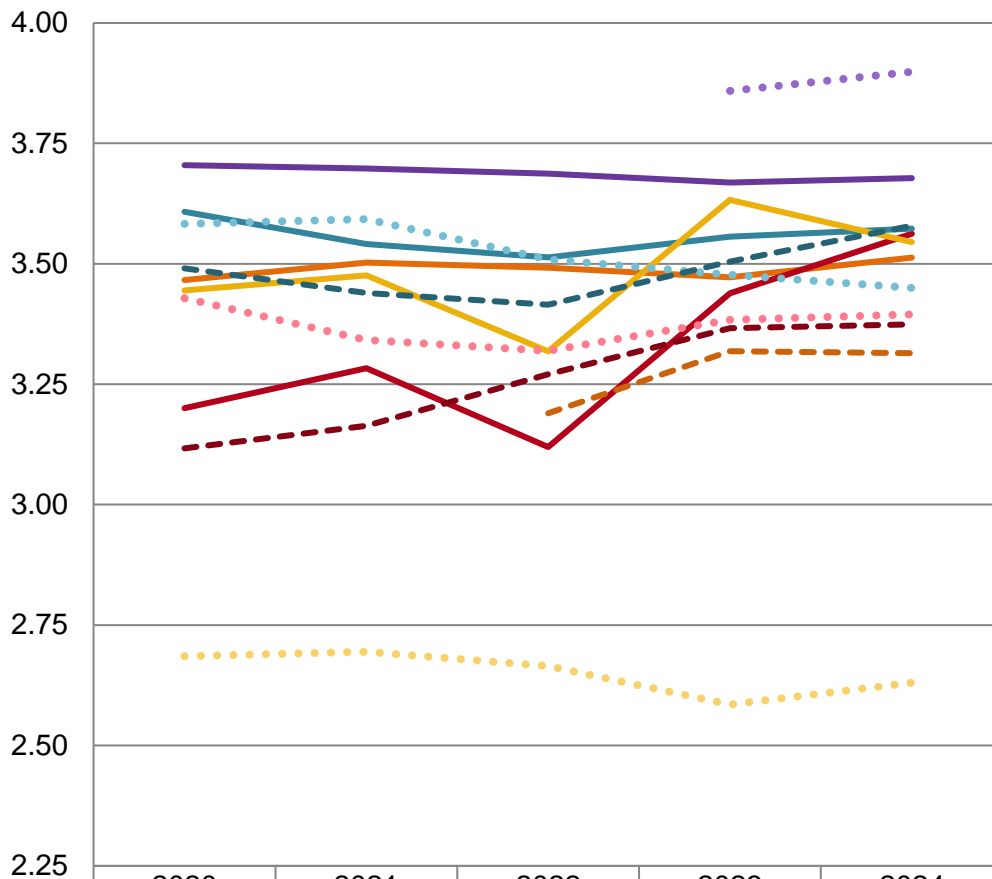
Appendix E: Scores 2020-2024

Corporate Total Mean Scores



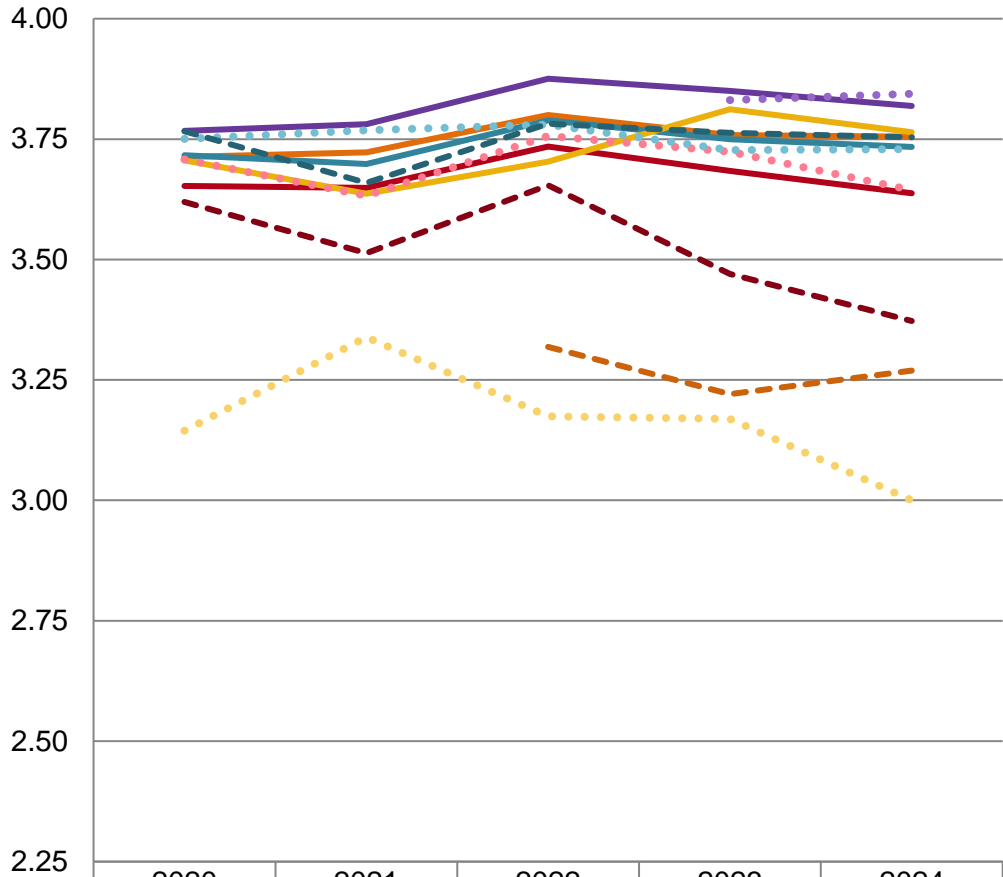
	2020	2021	2022	2023	2024
— Respect	3.77	3.78	3.81	3.80	3.79
— Listen	3.65	3.65	3.71	3.67	3.69
— Involve	3.47	3.51	3.52	3.58	3.59
— Explain	3.69	3.64	3.70	3.70	3.70
— Cultural	3.59	3.62	3.62	3.72	3.70
•••• Discrimination				3.86	3.88
•••• Indigenous Services					3.47
•••• Quality	3.61	3.57	3.64	3.62	3.59
•••• Cleanliness	3.65	3.69	3.67	3.62	3.60
•••• Food	2.90	2.98	2.91	2.87	2.85
— Wholistic					3.10
— Concern			3.26	3.23	3.26
— Access	3.42	3.39	3.50	3.42	3.35
— Recommend	3.68	3.62	3.67	3.67	3.70

LTC & Supportive Housing



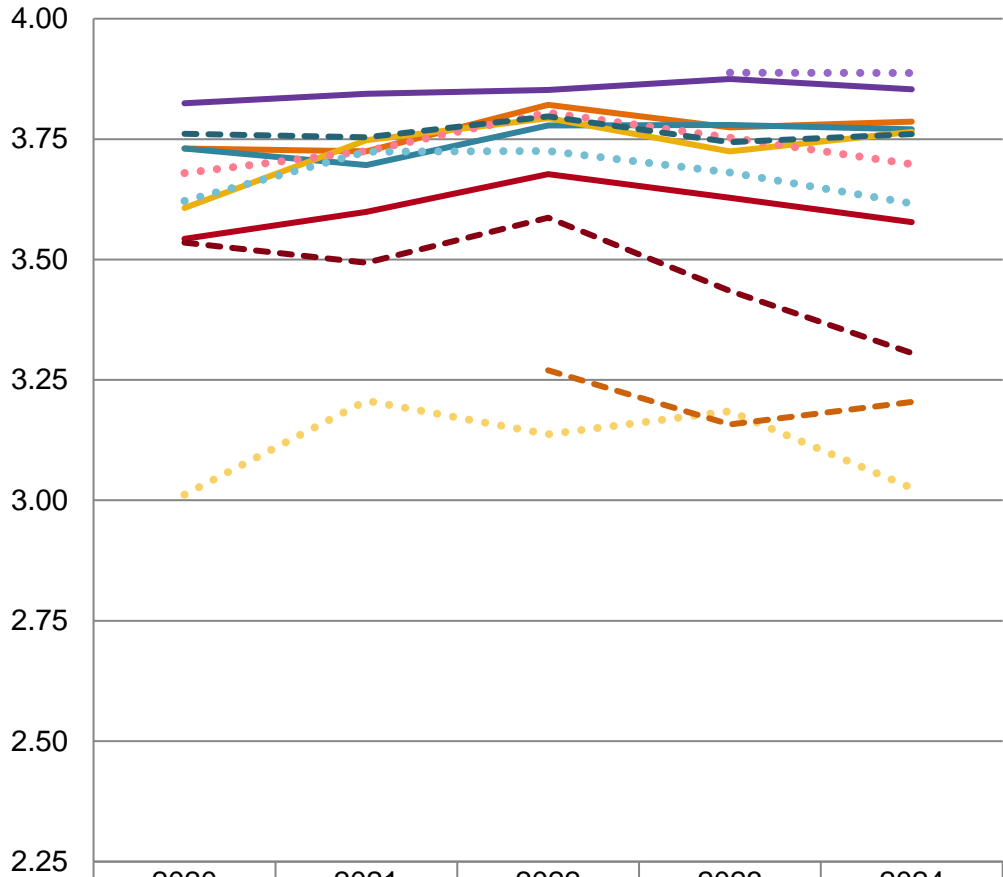
	2020	2021	2022	2023	2024
— Respect	3.70	3.70	3.69	3.67	3.68
— Listen	3.47	3.50	3.49	3.47	3.51
— Involve	3.20	3.28	3.12	3.44	3.56
— Explain	3.61	3.54	3.51	3.56	3.57
— Cultural	3.44	3.48	3.32	3.63	3.55
•••• Discrimination				3.86	3.90
•••• Indigenous Services					3.11
•••• Quality	3.43	3.34	3.32	3.38	3.40
•••• Cleanliness	3.58	3.59	3.51	3.48	3.45
•••• Food	2.69	2.69	2.66	2.58	2.63
— Wholistic					3.05
— Concern			3.19	3.32	3.31
— Access	3.12	3.16	3.27	3.37	3.37
— Recommend	3.49	3.44	3.42	3.50	3.58

Addictions & Mental Health



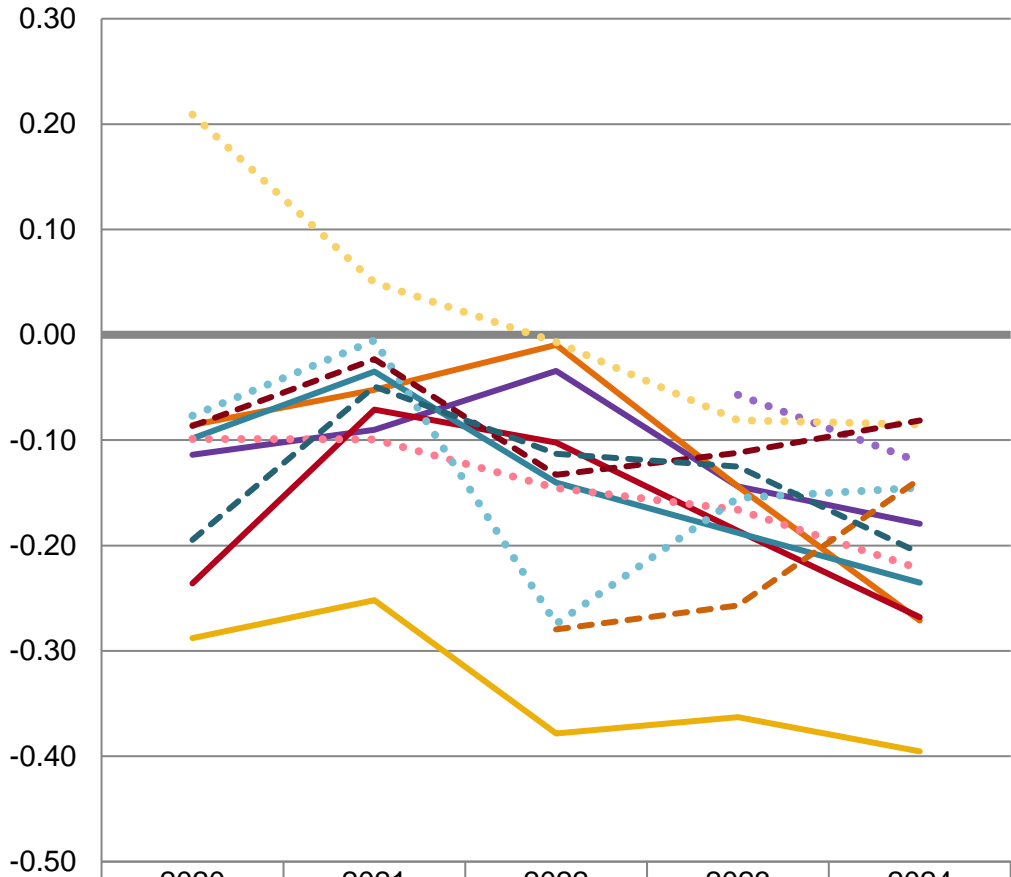
	2020	2021	2022	2023	2024
— Respect	3.77	3.78	3.88	3.85	3.82
— Listen	3.71	3.72	3.80	3.76	3.75
— Involve	3.65	3.65	3.73	3.68	3.64
— Explain	3.72	3.70	3.79	3.75	3.73
— Cultural	3.71	3.64	3.70	3.81	3.76
•••• Discrimination				3.83	3.84
•••• Indigenous Services					3.54
•••• Quality	3.71	3.63	3.76	3.72	3.64
•••• Cleanliness	3.75	3.77	3.78	3.73	3.73
•••• Food	3.14	3.34	3.17	3.17	3.00
— Wholistic					3.29
— Concern			3.32	3.22	3.27
— Access	3.62	3.51	3.65	3.47	3.37
— Recommend	3.77	3.66	3.78	3.76	3.75

Clinical & CNE Mean Scores



	2020	2021	2022	2023	2024
— Respect	3.82	3.84	3.85	3.87	3.85
— Listen	3.73	3.72	3.82	3.77	3.79
— Involve	3.54	3.60	3.68	3.63	3.58
— Explain	3.73	3.70	3.78	3.78	3.77
— Cultural	3.61	3.75	3.79	3.72	3.77
•••• Discrimination				3.89	3.89
•••• Indigenous Services					3.57
•••• Quality	3.68	3.73	3.80	3.75	3.70
•••• Cleanliness	3.62	3.72	3.73	3.68	3.62
•••• Food	3.01	3.21	3.14	3.18	3.03
- - - Wholistic					2.98
- - - Concern			3.27	3.16	3.20
- - - Access	3.54	3.49	3.59	3.43	3.31
- - - Recommend	3.76	3.75	3.80	3.74	3.76

Indigenous Experience Mean Differences



	2020	2021	2022	2023	2024
— Respect	-0.11	-0.09	-0.03	-0.14	-0.18
— Listen	-0.09	-0.05	-0.01	-0.14	-0.27
— Involve	-0.24	-0.07	-0.10	-0.19	-0.27
— Explain	-0.10	-0.03	-0.14	-0.19	-0.24
— Cultural	-0.29	-0.25	-0.38	-0.36	-0.40
•••• Discrimination				-0.06	-0.12
•••• Indigenous Services					-0.20
•••• Quality	-0.10	-0.10	-0.15	-0.17	-0.22
•••• Cleanliness	-0.08	-0.01	-0.27	-0.16	-0.15
•••• Food	0.21	0.05	-0.01	-0.08	-0.09
— Wholstic					0.04
— Concern			-0.28	-0.26	-0.14
— Access	-0.09	-0.02	-0.13	-0.11	-0.08
— Recommend	-0.19	-0.05	-0.11	-0.13	-0.21

**Centre for Applied
Health Research**

Michel Bédard

Hillary Maxwell

Shayna Cummings

Simran Bedi

