



Louis Brier Home and Hospital and Weinberg Residence 2021 Satisfaction Survey Results

On May 19, 2021, we kicked off our 2021 Louis Brier Home and Hospital and Weinberg Residence Satisfaction Surveys campaign. Due to the COVID-19 pandemic, we were unable to facilitate the surveys last year, which take place on an annual basis. The campaign ran for one month with separate surveys for our employees, companions, residents and family members.

These surveys were developed to assess our strengths and weaknesses as an organization, and identify areas for improvement to enhance our care services and provide an overall better delivery of care and experience.

With that being said, we are delighted to share the results of each of the surveys with you. Through the feedback of our employees, companions, residents and family members, we are delighted to see that we are doing so well in many areas; however, we recognize that there are other areas where some improvement is still needed. Our 2021 Satisfaction Survey Action Plan will reflect the feedback we have received and will endeavour to address these areas.

We would like to extend a sincere thank you to all those who took the time to participate in the surveys. Your feedback is greatly appreciated.

EMPLOYEE WORKLIFE PULSE SATISFACTION SURVEY

We had 204 Employees complete the WorkLife Pulse Satisfaction Survey this year. Through our employees' feedback, we recognize that we are doing well in many areas. Some of the highlights include:

- **95%** of respondents understand what is expected of them in their job.
- **86%** would recommend LBHH&WR to friends and family who requires care.
- **87%** believe their work unit / team provide top quality patient care or other services.
- **91%** would recommend LBHH&WR as a "Fair" to "Excellent" place to work.

Employee WorkLife Pulse Satisfaction Survey continued...

Overall, satisfaction survey scores have increased from 2019.

Some of the highlights include:

- **19% increase** – 74% agreed that they have the materials, supplies, and equipment needed to do their work.
- **15% increase** – 80% agreed that the people they work with treat them with respect.
- **15% increase** – 77% agree that their workplace is safe.
- **14% increase** – 82% agreed that they feel they belong to a team.
- **11% increase** – 77% agreed that the people they work with help each other out.
- **9% increase** – 76% reported being Satisfied or Very Satisfied with their job.

We also recognize that we continue to have work to do to improve our services, organizational processes, and employee satisfaction. Our 2021 Employee Satisfaction Survey Action Plan will reflect the feedback we have received and will endeavour to address the following:

- Availability and supportiveness of leaders in the organization.
- Degree of consultation between leaders and employees about changes affecting work and acting on staff feedback.
- Recognition and feedback regarding work performance.
- Education, training and career development opportunities.
- Communicating organization goals and their impact on front-line staff.

A comparison (high to low) of the previous Employee WorkLife Pulse Satisfaction Survey results (2019 vs 2021) can be found on the following page.

LBHHR 2021 Employee Satisfaction Survey Results

2019 vs 2020 - High to Low
Percentage "Strongly Agree" or "Agree"

High	70-100%
Medium	60-69%
Low	0-59%

2019 High to Low	#231
1. I understand what is expected of me in my job.	94%
5. I am able to make improvements in how my work is done.	84%
6. My job makes good use of my skills.	84%
28. Would you recommend this organization to friends and family who require care (Yes, definitely or Yes, probably)?	81%
26. How often does your work unit / team provide top-quality patient care or other services (Always or Usually)?	78%
4. I am able to decide how to do my work.	77%
9. I receive the training I need to do my job well.	76%
24. I am able to balance my family and personal life with work.	74%
30. Overall, how would you rate your organization as a place to work (Excellent or Very Good or Good)?	73%
27. How frequently do you look forward to going to work (Always or Usually)?	71%
13. I feel I belong to a team.	68%
29. Overall, how satisfied are you with your job (Very Satisfied or Satisfied)?	67%
21. My organization takes effective action to prevent violence in the workplace.	67%
12. The people I work with help each other out.	66%
11. The people I work with treat me with respect.	65%
22. My organization takes effective action to prevent abuse in the workplace.	65%
14. My supervisor treats me fairly.	64%
2. I am given enough time to do what is expected of me in my job.	62%
23. My workplace is safe.	62%
20. Senior managers are committed to providing a safe and healthy workplace.	62%
10. I have good opportunities to develop my career.	61%
18. Senior managers are committed to providing high-quality care.	60%
33. The values of Louis Brier Home and Hospital impact how decisions are made where I work.	60%
25. In the past 12 months, would you say that most days at work were (Not at all stressful or Somewhat stressful):	59%
3. I am consulted about changes affecting my job.	58%
17. Senior managers effectively communicate the organization's goals.	55%
16. I can count on my supervisor to help me with a difficult task.	55%
7. I have the materials, supplies, and equipment I need to do my work.	55%
15. My supervisor provides feedback on how well I am doing my job.	54%
31. There is a culture of 'leading by example' at Louis Brier Home and Hospital and Weinberg Residence.	53%
32. Leaders in the organization are available and supportive.	50%
8. I receive recognition for good work.	45%
19. Senior managers act on staff feedback.	43%

2021 High to Low	#204
1. I understand what is expected of me in my job.	95%
5. I am able to make improvements in how my work is done.	89%
26. How often does your work unit / team provide top-quality patient care or other services (Always or Usually)?	87%
6. My job makes good use of my skills.	86%
28. Would you recommend this organization to friends and family who require care (Yes, definitely, Yes, probably)?	86%
4. I am able to decide how to do my work.	82%
13. I feel I belong to a team.	82%
11. The people I work with treat me with respect.	80%
30. Overall, how would you rate your organization as a place to work (Excellent or Very Good or Good)?	80%
12. The people I work with help each other out.	77%
23. My workplace is safe.	77%
24. I am able to balance my family and personal life with work.	77%
27. How frequently do you look forward to going to work (Always or Usually)?	77%
29. Overall, how satisfied are you with your job (Very Satisfied or Satisfied)?	76%
7. I have the materials, supplies, and equipment I need to do my work.	74%
14. My supervisor treats me fairly.	74%
22. My organization takes effective action to prevent abuse in the workplace.	74%
33. The values of Louis Brier Home and Hospital impact how decisions are made where I work.	73%
21. My organization takes effective action to prevent violence in the workplace.	72%
9. I receive the training I need to do my job well.	70%
20. Senior managers are committed to providing a safe and healthy workplace.	70%
16. I can count on my supervisor to help me with a difficult task.	69%
18. Senior managers are committed to providing high-quality care.	69%
2. I am given enough time to do what is expected of me in my job.	67%
15. My supervisor provides feedback on how well I am doing my job.	67%
17. Senior managers effectively communicate the organization's goals.	64%
25. In the past 12 months, would you say that most days at work were (Not at all stressful or Somewhat stressful):	62%
31. There is a culture of 'leading by example' at Louis Brier Home and Hospital and Weinberg Residence.	61%
3. I am consulted about changes affecting my job.	60%
32. Leaders in the organization are available and supportive.	60%
8. I receive recognition for good work.	57%
10. I have good opportunities to develop my career.	57%
19. Senior managers act on staff feedback.	53%

Thank you to all of our employees who participated in the 2021 Employee WorkLife Pulse Satisfaction Survey. We appreciate your feedback! Please continue to offer Suggestions for Improvement throughout the year and be sure to take the next satisfaction survey. We look forward to continuing to improve LBHH&WR as an Employer of Choice and a Centre of Excellence.

COMPANION SATISFACTION SURVEY

We had 45 out of 50 active companions complete the satisfaction survey this year. Through our companions' feedback, we recognize that we are doing well in many areas. Some of the highlights include:

- **98%** of respondents are satisfied with their role as a companion in LBHH/WR.
- **96%** of respondents are satisfied with the coordination of their assignment schedule.
- **93%** of respondents are satisfied with the communication between them and the Companion Coordinator.
- **91%** of respondents are satisfied with the support they receive from the companion program.
- **87%** of respondents agree that their voice is heard when they raise a concern about their resident.
- **84%** of respondents agree that they are treated with respect by Louis Brier staff.

Below is a comparison of survey results from 2019 to 2021. Note that a 'neutral' option has been added to the 2021 survey.

QUESTIONS	2019		2021		
	Agree	Disagree	Agree	Neutral	Disagree
I am satisfied with the coordination of my assignment schedule.	100%	0%	96%	4%	0%
I am satisfied with the support I receive from the Companion Program.	97%	3%	91%	9%	0%
I am treated respectfully by Louis Brier staff.	97%	3%	84%	13%	2%
I am satisfied with the communication between the Companion Coordinator and myself.	100%	0%	93%	7%	0%
I feel that my voice is heard when I raise a concern about my resident.	100%	0%	87%	11%	2%
Overall, I am satisfied with my role as a companion at Louis Brier Home and Hospital.	100%	0%	98%	2%	0%

We also recognize that we continue to have work to do to improve our services and companion satisfaction. Our 2021 Companion Satisfaction Survey Action Plan will reflect the feedback we have received and will endeavour to address the following:

- Orientation, education, and training.
- Regular meeting to provide avenue in raising concerns.
- More involvement in social activities.

FAMILIES IN THE COMPANION PROGRAM SATISFACTION SURVEY

We had 56 out of 88 families in the Companion Program complete the survey this year. Through their feedback, we recognize that we are doing well in many areas. Some of the highlights include:

- **64%** of respondents are satisfied with the communication between them and the Companion Coordinator; 34% are neutral and 2% unsatisfied.
- **64%** of respondents are satisfied with how the companions are matched to residents by the Companion Coordinator; 34% are neutral and 2% unsatisfied.
- **63%** of respondents are satisfied with how the information provided by the Companion Coordinator; 32% are neutral and 5% unsatisfied.

- 50% of respondents are satisfied with the services provided in relation to the administration fee of the program, 37% are neutral and 13% unsatisfied.

Below is the comparison of survey results (2019 vs 2021) for your review. All satisfaction survey results increased for 2021.

Low	(0-59)	Medium (60-79)	High	(80-100)
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	2019			2021		
	AGREE	NEUTRAL	DISAGREE	AGREE	NEUTRAL	DISAGREE
How satisfied are you with the communication between you and the Companion Coordinator?	60%	30%	9%	64%	34%	2%
How satisfied are you with how companions are matched to residents by the Companion	53%	37%	11%	64%	34%	2%
How satisfied are you with the information provided to you about the Companion Program?	45%	35%	20%	63%	32%	5%
How satisfied are you with the services provided in relation to the administration fee of the	30%	35%	35%	50%	37%	13%

We also recognize that we continue to have work to do to improve our companion program, services and residents/families satisfaction. Our 2021 Families in Companion Program Satisfaction Survey Action Plan will reflect the feedback we have received and will endeavour to address the following:

- Review the companion administration fee and its structure.
- Review companion hourly rate.
- Promote the companion program to residents and families.
- Orientation, education, and training of companions to address resident needs.
- Recognition and appreciation for companions.
- Feedback on companion's performance.
- Recruit more companions who can speak different languages of the residents.

RESIDENT SATISFACTION SURVEY

We had 58 out of 80 residents, who were identified as being able to participate, complete the survey this year. This was a participation rate of 73%. The other **27% either refused or were unable to complete the survey.**

Through the residents' feedback, we recognize that we are doing well in many areas. Some of the highlights include:

- **91%** of respondents are satisfied with how clean their room is kept at LBHH/WR.
- **86%** of respondents are satisfied with the handling of their personal laundry.
- **84%** of respondents feel that they are treated respectfully by staff.
- **83%** of respondents feel safe at LBHH/WR.

Some of the positive comments received from our residents include:

1. *Environment*

- The friendly and caring environment.
- The cleanliness.
- Privacy and respect that staff provide.
- The laughter in the hallways amongst staff and residents.
- The large size of the building along with the number of common spaces.

2. *Overall*

- The freedom that I have.
- Everything from food to recreation.
- The friendships between residents and between residents and staff.

3. *Care*

- Staff are kind and respectful while giving care.
- Caring staff make me feel safe.
- Being able to direct their own care.

4. *Services*

- The Jewish element is important.
- Interactive programming.
- The live entertainment and art.
- The salon services.

We continue to work on the service we provide our residents in order to enrich their experience here. Our 2021 Resident survey actions plan reflects the valuable feedback provided and will endeavour to address the following:

- Ensuring resident are involved in care decisions and are communicated with regularly regarding changes that affect them.
- Ensuring residents feel they are involved in their care.
- Ensuring communication is delivered in a manner that is accessible to the residents.
- Involve residents in program planning to ensure their recreation needs are met.
- Work in partnership with residents to make improvements on an ongoing basis.
- Providing more opportunities for resident feedback in regards to menu and food choice and ensuring this feedback informs decisions.
- Ensuring residents have the opportunity to participate in faith-based activities.

FAMILY SATISFACTION SURVEY

We had 90 family members complete the survey this year. Through the feedback of our families, we recognize that we are doing well in many areas. Some of the highlights include:

- **100%** of respondents feel their loved ones pain needs are responded to in a timely manner.
- **95%** of respondents feel that their loved one is safe at LBHH/WR
- **95%** of respondents feel that they and their loved one are treated with respect.

- **95%** of respondents feel welcome in the facility.
- **94%** of respondents know who to talk to in order to get needed information.
- **92%** of respondents feel the facility and resident's room are kept clean.
- **92%** of respondents feel that the care team respond and follow up to resident concerns in a timely manner.

Some of the positive comments received from our family members include:

1. Environment

- The friendly, professional and caring environment.
- High level of services and professionalism.
- Clean and well-maintained building.

2. Overall

- Safety Protocols during pandemic kept their loved ones safe allowing them to relax.
- Commitment to communication with residents and loved ones through a variety of mediums.
- Concerns are always taken seriously and responded to.

3. Care

- It is apparent that the staff honestly care about the residents.
- Responsiveness of nursing team.
- Nursing team are very adept to identifying if a resident is in discomfort.
- The excellent quality of care.
- The commitment to the health and wellness of resident.

4. Services

- The food is nutritious and readily available.
- The wide variety of programs offered.
- The Music programming and concerts.
- The rehab programming which allows exercise and improved health.

We continue to work on the service we provide you in order to enrich the experience of our families here. Our 2021 Family Survey actions plan reflects the valuable feedback you have provided:

- Ensuring residents are given more variety in their food choices and the ability to provide feedback on the menu.
- Ensuring call bell response is timely.
- Ensuring communication training is provided to all staff working at LBHH/WR and resident are communicated with in a calm and patient manner.
- Ensuring residents have the ability to connect with their family and loved ones in a meaningful way.
- Providing more opportunities for resident feedback in regards to menu and food choice and ensuring this feedback informs decisions.
- Increasing communication with family regarding program involvement.
- Ensuring families are communicated with in the manner they are able to access.