



# Family Council Survey Summary

November 10, 2020

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# Survey Purpose

## Multi-Fold

- **Find out what families feel is working**
  - LBHH can capitalize on what is already being done well
- **Find out what families feel is not working**
  - LBHH may consider improvement
- **Support FC Terms of Reference**
  - Advocate for continuous improvement through better understanding of the resident and family experience. Working collaboratively with SLT to act on recommendations.

- **Connect with families**
  - at a time when connection is broken
- **Engage with families**
  - bring the voice of families into SLT meetings
- **To gather suggestions from families about Family Council programming**
  - to prepare for meaningful meetings

# Survey Questions\*

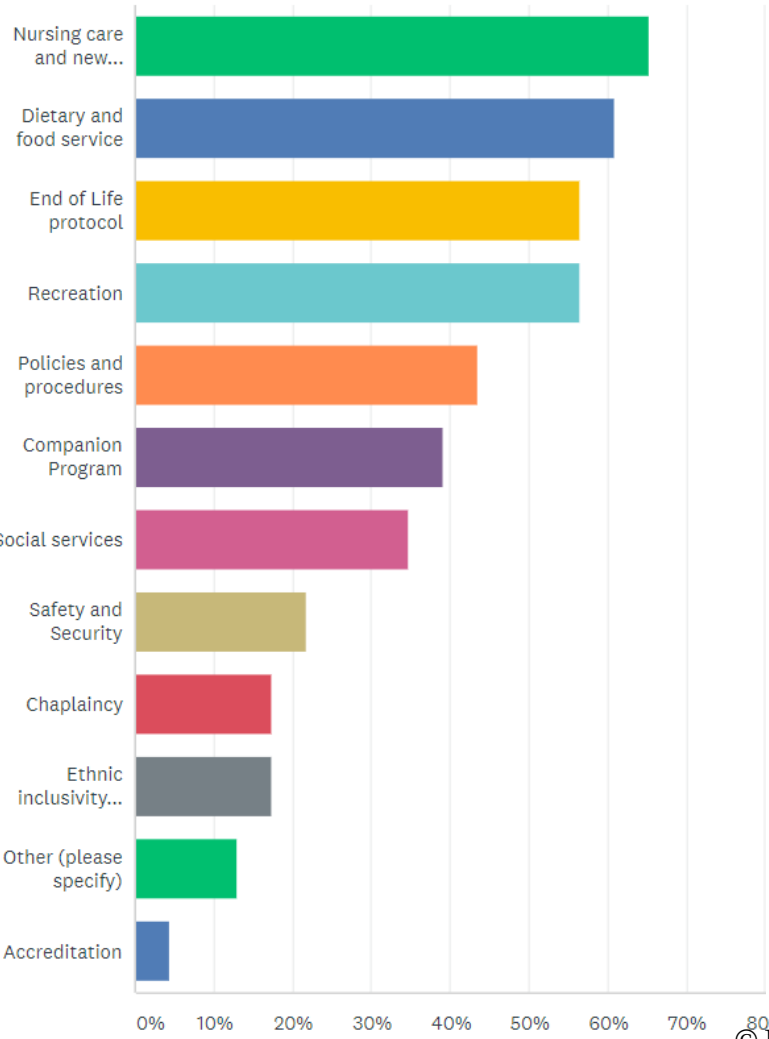
- Q1 Please think about **what you see** and **what happens** when you or family members visit your family member or a resident at Louis Brier **before COVID**. **What are things staff do that you like or liked?**
- Q2 Please think about what you see and what happens when you or family members visit your family member or a resident at Louis Brier before COVID. **What are things that you wish staff could do?**
- Q3. Please think about how you or a family member **visits** a resident at Louis Brier **now in person or by video conference**. **What is working?**
- Q4. Please think about how you or a family member visits a resident at Louis Brier now in person or by video conference. **What is not working? Suggestions?**
- Q5 Is there **anything else** you would like to add?

\* Responses to these questions are in a separate document: **Question Category Analysis Q1-Q5**

# Participation and Family Council Awareness

Results			
Total = 31	74% completion rate	Time spent 9m:13s	Q most skipped is Q5
Question	Most	Middle	Least
Do you have a good idea what FC is?	65.22% - YES	30.43% - Somewhat	4.33% - not at all
Have you attended FC meeting?	56.52% - No	39.13% - Yes	4.35% - Occasionally
What is your preferred meeting time?	39.13% - evenings	17.39% - daytime 17.39% - do not attend meetings	13.04% - weekend 13.04% - weekday

Check topics or projects that interest you (check all that apply) and you would like to learn more about - Learning about long term care system and operations



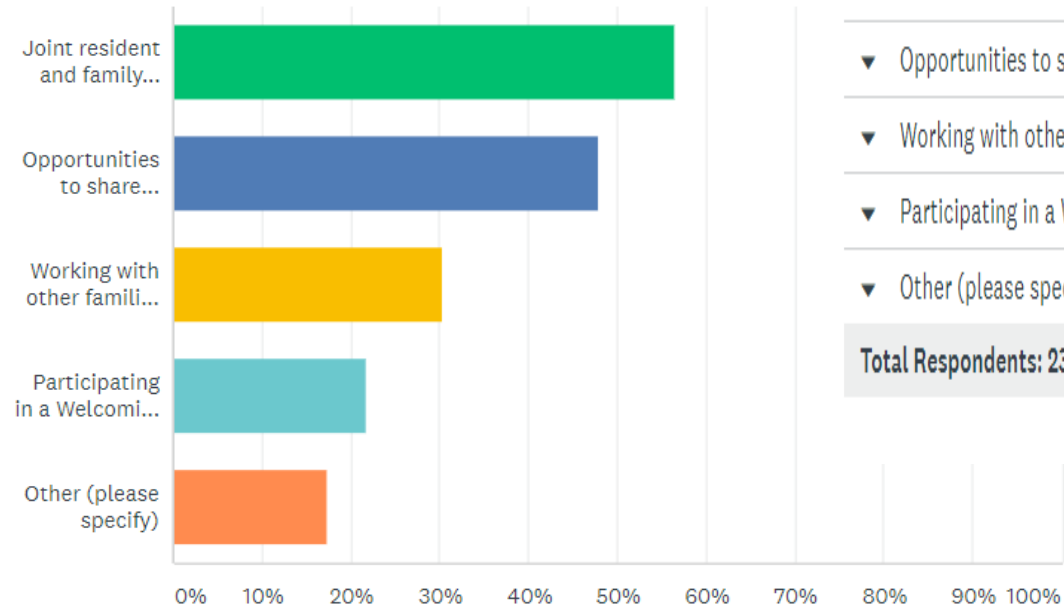
ANSWER CHOICES	RESPONSES
▼ Nursing care and new initiatives	65.22% 15
▼ Dietary and food service	60.87% 14
▼ End of Life protocol	56.52% 13
▼ Recreation	56.52% 13
▼ Policies and procedures	43.48% 10
▼ Companion Program	39.13% 9
▼ Social services	34.78% 8
▼ Safety and Security	21.74% 5
▼ Chaplaincy	17.39% 4
▼ Ethnic inclusivity while maintaining a focus Jewish tradition	17.39% 4
▼ Other (please specify)	Responses 13.04% 3
▼ Accreditation	4.35% 1

Total Respondents: 23

# Participation Awareness

Check topics or projects that interest you (check all that apply) and you would like to learn more about: Providing special activities or services for residents

Answered: 23 Skipped: 8



ANSWER CHOICES	RESPONSES
Joint resident and family activities and events	56.52% 13
Opportunities to share concerns and ideas with other families	47.83% 11
Working with other families to give input on policies, procedures, problems and solutions (committees available)	30.43% 7
Participating in a Welcoming Committee that supports the families of new residents	21.74% 5
Other (please specify) <a href="#">Responses</a>	17.39% 4
<b>Total Respondents: 23</b>	

## Other:

- Mental wellness
- Resident goal setting
- Resident centered care - Eden Care Philosophy
- How families can participate or get involved

# Highlights

- Compassionate and helpful staff. Continue to work on the resident centered care training and mindset.
- Overall positive COVID clinical and safety measures but, more must be done to consider family as essential caregivers
- Spend more time with residents
- Improve communication
- Clarify and improve end of life process to families
- Build on the virtual connection of residents with families



# Next Steps

## Set implementation timeline

FC to work with SLT to create a reasonable timeline

## Enjoy Results

Measure improvement next year.

## Meet with SLT

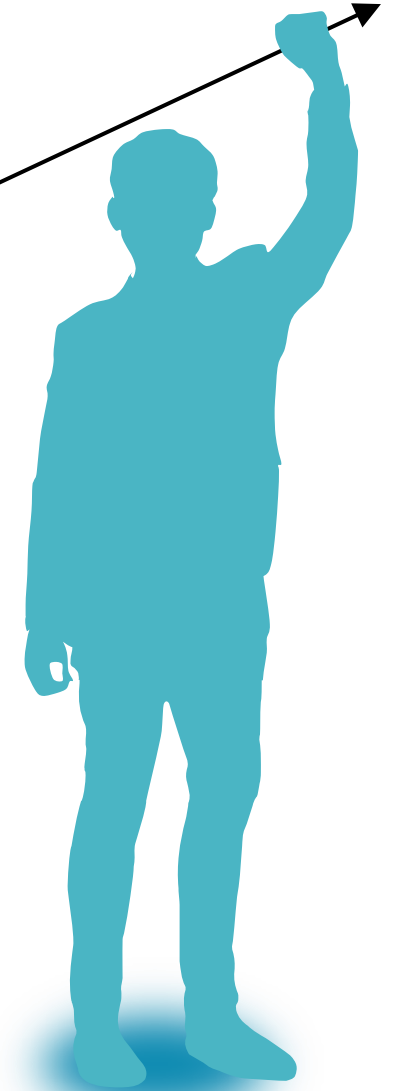
SLT has been issued our raw data, analysis and PPT

## Create Action Plan

Work with SLT to create a list of "actionable" items

**Thank Families for their time**

Family Council's success rests on family participation  
**THANK YOU**



# Questions?

