



# Admission Task Force Admission Survey Report Highlights

December 31 2022

Goal: To Learn the Resident and Family  
Perceptions of the Admission Process through a  
Survey distributed to Families

Louis Brier Family Council  
In collaboration with Louis Brier Staff





## Demographic data and overall satisfaction level

Where residents are coming from is important. Though more important may be the trends, this is a snap shot of the 40 respondents. There is a parallel between coming from home and concerns people have. Expectations play a huge role in the outcomes of the admission process. Managing those expectations is vital.

19 from Private Residence  
9 from Assisted Living or Retirement Home  
8 from Long Term Care  
4 from Acute Care / Other

The overall satisfaction level was requested in 4 separate questions assessing the information necessary provided at admission, the communication of that information, the communication over the first 6 months and the overall experience.

The averages in all cases produced a score of approximately 6.65 out of 10. This score is neither good nor bad as there is no comparative.

### Averages

6.725

6.625

6.475

6.775

However, we tried to find, in the open questions that followed opportunities for LBHH to use in order to improve this score in a future survey.

## Services you may have had difficulty or delay in accessing

foot care nurse  
podiatry  
telephone  
cable  
Dentistry  
-----  
salon services  
none  
companion care program

Above the line received the most mentions (over 10 mentions each). The bottom 3 were the next most mentioned items.

Please note: there were 6 responses who said nothing was delayed or difficult to access!



## 4. Recommendations

### a. Information is key

- Create a contact list who to contact for most important needs and where those people are
- Relay information over a week instead of first day
- Suggestion that what is important to each resident be provided first – taking a person centered care approach to the process
- Deliver information in a less rushed and more sensitive way. Consider tone, tempo and timetable of what is important
- Deliver some Information in advance - what to bring
- Create an admission kit / Hotel "menu of important things" or handout

b. The importance of “**Follow Up and Follow Through**” was suggested by many respondents.

Respondents who were impressed at first cited several situations where there lacked follow up or follow through.

### **Examples of lack of follow up or follow through usually involve a simple situation – a promise.**

Being told a specific staff person (therapist, podiatrist, social worker) would be seeing them regarding something and not hearing from that person again and trying to track them down without a contact number/email. Being very happy that a recreation person arrived to suggest the resident can take part in a walking group fades to frustration when there is no follow up. If there is a reason why the original suggestion does not work any longer, it is important to communicate it as soon as possible to avoid frustration.

### c. Supporting Family Connection

TV, phone and internet are services offered however, there is often a disconnect in being able to provide that service in a timely and ongoing manner

Telephone (land line or cell), Skype, FaceTime, mail, email, Whatsup etc. is an opportunity for improvement. Better support for residents to create their sense of independence and create their own social activity of communication with family can be a huge win-win.

- Entering main contacts are entered into the phone for direct or touch dial
- Ensuring the cell phone is charged nightly
- Ensuring the phone or tablet or laptop is physically accessible to those with

mobility challenges at the beginning of each day

- Offering a place where mobile residents can go to use computers to check email, social media (we used to have this)
- Offering a schedule of virtual visits that is sustainable

#### d. Expectations

The survey indicates a large proportion of residents arrive direct from their residence. Many residents and their families likely have little knowledge about long term care prior to admission.

- How can we better manage expectations of families before they arrive.
- **ADMISSION DAY IS A TRANSACTIONAL, TRAUMATIC EXPERIENCE FOR EVERYONE:** Residents, Staff and Family. Consider how we can improve expectations.
- Consider a Family Relationship Strategy
- Look at each transaction that needs to occur and look how it can be made a smoother experience for all involved.



## Conclusion

The data derived from 40 families indicates good interest in our admission process. Many great points were raised both for improvement and for celebrating what is beneficial and supportive.

Family Council feels such feedback is worthy to share with families and staff. It shows our gratitude to the families who took part. It sends a message that Louis Brier cares about survey engagement as part of the process improvement and quality improvement. Sharing results can provide a sense of recognition to staff for what is working. It can also empower staff if they are encouraged to take part in creating solutions to areas which need improvement.

Staff should feel proud that their very nature (smiling, happy, laughing,) is cited as something which affects every resident and family member: attitude is everything!

Most of the concerns raised are simple reminders and learning moments which do not require great change.

We hope this report can be shared out. Whether in full or integrated into LBHH training and huddles, this survey report is designed to support improvement of the admission process.

### **Late Breaking News from Senior Leadership in response to this report. LBHH takes big steps towards process improvement upon Admission and Onboarding:**

An integral part of our commitment and journey to become a centre of excellence and a teaching organization, is the extensive effort and focus on optimizing the safety and quality of care we deliver to our residents and families, as well as supporting our staff through streamlining and equipping them with relevant and needed resource to increase effectiveness and efficiency and remove waste and barriers to care and personal and professional safety. While there are many quality improvement model and tools, we seemed to have realized that following the LEAN philosophy is best suited for LBHH's culture, people, and resources. We have, in the past, provided a range of \*LEAN education to select staff, however realized that we need to do more to see meaningful and tangible outcomes.

As part of our recent Accreditation survey and based on significant feedback we received from a range of sources, several quality improvement opportunities have been identified. As much as we would like to tackle all of them at the same time, it is not, unfortunately, feasible. The top of the priority list was the 'Admission process', to include discharges, and transfers. We will be utilizing Lean theory and methods to design improvements to the Admissions Process. We are planning to run a \***Kaizen** event. A Kaizen



is part of a Lean approach that requires an examination of the **Current State** of a process with the goal of moving the team through a **Future State re-design process**.

Stakeholders will be working with a Lean facilitator/specialist and planning to run the Kaizen event the first week of May (1-5).

\*Lean methodology is a way of optimizing the people, resources, effort, and energy of an organization toward creating value for the customer. It is based on two guiding tenets, continuous improvement, and respect for people.

\*Kaizen is a Japanese word that translates to “change for the good.” kaizen events are the “implementation arm of a lean manufacturing program” and notes that events typically are carried out in one week. In other words, it’s all about action. Kaizen events are one of the most powerful ways to operationalize process-improvement training and create momentum in an organization.

The goal of a Kaizen Event is to eliminate waste and focus on doing the things that make changes a customer values.

Waste kaizens are intended to eliminate or reduce waste in a process or organization. Waste is any activity that does not add value in the eyes of the customer. Shigeo Shingo identified seven wastes: overproduction, waiting, transportation, stocks, motion, defects and processing. Recently, an eighth was identified: failing to use your people to their fullest potential.

**Thank you to Louis  
Brier Senior  
Leadership and ALL  
the families who  
took part in this  
survey!  
- Family Council**



*Better Together*