

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

BACKGROUND

Family Council exists to support families at Louis Brier (LBHH). We articulate collective concerns, ideas and suggestions for discussion with senior leadership for the purpose of improving resident quality of life and care. We encourage those closest to residents to participate in any way they can to contribute to our unique long term care community.

One way we try to connect is by survey. Family Council's Family Survey of contained great questions but many of the answers were influenced by COVID restrictions which we felt were not representative of LBHH's norm. We received 27 family responses and worked with senior leadership to identify the top 3 priorities and have achieved improvement by doing so.

Since then, Family Council has listened and responded to many topics of opportunity. This past year, families have suggested the admission process could use attention. Our recent survey garnered the participation of 40 people who responded to an admission process survey.

Thanks to your participation, LBHH can assess areas of opportunity for improvement based on your recommendations while also, capitalizing on what families have reported as "beneficial and supportive"



Word Cloud 2020 What families like 1

"We could have had a much better experience if we felt we were more than clients.

The process was just too much for the first day."

The 2022 admission survey was broken up into 4 main areas:

- 1. Demographic data and overall satisfaction level
- 2. Services you may have had difficulty or delay in accessing
- 3. What was beneficial and supportive
- 4. Recommendations



2022 Difficulty or delay accessing 1

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.



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!

It is clear LBHH could improve by making certain services, perceived as important to residents and family, more easily available by way of information on "what" is available" and "how to access".

Action:

- LBHH is working on updating the handbook with the services available and how to access them;
- a contact list is in the works;
- a pamphlet is being discussed as a quick reference guide for residents and families:
- and recently a laminated information guide with exchangeable pages was hung in every room also to provide quick access to information.

What was beneficial and supportive

Friendly, Kind, Happy Staff made a difference

Meeting Staff

Getting to meet staff (although names could be clearer on their tag or shirt)

Good to meet various staff. (Follow up or follow through or communication at nurse's station could i

Things that mattered to the resident. Beneficial and Supportive when easily provided:

Salon

TV

Phone

Activities

Making the room their home

Louis Brier first impressions positive

Music

Traditions

Activities

Making the resident room a home



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, Whatssup 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