

2023 Resident Quality of Life Survey Summary

The Resident Quality of Life Survey was provided to all residents residing at BWRH who had a CPS (Cognitive Performance Score) score of less than 3. Surveys for residents with a CPS score of 4 and above were sent to their POA for completion.

38 of 42 surveys were completed with the assistance of our summer activation student for a 90.4% return rate.

4 of 22 surveys were completed by residents POA for an 18.2% return rate.

For analysis of this survey- The first two answers (Always and Most of the time) are considered as positive responses, whereas the second two (Some of the time and Never) are considered negative responses. A subcategory of (No answer provided) was added for use if the question had no response provided.

Highlights of Resident Responses

- 89.5% of residents felt respected when cared for.
- 76.3% of residents felt they had enough variety in the meals.
- 97.6% of residents feel safe when they are alone.
- 100% of residents replied that they get the care and services they need.
- 76.3% of residents said BWRH feels like home to them.
- 97.3% of residents would recommend BWRH to others.
- 86.8% of residents participated in meaningful activities here this past week.
- 89.4% of residents indicated that the temperature of the rooms is comfortable.

Action Items

- Food for Thought Committee takes place monthly at the Residents Council Meeting. The Nutrition Manager will re-review resident specific concerns regarding the food prepared and served at BWRH.
- 15 out of 17 foods that were suggested by the residents in the survey, are already on either the spring/summer or fall/winter menus. We also offer a program called 'Diners Club' which allows participating residents the opportunity to enjoy choosing their favourite foods from different local restaurants.
- Increase POA participation in Survey by sending out email reminders to all the POAs of residents unable to complete the survey themselves.
- Nurse Clinician scheduled to speak at Residents Council to review Quality of Life Survey Results. She will ask for any resident suggestions to make BWRH feel more like "home" to them, and review changes already made i.e., our train in the courtyard is once again working and we have allowed residents to pick courtyard flowers to create floral arrangements for the home.