2022 Family QOL Survey Results

Family and Friends Council

April 20, 2023

Update: 2021 Family Survey Results

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Background

- In 2021, Perley Health administered interRAI QOL surveys for residents and family

- Survey results suggested that the 2 areas that required the most attention were Social Life and Food & Dining Experience

- These were included as late additions to the 2022/23 QIP (work launched fall 2022)

Background

- 3 improvement teams formed in late 2022/early 2023
  - Staff and resident social life improvement team
  - Staff and family social life improvement team
  - Staff, resident and family food/dining experience team

Resident Social Life Resident Team

Team Leads:

- Robyn Orazietti
- Laura Torontow

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Process and Timelines

- Identify committee members – 6 residents, 3 therapeutic recreation and creative arts staff (Sept. 2022)
- Review and discuss results from social life scale (Oct. 2022)
- Identify area of focus (Nov. 2022)
- Brainstorming session (Jan. 2023)
- Focus groups – 3 separate (Mar. 2023)
- Review focus group results and identify change ideas (Apr. 2023)

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Area of Focus

❖ **I participate in meaningful activities**

- This category encompasses other areas in the survey
- Discussion of what is a meaningful activity
- How to conduct focus groups and survey residents
- Discuss differences between buildings
- Challenges

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Therapeutic Recreation and Creative Arts Programming Update 2023

- Staffing
- Concerts
- Special Meals
- Combined social programs
- Ice cream
- Studios
- Exterior activity spaces

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Resident Social Life Family Team

Project Leads

- Andrea Liu, Manager, Interprofessional Care
- Daniela Acosta, Manager, Education and Knowledge Translation
- Kainat Bashir, Health System Impact Program Fellow

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Our Team!

- 7 Family Members
- 1 Volunteer
- 3 Staff Members
- 1 Research Fellow

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Progress to date

- Survey data analysis
- Identification of key problem and root causes
- Established a tentative project timeline
- Change idea development in progress, including planning of upcoming focus groups.

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Key themes

Activities & Belonging	2021	2022
My family member participated in meaningful activities in the past week	42.2%	42.0%
Another resident is my family member's close friend	11.7%	11.9%

- 4 key themes arose in the survey comments around resident social engagement
  - **Dementia and ability to participate**
  - **Enabling and encouraging engagement (staff and residents)**
  - **Awareness of activities available for residents to attend**
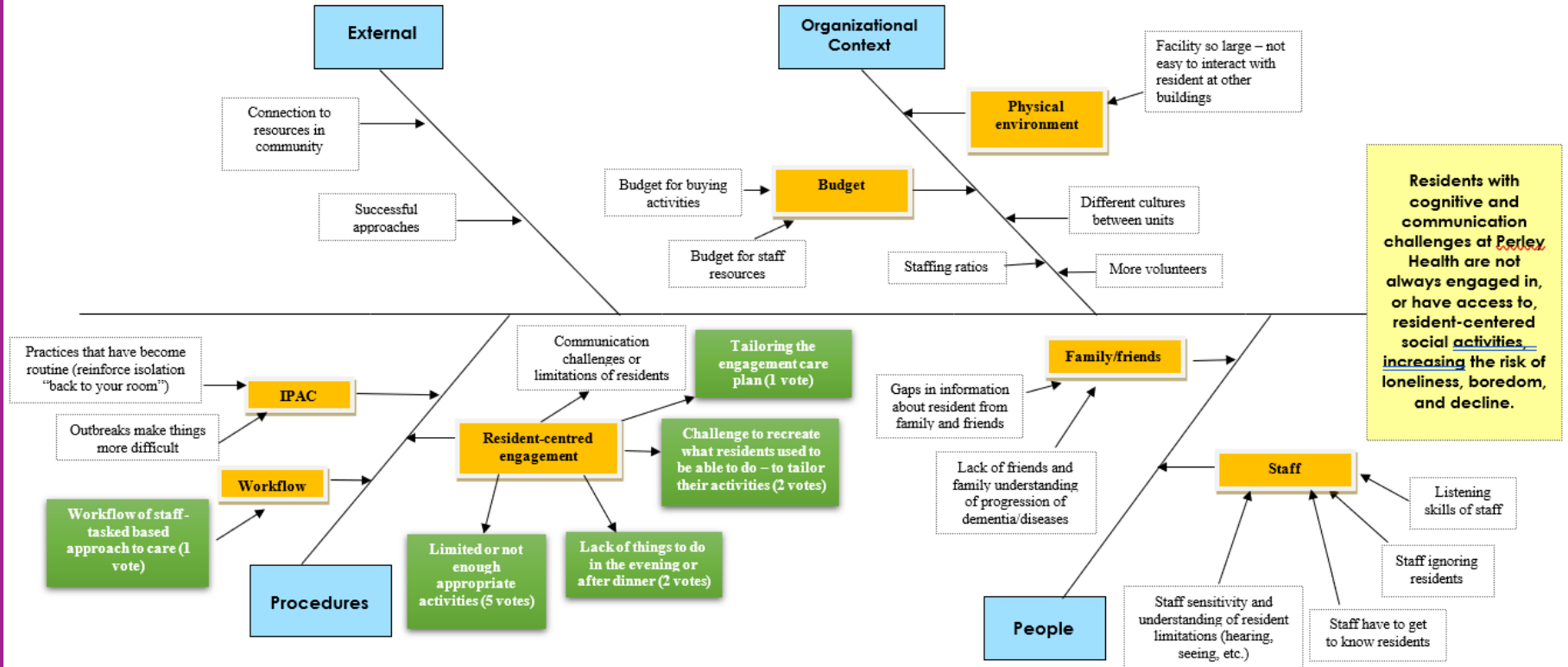 - **Lack of activities**

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Problem Statement

Residents with cognitive and communication challenges at Perley Health are not always engaged in, or have access to, resident-centred social activities, increasing the risk of loneliness, boredom and decline

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Root Cause Analysis

- Fishbone root cause analysis exercise

- Team voted on the key root causes that would guide change ideas
  - Limited or not enough appropriate activities aligned with residents' abilities
  - Lack of social engagement opportunities after dinner time

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Cause and Effect ("Fishbone") Diagram

External

- Connection to resources in community
- Successful approaches

Organizational Context

- Physical environment
  - Facility so large – not easy to interact with resident at other buildings
- Budget
  - Budget for buying activities
  - Budget for staff resources
- Different cultures between units
- Staffing ratios
- More volunteers

Procedures

- IPAC
  - Practices that have become routine (reinforce isolation "back to your room")
  - Outbreaks make things more difficult
- Workflow
  - Workflow of staff-tasked based approach to care (1 vote)
- Resident-centred engagement
  - Communication challenges or limitations of residents
  - Tailoring the engagement care plan (1 vote)
  - Challenge to recreate what residents used to be able to do – to tailor their activities (2 votes)
  - Limited or not enough appropriate activities (5 votes)
  - Lack of things to do in the evening or after dinner (2 votes)

People

- Family/friends
  - Gaps in information about resident from family and friends
  - Lack of friends and family understanding of progression of dementia/diseases
- Staff
  - Listening skills of staff
  - Staff ignoring residents
  - Staff have to get to know residents
  - Staff sensitivity and understanding of resident limitations (hearing, seeing, etc.)

Residents with cognitive and communication challenges at Perley Health are not always engaged in, or have access to, resident-centered social activities, increasing the risk of loneliness, boredom, and decline.

Identify change ideas

- Focus groups with family and staff members across the home:
  - Gain resident engagement change ideas from a family perspective.
  - More insight into the root causes of our problem statement
- Review literature for evidence-based change ideas
- Connect with other organizations for successfully implemented change ideas
- Identify change idea(s) by May 30, 2023

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Project Timelines

Key Milestones	Expected Completion Date (dd/mm/yyyy)
Problem statement(s) and root causes established	March 30, 2023
Run focus groups	April 30, 2023
Establish key interventions	May 30, 2023
Initiate implementation of key intervention(s)	June 30, 2023
Implementation and Improvement	Nov 30, 2023
Evaluation of implementation	Ongoing-Dec 22, 2023

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Leveraging technology to enhance resident engagement

- Magic Table
- Zinnia TV

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Tovertafel (Magic Table)

- Tovertafel (Magic Table) is a series of interactive games with varying levels of challenges designed for older adults with dementia

- Involves images projected onto a table that can be manipulated by movement

- Creates an immersive and engaging experience promoting social interaction, cognitive stimulation and physical activity

https://www.youtube.com/watch?v=jEJsTxb7f9Y

Tovertafel (Magic Table)

- Perley Health received a grant from CABHI Discover & Adopt Program to support implementing and evaluating this innovative solution as a means of enhancing resident social engagement

- R1N was selected for trialing the Magic Table

- Intervention period will be from May-September with pre and post-intervention measures administered

Tovertafel (Magic Table)

- R1N staff, TRAC team will receive training in April

- Demo sessions will be held for R1N families and residents

- Magic Table will be incorporated into R1N activities calendar in May

- Magic Table would also be available in the R1N activity room for staff to use with residents

Zinnia TV

- Zinnia TV is an app-based video platform offering immersive, slow-paced videos specifically designed for optimal engagement for people with dementia

- Videos are crafted by dementia experts, artists, researchers, and care professionals
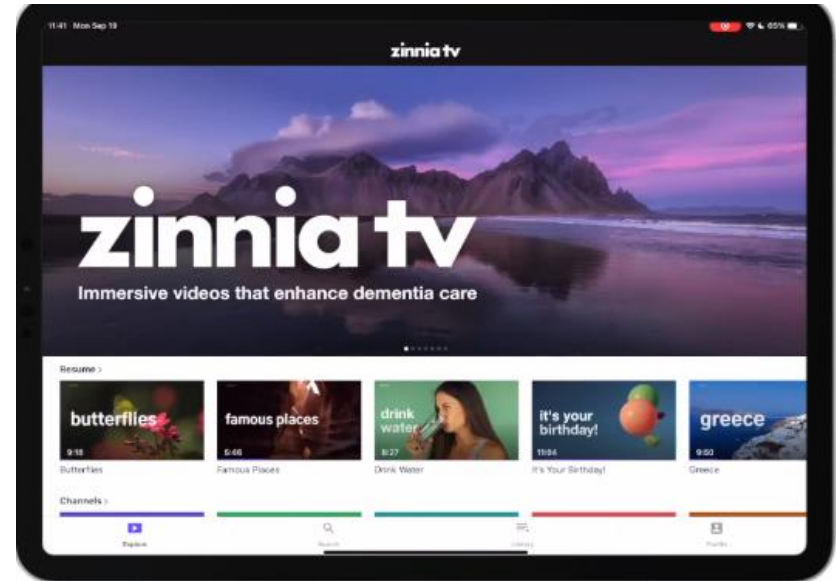
Zinnia TV

- Standard TV programming can be challenging for people who struggle to process rapid images, follow a plot or tell fact from fiction

- Zinnia TV is designed to create meaningful connection, reduce social isolation, support activities of daily living, and soothe anxiety

- Some examples of videos categories include: Activities of Daily Living, Interests, Fun and Games, Nostalgia, Sing-Alongs, Nature, Animals, Places

Zinnia TV

- The Centre of Excellence applied for a grant (Health Aging Canada: 2023 Catalyst Funding Program in Healthy Aging) to enable us to trial Zinnia TV as part of a research project

- To be notified of grant application outcome in April 2023

Healthy Aging Canada

Powered by AGEWEll and Canadian Frailty Network

Food & Dining Experience

Updates

Quality Improvement Team

- Food & Dining Experience Quality Improvement Team had first meeting on February 1st, 2023.

- Focus area selected by team: "I enjoy mealtimes".

- Root Cause Analysis has been completed, and the team is working to develop a project aim, and a change idea.

- The team consists of residents, family members, volunteers, and staff from administration, recreation, food and nutrition, and nursing.

- The team has monthly meetings scheduled.

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Resident Food Committee

- A Food Committee was reestablished and had first meeting on January 9th, 2023.
  - Focus is on feedback for specific menu items, trialing new food items, and making menu selections for holidays.
  - The team consists of residents, family members, volunteers, and staff from recreation, food and nutrition, and nursing.
  - The team has monthly meetings scheduled.

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Facility Changes

- Menu concept changed on December 19th, 2022 to one main choice plus a la carte options.

- New Food Management Software implemented on December 19th, 2022 with the intent to be able to offer seasonal menus.

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2022 Family Survey Results

Survey Methodology

- Survey tool: *interRAI Family Survey on Nursing Home Quality of Life*
  - *Following pilot in 2021, FFC and Perley Health leadership endorsed formal adoption for 2022 and beyond*
- Survey dates: mid Nov – mid Dec 2022
- Format: Electronic & paper copy available
- Responses = 102
- 5-pt response scale
- Same analysis methodology as resident survey

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Analysis Methodology

- 5 response options (Never to Always)
- 2 "non-response" options (Don't Know, Refused)
- All 7 options are included in the response percentage calculation
  - Note: SQLI methodology **excludes** any surveys that have more than 50% "non-responses" from the calculation

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Summary

- 25 questions across 10 domains
  - Six domains scoring average >80%
- Highest scoring domains
  - Respect (92%)
  - Comfort (87%)
- Lowest scoring domains
  - Food & Meals (62%)
  - Activities & Belonging (27%)
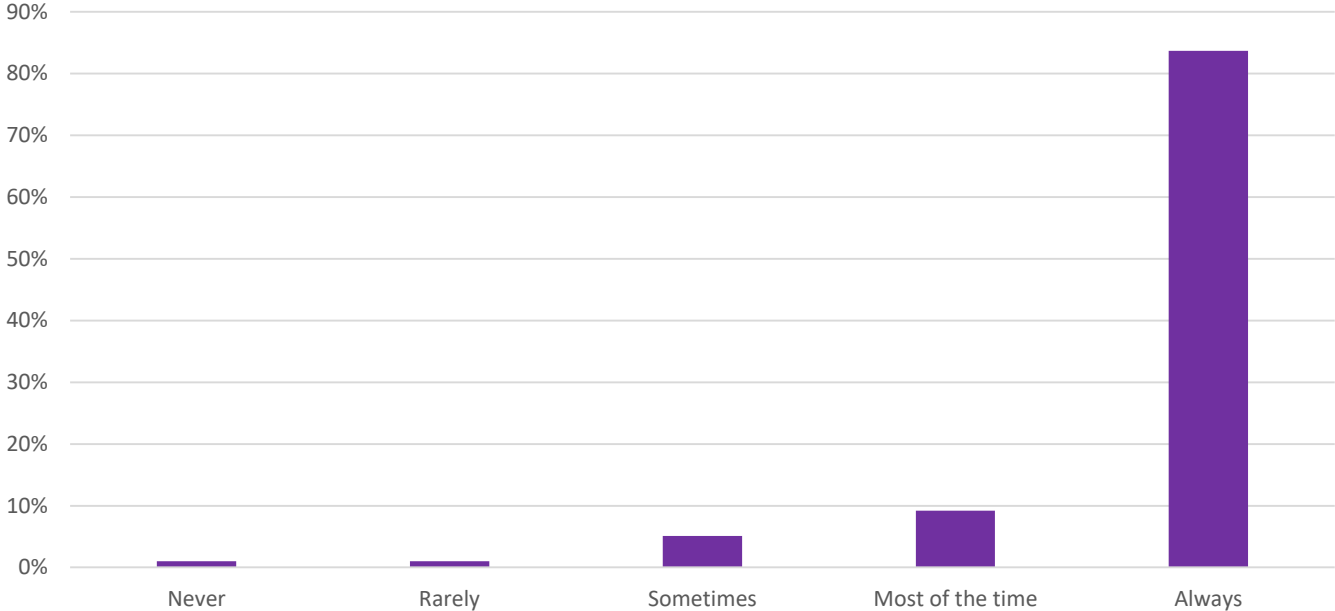
Summary

- Survey average 77%, compared to 81% (2021)

Distribution of Responses - All Questions
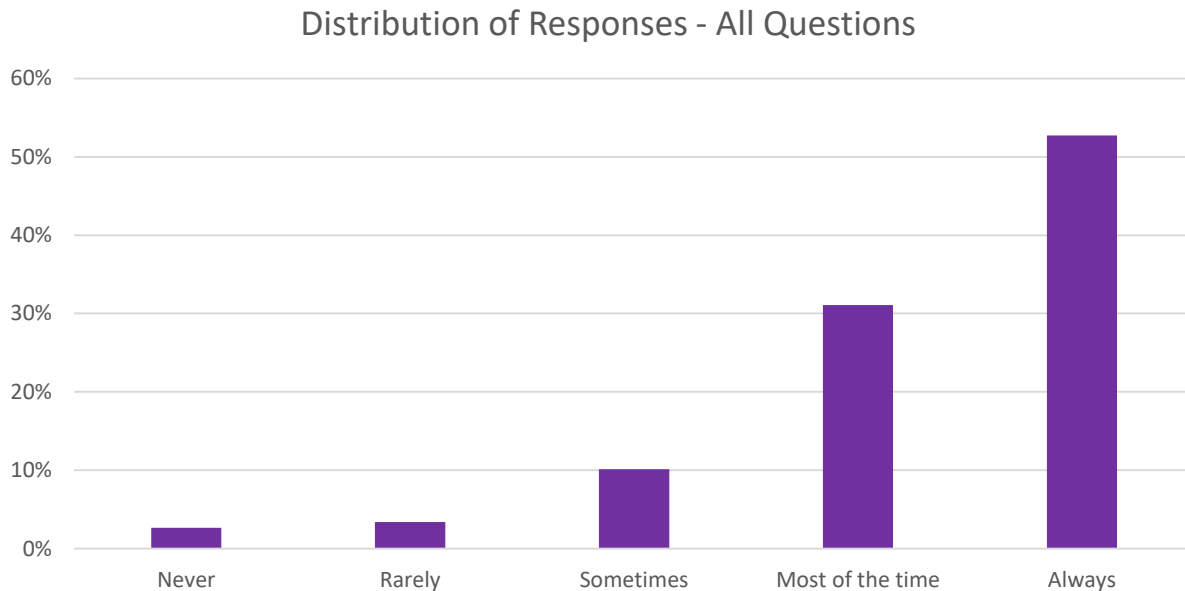
I would recommend this home
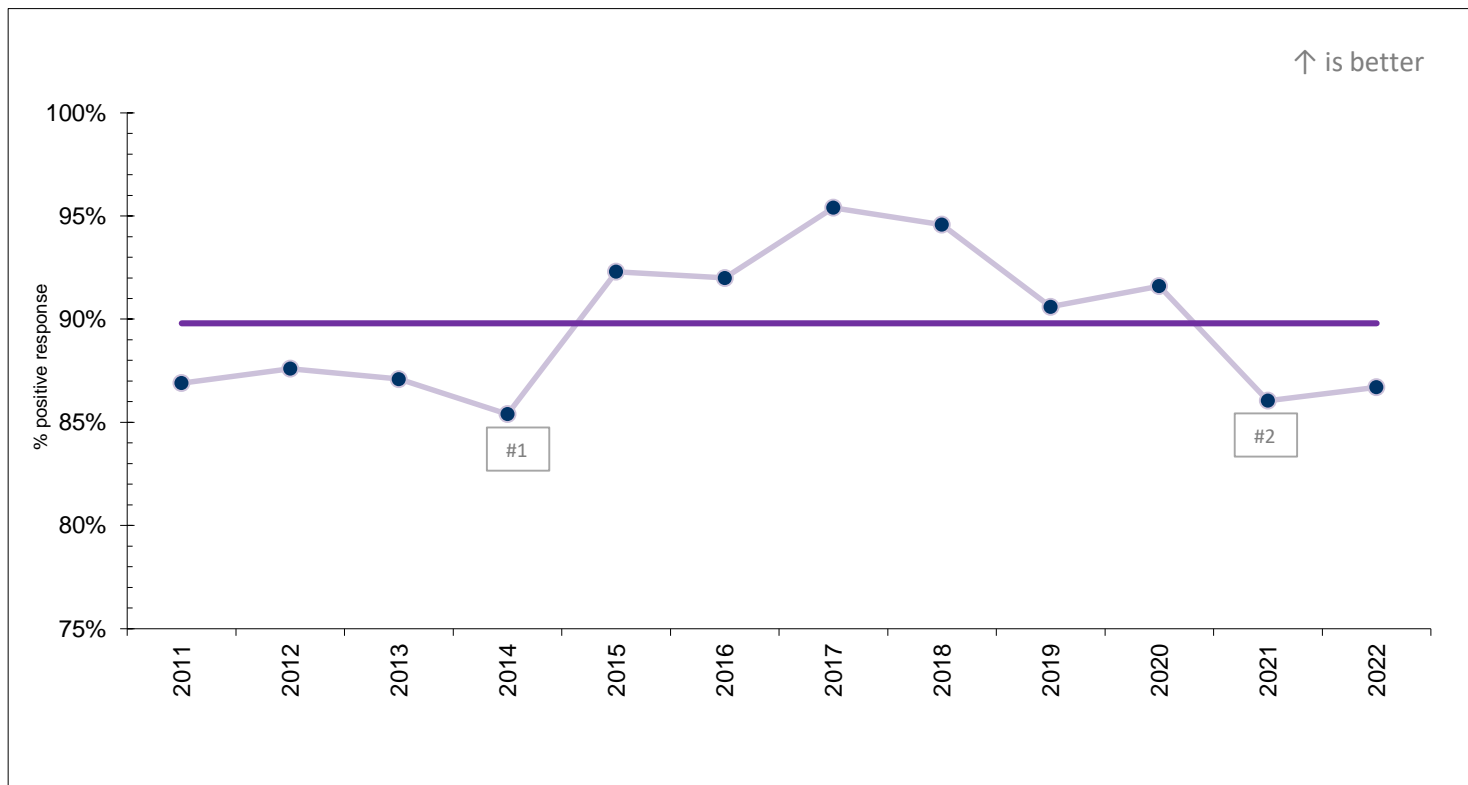
I would recommend this home

Distribution of Responses


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Results

- Highlights of highest scoring areas
  - This home has a **clean and pleasant** environment (94%)
  - Staff treat me with **respect** (93%)
  - My family member is treated with **respect** by staff (90%)
  - I trust staff to take **good care** of my family member (89%)
  - My family member is **safe** living at this home (88%)
  - This home is the **best place** to meet my family member's needs (87%)

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Results

- Lower scoring questions
  - There are comfortable places to visit with my family member here (69%)
  - **My family member enjoys mealtimes (62%)**
  - My family member has enough variety in their meals (62%)
  - If they need help right away, my family member can get it (61%)
  - **My family member participated in meaningful activities in the past week (42%)**
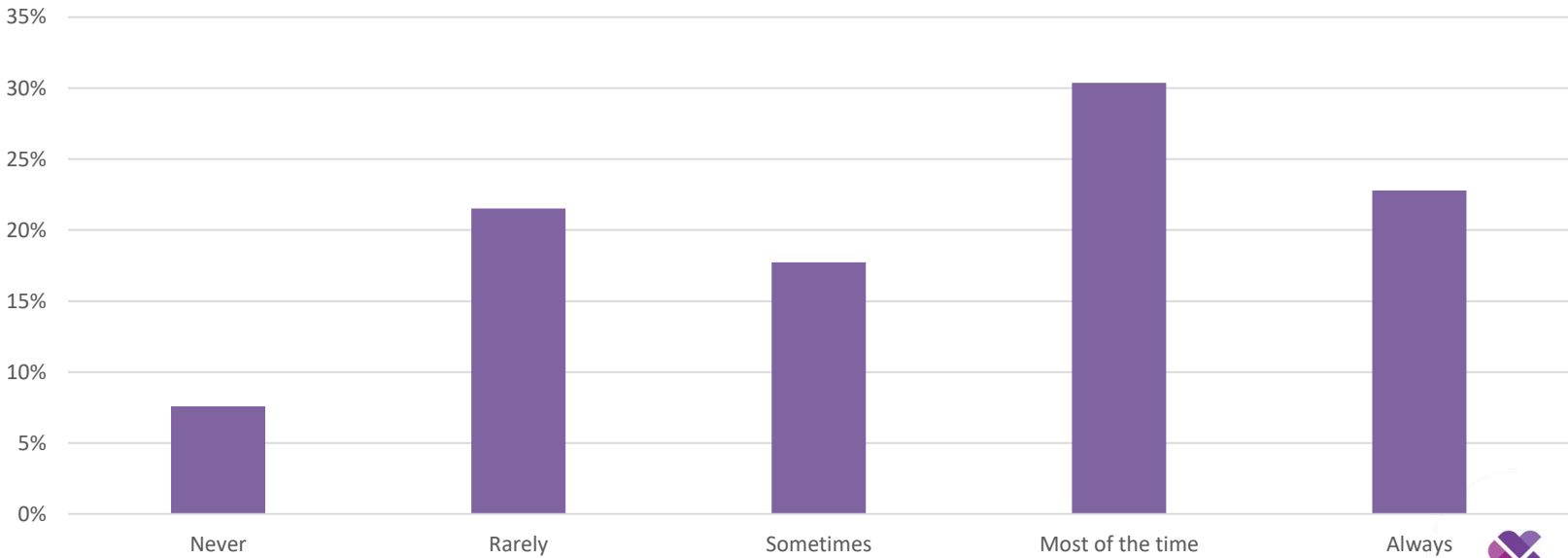 - Another resident is my family member's close friend (12%)

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My family member enjoys mealtimes
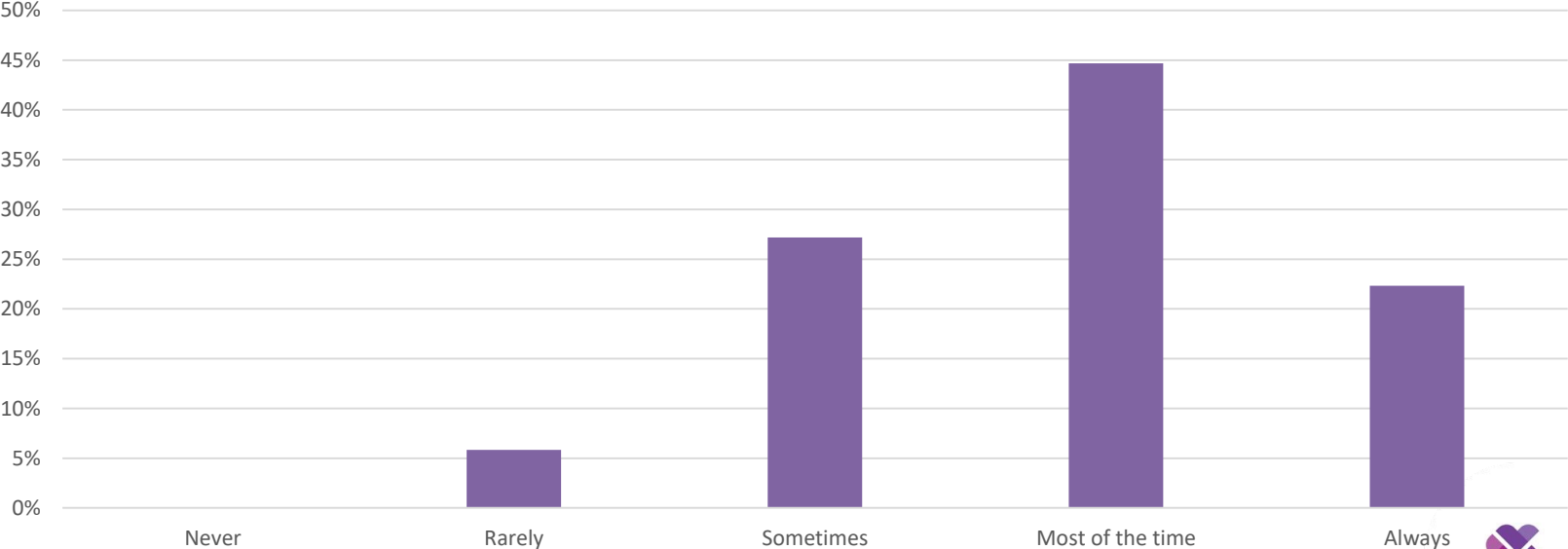
Distribution of Responses

Comparing Resident vs Family QOL Results

Resident Survey Item	Resident	Family
I enjoy meal times	65%	62%
I have enough variety in my meals	55%	62%
I feel my possessions are secure.	86%	80%
If I need help right away, I can get it.	59%	61%
I feel safe when I am alone	90%	88%
I can be alone when I wish*	65%	76%
I can get the health services that I need	83%	81%
I would recommend this site or organization to others*	74%	87%
Staff pay attention to me	79%	85%
I am treated with respect by the staff	88%	90%
Staff respond quickly when I ask for assistance	67%	72%
I participate in meaningful activities.	47%	42%
Another resident here is my close friend	33%	12%

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Next Steps

- Based on survey results, the 2 areas of biggest need have not changed
  - Food & Dining Experience
  - Social Life/Engagement
- Both areas have been included in the 2023 Quality Improvement Plan (QIP) as priority areas

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