

Carewest Community Programs Client Experience Surveys

Results October 1st through December 31st, 2014

Community Program Experience Survey Annual Scheduling

Program	Q1 (April through June)	Q2 (July through Sept)	Q3 (Oct through Dec)	Q4 (Jan through March)
Day Hospital	Distributed at Discharge Report on Quarterly	Distributed at Discharge Report on Quarterly	Distributed at Discharge Report on Quarterly	Distributed at Discharge Report on Quarterly
Living With Dementia	Distributed at Discharge Report on Quarterly	Distributed at Discharge Report on Quarterly	Distributed at Discharge Report on Quarterly	Distributed at Discharge Report on Quarterly
Regional Seating Clinic	Distributed at Discharge Report on Quarterly	Distributed at Discharge Report on Quarterly	Distributed at Discharge Report on Quarterly	Distributed at Discharge Report on Quarterly
Comprehensive Community Care (C3)			Survey distributed to current clients in October. Report on Annually.	
Adult Day Support Program (ADSP)/Young Adult Day Support Program (YADS)			AHS survey distributed end of September. Results sent to Carewest for processing by Nov.	
Designated Assisted Living (DAL) – Nickle House and Colonel Belcher			SL Resident Experience Survey – completed following LTC Resident Exp Survey – surveyed in December/January.	
Hospice				
Operational Stress Injury (OSI) Clinic			Client Perception of Services Survey distributed to current clients in November. Report on Annually.	

Day Hospital Survey Results

	Q1	Q2	Q3	Q4
I received the information I needed to help me understand what I could expect while participating in the Day Hospital Program.	90.0%	92.3%	100.0%	
I was encouraged to be a part of the decisions about my treatment.	90.0%	92.3%	100.0%	
I understood the explanation of tests, procedures and medications that I received.	95.0%	92.3%	100.0%	
I believe the Day Hospital program has helped me better manage my health.	95.0%	92.3%	100.0%	
The program has met my rehabilitation goals.	95.0%	92.3%	100.0%	
The staff treated me with courtesy and respect.	100.0%	92.3%	100.0%	
I was made aware of who was my Case Manager.	95.0%	92.3%	100.0%	
The staff listened carefully to my concerns.	100.0%	92.3%	100.0%	
The staff explained things in a way that I could understand.	94.7%	92.3%	100.0%	
I was given enough privacy when discussing my condition or treatment.	100.0%	92.3%	100.0%	
The Day Hospital program area was clean and well maintained.	100.0%	92.3%	100.0%	
I was actively involved in planning my discharge and my follow up connections.	84.2%	100.0%	100.0%	
I felt prepared for discharge.	90.0%	100.0%	100.0%	
Overall, I am satisfied with the care and services that I received.	100.0%	100.0%	100.0%	
Total Aggregate Satisfaction Score	95.2%	94.0%	100.0%	
Response Rate (numbers)	20/31	13/36	17/33	
Response Rate (percentage)	64.5%	36.1%	51.5%	

“Carmela is the most helpful, considerate person on the staff”

“The best staff, nurse and doctor. Thank you all”

“Staff are especially considerate to me in anything involved with my care”

“I think that the staff in this program should go and train all the rest of Carewest and Alberta Health Services on how to conduct a department and treat patients! Everyone of the staff is better than the other! They do an excellent job! Thanks for giving me the opportunity of being part of this experience”

Card enclosed that reads:

“Thank you for all your efforts. Thanks to each and every one of you for making my life so much better! I could not have done it without your help! You all have been truly wonderful. The help has always been there when I needed it the most. Keep up the good work you are all doing amazingly superb jobs! Nowhere in Alberta Health Services could they come close to doing the exceptional work that this Day Hospital is doing. Thanks!”

“The overall ‘concept’ of ‘communication’ should be covered. It is the most important skill every person must possess. What you want to say and to ‘whom’, ‘when’, and ‘why’ and ‘where’. The ‘length’ and the vocabulary”

“I want to thank all of the doctors and staff for the support that they extended to me. Everyone was very generous with their time and did not make me feel rushed in anything I wanted to do or talk about”

“I had great treatment and attention. I will miss the program”

“I was satisfied while I was here”

“Thank you very much”

“This is a great program for me. I feel much stronger and alive!!”

“I looked forward to every Tuesday and Friday. Will miss this place and all workers and the doctor!”

“I found the staff very friendly and helpful at all times. I thoroughly enjoyed my time spent here”

“If it wasn’t for this program I wouldn’t have made it. My mental health has improved 100%. My physical side has also improved greatly. My very sincere thanks!!”

“I feel good, my health, memory everything is much better”

Living With Dementia Survey Results

	Q1	Q2	Q3	Q4
I received the information I needed to help me understand what I could expect while participating in the Living With Dementia Program.	83.3%	100.0%	100.0%	
The program has helped me to have a better understanding of dementia.	100.0%	100.0%	100.0%	
I believe the program has provided me with strategies that are useful to me.	100.0%	100.0%	100.0%	
The program has helped me to feel better prepared to attend to my loved ones needs.	100.0%	100.0%	100.0%	
The staff treated me and my loved one with courtesy and respect.	100.0%	100.0%	100.0%	
The program has helped me feel better prepared to cope with changes.	100.0%	100.0%	100.0%	
The staff listened carefully to my concerns.	100.0%	100.0%	100.0%	
The staff explained things in a way that I could understand.	100.0%	100.0%	100.0%	
I was given enough privacy when required.	100.0%	100.0%	100.0%	
The Living With Dementia program area was clean and well maintained.	100.0%	100.0%	100.0%	
Overall, I am satisfied with the care and services that I received.	100.0%	100.0%	100.0%	
Total Aggregate Satisfaction Score	98.5%	100.0%	100.0%	
Response Rate (numbers)	6/9	5/7	4/6	
Response Rate (percentage)	66.7%	71.4%	66.7%	

“I can’t believe what a helpful program this was. I have calmed down a lot as I now understand more about dementia. It is easier for me to take care of _____. A lot of questions were answered without me having to ask them. The staff were so helpful and treated us with nothing but patience and kindness. The staff were very aware of what was going on at all times and they dealt with problems in a kind but very professional manner. Carewest is clean, warm and friendly and situated in one of the most beautiful spots in Calgary. We were very fortunate to go there. Thank you”

“I have enjoyed immensely the interaction between myself and the staff involved in the program and also the camaraderie with other caregivers and participants. I feel it would be extremely beneficial for an ongoing program for caregivers in the not too distant future to discuss matters of importance amongst one another with input from a leader in the group. I thank all support staff for their input and have appreciated the time in the program”

Regional Seating Clinic Survey Results – original template

	Q1	Q2	Q3	Q4
How would you rate the length of time it took between initial referral and the completion of your seating system?	83.4%	92.3%	88.8%	
How would you rate your new seating system for comfort?	90.0%	100.0%	89.5%	
How would you rate your new seating system for function?	90.0%	100.0%	94.7%	
Overall, were you satisfied with the services provided by the seating team?	100.0%	100.0%	100.0%	
If a friend were in need of similar help, would you recommend this seating service to them?	NA	NA	100.0%	
Please see the attached seating assessment summary which lists the expected seating outcomes. Indicate below how well you feel these goals have been met.				
Goal #1	Fully met – 78.9%	Fully met – 100.0%	Fully met – 78.9%	
	Partially met – 15.8%	Partially met – 0.0%	Partially met – 15.8%	
Goal #2	Fully met – 93.8%	Fully met – 90.0%	Fully met – 76.5%	
	Partially met – 6.2%	Partially met – 10.0%	Partially met – 11.8%	
Goal #3	Fully met – 88.9%	Fully met – 100.0%	Fully met – 70.6%	
	Partially met – 11.1%	Partially met – 0.0%	Partially met – 17.6%	
Response Rate (numbers)	23/118	15/142	See next page	
Response Rate (percentage)	19.5%	10.6%	See next page	

Regional Seating Clinic Survey Results – revised survey template (initiated Q3)

	Q1	Q2	Q3	Q4
The wait time between my initial phone call from the program and my assessment was reasonable.	NA	NA	89.5%	
The wait time between my assessment and completion of my seating system was consistent with what the program told me it would be.	NA	NA	94.8%	
The staff included me in identifying the goal(s) for my seating system.	NA	NA	100.0%	
The staff explained things in a way that I could understand.	NA	NA	100.0%	
I find that my new seating system meets my comfort needs.	NA	NA	94.8%	
I find that my new seating system meets my functional needs.	NA	NA	94.4%	
My seating clinic therapists/technicians clearly explained my new seating system including how to care for the system and use it safely.	NA	NA	73.6%	
I am satisfied with the look and quality of my seating system.	NA	NA	100.0%	
I believe that the goal(s) that were identified were met by the program.	NA	NA	100.0%	
The seating clinic environment was safe, comfortable and supportive.	NA	NA	100.0%	
Overall, I am satisfied with the services that I received.	NA	NA	100.0%	
Total Aggregate Satisfaction Score	NA	NA	95.2%	
Response Rate (numbers)	NA	NA	38/144	
Response Rate (percentage)	NA	NA	26.4%	

Comments

Regional Seating Clinic

“Yes, I have concerns – mostly not helping”

“Very happy with the seating system”

“Not at the moment, thank you”

“Very comfortable”

“ ___’s wheelchair armrest needs to be repaired as it fell off. Group home staff to call the seating clinic for schedule on the best date for the wheelchair to be brought in for repair”

“Yes, we still have concerns – needed a recline chair (wheelchair) and with recline pedals”

“No concerns – all is good”

“Thanks for everything – Glen and all the staff were very helpful”

“My mom’s posture is still leaning to one side”

“Shorter wait time for service – eg. When something breaks today hard to use wheelchair properly until appointment”

“The staff was very helpful and respectful. The staff is aware of client’s needs”

“The need grown for your support so more staff is needed and as retirement in staff need of hands on training is needed to learn all the things that are not in the book”

“Staff is very helpful and very supportive”

“Glen made the experience enjoyable”

“The wait time we experienced was too long for someone who spends all day in their chair while they are awake to get in was very frustrating. Also, the time it took for the PT department to write a referral for client in nursing home was too long”

“The back of the manual wheel was taken by Medichair and still has not been returned months after the fact”

Comments continued

Regional Seating Clinic

“My mother now has a problem keeping her proper position in the chair. She somehow moves her bottom forward in the chair and it has caused her to slide out of the chair”

“Would like to see a higher level of functionality with accessories available for wheelchairs – i.e. headrest, arm tray etc. Chair had been delivered and family was unaware it had arrived. We were uncertain if chair was another trial unit. The family took responsibility for following up on situation and arranging meeting to review seating system including care and safe usage. Would like to see more collaboration and sharing of information with different health zones. We attended a seating clinic in Rimbey, Alberta on December 10th, 2013. We had just begun trialing a chair and were transferred to Lacombe, Alberta (February 13th, 2014). The chair remained in Rimbey. We spend just over week in Lacombe, Alberta and was then transferred to Calgary (February 24th, 2014). We started the chair process yet again once arriving in Calgary on February 24th, 2014. A ‘final’ chair solution being delivered for our father on August 27th, 2014 – 8 months. Taking 8 months to arrive at a solution doesn’t seem reasonable. We felt the clinic in Rimbey was way more extensive with many different measurements taken and different analysis conducted on dad’s sitting and positioning in chair and requirements. I have taken a lot of time and effort in providing feedback on my experience. I would like to understand how the clinic plans to use all feedback from participants going forward”

“Don’t make anything too permanent so that you can’t change it! I have had such wonderful care at the clinic I go to. Whenever I need something fixed or changed because of body change, from age or from the post polio syndrome and arthritis change, they try their best to help me. I thank the clinic and the staff at the clinic so much for over the years comfort they have given me. Thank you”

“It’s so easy to slip a pair of jeans on and off. There are no restrictions now”

“I am satisfied with the services I got from the seating clinic. The people are cooperative and understanding. They work to make me maximum comfortable. I am really very grateful and happy from this service”

“Headrest did not work. Sent back”

“Thank you so much for responding to our daughter’s needs so quickly. She was in a lot of pain and now she is comfortable enough to sleep at night”

Comments

Comprehensive Community Care (C3)

Annual survey was not completed in October as Alberta Health Services is in the process of reviewing grant funded programs. Information anticipated in program once review is complete – potentially in March/April 2015.

Comments

ADSP/YADS Program

Annual survey was not distributed in September for the ADSP and YADS programs by Alberta Health Services. The survey tool is currently under review by the AHS best practice group.

Comments

Colonel Belcher DAL

The Carewest DAL Resident Experience Survey to be completed week of January 19th 2015. Results to be reported on Q4 report card.

Comments

Nickle House DAL

The Carewest DAL Resident Experience Survey to be completed week of January 12th 2015. Results to be reported on Q4 report card.

Comments

Operational Stress Injury (OSI) Clinic

Results of the Client Perception of Services Survey not yet available for reporting.