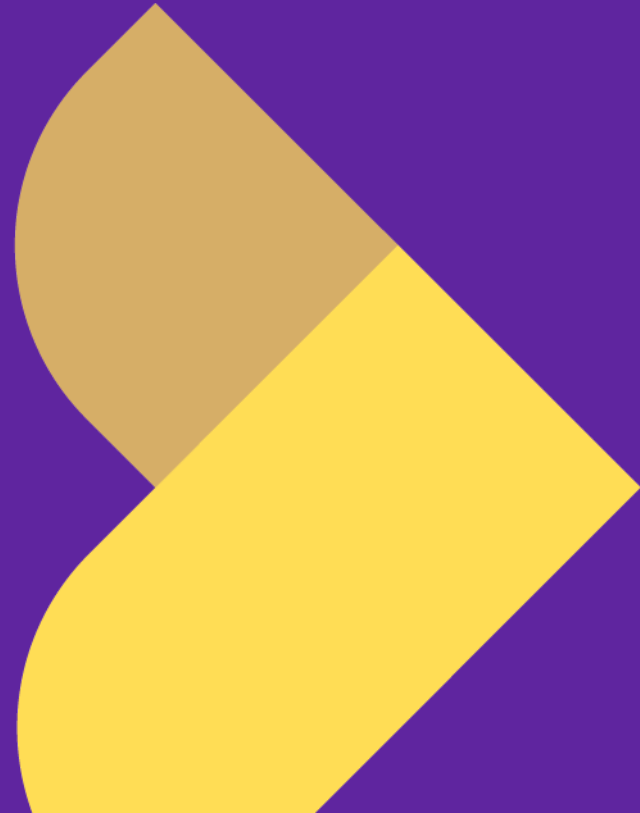


2025 Family QOL Survey Results

Family and Friends Council

March 19, 2026



Progress on current priorities

- *Meaningful Activities*
- *Dining Experience*
- *Resident & Family Centred Communication*

Meaningful Activities

Work completed in 2025

- “All About Me” tool implemented across the facility
 - Poster holders installed on all units
 - Process established for admissions
 - Completed outreach for existing residents/families

Meaningful Activities

Work completed in 2025

- Busy Bins pilot on G1N
 - Additional engagement opportunities outside of structured scheduled activities
 - Enables social engagement with families, staff, other residents
 - Can help minimize boredom and responsive behaviours
 - Provides cognitive stimulation
 - Encourages motor skills

Meaningful Activities

Planned Activities in 2026

- Sustain and spread Busy Bins across all dementia units, pending pilot evaluation (**in progress**)
- Pilot unit-based planning of monthly activity programming in Ottawa & Rideau (**in progress**)
 - To be adapted for the Gatineau building

Dining Experience

Work completed in 2025

- Two key process changes rolled out across all 3 buildings. Work continues with some units to adapt process to local context.
 - Taking orders of all residents seated at a table utilizing the resident census sheet (one PSW takes order, another PSW delivers meals)
 - Daily table rotation for meal service using unit calendar

Dining Experience

Planned activities for 2026

- Evaluation and sustainability of dining experience work to date (**in progress**)
- **NEW** focus on enhancing the quality of meals served (appearance and taste of meals)
 - Pleasurable Dining Team to oversee this work

Resident & Family Centred Communication

1. Welcome Book Refresh
2. Warm Welcome
3. Care Conference Redesign

Welcome Book Refresh

- **Objectives:**
 - Improve the Resident/Family experience
 - Easy to use reference document
 - Most up to date information
 - Each resident/family equipped with the same information
 - Process for regular information updates

Welcome Book Refresh

- **Working group formed to inform format & content**
 - Resident advisor
 - Volunteer (former family member and member of Family Transition Team)
 - Ontario Caregivers Organization
 - Perley Health staff (cross-departmental)
- **First draft of the new Welcome Book will be trialed in June**
 - Ottawa building
- **Final product to be distributed to all new admissions and existing residents**

Warm Welcome

- Semi-structured conversations with residents and SDM on the **day after admission**
- Conversation prompts tailored to resident/SDM concerns
- Launched home-wide in June 2025

Warm Welcome

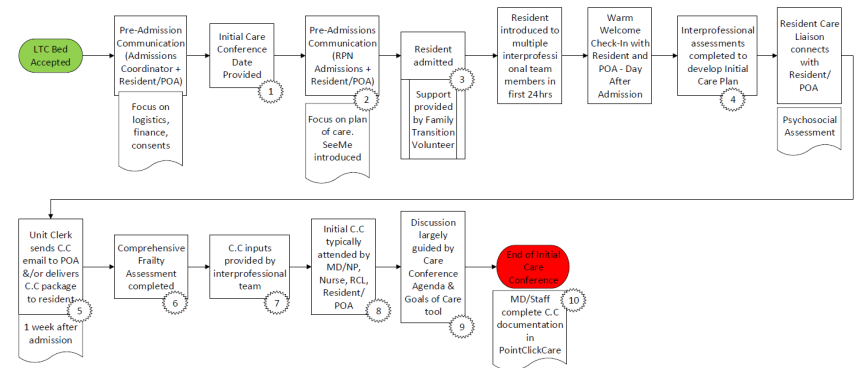
- Residents and Families:
 - Acknowledgment of how stressful moving into LTC can be
 - Provide space to ask questions and express emotions
 - Clarify expectations of care
- Staff:
 - Establish trust in the therapeutic relationship
 - Clarify staff roles to minimize unmet expectations

Care Conference Redesign

- Care Conferences are a legislated requirement, and an opportunity for the Perley Health team to partner with resident/family to optimize care and quality of life
- Current approach and supporting structures are not meeting the needs/expectations of residents/families and Perley Health team, resulting in sub-optimal outcomes

Progress to date

- Current state review completed
 - Process mapping
 - Broader stakeholder engagement
 - MDs/NPs, Nurses, FFC, Resident Councils, new residents
- Initial prioritization of themes and projects



Key Improvement Themes

Care conference “philosophy” and guiding principles

Care conference scheduling

★ Care conference preparation

Care conference structure

Care conference follow-up

Initial Priorities

- Expand on Warm Welcome concept
 - Introduce a touchpoint prior to admission/annual care conference to answer questions, determine priorities, resolve concerns, etc.
- Develop a pre-care conference “checklist” for resident/family
- Standardize pre-care conference documentation by the care team

2025 Family Survey Results

Survey Methodology

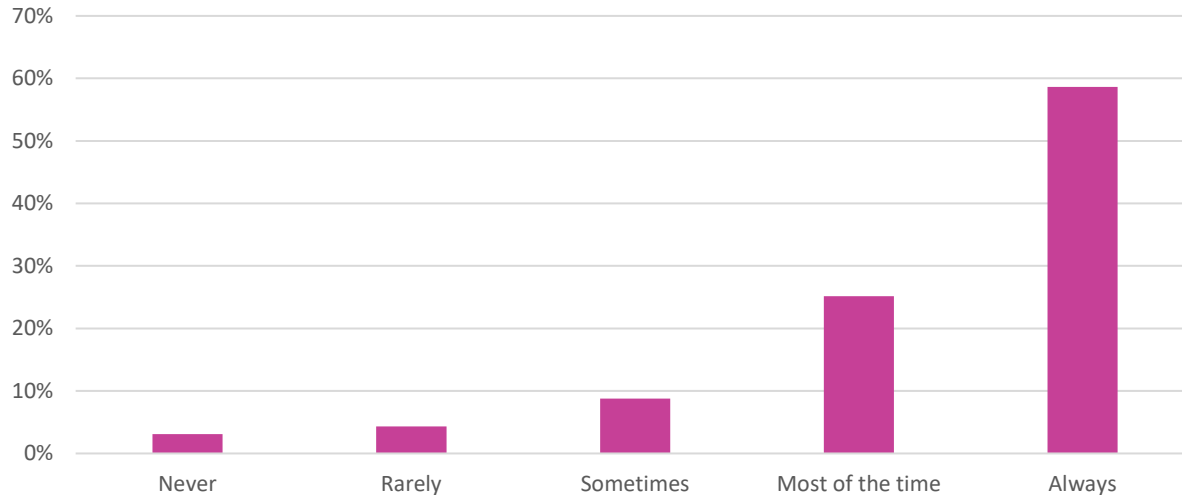
	Family Survey
Survey Instrument	interRAI Family Survey on Nursing Home Quality of Life
Survey Dates	November - December
Response	50*
Protocol Notes	<ul style="list-style-type: none">• Paper and electronic survey• Open to individuals with connection to current resident, or resident discharged within last 12 months• 25 questions• 5-pt Likert scale

Overall Results

Percent of positive responses across all survey questions

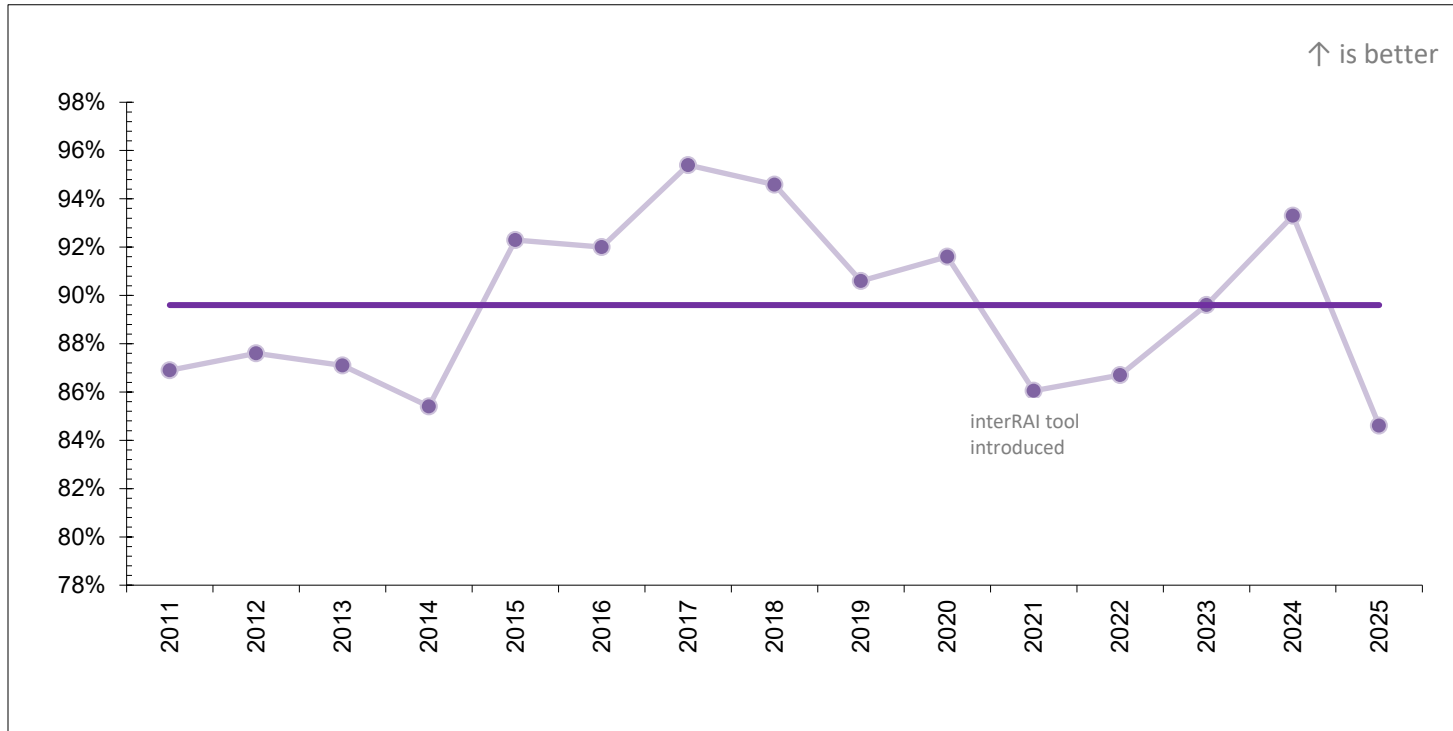
Survey average 81%, unchanged from 2023

Distribution of Responses - All Questions



I Would Recommend this Home

Percentage of positive responses (“most of the time”, “always”)



Comparing Resident vs Family QOL Results

Resident Survey Item	Resident	Family
I enjoy mealtimes	60%	55%
I have enough variety in my meals	54%	58%
I feel my possessions are secure.	86%	80%
If I need help right away, I can get it.	69%	73%
I feel safe when I am alone	91%	94%
I can be alone when I wish*	86%	89%
I can get the health services that I need	80%	85%
I would recommend this site or organization to others*	84%	85%
Staff pay attention to me	81%	89%
I am treated with respect by the staff	89%	96%
Staff respond quickly when I ask for assistance	74%	74%
I participate in meaningful activities.	44%	42%
Another resident here is my close friend	25%	15%

Themes – Higher Scores

High scores maintained across the following themes

- Visiting Experience (94%)
- Respect (96%) and Trust (88%)
- Comfort (88%)
- Safety and security (84%)

Themes – Lower Scores

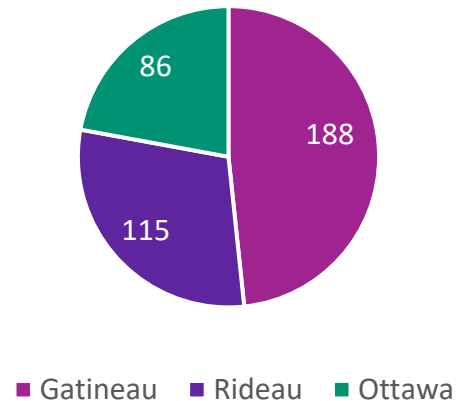
- **Activities & Belonging (28%)**
 - Stable performance, remains lowest scoring survey area
- **Food & Meals (56%)**
 - 11% decline from last year, aligned with historical low
- **Staff Responsiveness (75%)**
 - Slight improvement from last year, but still under minimum target of 80% positive rating

Themes – Notable Changes

- **Food & Meals (56%)**
 - 11% decline
- **Engagement in Care (95%) and Communication (88%)**
 - Both improved over last year (15% and 5%, respectively)

Survey Comments

- 389 comments
- Analysis in progress
- Raw comments will be shared with Perley Health leaders and QI teams



Survey Comments

- ***New Question:*** *How could we improve the overall wellbeing and/or quality of life for your family member? Please share 1 – 3 suggestions/ideas.*
- 31/53 surveys included at least one suggestion

Improving QOL/Wellbeing

Most common themes:

- Activities and social engagement (12)
- Staff responsiveness (6)
- Food quality and meal service (6)
- Communication and continuity of care (5)

Proposed Work for 2026

- Continued work by existing QI teams
 - Pleasurable Dining
 - Activities
 - Resident and Family Centred Communication
- New addition to 2026/27 QIP
 - Focus on Staff Responsiveness:
 - Initial work to include a call bell review
 - Results to be discussed at unit and shift level to identify localized (small-scale) change ideas
 - Opportunity for resident and family engagement