

BEREAVED FAMILY MEMBERS' SATISFACTION WITH END OF LIFE CARE WITHIN FOUR ONTARIO LONG TERM CARE HOMES

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Brief Description of Research or Project: Understanding bereaved family members' perspectives offers long term care (LTC) homes valuable quality improvement data and to better meet the needs of residents and families at end of life. The Family Perception of Care Scale (FPCS) is a 27-item survey that collects information about bereaved family members' perceptions of and satisfaction with end-of-life care in LTC. It has four domains; 1) Resident care, 2) Family Support, 3) Communication, 4) Rooming, and provided room for comments. In conjunction with the "Improving Quality of Life for People Dying in LTC homes" the FPCS was mailed to 152 family members of residents who died during 2012 in four Ontario long-term care homes. 86 surveys were returned (57% response rate). Quantitative data were analyzed using SPSS and qualitative data were analyzed thematically. The overall satisfaction score was 83/100; indicating family members were generally satisfied with the end- of- life care. Satisfaction did not significantly differ between homes. Important items for satisfaction were location of death, pain management, dignity, being informed about resident's health and feeling welcomed in the home. Scores were higher for rooming (86) and communication (86) and lower for resident care (82) and family support (76). Survey comments were organized into the four domains of the FPCS. **Why is this research important to profile at the Research Day 2014?** Results indicate that the structural characteristics of the home are less important to family satisfaction than resident care, such as pain control, dignity, communication and relationships. These indicators of satisfaction need to be included more predominantly in future home satisfaction surveys. LTC homes are required to ensure that families and residents are surveyed annually to measure their satisfaction with the home and the care, services, programs and goods provided at the home. Surveys measuring family satisfaction with end of life care after a resident has died are not often used. This data provides LTC homes with valuable information that can assist with quality improvement measures and information on how the LTC home can meet the needs of residents and families at the end of life.