



**INCORPORATING RESIDENT QUALITY OF
LIFE SURVEYS INTO QI PROCESSES**

SELF REPORT QUALITY OF LIFE SATISFACTION SURVEY

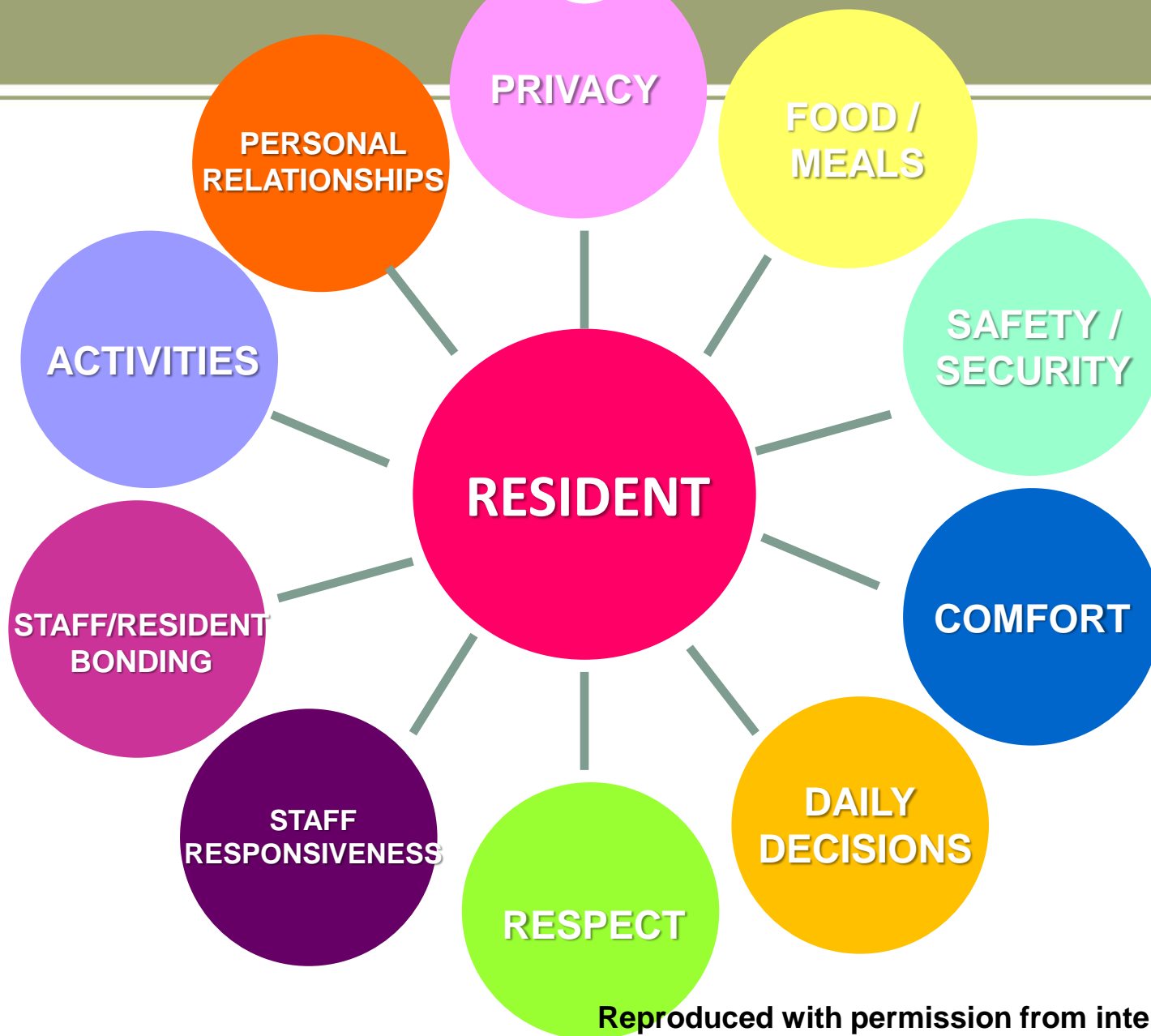


interRAI is an international collaborative to improve the quality of life of vulnerable persons through a seamless comprehensive assessment system.

The **Long Term Care Self Reporting Quality of Life (QoL) Satisfaction Survey** was designed to give persons enrolled in formal care programs the opportunity to share their perceptions on a variety of quality-of-life domains including relationships, environment, comfort, food, and participation in meaningful activities.



SELF REPORT NH QOL OF LIFE SATISFACTI



SELF REPORT NH QoL SATISFACTION SURVEY (SHORT FORM)

- 31 statements or items across 10 domains
- Six response options for resident:
 - 0 = Never
 - 1 = Rarely
 - 2 = Sometimes
 - 3 = Most of the time
 - 4 = Always
- Two coding options for surveyor/interviewer:
 - 6 = Don't know
 - 7 = Refused
 - 8 = No response or cannot be coded for response

SAMPLE QUESTIONS

RESPECT

STAFF/RESIDENT
BONDING

PERSONAL
RELATIONSHIPS

6. RESPECT ITEMS

"Now I'd like to discuss how you feel about staff here." (Also applies to #7 and #8)

- | | 0 | 1 | 2 | 3 | 4 | 6 | 7 | 8 |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| a. Staff pay attention to me. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. I can express my opinion without fear of consequences. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. I am treated with dignity by the people involved in my support and care. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d. Staff respect what I like and dislike. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

SAMPLE QUESTIONS

RESPECT

STAFF/RESIDENT
BONDING

PERSONAL
RELATIONSHIPS

8. STAFF-RESIDENT BONDING ITEMS

- | | 0 | 1 | 2 | 3 | 4 | 6 | 7 | 8 |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| a. Some of the staff know the story of my life. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. Staff take the time to have a friendly conversation with me. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. I consider a staff member my friend. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

WHO IS ELIGIBLE?

- All residents with a Cognitive Performance Score (CPS) score of 3 or lower are eligible to participate in the survey. (CPS is generated through the RAI/MDS assessments)
- Participation is voluntary and anonymous, and verbal consent must first be acquired before proceeding with the survey.
- The QoL survey is conducted by personal interview:

New residents: approximately 3 months after moving in

Annually around the anniversary of their move in date.

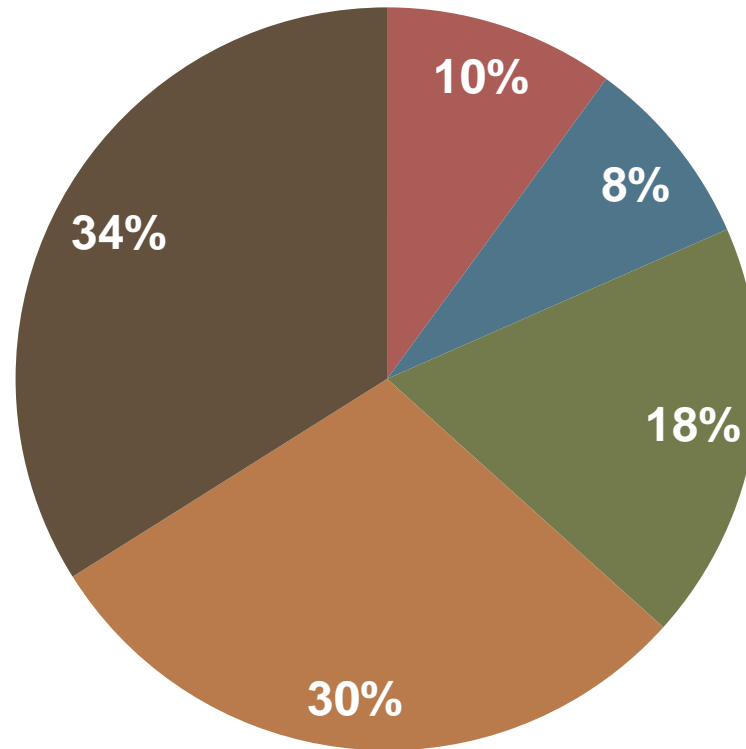
*Surveys are conducted as close as possible to residents
RAI/MDS assessment schedule*



WHO IS ELIGIBLE?

Cognitive Performance Score

■ 0 ■ 1 ■ 2 ■ 3 ■ >3



WHAT DO RESIDENTS SAY?

TOP 5 SCORES

Category	Statement – those answering ‘most of the time’ or ‘always’	%
Safety / Security	I feel safe when I'm alone	89%
Respect	I am treated with dignity by the people involved in my support and care	87%
Safety / Security	I feel my possessions are safe	82%
Privacy	My privacy is respected when people care for me	82%
Comfort	I would recommend this site or organization to others	82%

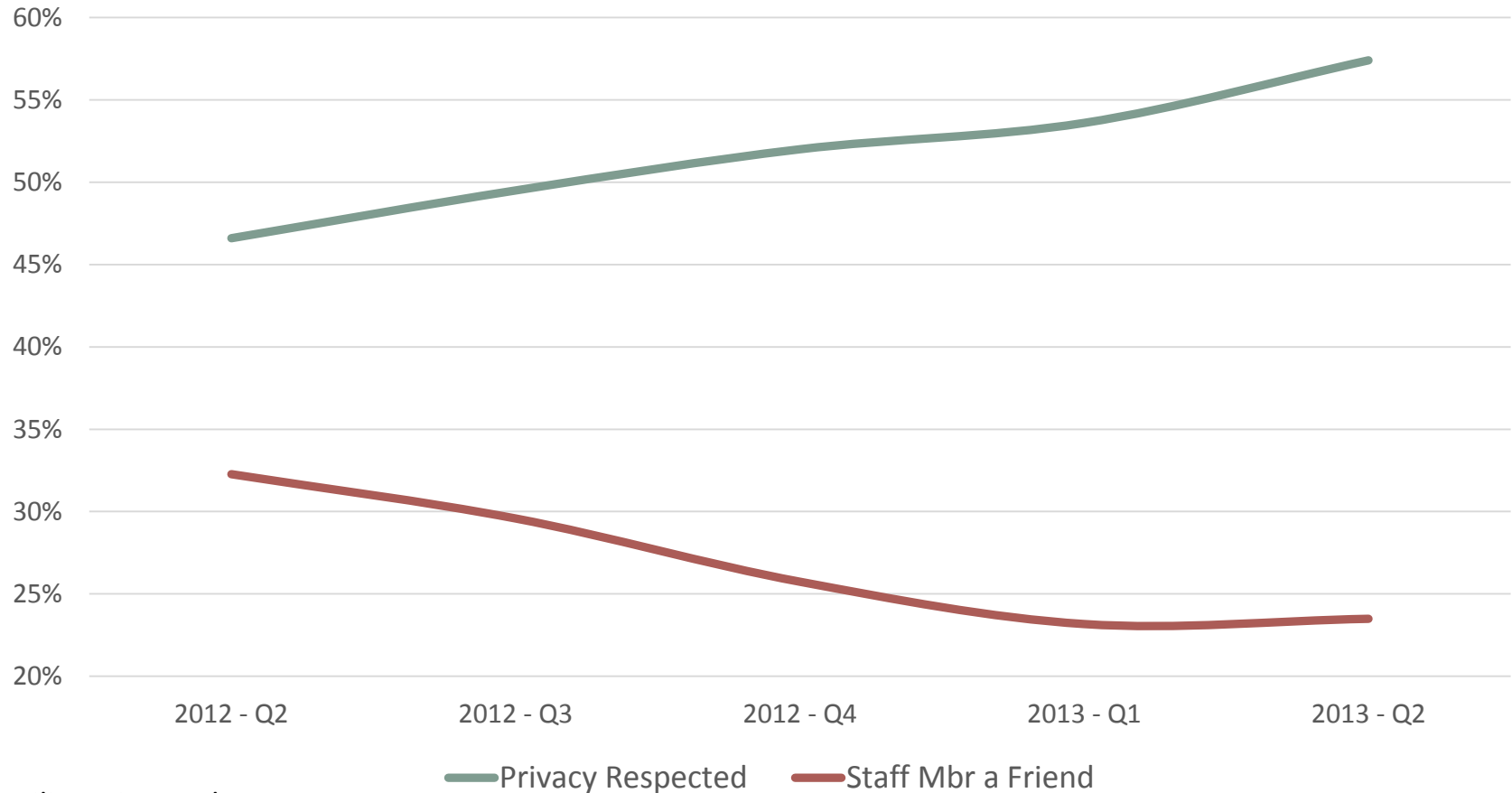
WHAT DO RESIDENTS SAY?

BOTTOM 5 SCORES

Category	Statement – those answering ‘most of the time’ or ‘always’	%
Relationships	Another resident here is my close friend	40%
Activity Options	I participated in meaningful activities in the past week	40%
Activity Options	I have enjoyable things to do here on the weekends	38%
Staff/Resident Bonding	Some of the staff know the story of my life	27%
Relationships	People ask for my help or advice	14%

HOW IS RESIDENT PERCEPTION TRENDING?

% Answering 'Always'



Trailing 12 months avg
measured each quarter

2013 - Q2 data not yet
complete



COLLABORATIVE NEIGHBOURHOOD QI

DAILY, INTERDISCIPLINARY,
NEIGHBOURHOOD, QUALITY SHIFT



HUDDLES

QI FRAMEWORK



TOP 5/BOTTOM 5



MONTHLY
NEIGHBOURHOOD
'FISHBONES'

ROOT CAUSE ANALYSIS



OTHER
QUALITY
CONVERSATIONS

QUALITY IMPROVEMENT FRAMEWORK

My privacy is respected (Quality of Life Satisfaction Survey)

Row Labels	Q2		Q4	
	Data	Decile	Data	Decile
Neighbourhood 1	77%	5	78%	4
Neighbourhood 3	0%		62%	2
Neighbourhood 6	87%	8	90%	9
Neighbourhood 2	23%	1	33%	1
Village	77%	5	75%	5
Neighbourhood 4	74%	4	68%	2
Neighbourhood 7	68%	2	57%	1
Neighbourhood 8	72%	3	76%	4
Neighbourhood 9	73%	3	65%	2
Schlegel Villages	90%	9	86%	8
Neighbourhood 10	0%		0%	

All in Top Decile (Q4)	
Village	Village or Nhood
Village 1	Neighbourhood 6
Village 2	Neighbourhood 3 Neighbourhood 1
Village 3	Neighbourhood 4 Neighbourhood 5
Village 4	Neighbourhood 5
Village 5	Village Neighbourhood 5

Neighbourhood 2

WHAT WE CAN IMPROVE ... MY PRIVACY IS RESPECTED

Environmental

- always close curtains in resident rooms, spa rooms, close doors when providing care

- when in spa room, rather than keeping the door open with just a curtain across, team should try to close the door and have just one person wait between closed door and curtain to make sure resident will have help as soon as they need it (due to cognitive level, residents usually will not know to use the call bell)

Equipment

- team currently will quietly ask a resident if they need to use the washroom or ask if a resident would like to walk, once away from the lounge, ask them if they would like to use the washroom
- team talked about knocking on the door of the resident rooms, this is often difficult because residents often don't hear the knock, it was suggested that if you knock and don't get a response, to open the door and call in

Team

- team will try to knock before entering room more
- pull curtains across and talk as quiet as possible when rooms are shared
- bring resident into washroom to change when roommate is present
- close bedroom door when providing care, don't talk about other residents in front of co-residents

- many team members know certain phrases to get residents to go to the washroom that prevents talking about it publicly
- since there is difficulty hearing for many residents, it is not always possible to speak quietly so alternate phrases need to be used such as "let's go for a walk"
- certain residents with a work history of nursing tend to try and find out information on residents, need to reinforce to not share any of that information

- new communication binder that should always be in the nursing station to prevent residents from reading through it
- refrain from verbally/loudly reporting who had a b/m and when, use discretion when giving report
- when entering resident room, always knock and speak to residents before entering, ask them if they would like help getting ready before pulling covers off while in bed, ask resident for permission to help before starting tasks, engage in conversation.

Privacy respected

Action Plan:

1. Knock before entering resident rooms, speak quietly or use washroom to talk to resident is co-resident is present
2. Ask for permission to assist before pulling covers off or starting tasks
3. Refrain from loudly communicating residents bowel movements, use curtain and close doors when providing care.

Procedures

Relationships

Communication

NEXT STEPS...



ONLINE SURVEY PLATFORM



UNIVERSITY OF WATERLOO | SCHOOL OF PUBLIC HEALTH AND HEALTH SYSTEMS

Quality of Life Surveys

HOME

RESIDENT SURVEY

FAMILY MEMBER SURVEY

TEAM MEMBER SURVEY

CONTACT US



SCHLEGEL VILLAGES

This web page contains the interRAI Quality of Life survey tools used by Schlegel Villages. Below are instructions for accessing the surveys.



UNIVERSITY OF WATERLOO | SCHOOL OF PUBLIC HEALTH AND HEALTH SYSTEMS



ADDITIONAL SURVEYS



UNIVERSITY OF WATERLOO | SCHOOL OF PUBLIC HEALTH AND HEALTH SYSTEMS

Quality of Life Surveys

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RESIDENT SURVEY

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IT'S NOT JUST ABOUT THE
DATA...
IT'S ABOUT THE DIALOGUE



*Changing lives ... each data point
represents a life being lived*

THANK YOU!

Alone we can do so little; together we can do so much. - Helen Keller

WORK WITH ELDERS
'MIGHT JUST CHANGE YOUR LIFE'

www.schlegelvillages.com

