

Resident and Family Satisfaction Survey 2022



Here is an overview of the survey results from our Residents and our Families. We had 63 family members participate from JMPC and 38 residents from JMPC participate.

Each year we take a deep dive into all answers scoring below 80%.

The score of strongly agree and agree (as has historically been done) were combined and our lowest Resident satisfaction result was 84%!!!

Some Special Highlights from Residents:

% increase from Last year	Topic
Up 8%	My personal privacy is maintained.
Up 8%	Staff take into consideration my religious, cultural and ethnic values.
Up 8%	The Home resolves my concerns to my satisfaction.
Up 8%	Good personal care is provided. (bathing, dressing, teeth brushing)
Up 8%	Variety of food offered
Up 13%	Quantity and Quality of food
Up 10%	Nourishment and snack variety
Up 13%	Recreational Activities provided (bingo, cards, games)
Up 39%	Community Outings
Up 12%	Intellectual Programs provided (trivia, reminiscing, current events)
Up 22%	Social Programs provided (birthday parties, special events)
Up 8%	Laundry Services provided over this past year.
Up 16%	Spiritual Services provided.
Up 16%	Haircare provided.
Up 8%	Staff take time to understand my concerns.
Up 11%	Recommend this Home to others.
Up 10%	Kept informed of COVID-19 changes, protocols.

Some Special Highlights from Families:

% increase from Last year	Topic
Up 8%	Respect and emotional support given to my loved one
Up 16%	I am involved in decisions about care as much as I want to be.
Up 10%	Laundry Services (Quality and delivery)
Up 8%	The Home respects my loved ones spiritual / cultural values.
Up 24%	Enough recreation programs that meet my loved ones individual needs and interests
Up 19%	Satisfied with the Physiotherapy Services

Item we need to do a deep dive in based on the Family Survey results is:

Topic	2021	2022
NEW: I am satisfied with the physiotherapy services provided to my loved one.	52	71

Big Wins from the Residents because this is what resident centered care is all about!



I am treated with kindness, courtesy, compassion, fairness, respect and dignity by the:

Nursing Team – 95%

Housekeeping, Laundry and Maintenance Team – 95%

Dietary Team – 100%

Activation Team – 97%

Staff answer when I call – when they do, they are respectful, knock on the door, introduce themselves: 89%

Overall I am happy with the Home and the staff – 97%

I would recommend this Home to others – 100%

Comparing to all 6 other Homes Family Survey:

Question	All (282 Participants) – Average Score	JMPC (63 Participants) – Average Score
The Home respects my loved ones spiritual and cultural values	73	75
I am satisfied with physio services	77	74
I am aware of how to access external health services	77	83
Visiting options related to COVID	81	78
Enough Rec Programs (need/interest)	81	78
The Home resolves my concerns to my satisfaction	83	80