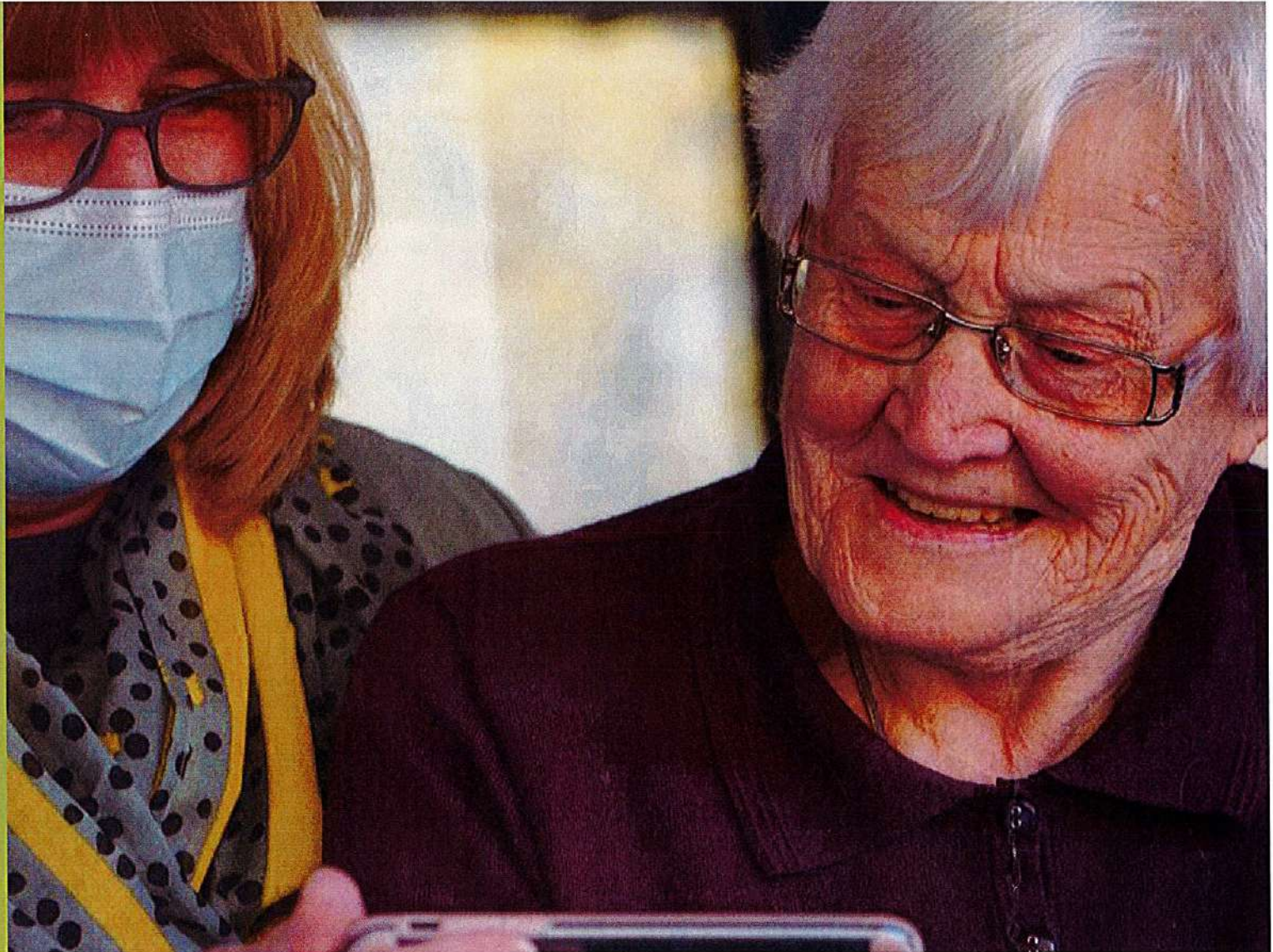


MAKING *Every* MOMENT MATTER<sup>®</sup>

**Every Moment Matters - 2023  
Resident Survey**

Prepared for:  
Home Name = Pine Villa

November 7, 2023



# What is Expected of You

MAKING *Every* MOMENT MATTER™

It is important for you to understand your role and responsibilities in sharing survey results with your leader/team and Resident/Family Council and taking the necessary actions to improve the areas where you can do better.



## **READ**

Spend time reviewing your survey results.



## **DISCUSS**

Discuss your results and communication plan with your leader/team and Resident/Family Council.



## **SHARE**

Prepare/facilitate feedback and action planning sessions with your team.



## **CONFIRM**

Debrief your leader on your feedback sessions and action plans.



## **IMPLEMENT**

Incorporate action plans into your business goals to monitor the team's effort and results.



# How To Use This Report

MAKING *Every* MOMENT MATTER™

## What is the purpose of my report?

The purpose of this report is to help you easily review the highlights of your data.

## What questions will this report help me answer?

- What are the key strengths in my area?
- What are the areas of opportunity that require monitoring or action planning?

## How do I use these scores?

The guide below can be used to interpret favorability scores (i.e., percentage of responses that are deemed favorable) at the index or item level.

### AGREEMENT RESPONSE OPTIONS

#### 5 Strongly Agree

The employee almost always agrees

#### 4 Agree

The employee agrees with the question, but there is room for improvement

#### 3 Neither Agree Nor Disagree

The employee agrees/ disagrees nearly as often with the question; neutral response

#### 2 Disagree

The employee's expectation of the question is not met the majority of the time

#### 1 Strongly Disagree

The employee's expectation of the question is almost never met

Favorable

Neutral

Unfavorable

# Executive Summary

MAKING *Every* MOMENT MATTER™

Response Rate



My Group

96%

( n=26 )



Overall

86%

( n=2,439 )

Category Result			Top 3 Scoring Questions			Bottom 3 Scoring Questions		
	My Group	Overall		My Group	Overall		My Group	Overall
Privacy	84%	92%	1 Staff take the time to have a friendly conversation with me.	88%	82%	1 I can access my trust account whenever necessary.	25%	66%
Staff Responsiveness	84%	78%	2 My privacy is respected when people care for me.	84%	92%	2 When I need help, I get it right away.	52%	72%
Personal Relationships	81%	82%	3 I have opportunities for friendship at (my home).	81%	82%	3 I enjoy some of my favourite foods.	58%	73%
Safety & Security	77%	91%						
Comfort	73%	79%						
Activities	69%	71%						
Participation in Care	68%	78%						
Assistance	67%	81%						
Food & Meals	64%	75%						
Personal Funds	25%	66%						

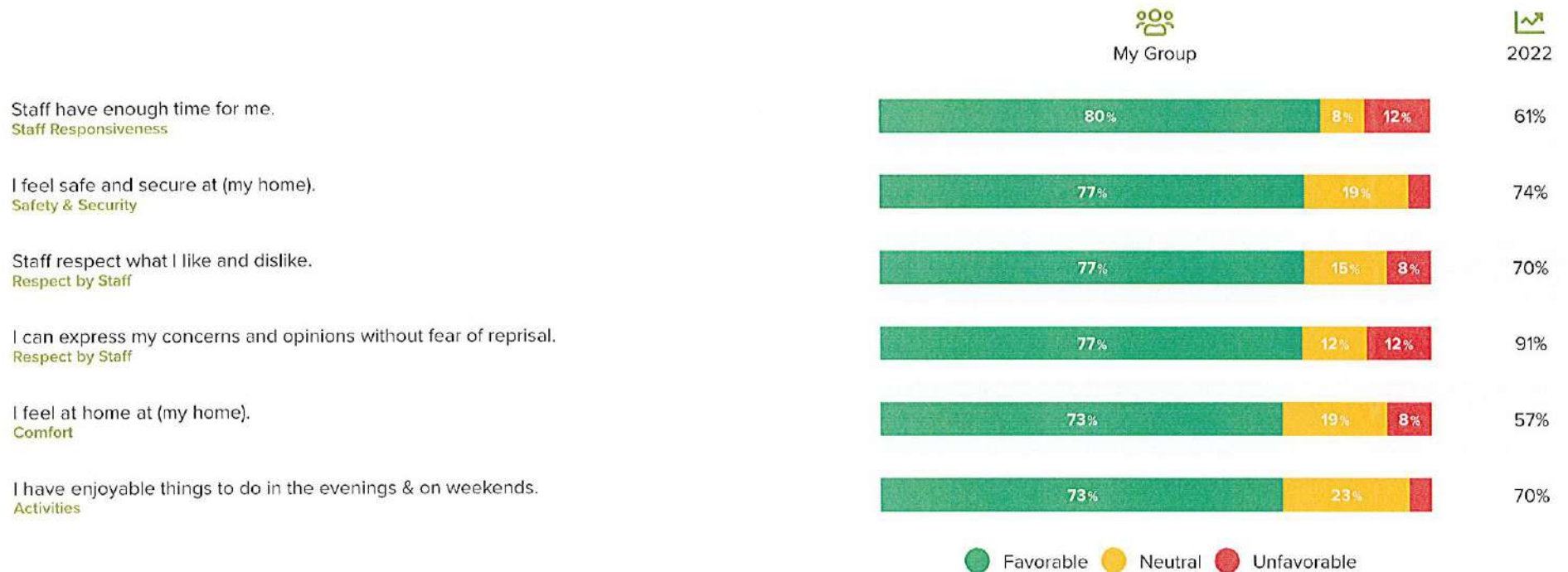
# Favorability Report Questions

MAKING *Every* MOMENT MATTER™



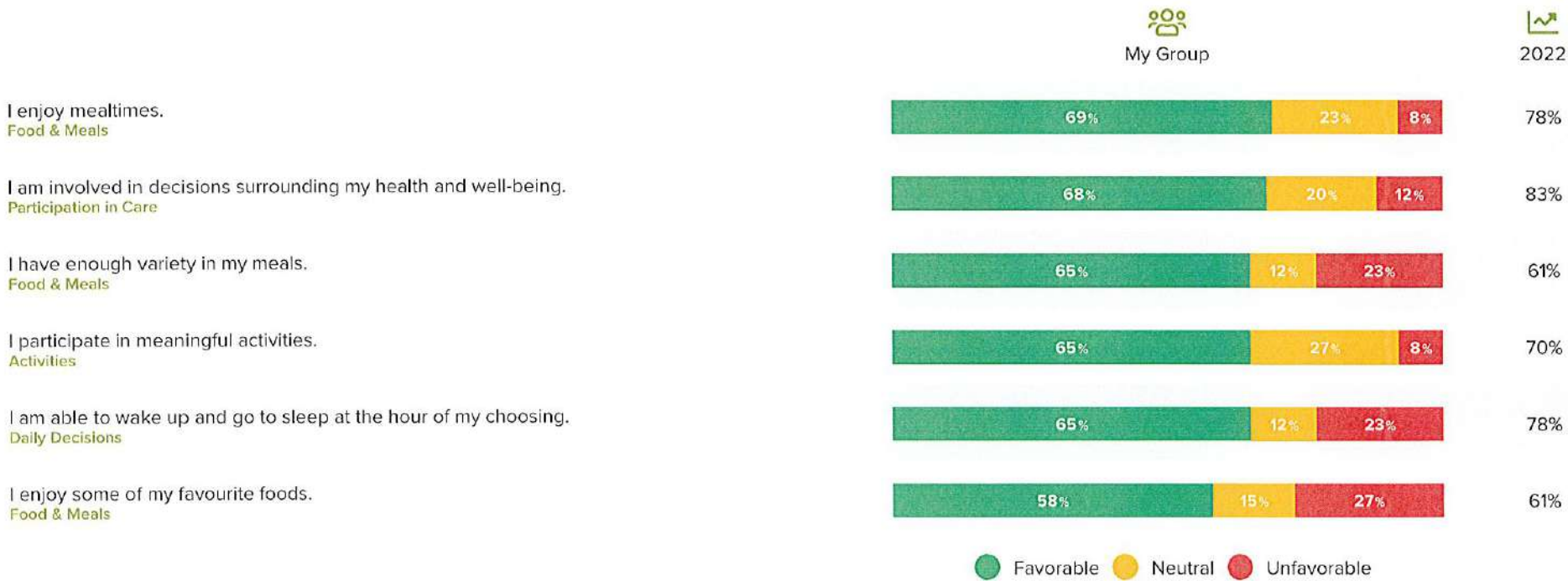
# Favorability Report Questions

MAKING *Every* MOMENT MATTER™



# Favorability Report Questions

MAKING *Every* MOMENT MATTER™



# Favorability Report Questions

MAKING *Every* MOMENT MATTER™

I would recommend (my home) to someone in need.  
Recommend to Others (NPS)

When I need help, I get it right away.  
Assistance

I can access my trust account whenever necessary.  
Personal Funds

I am a:  
Status Demographic

  
My Group

  
2022



39%



70%



69%



0%

 Favorable  Neutral  Unfavorable



## My Action Plans

N-size: (26)

Date Created	Selected Issue	Filter Description	SMART Goal	Action Steps	Notes	1st. Review Date	2nd. Review Date	3rd. Review Date
03/04/2023	I feel at home at (my home).	N/A	To increase favourability by 13% to 70% favourable, and decrease unfavourable responses to below 10%.	1) Continue painting and decorating projects 2) Create planting stations(greenery) throughout the Home; 3) Create a book/games section in the sunroom area (located at end of short hallway 4) Introduce china or mugs specifically picked by residents 5) Increase use of the crockpot to provide reminiscent/familiar smells in the Home	-December 31/2022 -painting of accent wall (end of long hallway), Lori's retreat and Theatre (formally Koala Quiet Corner) have been completed. -Crock pot purchased and used during Autumn season; goal is to use for other seasons and or special events April 3/2023 -request went out via Weekly Update to families to bring in personal mugs; staff also looked for special mugs in the home; roll out this week. (April 3rd)	03/30/2023	06/30/2023	09/30/2023
02/20/2024	I can access my trust account whenever necessary.	N/A	85% of residents will have a good understanding on how they can access a trust account whenever necessary. We will increase favourability by 35% to 85%.	1. Review the FLTCHA & Regulations on "Trust Accounts" and the Home's policy & procedure with residents during a monthly Residents' Council meeting. 2. Create a "What is a Trust?" poster with helpful information and to provide clarification.	Mar 5/2024 -FLTCHA/reg 286. and PV policy (FSM B-05), copy of "Resident Trust Fund Agreement", printed and provided to the Residents' Council Lead, to review at April 2024 meeting. Mar 6/ 2024 -Resident Trust posters were placed in high-traffic areas in the resident home area; will also be shared and added to the April 2024 Residents' Council meeting minutes.	03/30/2024	06/30/2024	