



MISERICORDIA
Health Centre
The future of care

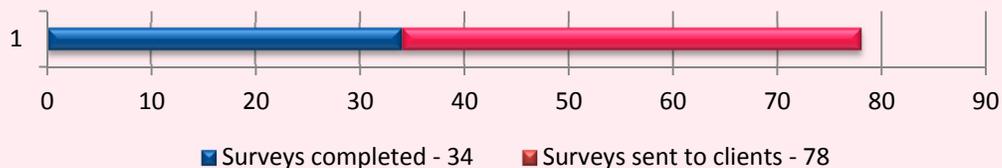
PRIME Family Survey Results

June, 2018

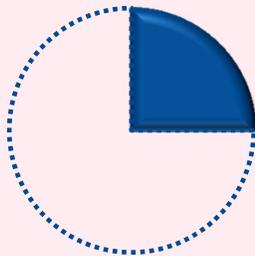
Misericordia Health Centre is a leader in healthy aging through compassion, innovation and excellence.

MHC provides safe, compassionate quality care within a patient-first framework. As part of our dedication to enhance the patient experience strategic priority, Misericordia Health Centre surveys all our long-term care, interim and respite care families.

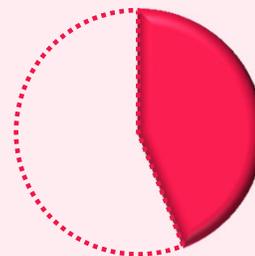
Response Rate



WRHA target - 25 per cent



MHC completion rate - 44 per cent

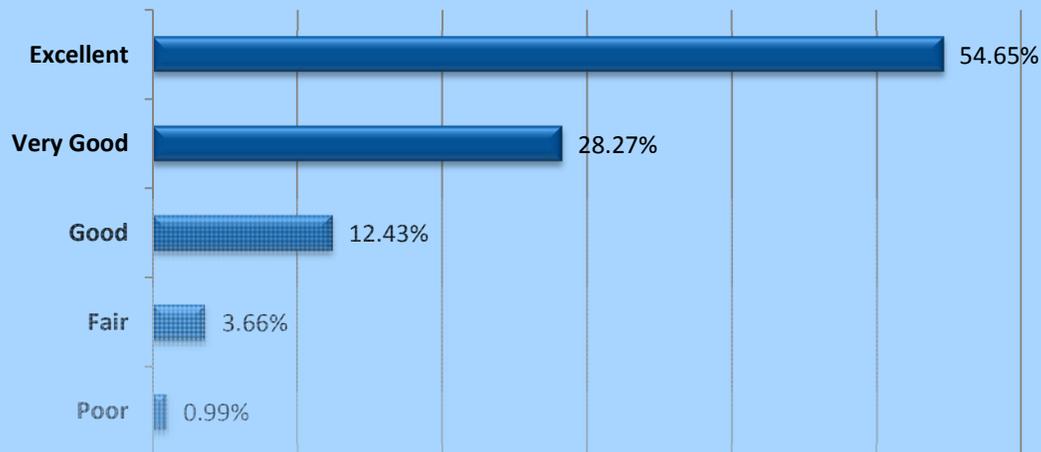


We would like to improve this response rate even further and are currently looking at ways to assist clients and family members with filling out future surveys.

PRIME Family Survey Results

Overall Care

Families rated PRIME's overall care and services on a scale from Excellent to Poor, with 82.92 per cent rating our care Very Good or Excellent:



Of the 34 surveys filled out, 33 said they would recommend PRIME to their friends and family.

Strengths and Highlights

Our comments' section provided a variety of PRIME highlights:

1. All needs met under one roof
2. Support that promotes independence of the individual while providing respite for caregivers
3. Having one contact person

We heard again and again how families appreciated PRIME's all-inclusive health service that includes medical care, personal care, exercises, after-hours support, medication support, day program, Home Care coordination and access to a team of health-care professionals all in one place.

Many families also commended our "friendly" and "helpful" staff while clients frequently noted they like the people they have met at PRIME as a highlight.

PRIME Family Survey Results

Survey Comments

"I like the way staff work together to see that the clients receive the benefit of all services and care about what each person needs"

"It is wonderful that all components of care are under one roof: it totally lessens the stress and running around between appointments, pharmacy, etc."

"The program provides support in all areas of a patients' needs and is an invaluable support for caregivers"

"Staff is friendly and outgoing. We are all treated with love and respect at all times"

We appreciate this positive feedback and will maintain these elements of PRIME that families have summarized.

Opportunities for Improvement and Growth

Our comments' section outlined two main concerns:

1. Transportation

2. Communication with families

Transportation

Transportation, getting clients to and from PRIME, is the number one area for improvement identified in our survey. We acknowledge the transportation issues – from late to missed pick-ups and drop-offs – are completely unacceptable.

Every complaint we receive has been forwarded to our transportation company, Vital Transit, and to the Winnipeg Regional Health Authority.

We are having conversations with Vital Transit staff and have invited them to come to our PRIME client meetings so they can hear the complaints first-hand. Our case managers also meet frequently with the owner of Vital Transit.

PRIME Family Survey Results

Communication

We heard from families they'd like to hear more from us about day-to-day happenings at PRIME, which makes sense.

We are currently exploring creating a quarterly summary for families, including what physiotherapy exercises are being completed, what recreation activities were enjoyed most, how many laps of our track were completed and more.

We have also created a family website for your convenience. You can view the monthly recreation calendar and other updates and information about the program.

Survey Comments

"The transit system is your Achilles heel, regarding pick up and drop off times ... new drivers appear not to be trained sufficiently and some have poor communication skills"

"Make bus transportation more reliable – departs from home and arrival home so irregular"

"Better shuttle service: uncomfortable and unreliable "

"One suggestion is to perhaps provide feedback periodically on how family member at PRIME is doing to primary caregiver "

We are carefully reviewing our survey results and are always striving to improve our service.

Thank You:

Thank you to everyone who completed our confidential survey! This survey helps us track and resolve issues. Positive feedback is equally useful in planning for the future and in providing recognition and support for the work we do in PRIME.

We look forward to our second survey in January 2019, where we can compare our results and measure our improvement.