



2023 Resident and Family Survey Key Results and Action Plan

TOP SUCCESSES

- Residents and Families would recommend Saint Luke's Place to their families and friends.
- Residents and Families are pleased with the care and the staff- excellent care and generous, friendly, beautiful people.
- The recreation team did great during COVID with lots of fun activities.

GOALS

- Improve laundry services.
- Enhance our communication skills.
- Develop further the pleasurable Dining Experience

ACTION PLAN

Short-Term Action Plan

- Review, identify gaps and improve our laundry process from cleaning to delivery.
- Monitor mealtime service and practices including completion of routine auditing to identify gaps and improve the dining room and dining experience.
- Increase communication through newsletters, memos, emails, committees to Residents and Families of facilities events, updates, and general information.

Long-Term Action Plan

- Influence and implement the use of technology to promote further effective communication.
- Create investments to enhance our dining and laundry services.
- Research models of care i.e., Butterfly approach to enhance care and services.