

SURVEY RESULTS

Saint Luke's Place



Feedback and Quality Improvement

The 2026 Resident/Family Satisfaction Survey at Saint Luke's Place is a key component of the organization's Quality Improvement Plan (QIP), aligned with Health Quality Ontario standards. It is designed to assess resident and family perceptions of care, communication, and overall satisfaction with services. The survey was distributed both by mail and online via SurveyMonkey, with a deadline of April 24, 2026

We had 59 responses

What we do with the information

Feedback from the survey is being used to guide departmental action plans. Staff were asked to review comments, investigate concerns, and implement corrective actions where needed. This includes potential training in customer service and communication.

Survey results are also shared across multiple forums—Board of Directors, Resident Care Committee, Resident and Family Council and CQI meetings. We also post results on our website—to ensure transparency and accountability



Why do we do surveys

Measure Satisfaction and Experience

Surveys provide direct feedback from residents and families about their experiences, helping identify what's working well and where improvements are needed.

Support Quality Improvement

They are essential for tracking progress on Quality Improvement Plans (QIPs) and aligning with standards set by oversight bodies like Health Quality Ontario and CARF.

Inform Decision-Making

Survey results guide leadership and department heads in making data-driven decisions about staffing, training, and service enhancements.

Encourage Open Communication

They give residents and families a safe, structured way to voice opinions, concerns, and suggestions—often anonymously.

Identify Trends and Issues Early

Regular surveys help detect patterns or emerging issues before they escalate, allowing for proactive responses.

Demonstrate Accountability

Sharing survey results with stakeholders (e.g., Board of Directors, Resident Care Committee, Family Council) shows transparency and commitment to continuous improvement.

Meet Accreditation and Regulatory Requirements

Surveys are often required as part of accreditation processes and regulatory compliance, ensuring the organization meets external standards.

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Resident and Family Satisfaction Survey Key Results and Action Plan

Survey Summary

The survey received 59 responses, with 88% submitted via weblink collectors and the remaining responses submitted by mail.

Overall results demonstrate an **exceptionally high level of satisfaction** across all service areas at Saint Luke's Place:

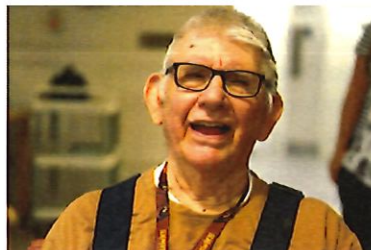
- Nursing: 98.61% overall satisfaction
- Foodservice: 99.15% overall satisfaction
- Recreation & Life Enrichment: 99.15% overall satisfaction
- Environmental & Maintenance: 97.44% overall satisfaction
- 98.30% of respondents indicated they would recommend Saint Luke's Place to family and friends

Respondents reported particularly **strong satisfaction related to dignity and privacy**, with 95% indicating they were satisfied or very satisfied. A high proportion of respondents also felt able to express their opinions (91%+ reporting "always" or "most of the time") and felt comfortable approaching team members with questions or concerns (83% responding "yes").

Feedback related to communication, nursing care, and involvement in care decisions was consistently positive, with over 85% satisfaction reported in each of these areas. **Satisfaction with meals, cleanliness, and access to external resources was also high overall.** However, a slightly higher number of neutral responses were noted in relation to meal variety and opportunities to discuss menu preferences.

Open-ended feedback provided valuable insight and identified several recurring themes, including laundry management, meal quality, family involvement, and responsiveness to communication.

Note: Responses marked as "Neutral" are included within the overall satisfaction rating.



Action Plan

1. Sustain Identified Strengths

- Continue to reinforce practices that support respect, dignity, clear communication, and high-quality care delivery.
- Share survey results with staff and leadership teams to acknowledge strong performance and reinforce positive behaviours.
- Recognize department-level achievements, particularly in Foodservice, Recreation & Life Enrichment, and Environmental & Maintenance services.

2. Address Identified Opportunities for Improvement

- Review feedback related to meal variety and opportunities for menu discussion in collaboration with Food Services.
- Assess laundry management processes, including communication and consistency, to identify opportunities for improvement.
- Explore additional opportunities to enhance resident and family input into care and service planning.

3. Use Feedback to Inform Quality Improvement

- Conduct a detailed review of open-ended survey comments to identify specific, actionable themes.
- Share survey findings with department leaders for follow-up and targeted action.
- Integrate survey results into ongoing monitoring, departmental planning, and the Quality Improvement Plan (QIP) to support continuous improvement.

