

Survey Findings of Long-Term Care Homes' Resident Relations Practices

A resident relations survey was conducted with Ontario long-term care homes in the fall of 2015 by Health Quality Ontario with input from the Ontario Long-Term Care Association, and the Ontario Association of Non-Profit Homes & Services for Seniors.

The survey reviewed the current state of resident relations in long-term care homes.

It was conducted by Malatest & Associates Ltd. with 92 of Ontario's 630 licensed homes. Below is a snapshot of the results.

Who handles complaints in long-term homes

78% of long-term care homes surveyed have a team



Nearly all homes surveyed (97%) have a resource responsible for complaints, and half have formalized these roles

19% have a single resource



Nearly all homes surveyed (95%) include complaints management training within their employee orientation

99% of long-term care homes surveyed train front-line care and administrative staff

95% train housekeeping, maintenance and dietary staff

78% train their volunteers

33% train their physicians

A patient makes a complaint – what happens next? Long-term care homes are mandated to acknowledge and categorize all complaints, appoint an investigator, and discuss potential resolutions with those who make a formal complaint. In addition to these legislated requirements, the survey looked at how often long-term care homes do the following:



Provide complainants an opportunity to provide feedback on the formal response to the complaint (77%)



Notify staff who are part of a complaint (76%)



Inform complainant of other avenues for support or mediation (53%)



Provide staff and complainants an opportunity to provide feedback on the complaints process (47%)



An advocate is made available to the complainant (40%)

Examples of data being tracked

- # of complaints by nature of concern
- # of complaints by origin (i.e., family, staff)
- # of complaints by department

Complaints that are resolved at the point-of care are not currently tracked

Almost half of long-term care homes surveyed would like to improve the following:

- Collecting data on complaints
- Using feedback to improve service quality
- Making the complaints process more efficient
- Supporting both complainant and staff

Resources and supports identified to help with patient relations:

- Standard definitions for categorizing complaints*
- Templates to facilitate implementation of practices*
- Standardized metrics to collect*
- Standard performance measures to track*
- Staff training resources*

*Health Quality Ontario is currently working on these items in partnership with a broad stakeholder group