

# 2023 Resident and Family Experience Survey Results for Extendicare Medex

[Go to Comments](#)

## Summary Report

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Extendicare Medex ▼

*68.2% of Residents and 61.3% of Family would recommend this home to others.*

The 2023 feedback survey for residents and families occurred between September 11 and October 31, 2023. Regarding participation, the numerator (top number) signifies the number of residents and family members who completed the survey. The denominator (bottom number) is the number of individuals eligible to participate.

Resident			
Participation		Recommendation	
2023	75.9%	2023	68.2%
2022	71.2%	2022	81.5%
2023 N/D: 88/116	2022 N/D: 84/118	2023 N/D: 60/88	2022 N/D: 66/81

Family			
Participation		Recommendation	
2022	29.2%	2023	61.3%
2023	23.3%	2022	79.1%
2023 N/D: 31/133	2022 N/D: 45/154	2023 N/D: 19/31	2022 N/D: 34/43

### Resident Experience Survey

Percentage(%) represents respondents agreed or strongly agreed with the following statements.

#### Top 5 Strengths

Question	Score
Continence care products are available when I need them	92.3%
I am satisfied with the quality of cleaning services within my room	90.9%
Continence care products are comfortable	88.5%
Continence care products keep me dry	88.5%
I feel that the staff are friendly.	88.4%

#### Top 5 Opportunities

Question	Score
I am updated regularly about any changes in my home.	36.8%
If I have a concern my concerns are addressed in a timely manner.	42.5%
I feel my goals and wishes are considered and incorporated into the care plan whenever possible.	42.5%
My care conference is a meaningful discussion that focuses on what's working well, what can be improved, and potential solutions.	46.4%
Communication from home leadership is clear and timely.	46.5%

### Family Experience Survey

Percentage(%) represents respondents agreed or strongly agreed with the following statements.

#### Top 5 Strengths

Question	Score
I am satisfied with the quality of care from nursing staff	87.1%
I am satisfied with the quality of care from personal support staff	86.7%
The resident receives courteous service in the dining room.	83.3%
I am updated regularly about any changes in the home.	77.4%
I am aware of the recreation services offered in the home.	76.7%

#### Top 5 Opportunities

Question	Score
There is good choice of continence care products.	36.0%
I am satisfied with the quality of laundry services for personal clothing	36.7%
The resident has input into the recreation programs available.	38.5%
I am satisfied with the variety of food and beverage options for residents.	40.0%
I am satisfied with the food and beverages served to residents.	41.9%

# 2023 Resident Experience Survey Comments for Extendicare Medex

% represents those who responded with "Agree" and "Strongly Agree" on a 5-point likert scale, N/A was removed.

- - Above LTC division overall (Oak, Spruce, and fully managed Assist homes)
- - Below LTC division overall (Oak, Spruce, and fully managed Assist homes)

## Care Services

Question	2023	2022	LTC Division Overall
I am satisfied with the quality of care from nursing staff	84.1% ●	82.1%	84.1%
I am satisfied with the quality of care from personal support staff	77.9% ●	79.5%	80.9%
I am satisfied with the quality of care from doctors	62.4% ●	73.2%	65.5%
I am satisfied with the quality of care from dietitian(s)	65.7% ●	42.5%	69.2%
I am satisfied with the quality of care from physiotherapist/occupational therapist(s)	63.6% ●	56.5%	75.8%
I am satisfied with the quality of care from social worker(s)	61.7% ●	73.8%	68.3%
If I need help right away, I can get it (e.g. when I ring the call bell or ask for help, I don't have to wait long).	61.6% ●	62.7%	65.4%
There is someone I can talk to about my medications.	77.2% ●	77.2%	76.6%
My care conference is a meaningful discussion that focuses on what's working well, what can be improved, and potential solutions.	46.4% ●	56.5%	66.5%
I feel my goals and wishes are considered and incorporated into the care plan whenever possible.	42.5% ●	69.2%	68.6%
The care I receive is improving.	57.4% ●	51.8%	62.7%
Overall, I am satisfied with the care I receive.	79.1% ●	78.3%	80.0%

## Recreation & Spiritual Care Services

Questions	2023	2022	LTC Division Overall 2023
I am aware of the recreation services offered in the home.	85.0% ●	89.0%	87.0%
I am satisfied with the variety of recreation programs	73.2% ●	76.3%	78.2%
I am satisfied with the timing and schedule of recreation programs	72.5% ●	75.6%	77.0%
I am satisfied with the relevance of recreation programs	67.6% ●	71.4%	74.7%
I have input into the recreation programs available.	53.6% ●	60.3%	63.9%
I am satisfied with the variety of spiritual care services	70.7% ●	66.1%	73.7%
I am satisfied with the timing and schedule of spiritual care services	67.5% ●	69.6%	73.0%
The following services are improving: recreation programs	51.0% ●	63.8%	67.7%
The following services are improving: spiritual care services	62.9% ●	57.4%	64.7%
Overall, I am satisfied with the recreation and spiritual care services.	71.9% ●	82.7%	79.0%

## 2023 Family Experience Survey Comments for Extendicare Medex

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### Dining Services

Questions	2023	2022	LTC Division Overall 2023
I am satisfied with the food and beverages served to me.	46.6% ●	51.2%	68.9%
I am satisfied with the variety of food and beverage options.	46.6% ●	60.7%	68.5%
I am satisfied with the temperature of my food and beverages.	53.4% ●	59.5%	67.8%
I am treated with courtesy in the dining room.	84.6% ●	85.5%	86.8%
I enjoy eating meals in the dining room.	73.8% ●	68.4%	80.3%
The meal, beverage and dining services are improving.	45.3% ●	51.3%	59.5%
Overall, I am satisfied with the meal, beverage and dining services.	58.1% ●	64.3%	74.4%

### Laundry, Cleaning, and Maintenance Services

Questions	2023	2022	LTC Division Overall 2023
I am satisfied with the quality of laundry services for my personal clothing	63.2% ●	68.7%	79.3%
I am satisfied with the quality of laundry services for linens	80.5% ●	79.8%	85.6%
I am satisfied with the quality of cleaning services within my room	90.9% ●	88.1%	87.2%
I am satisfied with the quality of cleaning services throughout the home	87.5% ●	86.3%	87.1%
I am satisfied with the quality of maintenance of the physical building and outdoor spaces	80.5% ●	81.3%	81.1%
Laundry services are improving.	44.6% ●	48.1%	64.1%
Cleanliness of the home is improving.	62.1% ●	61.0%	69.8%
Maintenance of the physical building and grounds is improving.	56.3% ●	70.7%	68.0%
Overall, I am satisfied with laundry, cleaning and maintenance services.	75.9% ●	69.9%	83.2%

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## Relationships with Others

Questions	2023	2022	LTC Division Overall 2023
I trust the staff in my home.	80.2% ●	85.4%	83.9%
I feel that the staff are friendly.	88.4% ●	85.4%	88.2%
Staff take the time to chat with me	70.2% ●	74.1%	74.7%
Residents are friendly with each other.	64.6% ●	74.1%	73.5%
I have friends in the home.	74.4% ●	82.5%	71.3%
My relationship with others is improving.	61.3% ●	74.4%	64.4%
Overall, I am satisfied with my relationships with others in the home.	76.8% ●	85.0%	80.9%

## Communication & Concerns

Questions	2023	2022	LTC Division Overall 2023
Communication from home leadership is clear and timely.	46.5% ●	57.1%	68.4%
I am updated regularly about any changes in my home.	36.8% ●	53.2%	62.1%
If I have a concern I feel comfortable raising it with the staff and leadership	61.0% ●	75.3%	78.5%
If I have a concern my concerns are addressed in a timely manner.	42.5% ●	65.0%	70.4%
Communication by home leadership is improving.	28.6% ●	53.8%	59.5%
Overall, I am satisfied with communication from home leadership.	50.0% ●	71.8%	71.3%

## Continence Care Products

Questions	2023	2022	LTC Division Overall 2023
Continence care products are comfortable	88.5% ●	75.0%	84.1%
Continence care products fit me properly	86.5% ●	82.7%	83.5%
Continence care products keep me dry	88.5% ●	84.3%	83.7%
Continence care products are available when I need them	92.3% ●	82.4%	85.7%
I have good choice of continence care products.	62.7% ●	76.0%	71.7%
The overall quality of continence care products is improving.	48.9% ●	56.3%	68.2%
Overall, I am satisfied with continence care products.	86.8% ●	88.5%	83.0%

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### Care Services

Questions	2023	2022	LTC Division Overall 2023
▲			
I am satisfied with the quality of care from nursing staff	87.1% ●	84.4%	85.3%
I am satisfied with the quality of care from personal support staff	86.7% ●	82.2%	80.1%
I am satisfied with the quality of care from doctors	76.7% ●	66.7%	71.8%
I am satisfied with the quality of care from dietitian(s)	71.4% ●	66.7%	73.1%
I am satisfied with the quality of care from physiotherapist/occupational therapist(s)	58.6% ●	69.7%	66.7%
I am satisfied with the quality of care from social worker(s)	57.1% ●	75.0%	64.2%
There is someone I can talk to about the resident's medications.	71.0% ●	78.6%	86.7%
The care team communicates clearly and in a timely manner about the resident.	67.7% ●	77.3%	78.2%
The resident's care conference is a meaningful discussion that focuses on what's working well, what can be improved, and potential solutions.	66.7% ●	64.9%	74.6%
I feel my feedback on the resident's goals and care plan is considered and incorporated whenever possible.	70.0% ●	65.9%	73.7%
The care the resident receives is improving.	50.0% ●	65.8%	58.0%
Overall, I am satisfied with the care provided to the resident.	64.5% ●	75.0%	76.2%

### Recreation & Spiritual Care Services

Questions	2023	2022	LTC Division Overall 2023
▲			
I am aware of the recreation services offered in the home.	76.7% ●	76.7%	86.3%
I am satisfied with the variety of recreation programs	60.0% ●	69.2%	70.6%
I am satisfied with the timing and schedule of recreation programs	58.6% ●	67.6%	70.1%
I am satisfied with the relevance of recreation programs.	50.0% ●	65.8%	69.5%
The resident has input into the recreation programs available.	38.5% ●	54.8%	47.2%
I am satisfied with the variety of spiritual care services	54.5% ●	55.6%	59.4%
I am satisfied with the timing and schedule of spiritual care services	52.4% ●	56.0%	57.6%
The following services are improving: recreation programs	44.4% ●	60.7%	52.7%
The following services are improving: spiritual care services	40.9% ●	57.1%	47.3%
Overall, I am satisfied with the recreation and spiritual care services.	61.5% ●	64.7%	66.1%

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## Dining Services

Questions	2023	2022	LTC Division Overall 2023
I am satisfied with the food and beverages served to residents.	41.9% ●	68.2%	72.3%
I am satisfied with the variety of food and beverage options for residents.	40.0% ●	68.2%	72.0%
The resident receives courteous service in the dining room.	83.3% ●	72.2%	82.1%
The resident enjoys eating meals in the dining room.	64.3% ●	57.9%	70.2%
I have an opportunity to provide input on food and beverage options.	46.2% ●	44.1%	51.0%
The meal, beverage and dining services are improving.	33.3% ●	36.7%	44.0%
Overall, I am satisfied with the meal, beverage and dining services.	48.4% ●	67.4%	68.7%

## Laundry, Cleaning, and Maintenance Services

Questions	2023	2022	LTC Division Overall 2023
I am satisfied with the quality of laundry services for personal clothing	36.7% ●	65.9%	70.7%
I am satisfied with the quality of laundry services for linens	50.0% ●	75.0%	74.2%
I am satisfied with the quality of cleaning within the resident's room	48.4% ●	54.5%	67.4%
I am satisfied with the quality of cleaning services throughout the home	54.8% ●	70.5%	75.8%
I am satisfied with the quality of maintenance of the physical building and outdoor spaces	74.2% ●	70.5%	71.2%
Laundry services are improving.	23.1% ●	58.1%	44.4%
Cleanliness of the home is improving.	39.3% ●	63.3%	50.0%
Maintenance of the physical building and outdoor spaces is improving.	62.1% ●	68.8%	51.7%
Overall, I am satisfied with laundry, cleaning and maintenance services.	54.8% ●	61.5%	65.5%

## 2023 Family Experience Survey Results for Extendicare Medex

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### Communication & Concerns

Questions	2023	2022	LTC Division Overall 2023
▲			
Communication from home leadership is clear and timely	74.2% ●	66.7%	77.7%
I am updated regularly about any changes in the home.	77.4% ●	62.2%	80.7%
If I have a concern I feel comfortable raising it with the staff and leadership.	74.2% ●	76.7%	85.0%
If I have a concern my concerns are addressed in a timely manner	66.7% ●	66.7%	74.5%
Communication by home leadership is improving	48.1% ●	51.6%	60.4%
Overall, I am satisfied with communication from home leadership	61.3% ●	62.5%	75.6%

### Continence Care Products

Questions	2023	2022	LTC Division Overall 2023
▲			
Continence care products are comfortable.	60.0% ●	58.3%	68.7%
Continence care products fit properly	62.5% ●	52.8%	68.9%
Continence care products keep the resident dry	60.0% ●	54.1%	67.9%
Continence care products are available when the resident needs them.	64.0% ●	69.2%	75.5%
There is good choice of continence care products.	36.0% ●	54.8%	52.4%
The quality of continence care products is improving.	30.4% ●	55.2%	42.8%
Overall, I am satisfied with the continence care products.	56.0% ●	57.1%	66.7%