

Client and Caregiver Experience Evaluation

2019-20 Annual Results

For External Stakeholders

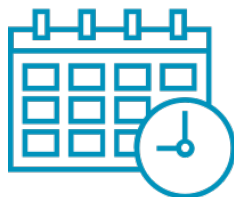


Survey

Telephone phone survey administered by a third party on behalf of the LHIN

Each survey lasts on average 14-15 minutes

Asks about in home care services, care coordination, overall experience, and clinic and LTC placement experience.



Time Frame

Survey calls are made each quarter to patients who received service in the previous quarter (both active and discharged patients)

(e.g. patient received service in Q1, would be called first month of Q2)



Target Respondents

Patients (and caregivers) who received in home, clinic or LTC placement service from Home and Community Care.



Surveys Completed (NSM overall)

1625

KPI 1 – Overall Experience
KPI 2 – Client Centered Care
KPI 3 – Client Centered Care Appts.
KPI 4 – Quality of Care
KPI 5 – Building Relationships and Trust

KPI 6 – Linking to Other Services
KPI 7 – Willingness to Recommend
KPI 8 – Expectations of Quality
KPI 9 – Safety

Overall NSM Overall Summary 2019-20



NSM overall scores have **increased on 8 of 9 Key Performance Indicators (KPIs)** over previous year; majority of scores over 90%

- *Largest increase for KPI 8 – Expectations of Quality (3.7%)*



KPI 1- Overall Experience has shown an **upward trend** over the last 3 years with highest score since 2014/15; higher than the provincial average on two of the 3 KPI questions



KPI 2 – Client Centred Care has continued to see **year over year improvement** from 2017/18 to present; focus of quality improvement initiative – Coordinated Care Plan



KPI 6 – Linking to Other Services was identified as a top area for focus in 2018/19; NSM has continued to sustain the improvements made last year on this KPI



Personal Support was higher than provincial PS average on all KPIs and improved on all over previous year
Nursing was higher than provincial NUR average on all KPIs and improved on 7 of 9

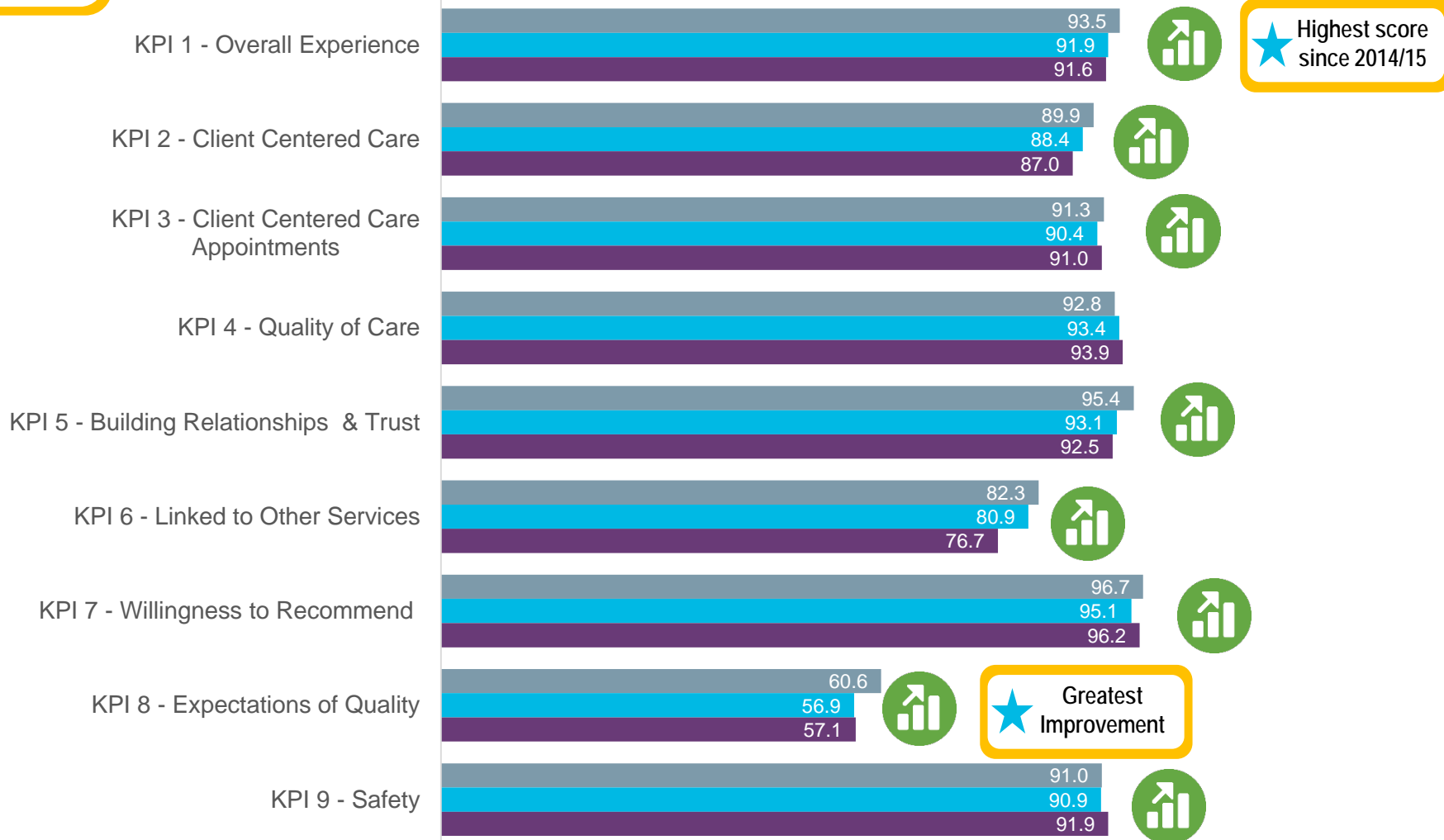
Key Performance Indicators

NSM Overall - Year over Year Comparison



Improvement
on 8 out of 9
measures

■ 2019-20 ■ 2018-19 ■ 2017-18



★ Highest score since 2014/15

★ Greatest Improvement

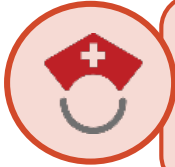
**Data for 2019-20 is unweighted; Comparisons should be made with caution



KPI 1 – Overall Experience
KPI 2 – Client Centered Care
KPI 3 – Client Centered Care Appts.
KPI 4 – Quality of Care
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2019/20 Q1-Q3 CCEE Summary By Service Type



Nursing

- Improved on 7 of 9 KPIs; scoring above provincial average for 8 of 9 KPIs and 0.2% below province on KPI 4
- Largest increase (+2.2%) for KPI 5
- Only minor decreases on KPIs 2 (-0.5%) and 4 (-0.8%)



Personal Support

- Improved on all KPIs compared to 2018/19
- Largest improvement (+6.8%) for KPI 6
- Scored above provincial PS average for 9 out of 9 KPIs



All Therapies (OT,PT,SW,NUT)

- Compared to province therapies were the same (1) or above (7) on 8 out of 9 KPIs
- Highest scoring KPI's were 3 (94.6%) and 7 (97.0%)



Speech-Language Pathology

- Improved on 4 KPIs and scoring above provincial average on 4
- Largest improvement for KPI 8 (+10.2%)
- KPI 9 has been trending downwards since 2016/17

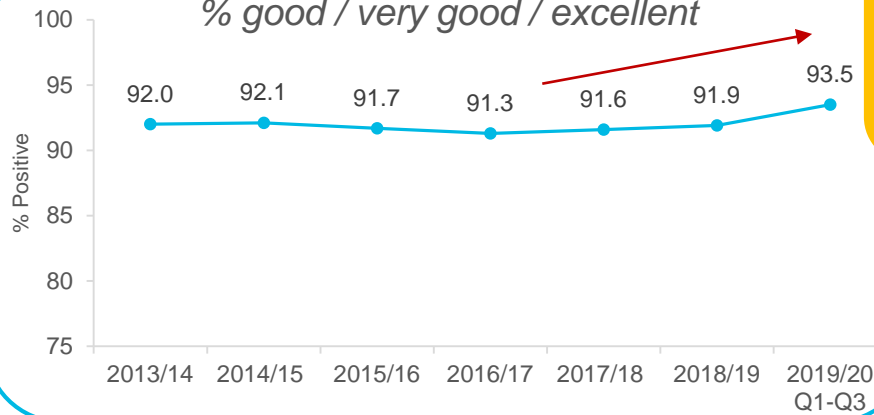
**No annual report provided so information for services was pulled from SPO reports and was limited*

**Only SLP was broken out for therapy due to single provider*

KPI 1 – Overall Experience

KPI 1 – NSM

% good / very good / excellent



NSM shows an upward trend over last 3 years: highest score since 2014/15



Survey Questions Driving KPI 1

Overall, how would you rate the...



... services that you received from the LHIN and any of the individuals who have provided you care?



... management and handling of your care by your case manager?

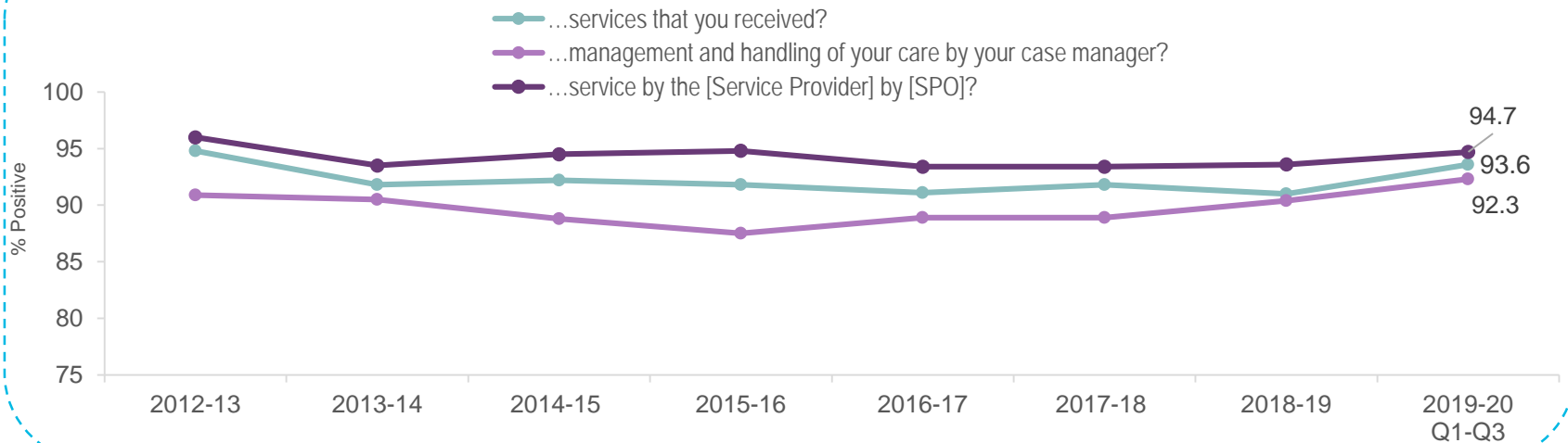


... service by the [Service Provider] by [SPO]?



KPI 1 Question Breakdown

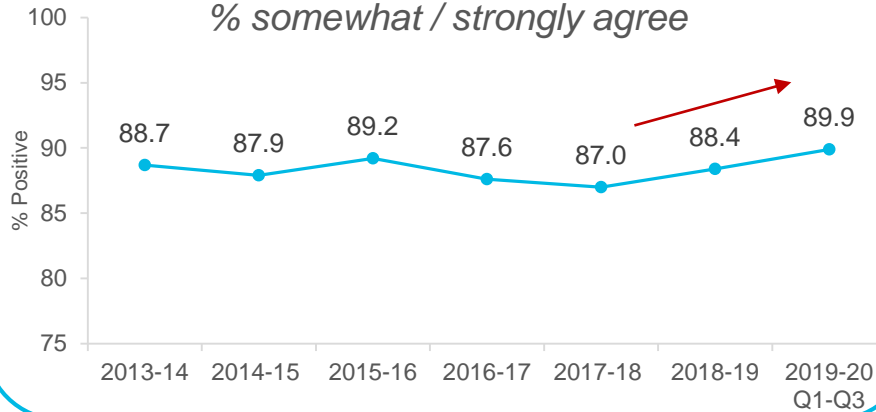
Overall, how would you rate the...



KPI 2 – Client Centered Care

KPI 2 – NSM

% somewhat / strongly agree



Survey Questions Driving KPI 2 (Q2 Data Only)

Agreement with the following statements



I was given the information that I needed about home and community care services

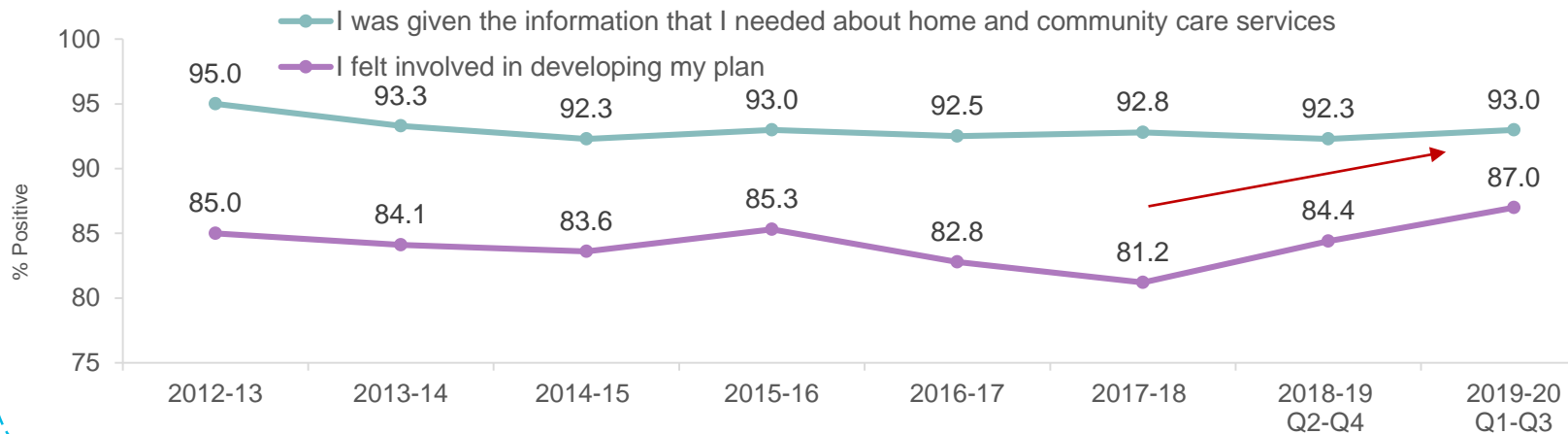


I felt involved in the developing of my plan

There has been an increase over previous 2 years with patients indicating they feel more involved in developing their plan.



KPI 2 Question Breakdown



Data Note: KPI 2 for 2018-19 is for Q2-Q4 Only

Quality Improvement Initiative Coordinated Care Plan (CCP) Implementation



My Coordinated Care Plan
Today's Date: June 24, 2020

Client # 10029867

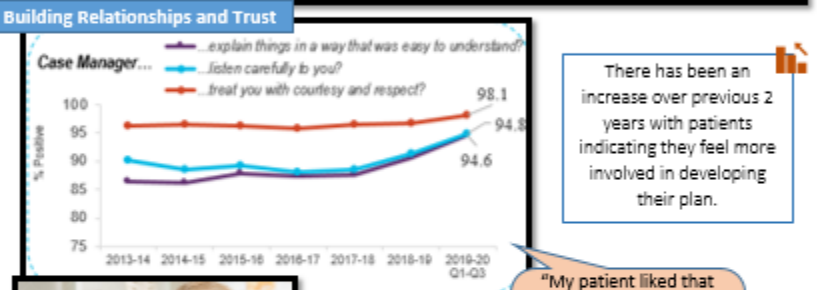
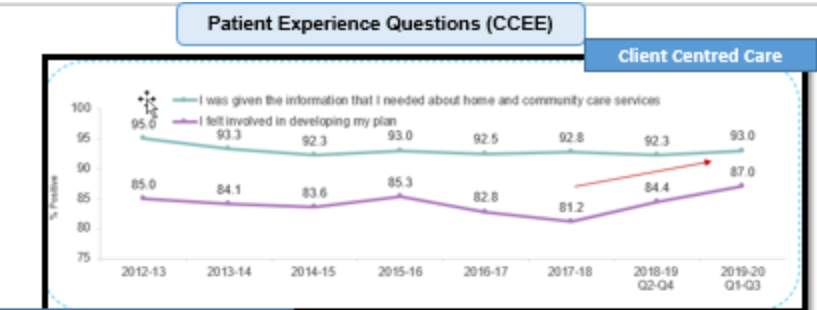
Client Information:
Preferred Name: NCM
Client Number: 0483510
Date of Birth: 1971-02-28

My Care Team (include when family/members are present):

Name: Personal Support Worker	Organization: SC Health
Role: assist with bathing	Contact #:
Name: Health Links navigator	Organization: GSFHT
Role: Housing support	Contact #:
Name: Terey McLaughlin	Organization: NSM LHIN
Role: Care Coordinator	Contact #:
Name: Visiting Nursing	Organization: SE Health
Role: Symptom Management: As of Aug 27th. Planned weekly Visiting NURSE visits	Contact #:

What I hope to achieve:	What we can do to achieve it:	Details:	Who will be responsible:
Stay home as long as possible	PSW to assist with bathing and dressing	PSW 2x/week	PSW Agency
Become independent with wound care	Nursing - Teach patient/family how to independently manage wound care	1 visit/week	Nursing agency
	Patient - will get dressing supplies from drug store		Patient

In the Fall of 2019, use of the Coordinated Care Plan (CCP) expanded to ALL HCC patients. Some Care Coordinators were provided with portable printers so they could provide a printed copy of the CCP and other resources at the visit. The result was a resounding success as evidenced by both patient and Care Coordinator feedback!

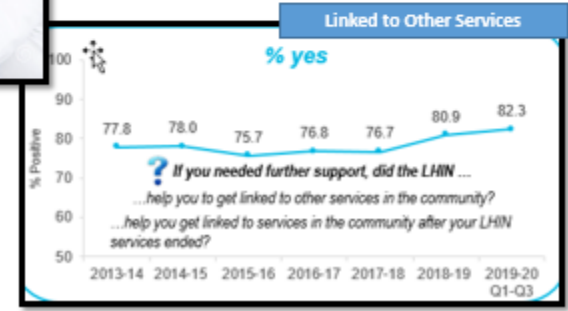


There has been an increase over previous 2 years with patients indicating they feel more involved in developing their plan.

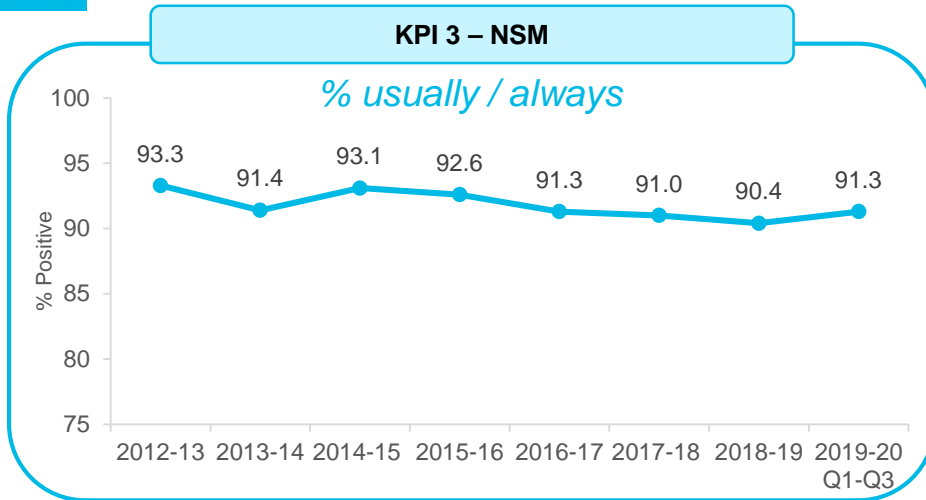


"My patient liked that she was able to have a copy of information we discussed at the visit so she could refer to it whenever needed"

"Patient's love it" Comment from a CC regarding a patient receiving a printed copy of the CCP in the home



KPI 3 – Client Centered Care Appointments



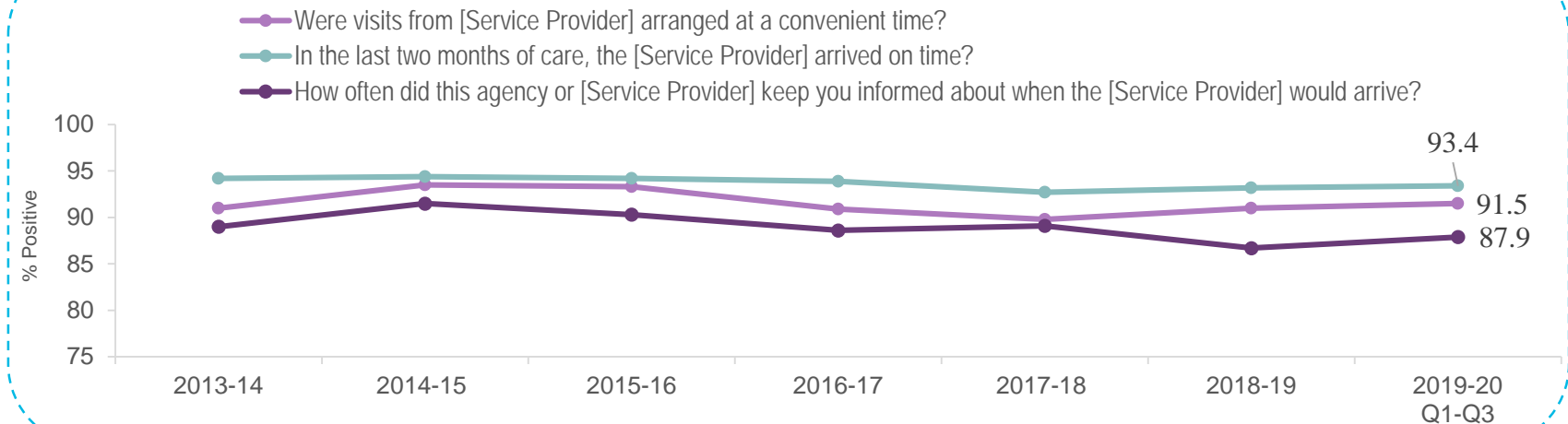
Survey Questions Driving KPI 3

- ? *Were visits from [Service Provider] arranged at a convenient time?*
- ? *In the last two months of care, the [Service Provider] arrived on time?*
- ? *How often did this agency or [Service Provider] keep you informed about when the [Service Provider] would arrive?*

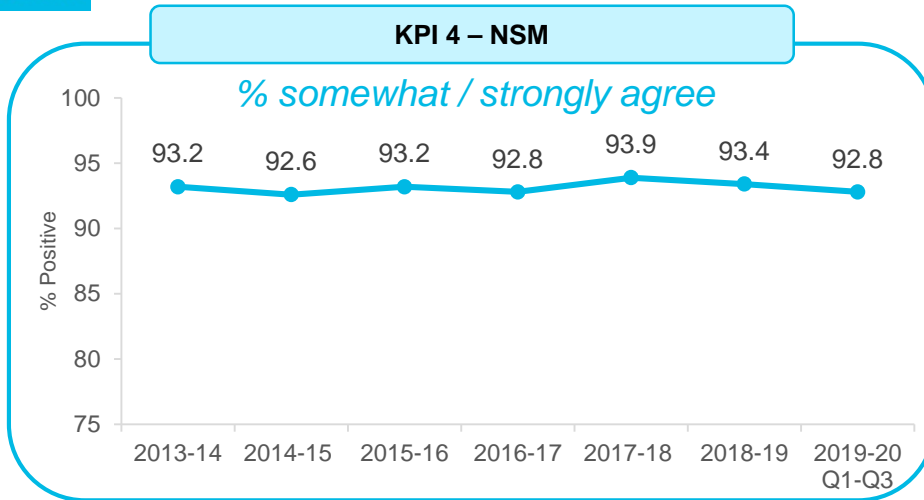
KPI 3 has seen sustainability year over year



KPI 3 Question Breakdown



KPI 4 – Quality of Care



Survey Questions Driving KPI 4

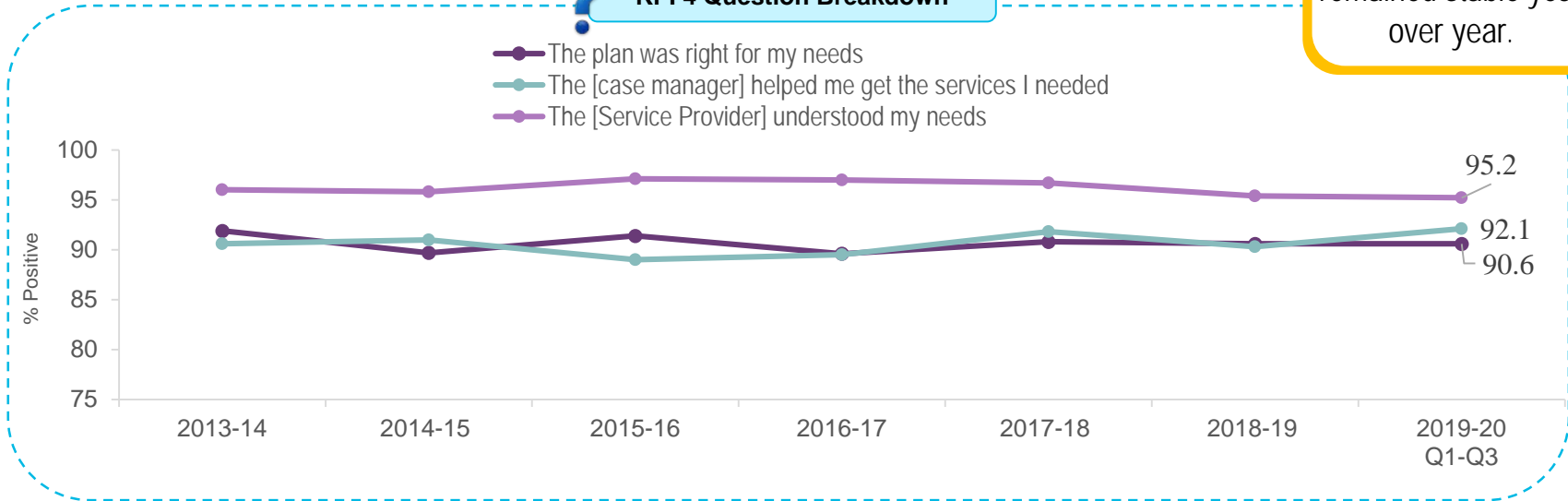
Agreement with the following statements

- ? The plan was right for my needs (Q2 data only)
- ? The [case manager] helped me get the services I needed
- ? The [Service Provider] understood my needs?

KPI 4 had little variation and has remained stable year over year.



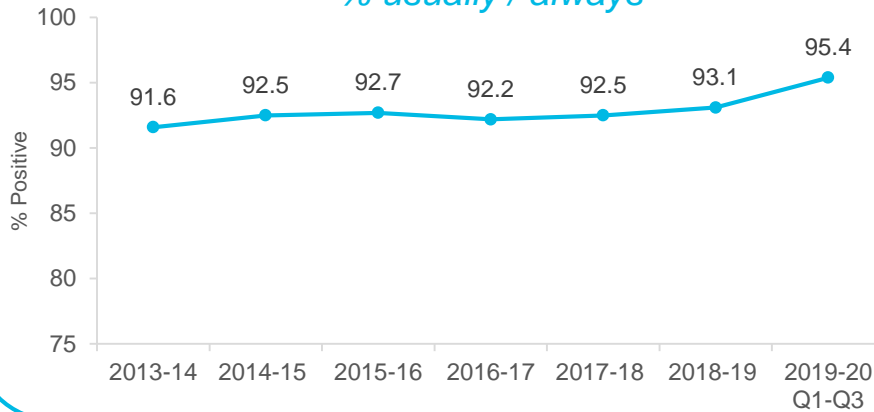
KPI 4 Question Breakdown



KPI 5 – Building Relationships & Trust

KPI 5 – NSM

% usually / always



Survey Questions Driving KPI 5

How often did the case manager/providers from this agency...

- ...explain things in a way that was easy to understand?
- ...listen carefully to you?
- ...treat you with courtesy and respect?

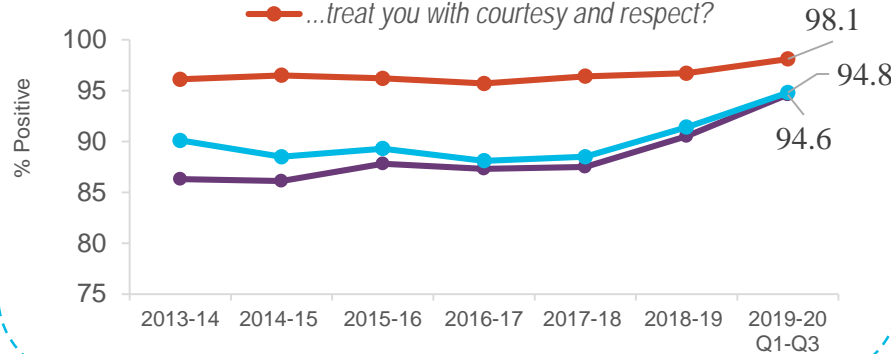
KPI 5 has seen year over year improvement from 2017/18 to present



KPI 5 Question Breakdown

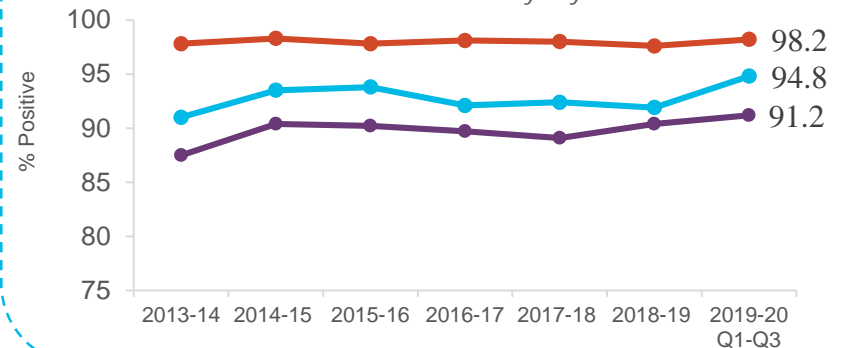
Case Manager...

- ...explain things in a way that was easy to understand?
- ...listen carefully to you?
- ...treat you with courtesy and respect?

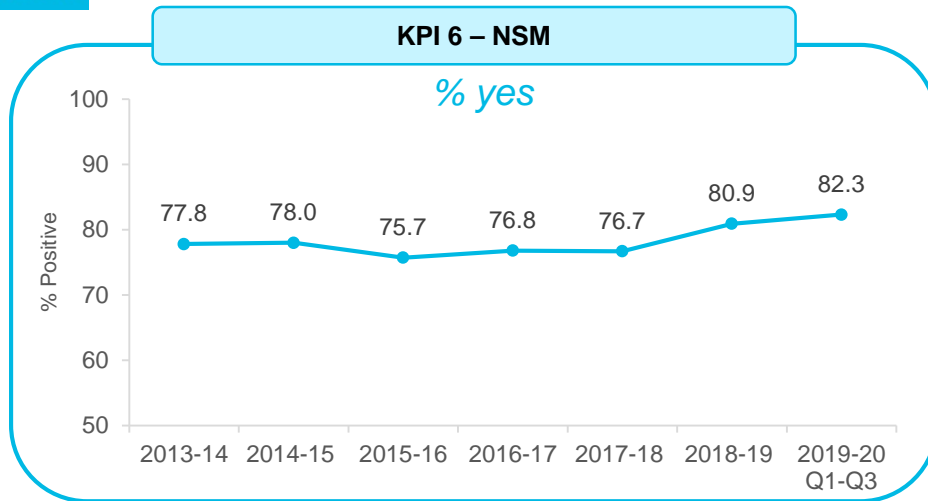


Home Health Care Providers...

- ...explain things in a way that was easy to understand?
- ...listen carefully to you?



KPI 6 – Linked to Other Services



Survey Questions Driving KPI 6

If you needed further support, did the LHIN ...



...help you to get linked to other services in the community?

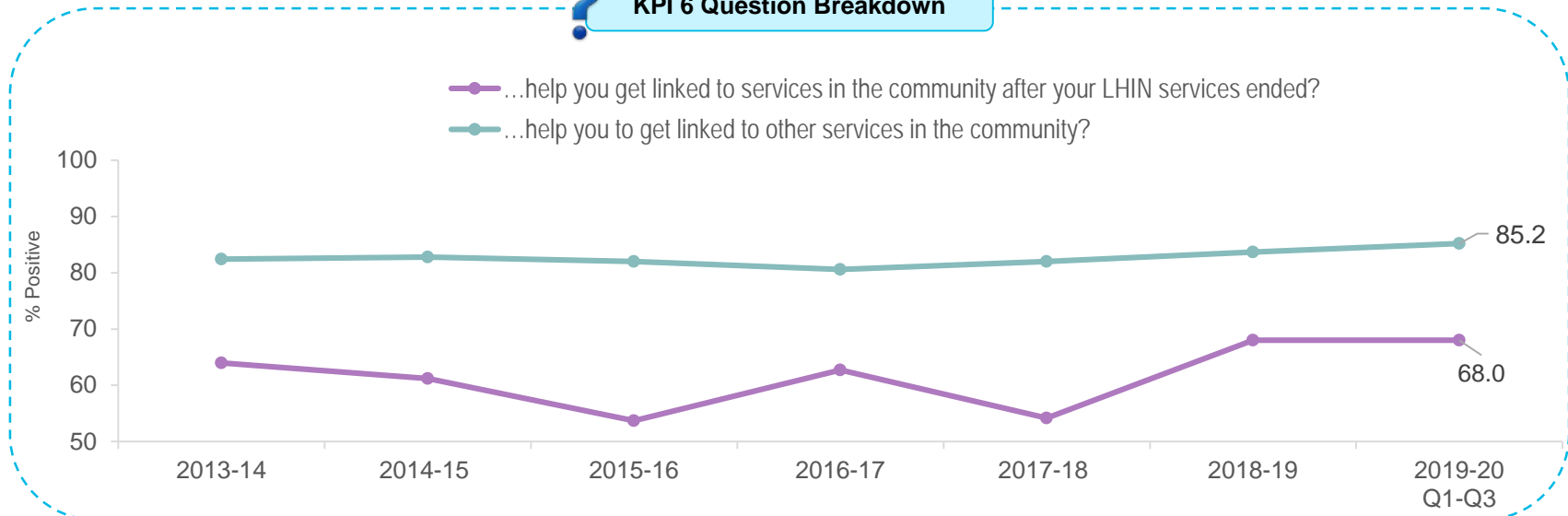


...help you get linked to services in the community after your LHIN services ended?

KPI 6 has sustained the improvements made in 2018/19



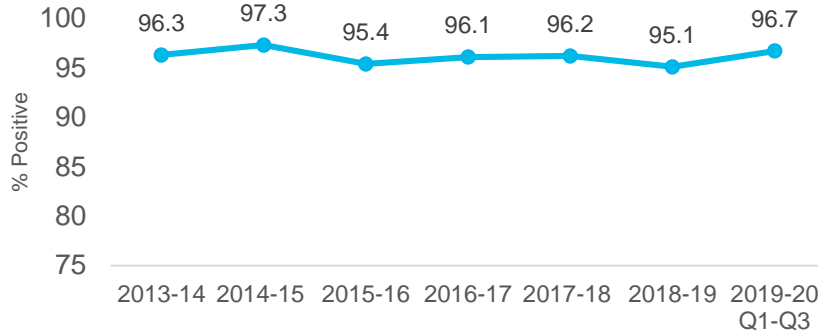
KPI 6 Question Breakdown



KPI 7 – Willingness to Recommend

KPI 7 – NSM

% probably yes / definitely yes



Survey Questions Driving KPI 7



Would you recommend the LHIN to your family or friends if they needed help?



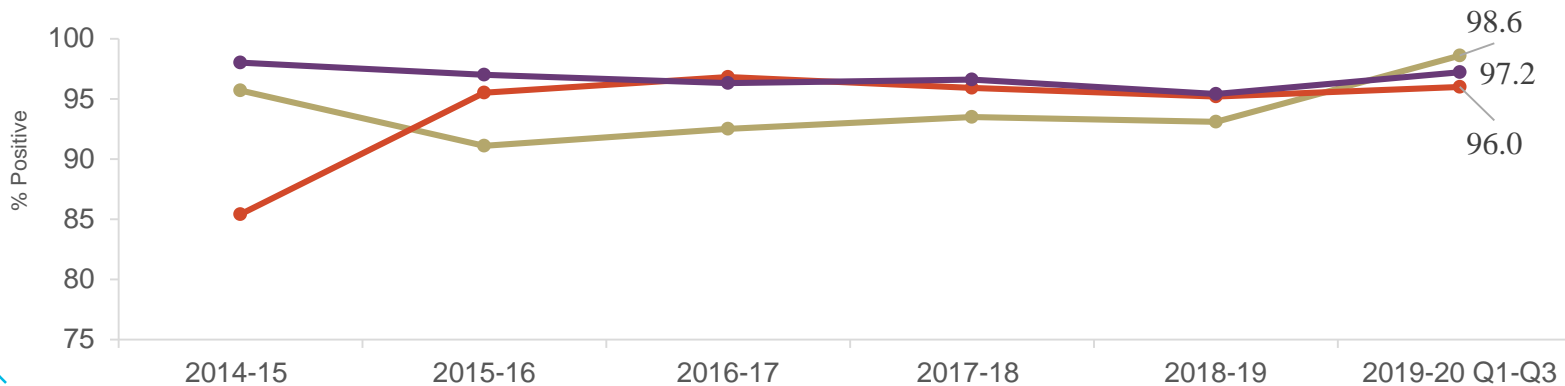
KPI 7 has remained stable year over year.



KPI 7 Population Breakdown



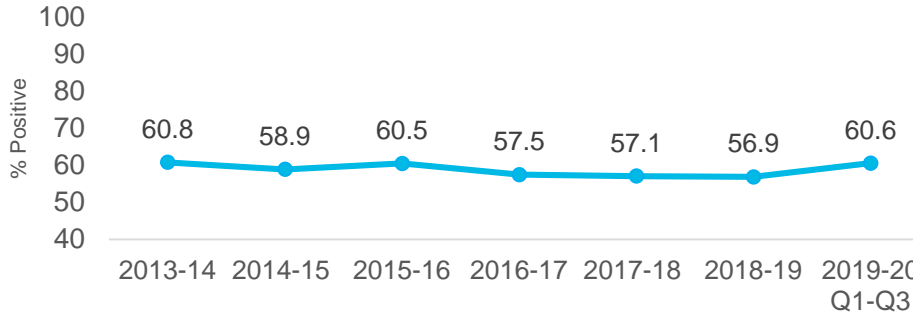
■ Short Stay ■ Chronic ■ Complex



KPI 8 – Expectations of Quality

KPI 8 – NSM

% somewhat / far better than expected



Survey Questions Driving KPI 8



Thinking about the overall quality of these services, would you say they were...



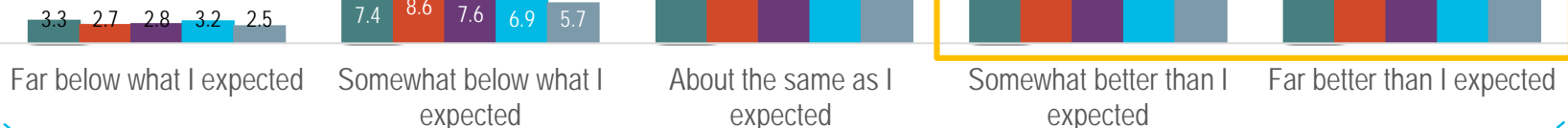
KPI 8 improved 3.7% from previous year, highest score in more than 5 years



KPI 8 Response Breakdown

2015-16 2016-17 2017-18 2018-19 2019-20 Q1-Q3

Still, 8% of respondents feel quality of services are 'somewhat' to 'far below expectations'...

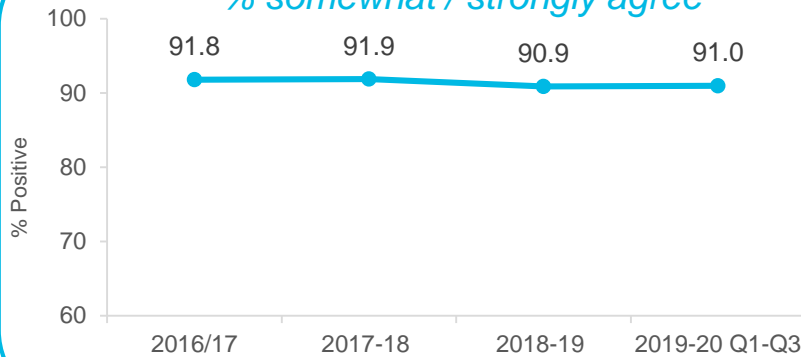


Top 2 Boxes

KPI 9 – Safety

KPI 9 – NSM

% somewhat / strongly agree



Survey Questions Driving KPI 9

Agreement with the following statements



Care Coordinator addressed safety concerns



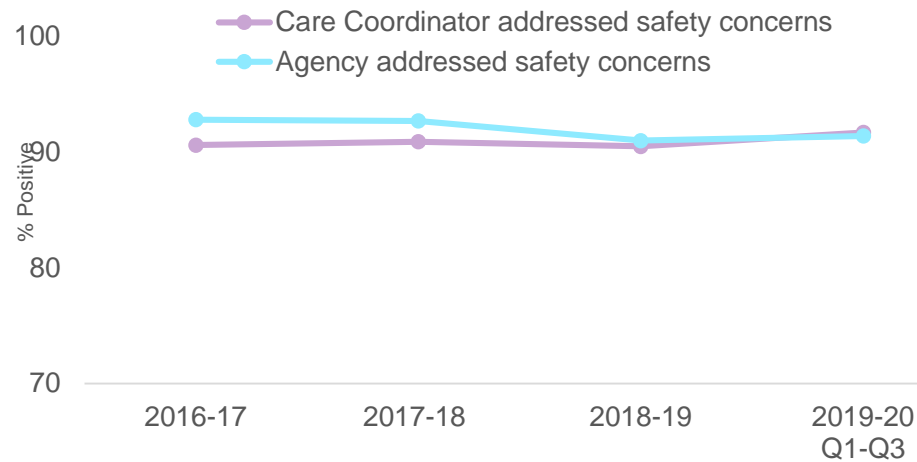
Agency addressed safety concerns



KPI 9 has remained stable within 1% over the past 4 years



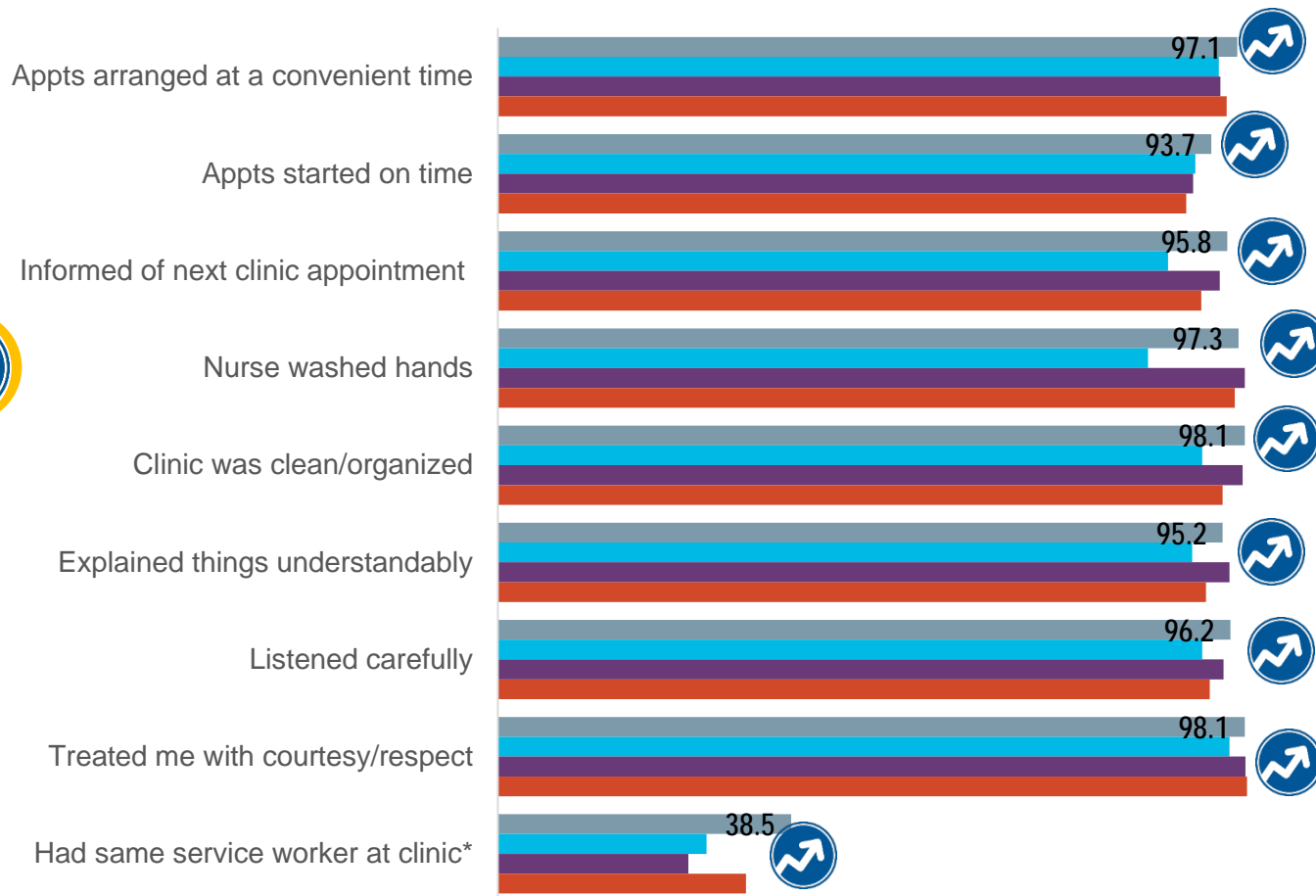
KPI 9 Question Breakdown





Nursing Clinic Specific Questions 2016/17 –2019/20 Q1-Q3

■ 2019-20 Q1-Q3 ■ 2018-19 ■ 2017-18 ■ 2016-17



Clinic results improved on 9 of 9 measures!

*Percentage "Always had the same service worker"

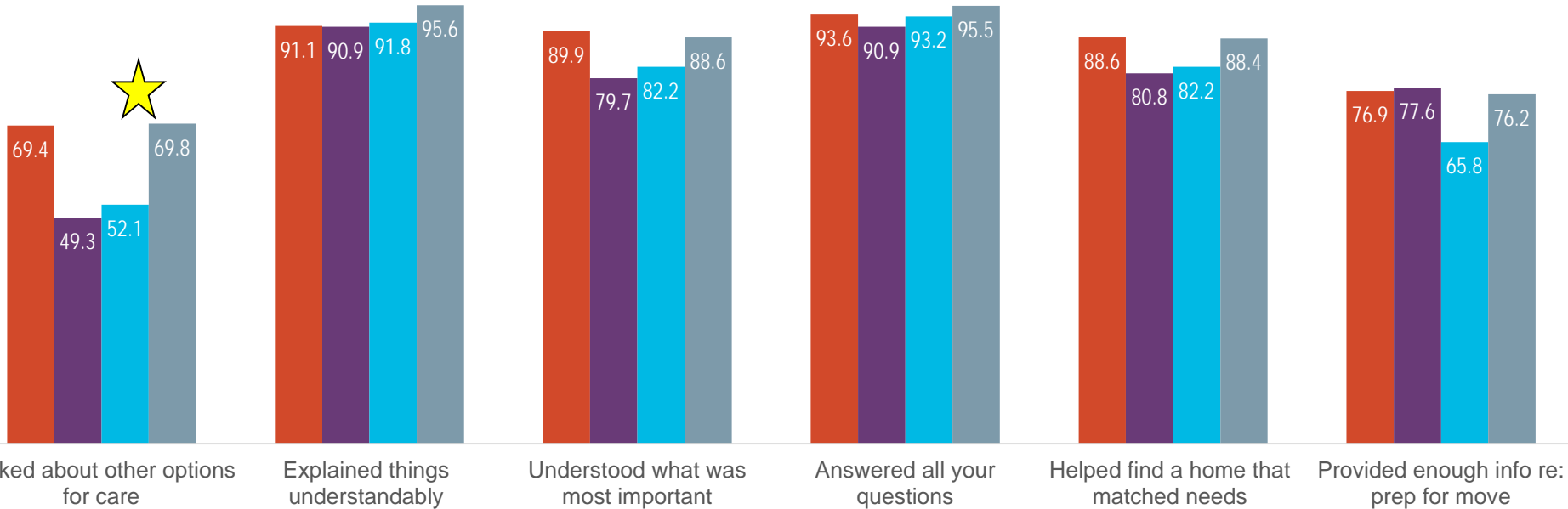
Long Term Care Specific Questions 2013/14 – 2019/20 Q1-Q3



LTC results **improved on all questions** Talking about other options improved by 18% over previous year and similar results to 2016/17.

■ 2016/17 ■ 2017/18 ■ 2018/19 ■ 2019/20 Q1-Q2

(% Yes)



Appendices

Survey Inclusion Criteria

- Patient consent to participate in the survey
- All unique active or discharged patients receiving in-home services (within specified time period) for one of the following contracted services: Nursing, Personal Support, Occupational Therapy, Physiotherapy, Speech Therapy, Social Work, Nutrition/Dietetics.
- Nursing Clinic Services (applicable only for LHINs participating in Clinic survey).
- Discharged patients to placement in one of the following categories within specified time period:
 - ❖ Admission final
 - ❖ Withdrawn, interim became final
 - ❖ Withdrawn, placement by other LHIN
 - ❖ Refused bed

Survey Exclusion Criteria

- Patients who did not want to participate in any survey conducted
- Patients that received in-school service only. If the patient received both in-home and in-school service, include the in-home portion of the patient's service
- Nursing Clinic Services (applicable only for LHINs not participating in Clinic survey)
- Respite Services
- Medical Supplies and Equipment
- End of life patients (SRC 95)
- Patients not yet categorized (SRC 99)
- In-home patients classified as out of region
- Convalescent care patients
- Patients who had participated in the survey within the last year.

Key Performance Indicators - % Positive Scores

KPI 1 – Overall Experience (*Good, Very Good, Excellent*)

KPI 2 – Client Centered Care (*Somewhat Agree, Strongly Agree*)

KPI 3 – Client Centered Care Appointments (*Usually, Always*)

KPI 4 – Quality of Care (*Somewhat Agree, Strongly Agree*)

KPI 5 – Building Relationships and Trust (*Usually, Always*)

KPI 6 – Linking to Other Services (*Yes*)

KPI 7 – Willingness to Recommend (*Probably Yes, Definitely Yes*)

KPI 8 – Expectations of Quality (*Somewhat / Far Better than Expected*)

KPI 9 – Safety (*Somewhat Agree, Strongly Agree*)

If you have any questions regarding this information,
please contact

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