

2024 Resident and Family Experience Survey Results for Medex

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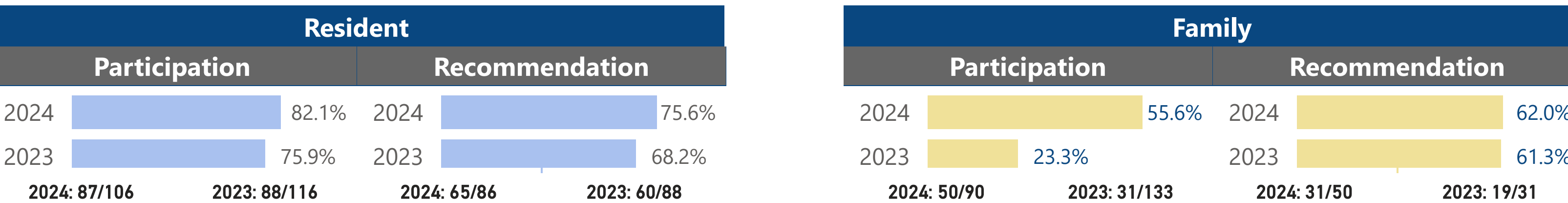
Summary Report

RESET

Medex ▼

75.6% of Residents and 62.0% of Family would recommend this home to others.

The 2024 feedback survey for residents and families took place between September 2 and October 11. The participation rates are calculated by taking the number of people who completed the survey (top number) and dividing it by the number of people who were eligible to participate (bottom number)



Resident Experience Survey

Percentage(%) represents people who answered "agree" or "strongly agree" with the following statements.

Top 5 Strengths

Question	Score
The staff are friendly.	89.5%
Bladder care products are available when I need them.	88.5%
I am satisfied with the quality of cleaning services within my room	88.2%
I am satisfied with the quality of care from personal support staff, health care aides	86.7%
I trust the staff in my home.	84.9%

Top 5 Opportunities

Question	Score
I am satisfied with the quality of care from occupational therapist	31.0%
I am satisfied with the quality of care from dietitian(s).	45.0%
I have input into the recreation programs available.	49.4%
Communication from home leadership (Administrator, Executive Director, and Managers) is clear and timely	54.8%
I am satisfied with the variety of food and beverage options.	55.8%

Family Experience Survey

Percentage(%) represents people who answered "agree" or "strongly agree" with the following statements.

Top 5 Strengths

Question	Score
I am satisfied with the quality of care from nursing staff	78.0%
In the resident's care conference, we discuss what's going well, what could be better and how we can improve things	76.6%
I am aware of the recreation services offered in the home.	75.6%
I am satisfied with the quality of care from doctors	74.0%
I am satisfied with the care provided to the resident	74.0%

Top 5 Opportunities

Question	Score
I am satisfied with the timing and schedule of spiritual care services	36.7%
The resident has input into the recreation programs available.	38.7%
I am satisfied with the variety of spiritual care services	46.9%
I am satisfied with the quality of care from social worker(s)	50.0%
I am satisfied with the quality of care from occupational therapist.	51.4%

2024 Resident Experience Survey Results for 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	2024	2023	LTC Division Overall 2024
I am satisfied with the quality of care from nursing staff.	80.0% ●	84.1%	83.4%
I am satisfied with the quality of care from personal support staff, health care aides	86.7% ●	77.9%	80.8%
I am satisfied with the quality of care from doctors.	72.6% ●	62.4%	63.9%
I am satisfied with the quality of care from dietitian(s).	45.0% ●	65.7%	67.3%
I am satisfied with the quality of care from physiotherapist.	82.4% ●	63.6%	75.0%
I am satisfied with the quality of care from occupational therapist	31.0% ●		62.2%
I am satisfied with the quality of care from social worker(s).	68.8% ●	61.7%	68.1%
If I need help right away, I can get it.	62.4% ●	61.6%	69.1%
There is someone I can talk to about my medications.	73.8% ●	77.2%	76.3%
In my care conference, we discuss what's going well, what could be better and how we can improve things.	56.0% ●	46.4%	66.9%
I feel my goals and wishes are heard and considered in my care.	70.5% ●	42.5%	69.5%
I am satisfied with the care I receive.	76.3% ●	79.1%	80.7%

Recreation, Programs and Activities

Questions	2024	2023	LTC Division Overall 2024
I am aware of the recreation programs offered in the home.	78.6% ●	85.0%	86.2%
I am satisfied with the variety of recreation programs.	68.3% ●	73.2%	77.1%
I am satisfied with the schedule of recreation programs.	68.7% ●	72.5%	76.2%
I have input into the recreation programs available.	49.4% ●	53.6%	65.6%

2024 Resident Experience Survey Results for Medex

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

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

Religious and Spiritual Programs

Questions	2024	2023	LTC Division Overall 2024
▲ I am satisfied with the variety of religious and spiritual programs.	76.7% ●	70.7%	74.6%
I am satisfied with the schedule of religious and spiritual care programs.	75.9% ●	67.5%	72.1%

Dining Services

Questions	2024	2023	LTC Division Overall 2024
▲ I am satisfied with the food and beverages served to me.	57.0% ●	46.6%	68.2%
I am satisfied with the variety of food and beverage options.	55.8% ●	46.6%	67.9%
I enjoy eating meals in the dining room.	70.6% ●	73.8%	75.3%

Laundry, Cleaning, and Maintenance Services

Questions	2024	2023	LTC Division Overall 2024
▲ I am satisfied with the quality of laundry services for my clothing and linens	64.6% ●	63.2%	78.6%
I am satisfied with the quality of cleaning services within my room	88.2% ●	90.9%	86.8%
I am satisfied with the maintenance throughout the building and outdoor spaces	84.3% ●	80.5%	81.9%

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Relationships with Others

Questions	2024	2023	LTC Division Overall 2024
▼			
The staff are friendly.	89.5% ●	88.4%	88.5%
I trust the staff in my home.	84.9% ●	80.2%	83.6%

Communication & Concerns

Questions	2024	2023	LTC Division Overall 2024
▲			
Communication from home leadership (Administrator, Executive Director, and Managers) is clear and timely	54.8% ●	46.5%	68.1%
If I have a concern I feel comfortable raising it with the staff and leadership	82.6% ●	61.0%	77.7%

Bladder Care

Questions	2024	2023	LTC Division Overall 2024
▼			
I can provide feedback about the products used for me	73.6% ●		78.9%
Bladder care products are available when I need them.	88.5% ●	92.3%	84.1%
Bladder care products keep me dry and are comfortable.	82.4% ●	88.5%	82.6%

2024 Family Experience Survey Results for Medex

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

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Care Services

Questions	2024	2023	LTC Division Overall 2024
▲			
I am satisfied with the quality of care from nursing staff	78.0% ●	87.1%	87.1%
I am satisfied with the quality of care from personal support staff; health care aides	73.5% ●	86.7%	82.5%
I am satisfied with the quality of care from doctors	74.0% ●	76.7%	74.0%
I am satisfied with the quality of care from dietitian(s)	64.6% ●	71.4%	75.4%
I am satisfied with the quality of care from physiotherapist	67.5% ●	58.6%	67.9%
I am satisfied with the quality of care from occupational therapist.	51.4% ●		61.1%
I am satisfied with the quality of care from social worker(s)	50.0% ●	57.1%	67.0%
There is someone I can talk to about the resident's medications.	72.9% ●	71.0%	88.1%
The care team communicates clearly and in a timely manner about the resident.	69.4% ●	67.7%	81.1%
In the resident's care conference, we discuss what's going well, what could be better and how we can improve things	76.6% ●	66.7%	82.3%
I feel my feedback on the resident's goals and care plan is considered and incorporated whenever possible.	60.4% ●	70.0%	78.2%
I am satisfied with the care provided to the resident	74.0% ●	64.5%	80.9%

Recreation, Programs and Activities

Questions	2024	2023	LTC Division Overall 2024
▲			
I am aware of the recreation services offered in the home.	75.6% ●	76.7%	87.8%
I am satisfied with the variety of recreation programs	71.1% ●	60.0%	74.5%
I am satisfied with the schedule of recreation programs	64.3% ●	58.6%	73.5%
The resident has input into the recreation programs available.	38.7% ●	38.5%	55.2%

2024 Family Experience Survey Results for Medex

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Religious and Spiritual Programs

Questions	2024	2023	LTC Division Overall 2024
▲ I am satisfied with the variety of spiritual care services	46.9% ●	54.5%	65.9%
I am satisfied with the timing and schedule of spiritual care services	36.7% ●	52.4%	63.8%

Dining Services

Questions	2024	2023	LTC Division Overall 2024
▲ I am satisfied with the food and beverages served to residents.	63.3% ●	41.9%	73.7%
I am satisfied with the variety of food and beverage options for residents.	63.3% ●	40.0%	73.3%
The resident enjoys eating meals in the dining room.	53.3% ●	64.3%	70.4%

Laundry, Cleaning, and Maintenance Services

Questions	2024	2023	LTC Division Overall 2024
▲ I am satisfied with the quality of laundry services for personal clothing and linens;	58.3% ●	36.7%	74.1%
I am satisfied with the quality of cleaning within the resident's room	59.2% ●	48.4%	73.3%
I am satisfied with the quality of maintenance of the physical building and outdoor spaces	71.4% ●	74.2%	74.2%

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Communication & Concerns

Questions	2024	2023	LTC Division Overall 2024
▲ Communication from home leadership (Administrator, Executive Director, and Managers) is clear and timely.	58.3% ●	74.2%	78.3%
If I have a concern I feel comfortable raising it with the staff and leadership.	69.4% ●	74.2%	86.9%

Bladder Care

Questions	2024	2023	LTC Division Overall 2024
▲ Bladder care products keep the resident dry and comfortable	63.6% ●	60.0%	76.9%
Bladder care products are available when the resident needs them.	70.5% ●	64.0%	80.8%
I can provide feedback about the products used for the resident.	60.5% ●		70.4%