



Schlegel Villages Philosophy



Our Mission

To provide holistic health care in a home environment, located within an internal neighbourhood design that promotes a caring community with emphasis on optimal health and life purpose for each resident

Our Vision

Each Person Lives in a Village Where They:
 Have life purpose
 Pursue their passions
 Develop Meaningful Relationships
 Learn and Grow
 Contribute to their Community

Our Values

Caring People, Passion, Hands-On, Innovation
 Positive Can-Do Attitude, Hard Work

Who we currently serve...



Publicly Funded
 Long Term Care

Private pay
 Retirement Living

Almost 4,500 beds
 operating and
 under
 development

Engaging our Residents



- Design of building - The main street and town square design creates a vibrant, social environment
- Neighbourhood concept – dedicated staffing
- Engagement through the development of more meaningful activities
 - Reviewed program offerings
 - Days and hours of service



Engaging our Residents



We "KNOW" our residents

- ME form – ask our residents about their 7 domains of Wellbeing (meaning, joy, security, identity, autonomy, connectedness and growth)
- Recreation and Leisure assessment

- Opportunities with purpose within the Village - mail delivery, general store, answering phones, participate in hiring team members, provide tours and team member orientation and training through participation in education panels

Customer Service Conundrum

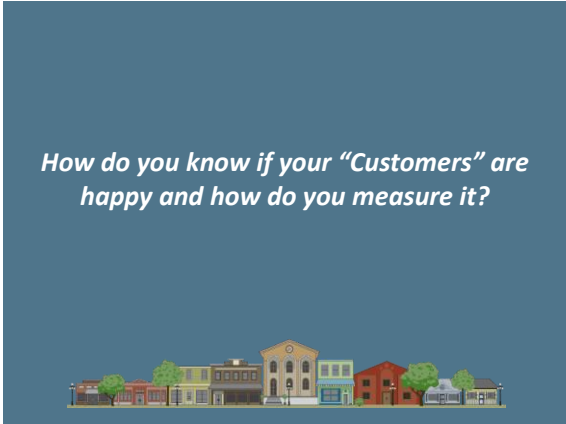


Customer satisfaction is a moving target!

Customers as a whole have greater expectation than ever before... and rightfully so!

Regardless of the industry we work in everyone must satisfy their guests, convince them to return, and recommend us to others or risk losing them in the long run.





Measuring Performance



- Implemented the interRAI Self-Reported Quality of Life Survey for LTC
- Offer survey year-round
Increases # respondents
Decreases seasonal bias



Eligibility



New residents: ~ 3 months after moving in
Annually around the anniversary of their move in date.

Surveys are conducted as close as possible to residents RAI/MDS assessment schedule in LTC

What Did We Find?

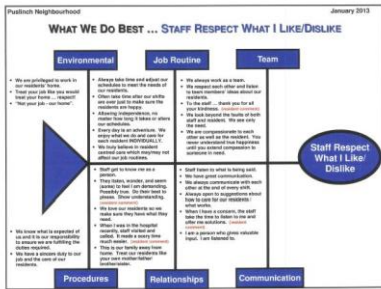


- Doing a great job at meeting our contractual obligations
"I feel safe when I'm alone"
"My privacy is respected when people care for me"



- Falling short in the area of adding meaning to life
"Some of the staff know the story of my life"
"People ask for my help and advice"

Top 5 / Bottom 5



Balanced Scorecard



Theme	Domain	Village			Comparatives		Target	Definitions of Themes
		2014	2017	2018 vs 2017	2018 Percentage vs 2018 FTD	2018 vs 2016		
Quality of Life <small>(Domain: Health and Wellness)</small>	Overall - LTC	76.1%	72.8%	73.3%	55.8%	72.9%		Overall quality of life across the 10 domains
	Privacy	83.5%	89.2%	91.3%	75.3%	88.7%	91%	Overall percentage of residents who feel they have privacy at the Village
	Food/Meal	79.6%	73.8%	84.9%	56.0%	75.3%	67%	Overall percentage of residents who enjoy the Village dining experience
	Safety/ Security	89.0%	87.8%	85.7%	74.4%	84.2%	87%	Overall percentage of residents who feel safe and secure in the Village
	Comfort	70.0%	63.3%	69.6%	60.5%	73.0%	79%	Overall percentage of residents who find comfort in the Village
	"Recommend this Village"	87.9%	85.9%	88.9%	70.5%	83.1%		Percentage of residents who would recommend the Village to others (NPS calculation)
	Make Daily Decisions	86.0%	77.0%	76.7%	59.7%	77.7%	71%	Overall percentage of residents who feel in control of their life
	Respect	86.2%	87.2%	93.3%	67.9%	85.3%	84%	Percentage of residents who feel respected by team members
	"Express opinion without fear of consequences"	83.5%	87.3%	92.5%	61.0%	80.8%		Percentage of residents who feel safe to voice their opinion (NPS calculation)
	Responsive Staff	80.1%	78.4%	93.3%	54.3%	75.3%	76%	Overall percentage of residents who feel their needs are being met
	Staff-Resident Bonding	75.7%	70.3%	72.0%	37.7%	52.5%	44%	Overall percentage of residents who feel close to the team
	Activity Options	66.3%	56.3%	55.0%	35.6%	52.7%	43%	Overall percentage of residents who feel they have an engaged and meaningful life
	"I participate in meaningful activities"	59.5%	63.7%		38.1%	53.7%	66%	Percentage of residents who feel they have enjoyable things to do in the evening
	Personal Relationships	44.9%	44.3%	41.2%	22.1%	37.6%	31%	Overall percentage of residents who have formed meaningful relationships with other residents at the Village
	% Surveys Completed	71%	74%			97%		Percentage of eligible surveys completed
	Residents Surveyed	94	74	70		1104		Number of residents surveyed

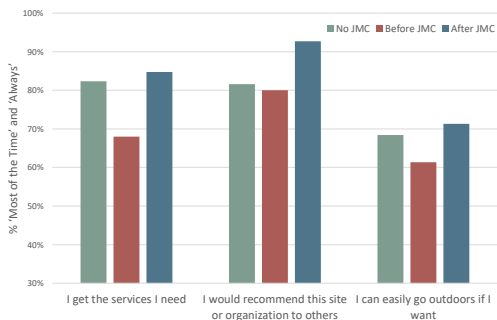
Opportunities for Program Evaluation



- QoL survey data were collected and categorized as being either before or after their Java Music Club participation started.
- Responses were compared to surveys from residents who never participated in the Java Music Club program.
- A significant difference was detected in 23 out of 31 QoL questions.
- These significant differences were detected in 9 out of the 10 domains.



Evaluation of Java Music





What Else Might Contribute to Quality of Life?



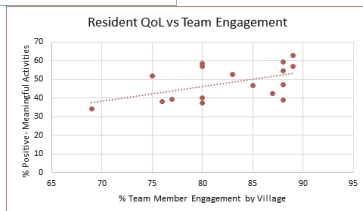
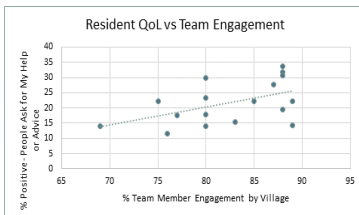
Is there a relationship between team member engagement and quality of life for residents?



We conducted an analysis to understand the relationship between Team Member engagement scores and Resident responses.

Higher engagement scores = more favourable Resident ratings.

5 out of the 10 domains were significantly and positively related to engagement scores.





Summary



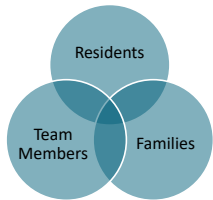
What We Do: Empower our Villagers

- Data to the neighbourhood level where possible
- Village Advisory Teams – informing culture change journey
- Conversation Cafes – informing operational direction
- Quality Improvement Plans – informing indicators chosen





Important to Tap Into the Collective Wisdom



1. Ask questions
2. Listen to what they want/ would like to see
3. Involve them in decision making



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