

Introduction

I am pleased to share with you the first report that Independent Lifestyles has devoted to the reviews collected from our clients and family members in 2010.

Who are we?

Independent Lifestyles offers distinguished home healthcare services by caring for our clients as we would our loved ones. Our vision is to be the first choice for home healthcare services and to develop this "we strive to make our clients feel cherished and cared for, and their families to feel confident in our services."

Serving clients in Chilliwack and on the Sunshine Coast, we offer a wide range of home healthcare services to fit the client's budget, routine and life-stage at home, at a residential care setting or in the hospital. We are here for you 24 hours a day 7 days a week. A large Home Healthcare team composed of Professional Nurses (RN's, LPN's'), Caregivers (Certified Care-Aides) and Homemakers serve clients privately and from referrals by ICBC and Veterans Affairs Canada. Advanced Foot Care services are provided on a private basis and under contract for 140 residents living at Christenson Village.

Measuring Customer Satisfaction

This is the first report devoted to the assessment of client satisfaction. The framework for which this report is based on has been derived from the company's values and mission statement. Measuring client satisfaction on a regular basis and more formally at the end of the year is one of the central elements of our quality management program. Our objective is to gain insight into how we are doing based on our client's level of satisfaction, to build on our successes and to improve areas of weakness. Independent Lifestyles measures the satisfaction of its services through:

- Home Healthcare Workers
- Service Partners
- Family Members
- Clients

The assessment tools used were:

Formal Evaluation Tools:

Client Satisfaction Survey
Service Partner Satisfaction Survey
Performance Description Self-Evaluation
Performance Description

Anecdotal Feedback:

On a daily basis, Vanessa Knox is in regular contact with Home Healthcare Workers, clients, family members and Service Partners. Client home visits serve as a primary source of feedback for service improvements and changes. Client home visits also include trips to residential care facilities like Christenson Village and Gibsons Garden Inn.

Compliment and Complaint Procedure:

Vanessa Knox is available in person, by phone or email to discuss feedback regarding the services we provide. Open communication is a value of high priority and I believe that communication based on honesty, integrity and trust is central to achieving common ground.

Home Healthcare Worker Training

Skilled, sensitive and caring Home Healthcare Workers are the cornerstone of our success. Their commitment is much regarded and recognised for its importance in our communities and to the families that we support. Home Healthcare Workers have access to professional development opportunities and on-the-job training so they can upgrade their skills and realise their full potential while supporting clients and family members in their quest for a better quality of life.

In striving for a high level of professionalism, Independent Lifestyles is committed to working closely with reputable training partners and funding agencies. In 2010, Independent Lifestyles was granted funding from the Ministry of Advanced Education and Labour Market Development to provide training opportunities for Home Healthcare Workers. Home Healthcare Workers attended a program offered

through the Geropsychiatric Program, Vancouver Health Authority and they had access to the Medication Management Course at Vancouver Community College.

Client Profile

Overall the profile of our clients is divided as follows:

Homemaking, Companionship and Travel Assistance: 77%

Personal Care: 11%

Professional Nursing Care: 11%

The Approach

The Client Satisfaction Survey started on October 17, 2010. Clients and client representatives and/or family members received the survey (see Appendix A) by email or by mail. A self-addressed, stamped envelope was included in the mailed out version of the survey. 90% of respondents completed and returned the survey.

Satisfaction Levels

Regarding the Client Satisfaction Survey, three categories are used for evaluating Independent Lifestyles' operations:

1. Service Accessibility and Suitability. 75 % strongly agree or agree that:
 - Vanessa Knox is easy to reach
 - Vanessa Knox was able to assist/answer questions
 - We were able to meet service requests when needed
 - We were able to provide client's scheduling requests
 - Messages or promises to return calls were done so in a timely manner
 - Clients were involved in the planning of their care
 - Clients were notified about the schedule and any changes
 - The same Home Healthcare Worker provided their care.

2. Independent Lifestyles Home Healthcare Workers. 76% strongly agree or agree that:
 - Client dignity and personal information was respected
 - Clients' home and belongings were respected
 - Attention to detail when it comes to client care was provided
 - Clients were treated in a patient and caring manner
 - Home Healthcare Workers demonstrated an ability to follow written & verbal requests, as documented in the Care Plan
 - Tasks were completed in the allotted time

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- Home Healthcare Workers demonstrated appropriate professional rapport
 - Home Healthcare Workers appeared properly trained and knowledgeable
 - Home Healthcare Workers are punctual and reliable
 - Home Healthcare Workers are a suitable match and that they contribute their talents & energies to improve the quality of service
 - Home Healthcare Workers understand medical directives so they can be carried out promptly and accurately.

3. Overall Satisfaction.

- 89% are very satisfied or satisfied with the service they receive from Independent Lifestyles.
- 100% would recommend Independent Lifestyles as a Home Healthcare Provider.

These satisfaction levels show that Independent Lifestyles is clearly providing the services clients need and in a way that they are very happy with. These results are supported by the fact that this level of satisfaction was found among all client types and family members, types of services received, number of hours received, age, gender, and cultural background.

Those who were most satisfied rated the following as high:

- We were able to meet service requests when needed
- Home and belongings were respected
- Professional rapport was demonstrated
- Home Healthcare Workers appeared properly trained and knowledgeable
- Home Healthcare Workers were punctual and reliable.

Among those who were less satisfied, the main two areas are:

- Ensuring a clean and safe home environment
- Completing tasks in the allotted time.

Summary

I am very please and encouraged with the results from this survey. The survey is a clear indication that our clients are noticing our efforts, our commitment to responding to their home healthcare needs and to improving our services.

Valuable insight into key areas of importance shows that we are moving in the right direction to being the first choice for home healthcare. Responses to the survey also identified areas that need to be improved. These findings are being addressed and Home Health Care Workers will be supported so that there are continuous quality improvements. I would like to thank my Home Healthcare Workers for their dedication to the company and to improving the quality of life and dignity of our senior population. As well, a big thank you to all of the family members and clients whom I am so honored to support and to know. Thank you also to our Service Partners for your trust and continued support.

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