



# What affects satisfaction of nursing homes residents: Italy versus Ontario experiences

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# LTC system in Italy

1. health services for older and disabled persons, including outpatient and home-based care services, semi-residential and residential services in NHs;
  2. cash benefits;
  3. social care services provided at the local level or with some limited cash benefits provided by municipalities
- No thorough quality monitoring
  - 1.6 residential beds per 100 individuals over 65 in Tuscany (national avg: 1.97%)  
Overall in Italy 1.7% of GDP for LTC, 27% of which for institutional care  
4.9% of those over 65 received LTC at home and 3% resided in NH



# Residential LTC in Tuscany

- 324 NH
- ~14000 LTC beds
- Mean size of NH: 45 beds
- Daily rate per resident is composed of a care and a social rate
- Care rate: set at regional level and funded by the National Healthcare System
- Social rate: determined by each NH, (co-)payed by residents (and municipalities)



# LTC system in Ontario

- home and community support services, and facility-based services, including supportive housing, assisted living and NHs
- NHs are for individuals who cannot live independently and require assistance with their personal care at frequent intervals throughout the day and access to onsite 24-hour nursing care and supervision.
- Access to NH through 14 community care access centers
- Quality is monitored
- 1.5% of GDP, 80% of which was for institutional care. 2.5% of the population received home health care and home support, while 0.7% of the population resided in institutions (approximately 4% of the population over 65)



# Residential LTC in Ontario

- 600 NHs
- Total ~70 000 beds
- Mean size of NHs: 122 beds
- Current base Level-of-Care (LOC) rate at \$158.36 per resident day
- Resident co-payment for standard accomodation \$56.14 (reductions are possible after assessment of ability to pay)



# Methods /Tuscany

- Structured interviews
- 57 items exploring 9 dimensions
- Questionnaire pre-tested in a non participating NH
- 1116 interviewed residents in 63 NH (of 1692 approached residents)
- Random selection of residents in each NH, with a number of completed interviews depending on the size of the NH

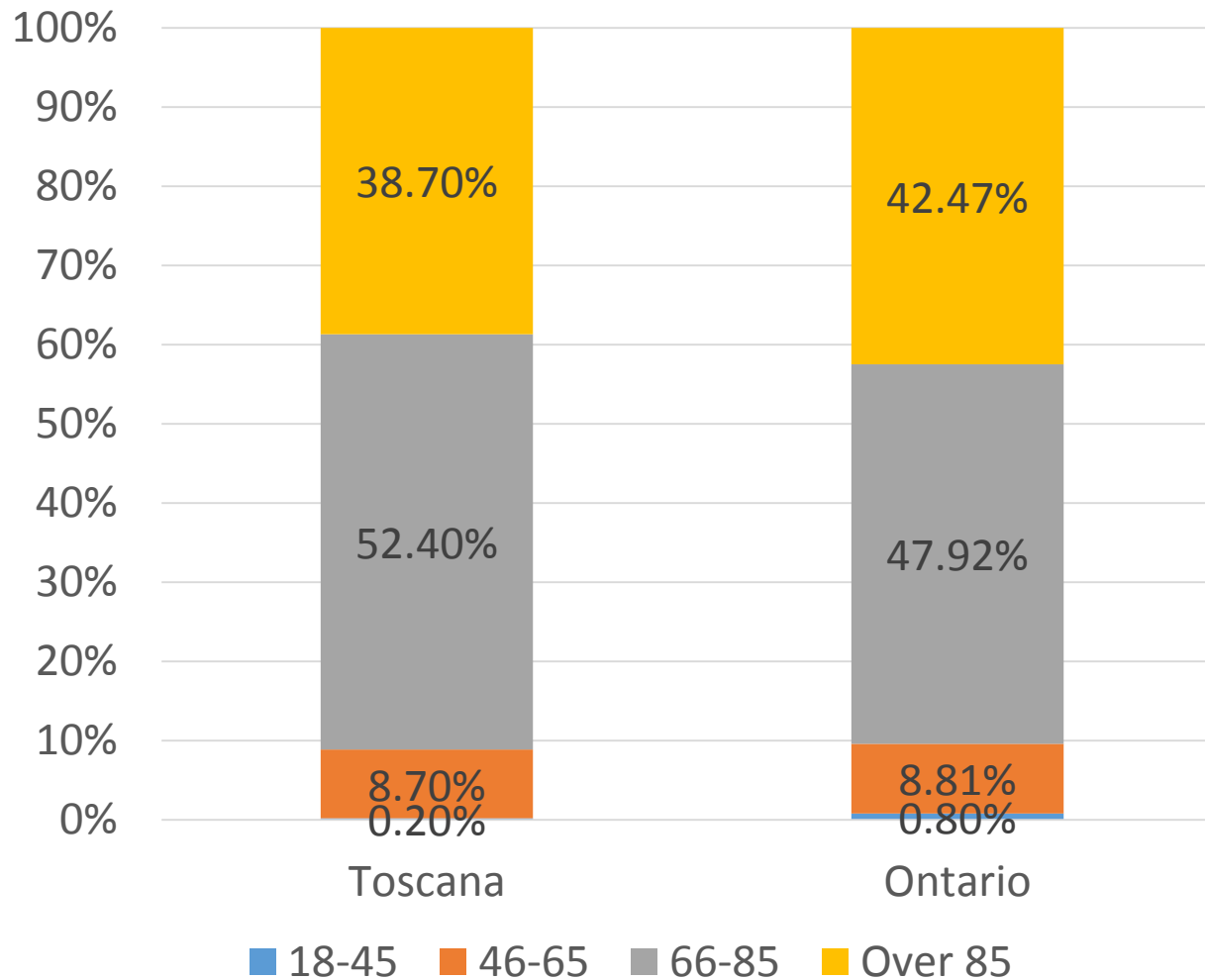


# Methods /Ontario

- Structured interviews
- Questionnaire based on a modified version of the Smaller World Survey of Resident Satisfaction
- 66 items exploring 12 aspects of NHs
- 681 interviewed residents in 30 NHs
- Random selection of 30 residents per NH, after a pre-screening by NH staff
- Interviews took place in a private location within the NH



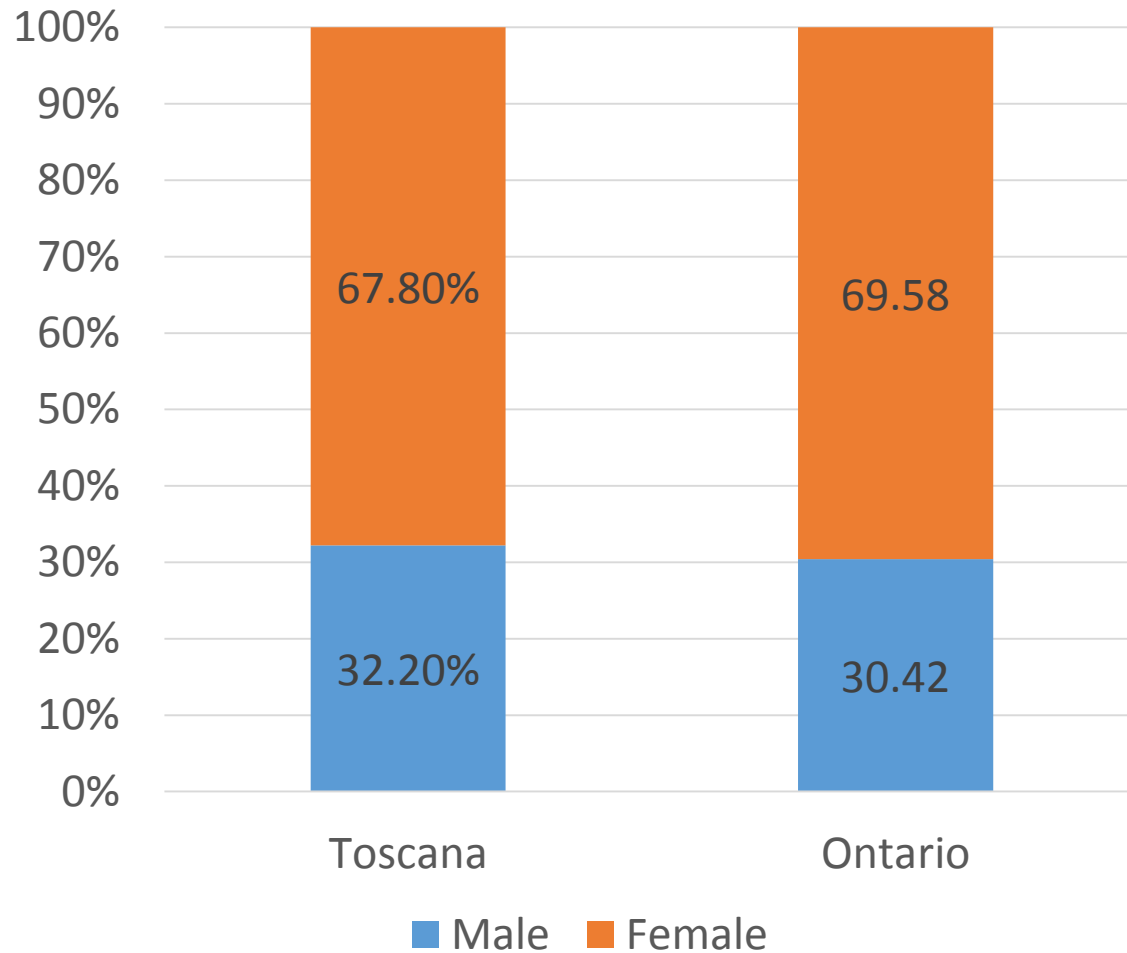
# Demographic characteristics of samples: AGE





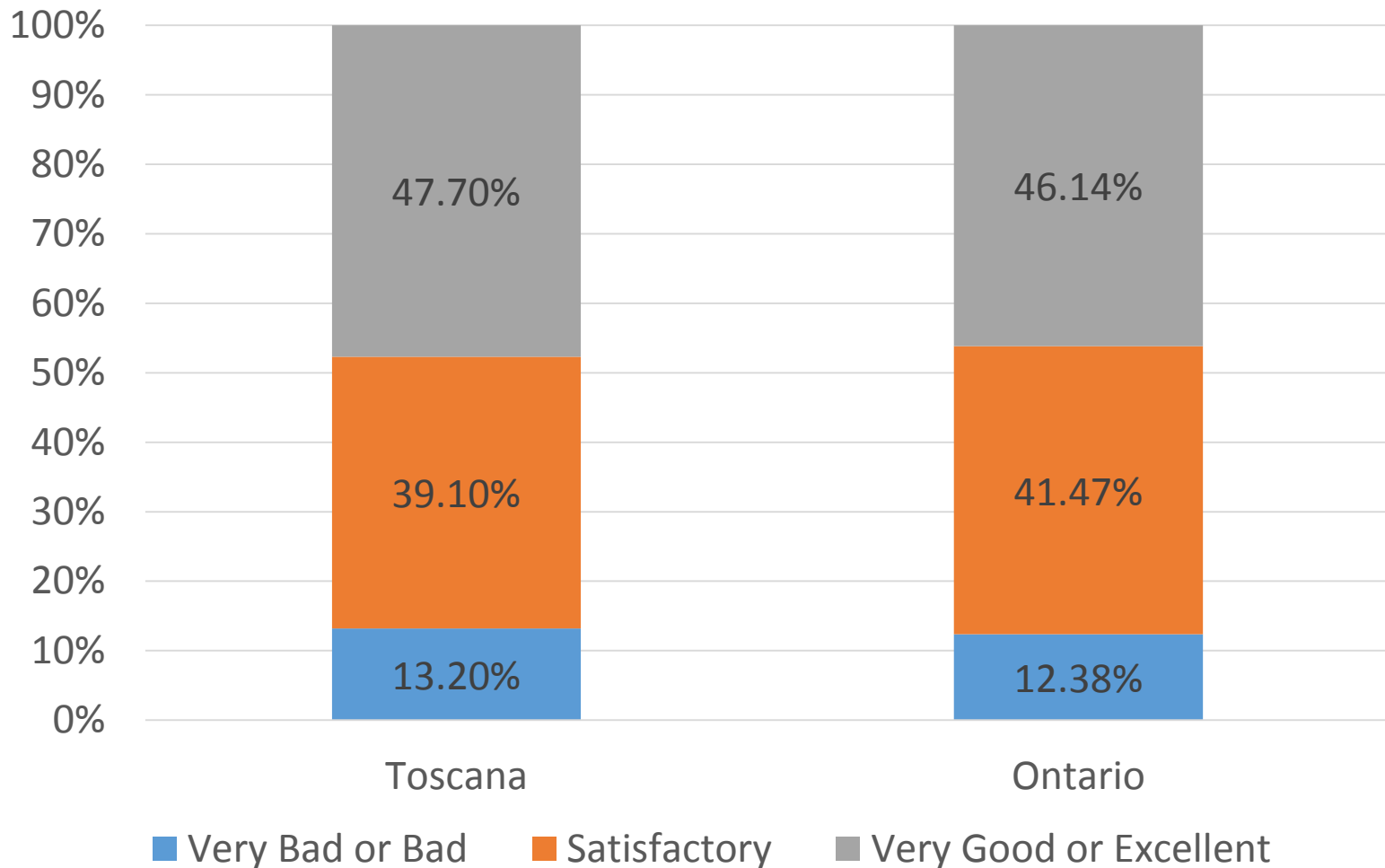


# Demographic characteristics of samples: GENDER



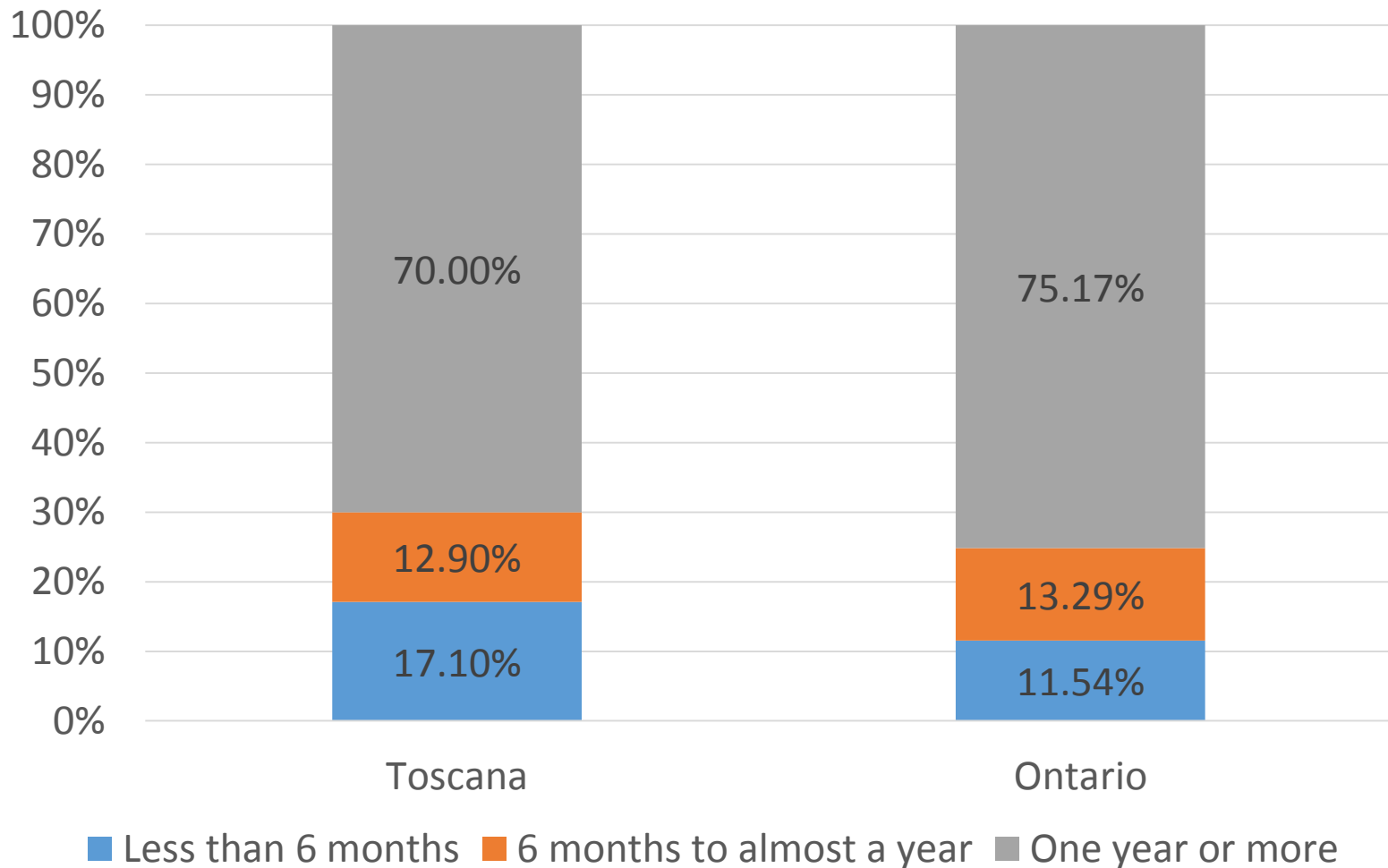


# Demographic characteristics of samples: SELF-PERCEIVED HEALTH STATUS





# Demographic characteristics of samples: LENGTH OF STAY





# Comparison of items

- 14 items are analogous in the Italian and Canadian questionnaires
- Different phrasing is mostly due to differences in the languages
- All items were answered on a 3-point scale
- Values closer to 1 indicate a more positive result, whereas values closer to 3 indicate a more negative result

# Items of survey

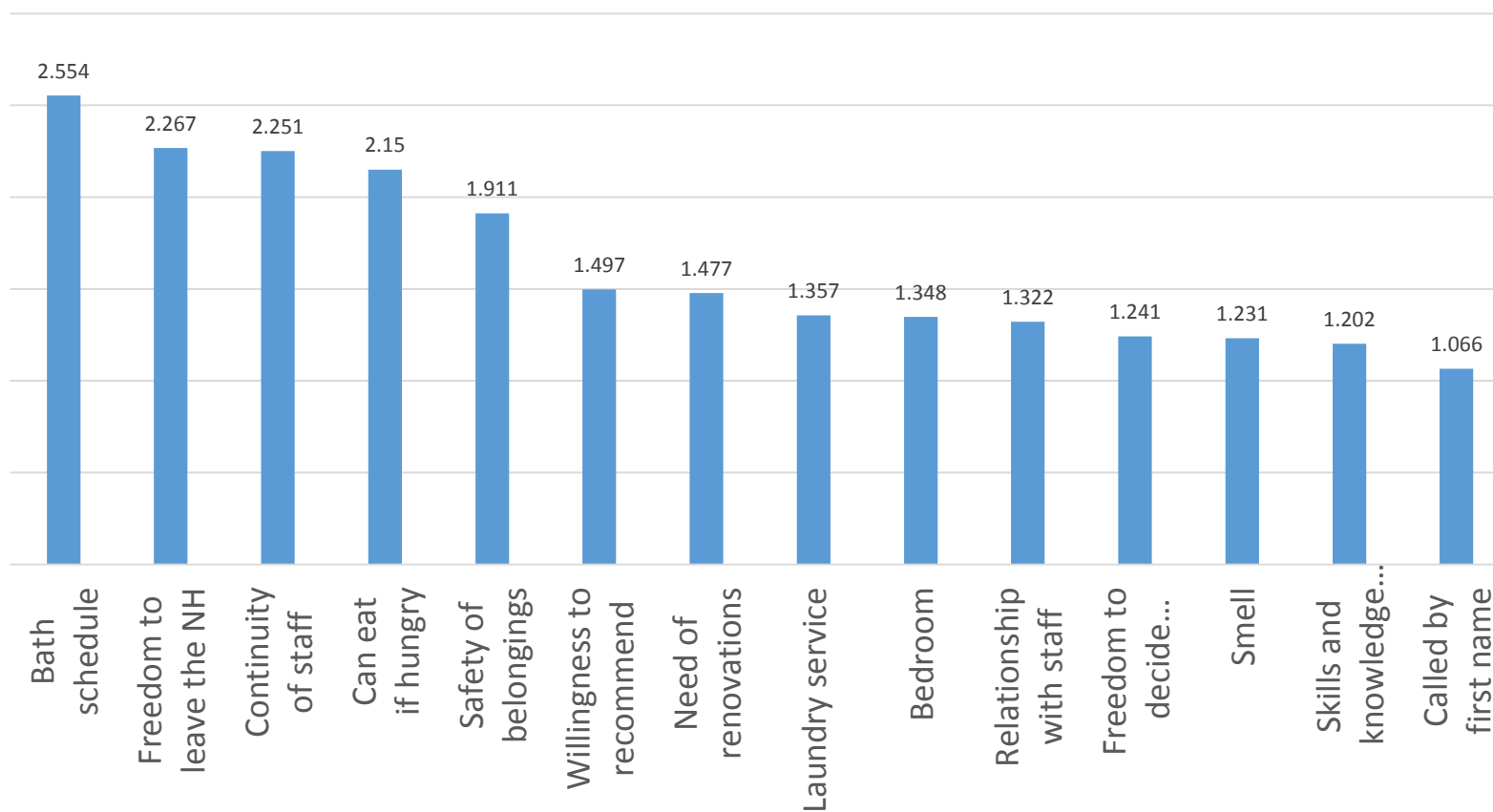
Dimension	Tuscany	Ontario
Comfort	<b>b004</b> – Do you like your room?	<b>Q016589</b> Is your room how you would like it to be?
Security	<b>b005</b> – Is there a safe place in your room where you can keep your belongings?	<b>Q035793</b> Do you feel your possessions are safe at this home?
Comfort	<b>b007</b> – Do you think that this Home needs renovation (e.g. reparations, painting...)?	<b>Q016592</b> Does this place need fixing up (for example, repairs, decorating, or painting)?
Comfort	<b>b009</b> – Are there any unpleasant smells in the rooms and halls (bedrooms, living rooms, toilets, dining room, hallways ...) of this Home?	<b>Q016593</b> Does the smell around here bother you?
Food	<b>c013</b> – Are you allowed to have a snack if you are hungry during the day?	<b>Q016599</b> When you are hungry is food available?
Security	<b>c016</b> – Have your clothes ever been damaged or lost in the laundry?	<b>Q035794</b> Do your clothes get lost or damaged in the laundry?
Autonomy	<b>d024</b> – During the day, are you allowed to do other activities you like (reading, watching TV, knitting ...)?	<b>Q016632</b> Do you decide what you are going to do each day?

# Items of survey

Dimension	Tuscany	Ontario
<b>Autonomy</b>	<b>d025</b> – During the day, are you allowed to leave the Home if you wish (going to Mass, to a bar, downtown, meeting friends, graveyard ...)?	<b>Q016635</b> Are you free to come and go as you please?
<b>Autonomy</b>	<b>g040</b> – Are you allowed to have a bath or a shower when you want to?	<b>Q016639</b> Can you choose when to have your bath or shower?
<b>Staff</b>	<b>h044</b> – Are the staff capable? (does the resident trust the staff members? Does the resident feel the staff members are professionally capable?)	<b>Q016619</b> Are the staff skilled and knowledgeable?
<b>Relationships</b>	<b>h045</b> – Do the staff ask you how you feel?	<b>Q016615</b> Do the staff try to understand what you're feeling?
<b>Dignity</b>	<b>h046</b> – When the staff are talking to you, do they call you by name (either first or last name)?	<b>Q016622</b> Do the staff call you by name?
<b>Staff</b>	<b>h050</b> – Do the staff who care for you change often?	<b>Q035798</b> Do the staff who care for you change too often?
	<b>j056</b> – Would you recommend this Home to friends and relatives?	<b>Q035803</b> Would you Recommend this Home?

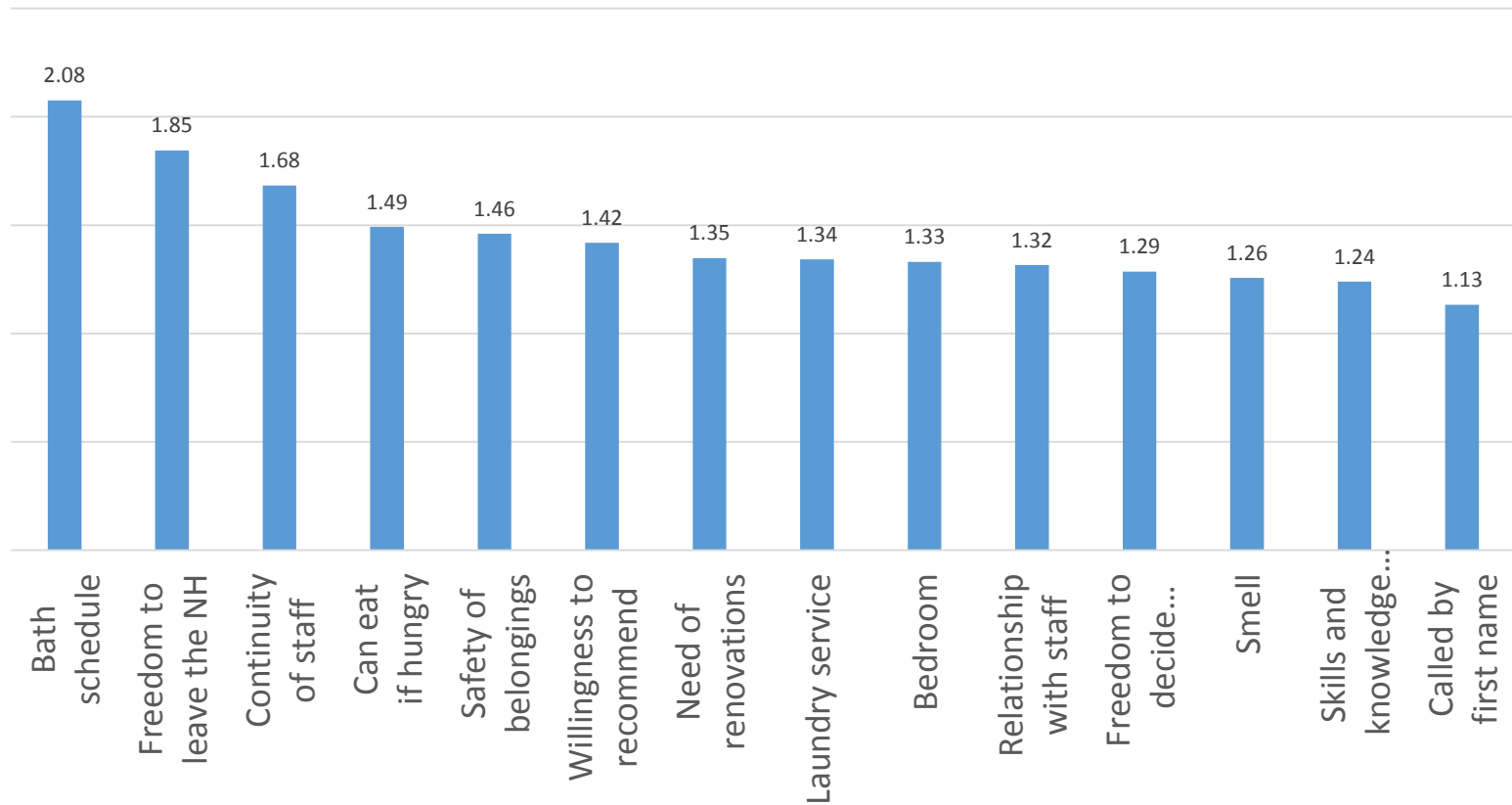


# Results /Tuscany





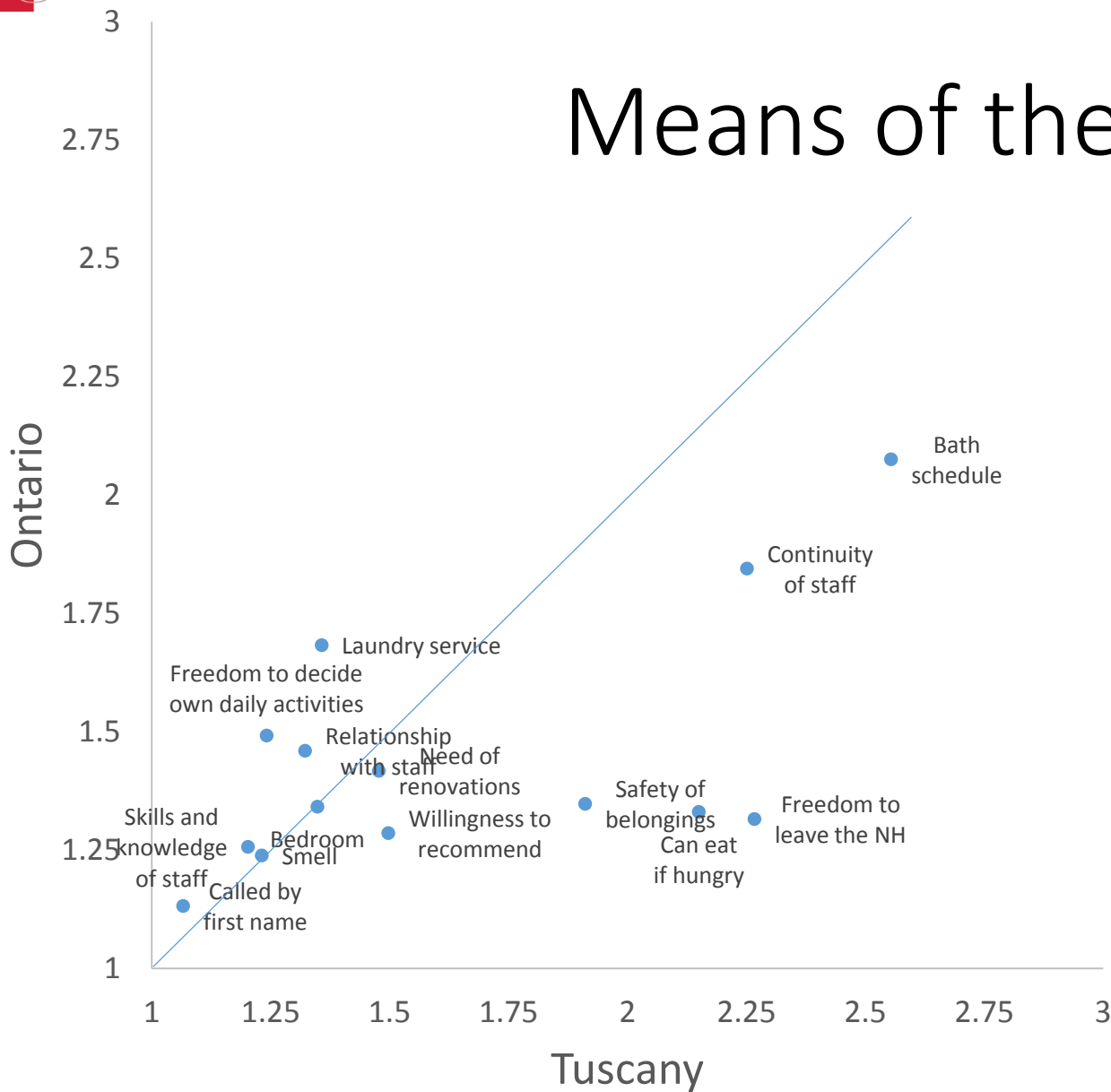
# Results /Ontario





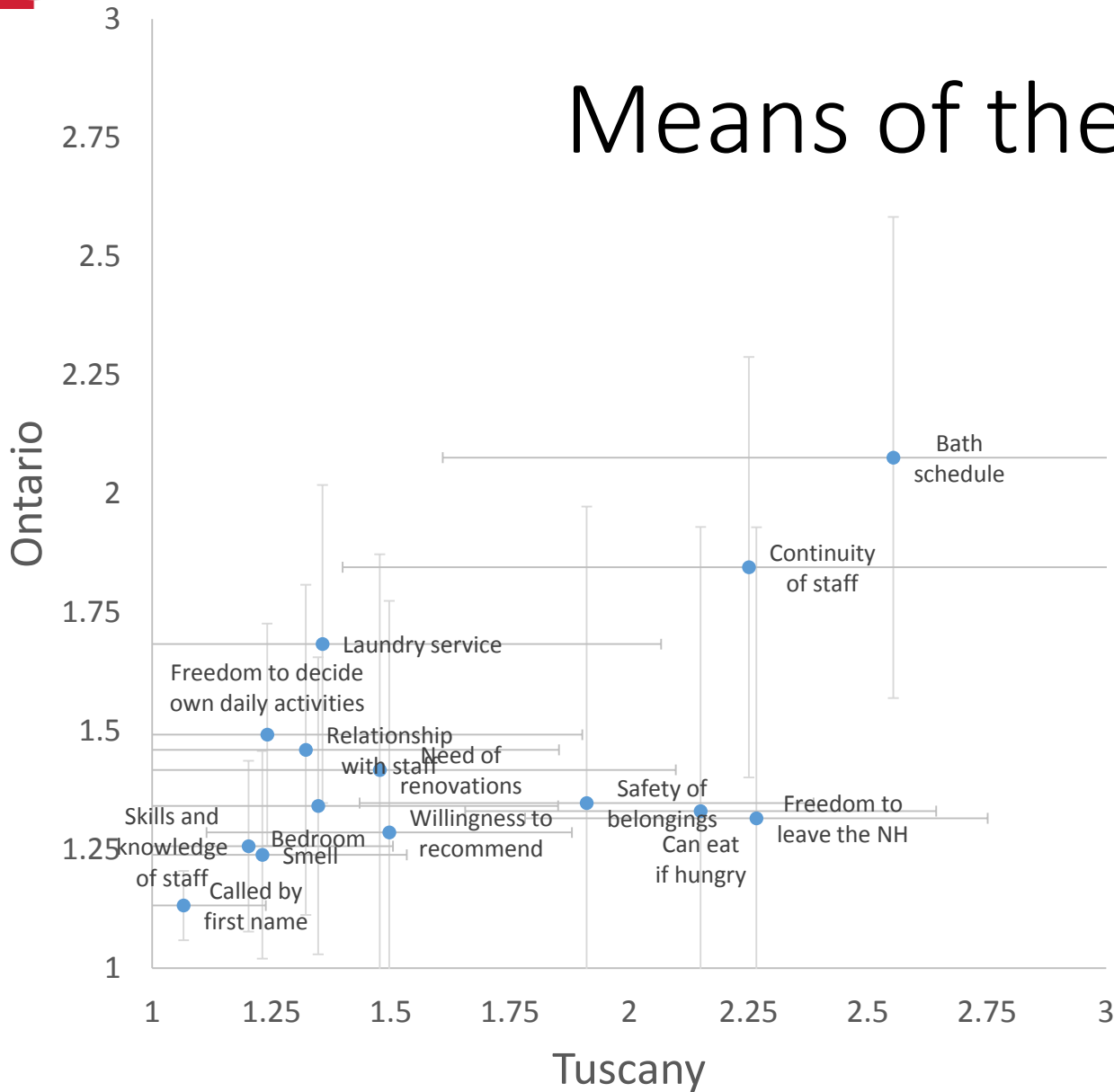


# Results: Means of the answers





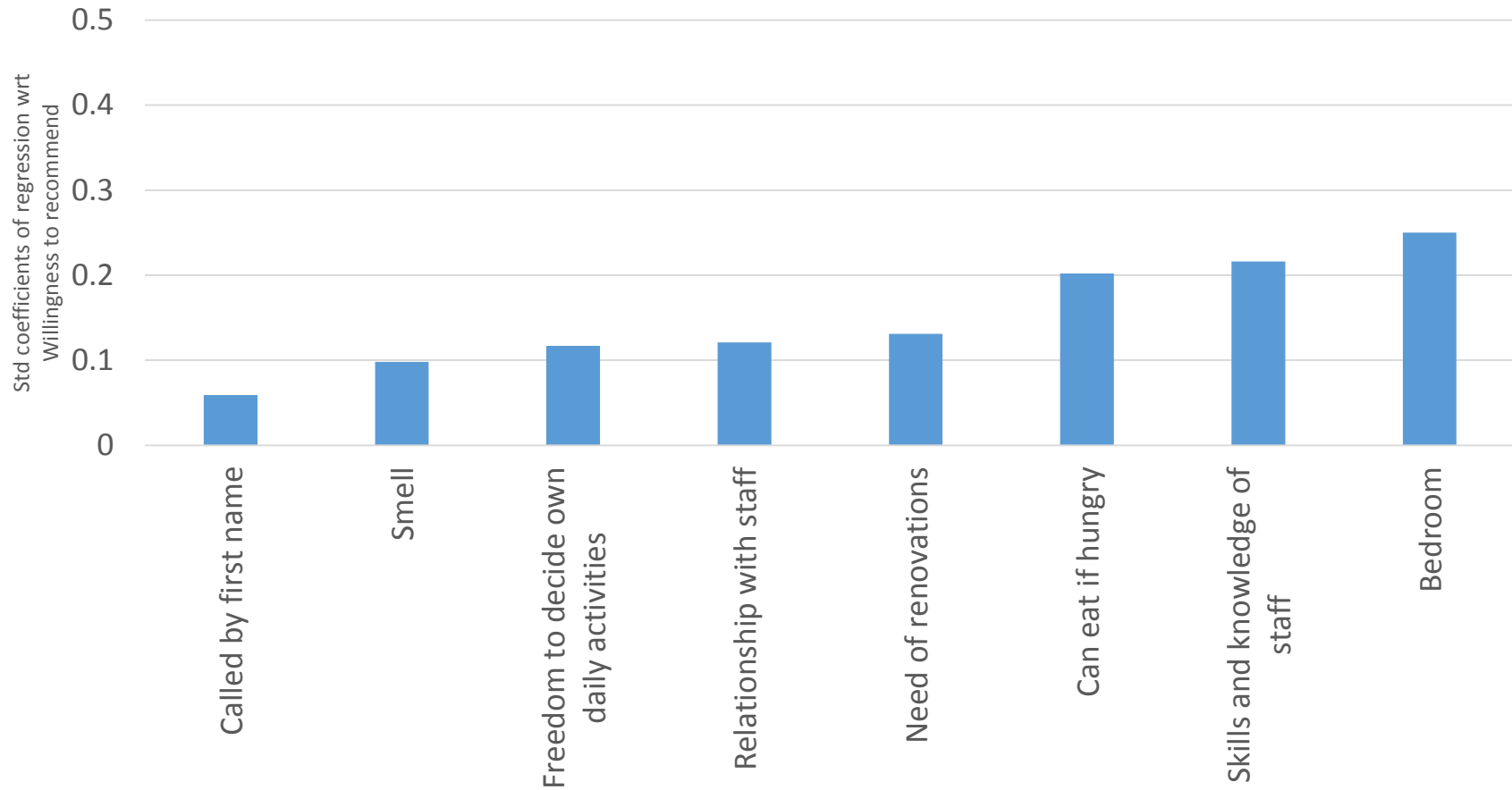
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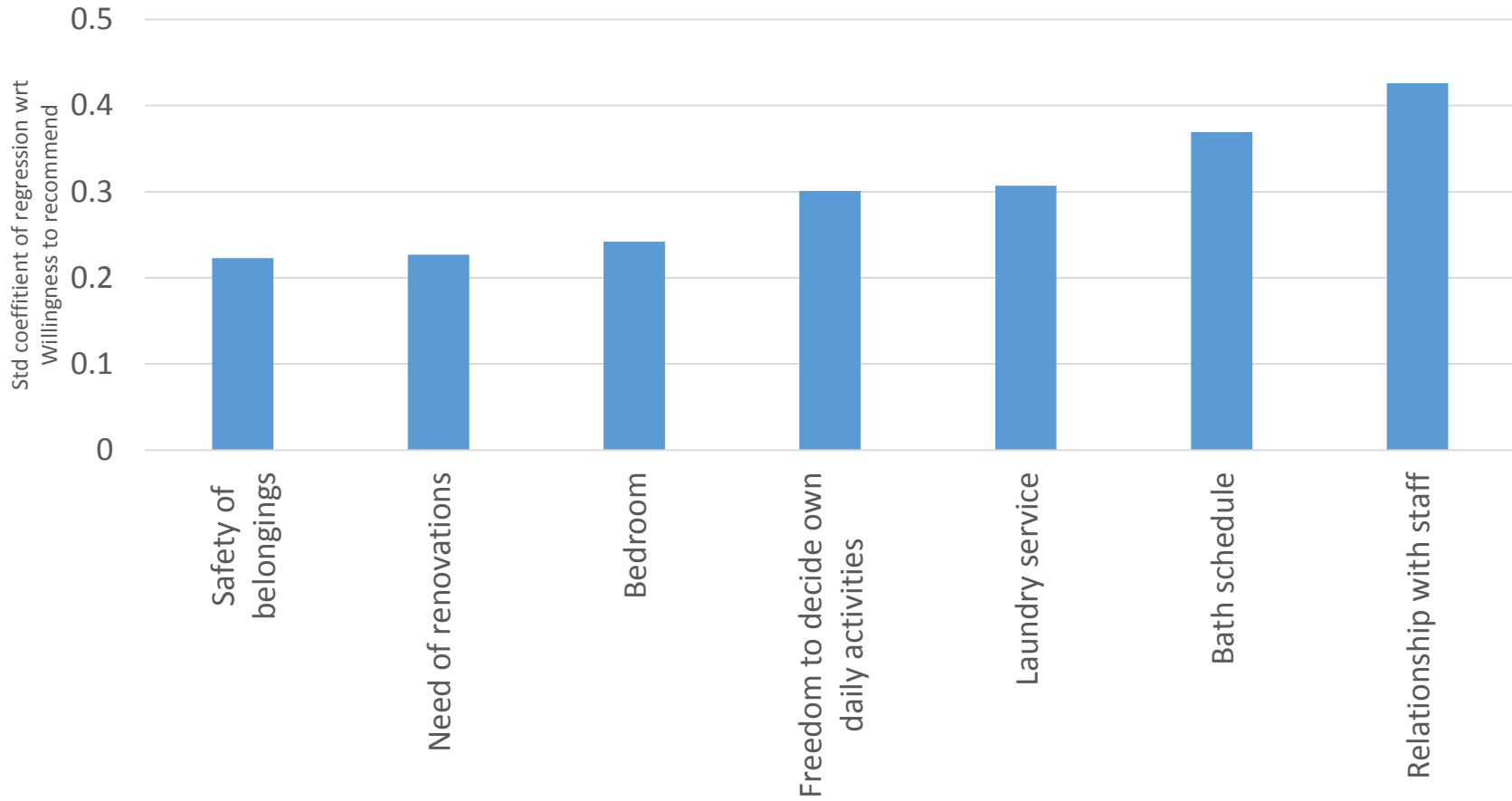
# What affects residents' satisfaction?

- Identify most important aspects for residents → priorities for managers
- Do priorities match?
- Need for different approaches/strategies in Tuscany vs Ontario?
  
- Ordinal logistic regression of 13 items (covariates) to predict willingness to recommend the NH
- missing values and answers of “don't know” and “not applicable” were all considered as missing values and replaced, using the multiple imputation by chained equations algorithm (Little and Rubin 2002)

# Tuscany > Predictors of Willingness to recommend



# Ontario > Predictors of Willingness to recommend





# Comparison

- Common most relevant dimensions are
  - Staff
  - Comfort
  - Autonomy: freedom to choose daily activities
- Different relevance of items within these dimensions for Tuscany vs Ontario:
  - Staff: skills and knowledge vs relationship
  - Comfort: bedroom vs laundry and conditions of the building



# What's next

- Increase the number of items that can be compared
- Further analysis to support managers in identifying key aspects for intervention
- Monitor feedback and evolution through time