

Residents' experience: Having a voice

Resource for Indicator Standards (RIS)
Health Analytics Branch, Ministry of Health and Long-Term Care

Indicator description

RIS indicator name

Residents' experience: Having a voice

Other names for this indicator

N/A

Indicator description

The percentage of residents who responded positively to the question: "What number would you use to rate how well the staff listen to you".

The Long-Term Care Homes Act, 2010 stipulates that every LTC home shall ensure that, at least once every year, a survey is taken of the residents and their families to measure their satisfaction with the home and the care, services, programs and goods provided at the home.

Where homes are integrating information about residents' experiences into the QIP from their existing resident satisfaction processes, they must ensure they are meeting all of the requirements under the Long-Term Care Homes Act and Ontario Regulation.

Accountability agreement(s) or ministry initiative(s) the indicator supports

- Quality Improvement Plan (long-term care)

Additional information

Contact information

This indicator is calculated by the individual hospital.

For information on the methodology and for additional information about this indicator, please contact RIS@ontario.ca.

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