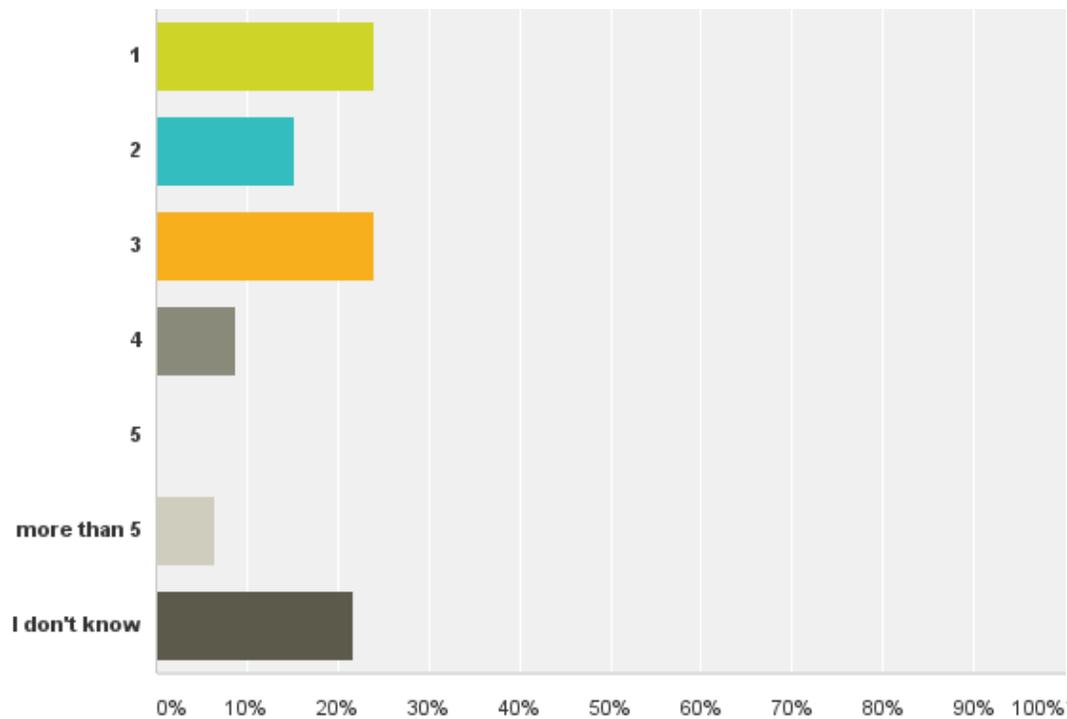# LTCH Profile Survey

Wednesday, April 15, 2015

47

Total Responses

Date Created: Thursday, January 08, 2015

Complete Responses: 35

Q1: In your organization, how many drops (or locations) where you can plug in your OTN system are there?
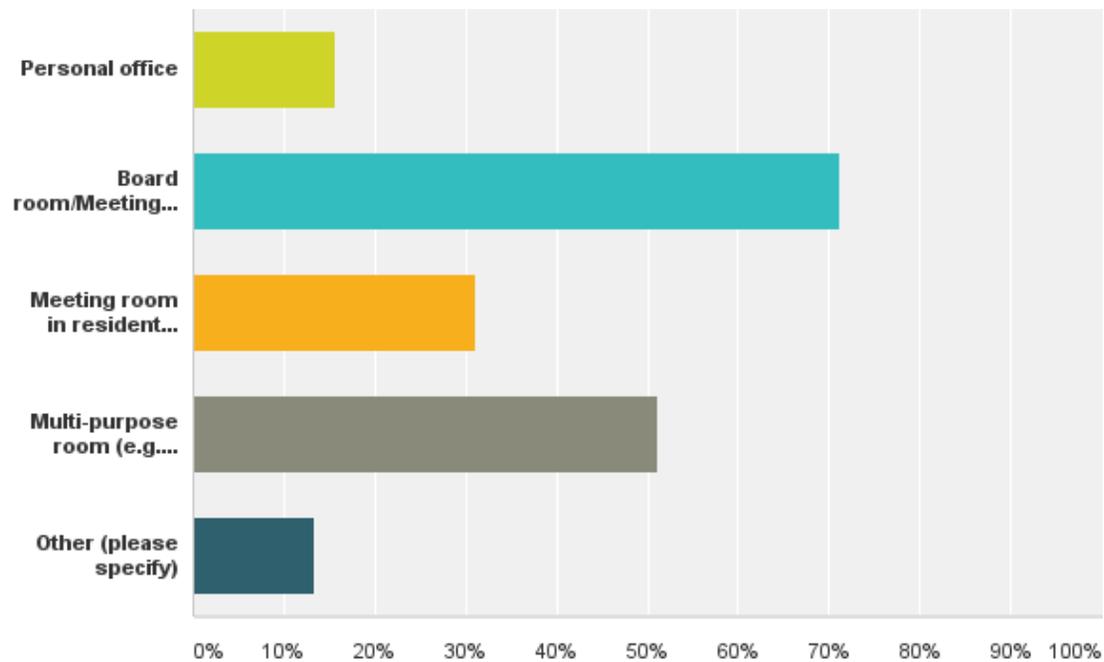
Answered: 46   Skipped: 1

Q1: In your organization, how many drops (or locations) where you can plug in your OTN system are there?

Answered: 46   Skipped: 1

Answer Choices	Responses	
1	23.91%	11
2	15.22%	7
3	23.91%	11
4	8.70%	4
5	0.00%	0
more than 5	6.52%	3
I don't know	21.74%	10
Total		46

Q2: Where are the drops located?Select all that apply.

Answered: 45   Skipped: 2

Q2: Where are the drops located?Select all that apply.

Answered: 45   Skipped: 2

Answer Choices	Responses	
Personal office	**15.56%**	7
Board room/Meeting room away from resident care area	**71.11%**	32
Meeting room in resident care area	**31.11%**	14
Multi-purpose room (e.g. dining room, recreation centre)	**51.11%**	23
Other (please specify)	**13.33%**	6
Total Respondents: 45		

Q3: Is the OTN system ACCESSIBLE when it is needed?

Answered: 43 Skipped: 4
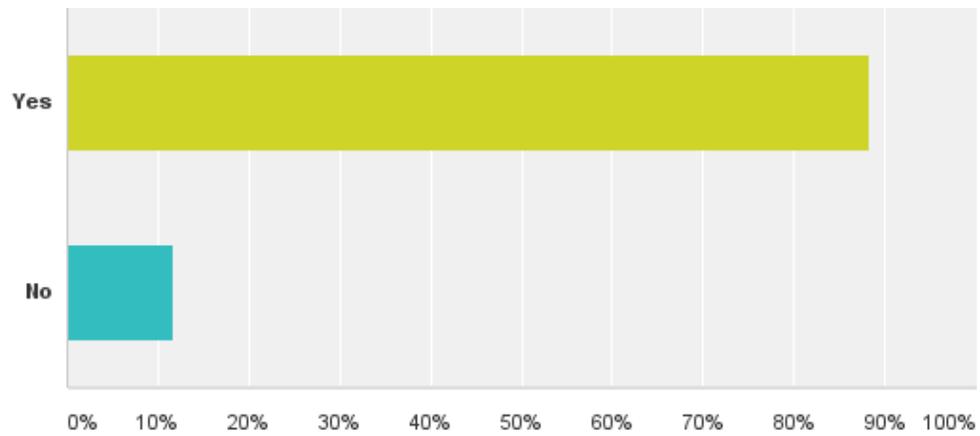
Q3: Is the OTN system ACCESSIBLE when it is needed?

Answered: 43   Skipped: 4

Answer Choices	Responses	
Yes	88.37%	38
No	11.63%	5
Total		43

Q4: What ROLES have been identified to support the day-to-day use of OTN in your organization? Select all that apply.
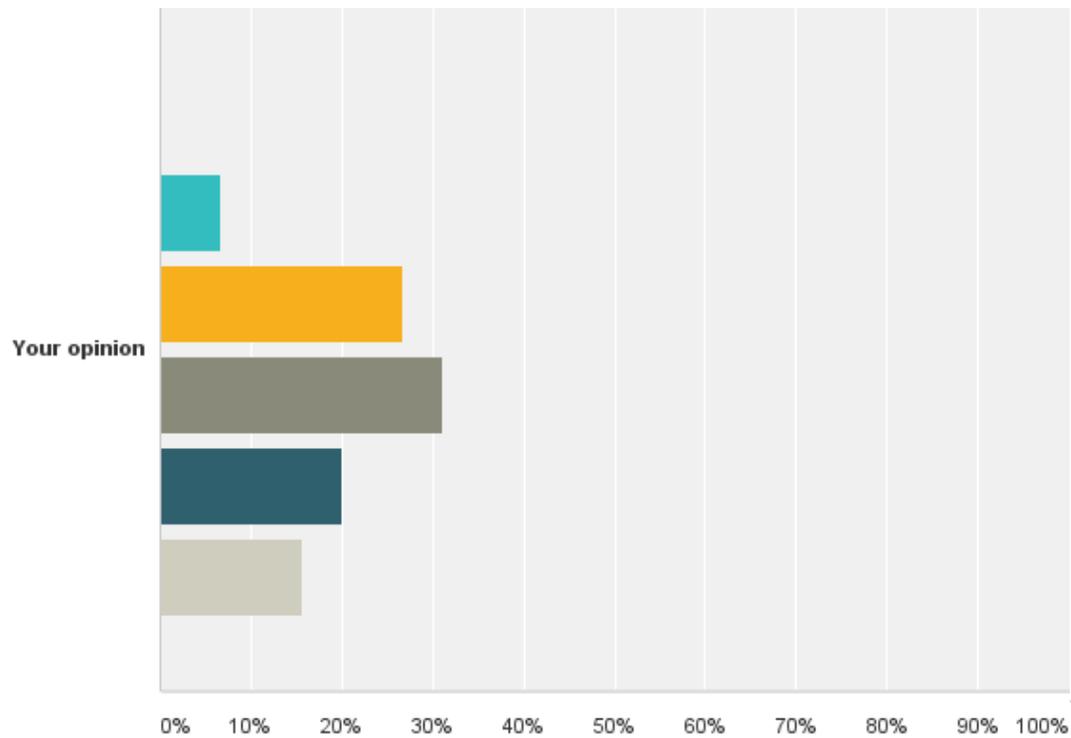
Answered: 45   Skipped: 2
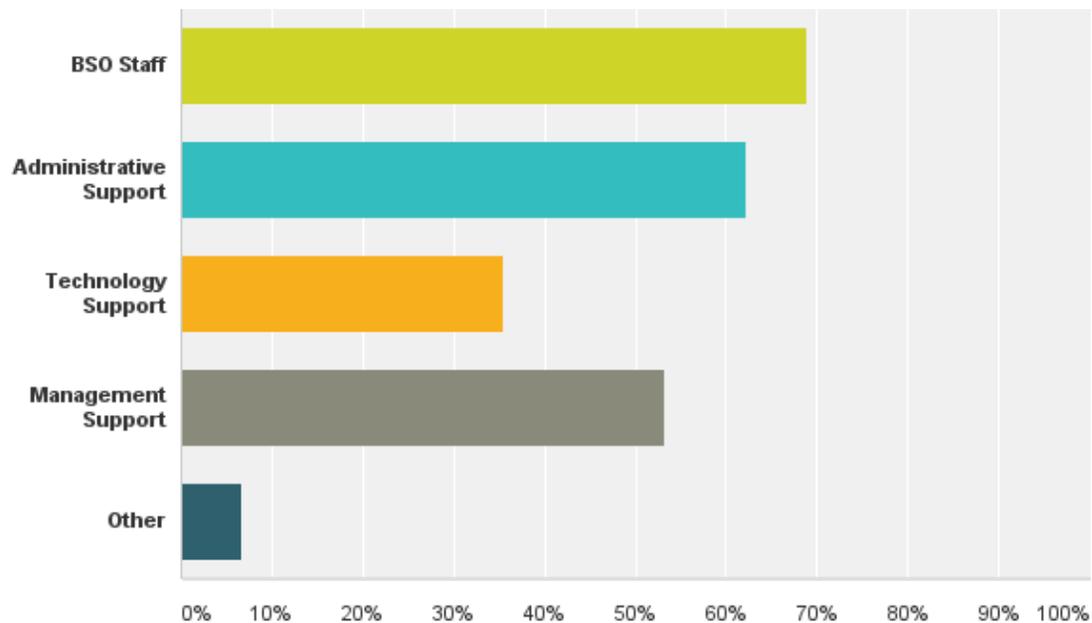
Q4: What ROLES have been identified to support the day-to-day use of OTN in your organization? Select all that apply.

Answered: 45   Skipped: 2

Answer Choices	Responses	
BSO Staff	68.89%	31
Administrative Support	62.22%	28
Technology Support	35.56%	16
Management Support	53.33%	24
Other	6.67%	3
Total Respondents: 45		

Q5: Overall, how easy is it for you/your staff to SCHEDULE an OTN event?
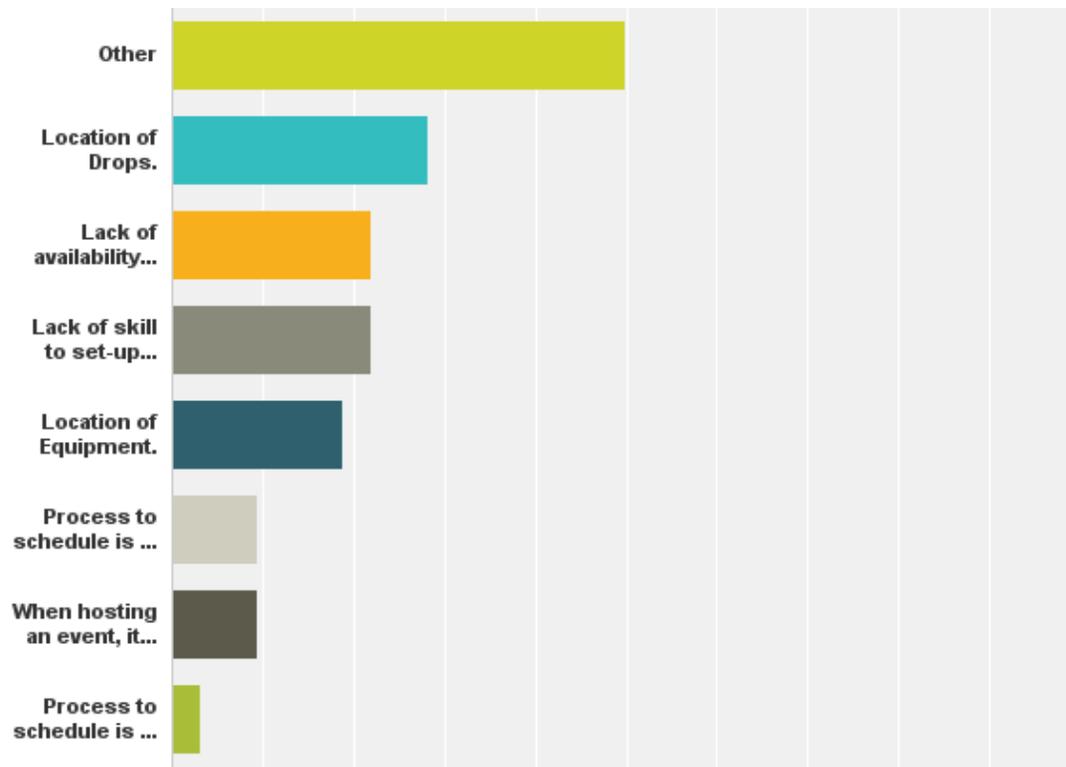
Answered: 45   Skipped: 2

Q5: Overall, how easy is it for you/your staff to SCHEDULE an OTN event?

Answered: 45   Skipped: 2

	Very hard	Hard	Neutral	Easy	Very Easy	I don't know	Total
Your opinion	0.00% 0	6.67% 3	26.67% 12	31.11% 14	20.00% 9	15.56% 7	45

Q6: What are the barriers to SCHEDULING AND SETTING UP OTN events? Select all that apply.
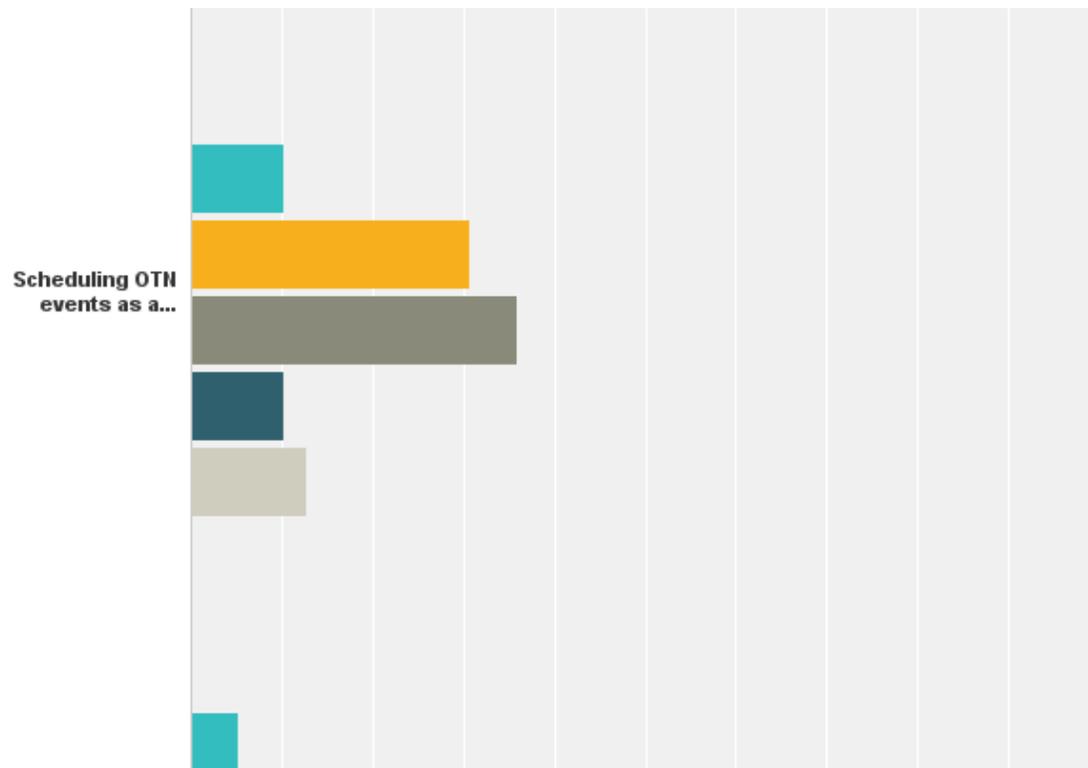
Answered: 32   Skipped: 15

Q6: What are the barriers to SCHEDULING AND SETTING UP OTN events? Select all that apply.

Answered: 32   Skipped: 15

Answer Choices	Responses	
Other	**50.00%**	16
Location of Drops.	**28.13%**	9
Lack of availability of people identified to support OTN.	**21.88%**	7
Lack of skill to set-up equipment.	**21.88%**	7
Location of Equipment.	**18.75%**	6
Process to schedule is too complex/time consuming.	**9.38%**	3
When hosting an event, it takes too long to organize.	**9.38%**	3
Process to schedule is not in place.	**3.13%**	1
Lack of availability of OTN help desk support evenings and weekends.	**3.13%**	1
Total Respondents: 32		

Our LTCH managers/staff are COMFORTABLE AND CONFIDENT using OTN for:

Answered: 39   Skipped: 8

Scheduling OTN
events as a...

Our LTCH managers/staff are COMFORTABLE AND CONFIDENT using OTN for:

Answered: 39   Skipped: 8

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	I don't know	Total
Scheduling OTN events as a 'host' or organizer.	0.00% 0	10.26% 4	30.77% 12	35.90% 14	10.26% 4	12.82% 5	39
Registering for Events organized by others (e.g. scheduling OTN as a participant)	0.00% 0	5.13% 2	12.82% 5	46.15% 18	25.64% 10	10.26% 4	39
Participating in Meetings organized by others	0.00% 0	2.56% 1	10.26% 4	48.72% 19	30.77% 12	7.69% 3	39
Participating in Education Sessions organized by others	0.00% 0	2.56% 1	12.82% 5	46.15% 18	30.77% 12	7.69% 3	39
Participating in Clinical Sessions organized by others	0.00% 0	5.13% 2	12.82% 5	46.15% 18	17.95% 7	17.95% 7	39
Facilitating Meetings	0.00% 0	13.16% 5	36.84% 14	26.32% 10	13.16% 5	10.53% 4	38
Facilitating Educational Sessions	2.56% 1	17.95% 7	30.77% 12	25.64% 10	7.69% 3	15.38% 6	39

Q8: What would help increase comfort and confidence to use OTN? Select all that apply.
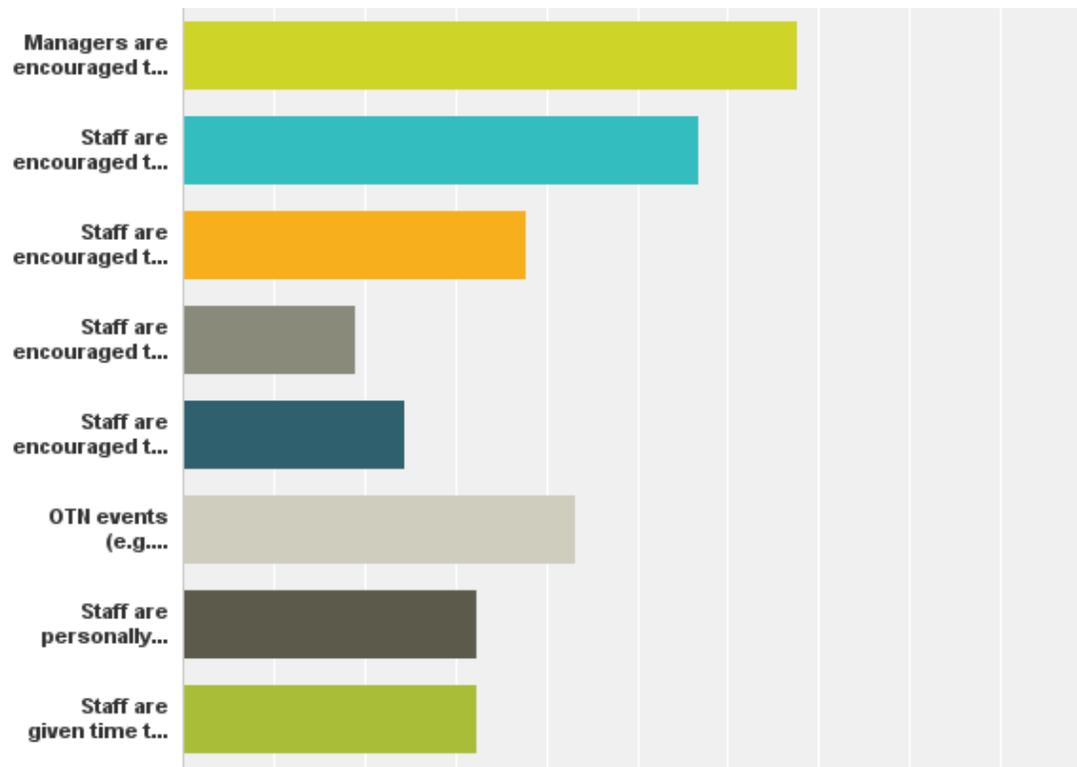
Answered: 39   Skipped: 8
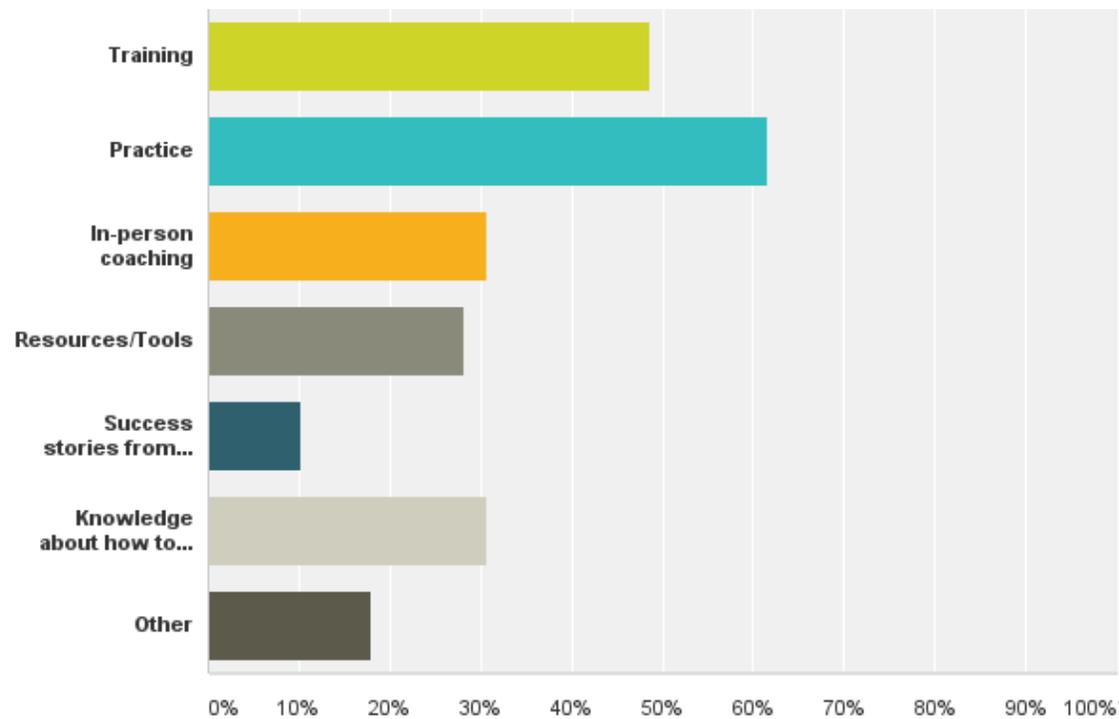
Q8: What would help increase comfort and confidence to use OTN? Select all that apply.

Answered: 39   Skipped: 8

Answer Choices	Responses	
Training	48.72%	19
Practice	61.54%	24
In-person coaching	30.77%	12
Resources/Tools	28.21%	11
Success stories from others	10.26%	4
Knowledge about how to solve OTN issues	30.77%	12
Other	17.95%	7
Total Respondents: 39		

Q9: How is the USE OF OTN ENCOURAGED in your LTCH? Select all that apply.
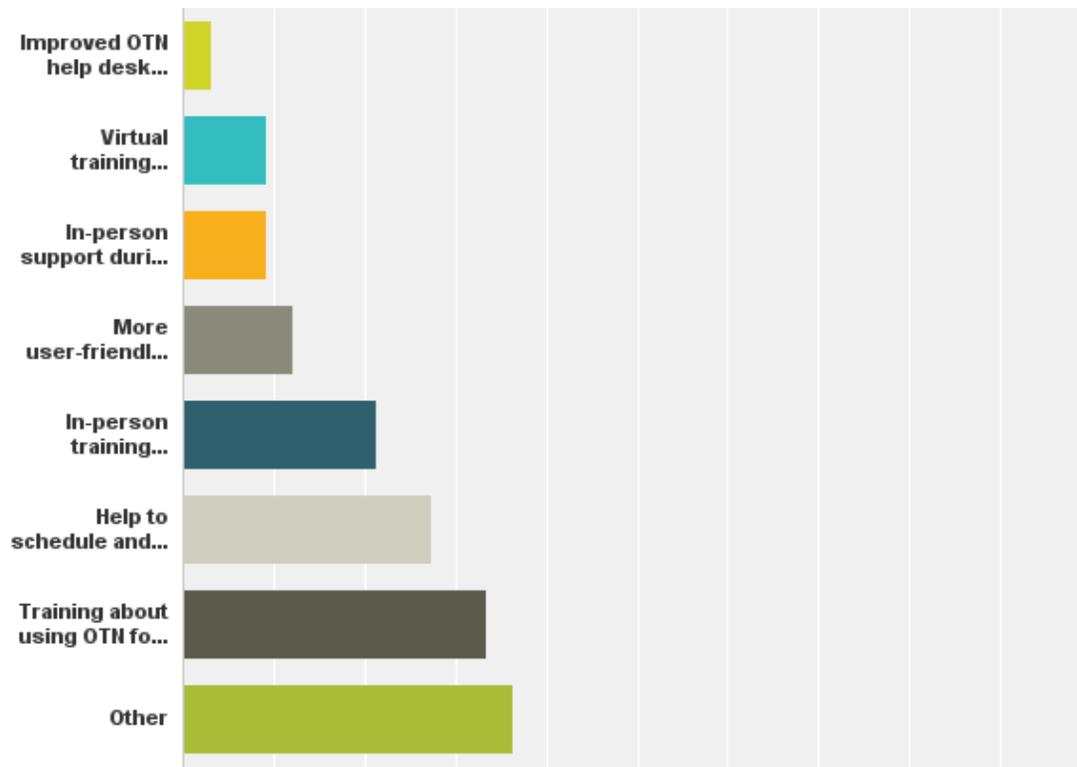
Answered: 37   Skipped: 10

Q9: How is the USE OF OTN ENCOURAGED in your LTCH? Select all that apply.

Answered: 37   Skipped: 10

Answer Choices	Responses	
Managers are encouraged to use OTN.	67.57%	25
Staff are encouraged to use OTN for meetings.	56.76%	21
Staff are encouraged to use OTN for education.	37.84%	14
Staff are encouraged to use OTN for clinical purposes.	18.92%	7
Staff are encouraged to use OTN during special circumstances (e.g. bad weather, outbreak, crisis).	24.32%	9
OTN events (e.g. education) are promoted to staff.	43.24%	16
Staff are personally invited to take part in OTN events.	32.43%	12
Staff are given time to take part in OTN events.	32.43%	12
Staff receive training on how to participate in OTN events.	5.41%	2
OTN is integrated into clinical protocols.	5.41%	2
Processes are in place to schedule rooms and OTN system.	59.46%	22

Q10: What SUPPORT does your LTCH need to optimize the use OTN? Select all that apply.
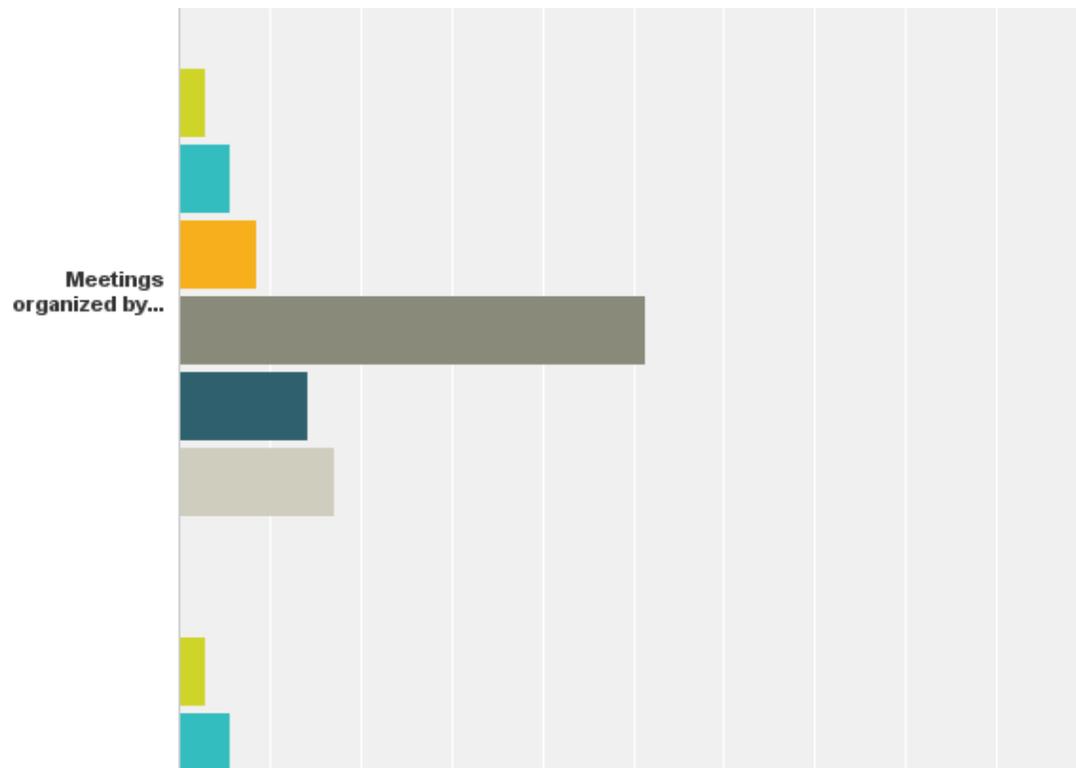
Answered: 33   Skipped: 14

Q10: What SUPPORT does your LTCH need to optimize the use OTN? Select all that apply.

Answered: 33   Skipped: 14

Answer Choices	Responses	
Improved OTN help desk support.	3.03%	1
Virtual training sessions.	9.09%	3
In-person support during OTN event.	9.09%	3
More user-friendly training materials.	12.12%	4
In-person training sessions.	21.21%	7
Help to schedule and promote educational events.	27.27%	9
Training about using OTN for clinical events.	33.33%	11
Other	36.36%	12
On-line training resources and tutorials.	42.42%	14
Total Respondents: 33		

Q11: To what degree do you agree with the following statements? Overall, your LTCH is ready to CONSISTENTLY use OTN for:
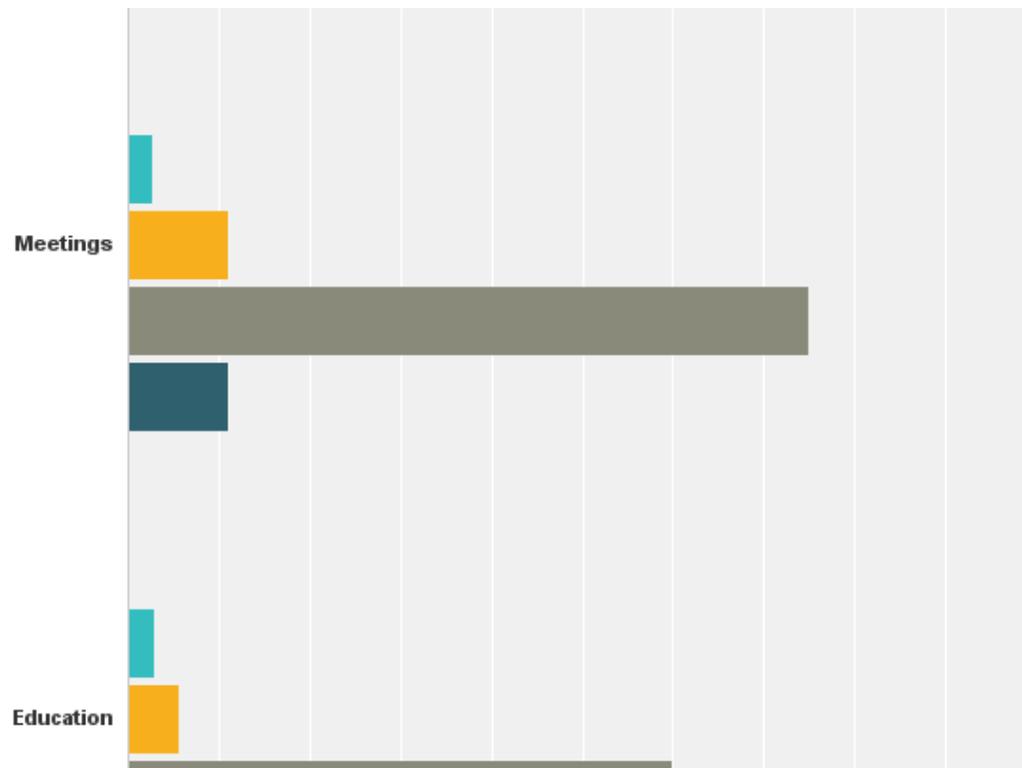
Answered: 35   Skipped: 12

Q11: To what degree do you agree with the following statements? Overall, your LTCH is ready to CONSISTENTLY use OTN for:

Answered: 35   Skipped: 12

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	already using OTN Consistently	Total
Meetings organized by others	2.86% 1	5.71% 2	8.57% 3	51.43% 18	14.29% 5	17.14% 6	35
Educational Sessions organized by others	2.86% 1	5.71% 2	8.57% 3	57.14% 20	17.14% 6	8.57% 3	35
Clinical events organized by others with health care providers (HCP) only	2.94% 1	5.88% 2	23.53% 8	52.94% 18	11.76% 4	2.94% 1	34
Clinical events organized by others with residents and/or families and HCP	2.86% 1	8.57% 3	22.86% 8	54.29% 19	11.43% 4	0.00% 0	35
Meetings	8.57%	2.86%	17.14%	54.29%	8.57%	8.57%	

Q12: To what degree do you agree with the following statements? In the next year, you would like to increase OTN use for:

Q12: To what degree do you agree with the following statements? In the next year, you would like to increase OTN use for:
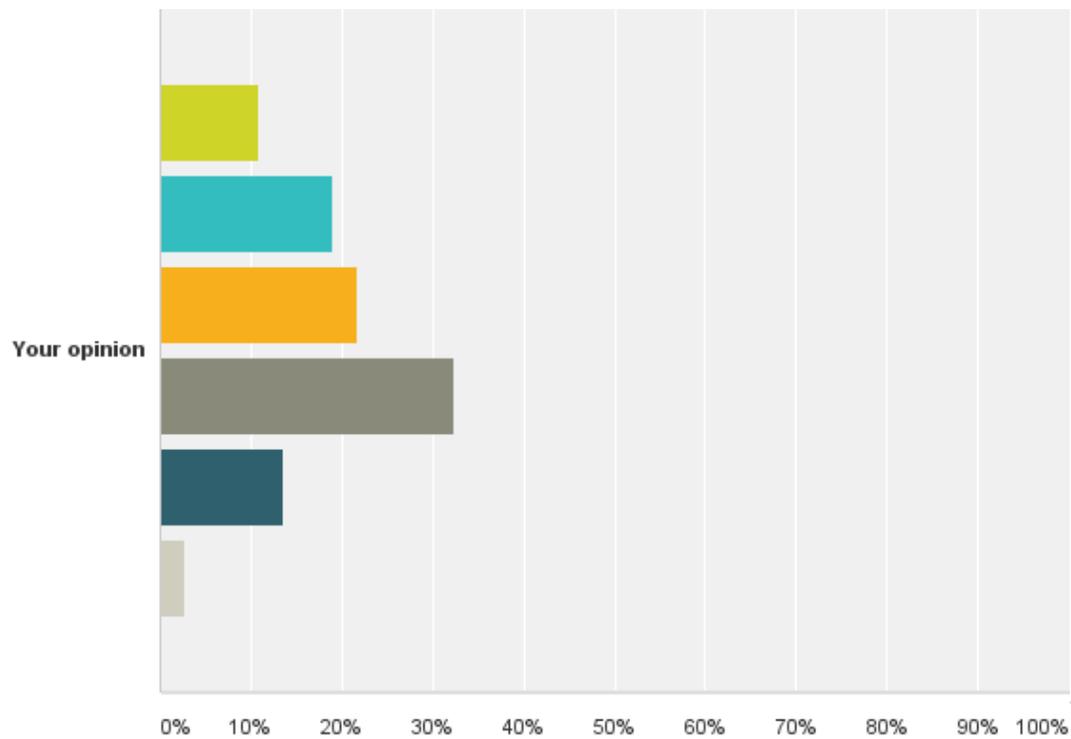
Answered: 36   Skipped: 11

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
Meetings	0.00% 0	2.78% 1	11.11% 4	75.00% 27	11.11% 4	36
Education	0.00% 0	2.86% 1	5.71% 2	60.00% 21	31.43% 11	35
Clinical events that involve only health care providers	0.00% 0	0.00% 0	20.59% 7	61.76% 21	17.65% 6	34
Clinical events that involve residents and/or families	0.00% 0	0.00% 0	22.86% 8	60.00% 21	17.14% 6	35

Q13: Overall, what is the readiness level of your LTCH to use OTN?
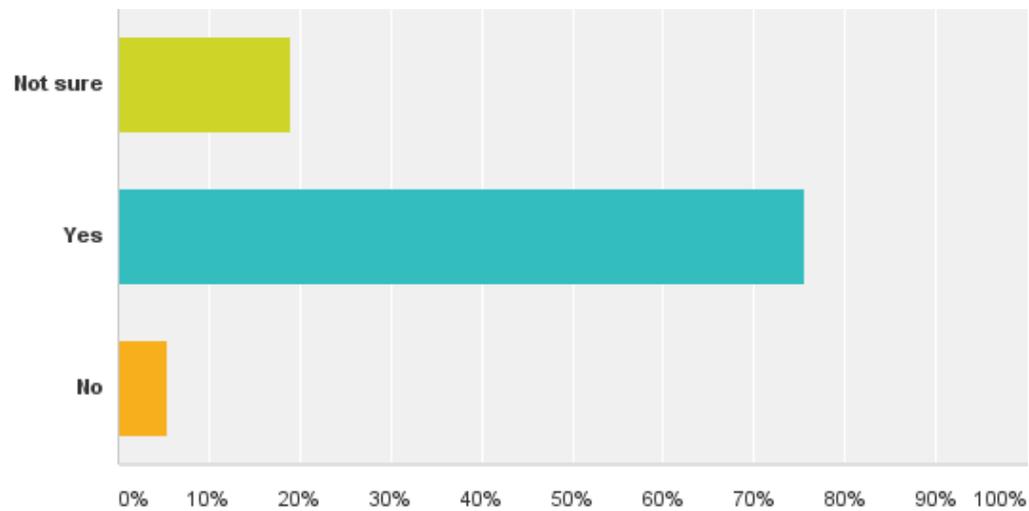
Answered: 37   Skipped: 10

Q13: Overall, what is the readiness level of your LTCH to use OTN?

Answered: 37   Skipped: 10

	Poor	Fair	Good	Very Good	Excellent	Don't know	Total
Your opinion	10.81% 4	18.92% 7	21.62% 8	32.43% 12	13.51% 5	2.70% 1	37

Q14. Is there someone in your EHSS who is or could be an EHR champion? (Consider people in all roles who are tech savvy, are good facilitators and/or interested in learning new skills.)
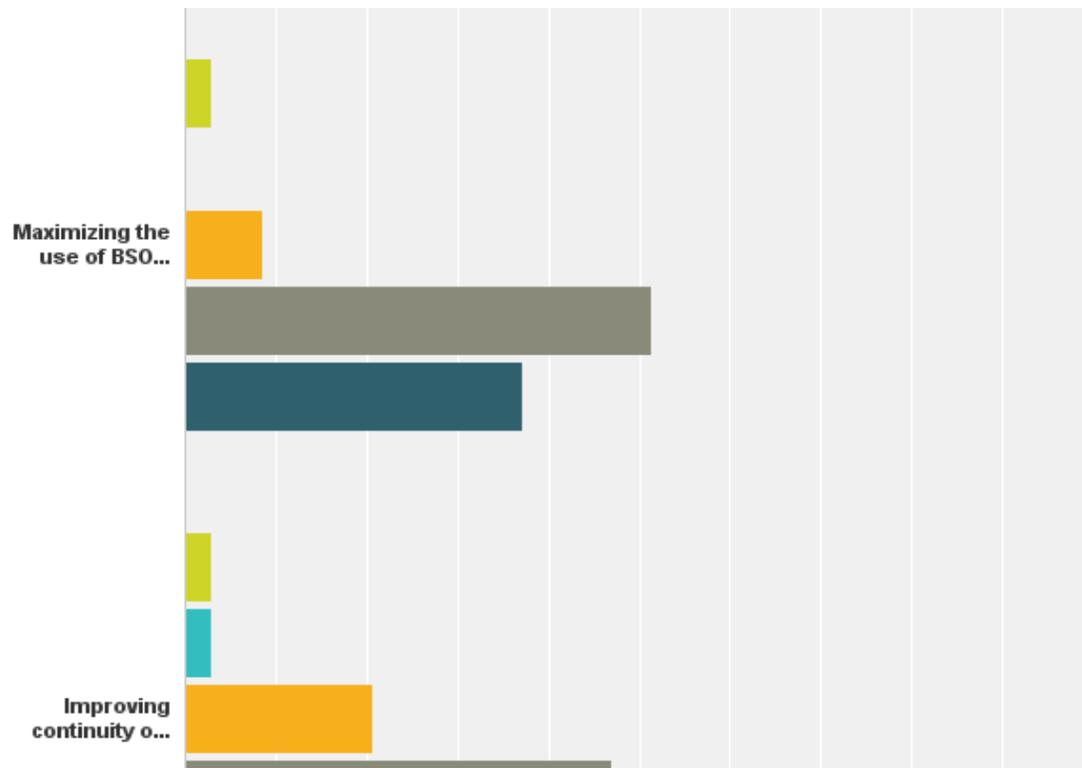
Answered: 37   Skipped: 10

champion? (Consider people in all roles who are tech savvy, are good facilitators and/or interested in learning new skills.)

Answered: 37   Skipped: 10

Answer Choices	Responses	
Not sure	18.92%	7
Yes	75.68%	28
No	5.41%	2
Total		37

Q17: To what degree do you agree with the following statements? OTN is VALUABLE for:
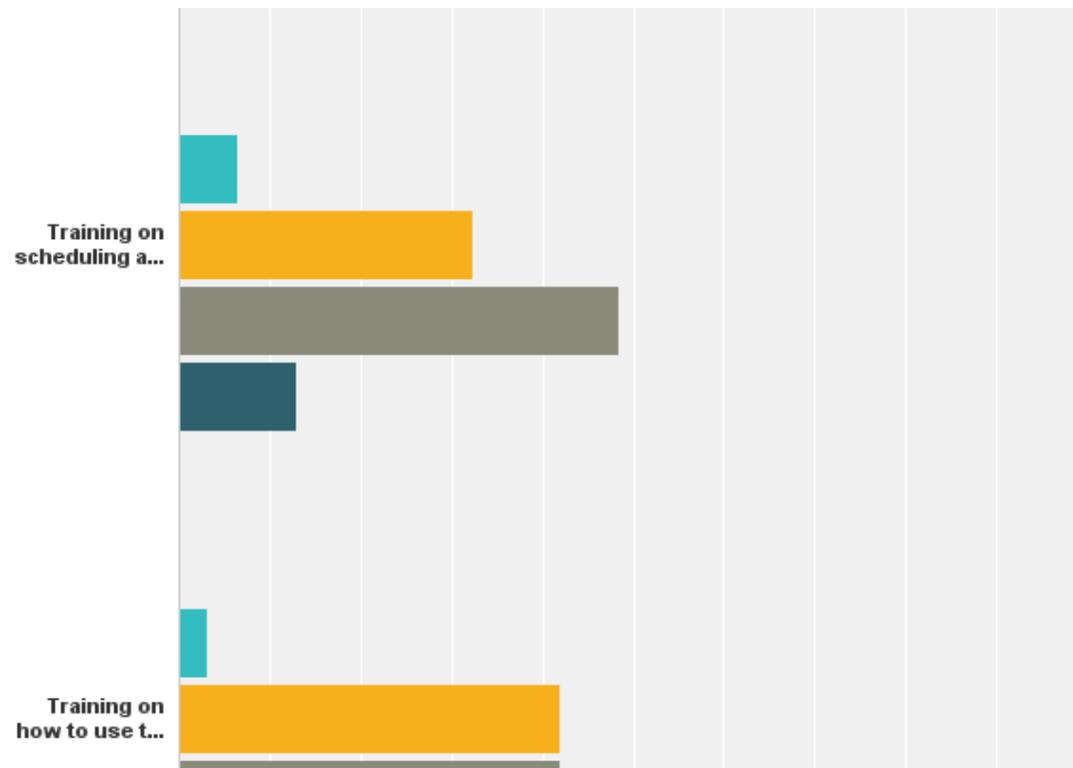
Answered: 35   Skipped: 12

Q17: To what degree do you agree with the following statements? OTN is VALUABLE for:

Answered: 35   Skipped: 12

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
Maximizing the use of BSO Mobile Team Resources	2.86% 1	0.00% 0	8.57% 3	51.43% 18	37.14% 13	35
Improving continuity of care (e.g. during bad weather and outbreaks)	2.94% 1	2.94% 1	20.59% 7	47.06% 16	26.47% 9	34
Saving staff time preparing residents to go to off-site, in-person appointments	0.00% 0	2.94% 1	23.53% 8	52.94% 18	20.59% 7	34
Reducing resident stress involved in off-site, in-person appointments	0.00% 0	5.88% 2	20.59% 7	52.94% 18	20.59% 7	34
Enhancing timely access to specialist resources	0.00% 0	5.88% 2	26.47% 9	55.88% 19	11.76% 4	34
Improving staff access to education	0.00% 0	2.94% 1	23.53% 8	55.88% 19	17.65% 6	34
Reducing travel time for meetings and education	0.00% 0	2.94% 1	11.76% 4	50.00% 17	35.29% 12	34
Other	0.00% 0	25.00% 1	50.00% 2	25.00% 1	0.00% 0	4

## Q18: To what degree do you agree with the following statements? It would make it easier for your LTCH to use OTN if you and/or your team had:

It would make it easier for your LTCH to use OTN if you and/or your team had:

Answered: 33   Skipped: 14

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
Training on scheduling an event	0.00% 0	6.45% 2	32.26% 10	48.39% 15	12.90% 4	31
Training on how to use the OTN equipment	0.00% 0	3.23% 1	41.94% 13	41.94% 13	12.90% 4	31
Coaching on how to facilitate on-line sessions (meetings and education)	0.00% 0	3.13% 1	25.00% 8	56.25% 18	15.63% 5	32
Coaching on how to prepare our team for clinical sessions	0.00% 0	3.03% 1	33.33% 11	45.45% 15	18.18% 6	33
Coaching on how to prepare residents/families for sessions	0.00% 0	3.03% 1	36.36% 12	48.48% 16	12.12% 4	33
Coaching on how to approach physicians	0.00% 0	3.03% 1	36.36% 12	42.42% 14	18.18% 6	33
Coaching on making culture shift	0.00% 0	6.25% 2	43.75% 14	37.50% 12	12.50% 4	32
Coaching on processes and tools to support use of OTN	0.00% 0	6.45% 2	29.03% 9	51.61% 16	12.90% 4	31

Q21: Please identify your role.

Answered: 34   Skipped: 13
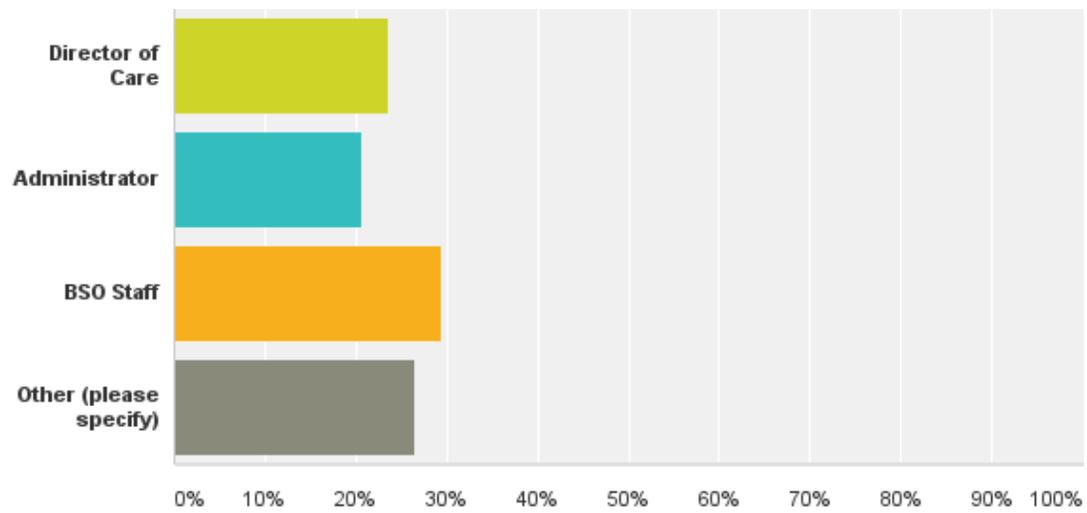
Q21: Please identify your role.

Answered: 34   Skipped: 13

Answer Choices	Responses	
Director of Care	23.53%	8
Administrator	20.59%	7
BSO Staff	29.41%	10
Other (please specify)	26.47%	9
Total		34