Resident Patients

Dates of Patient Surveys: 3/30/17 - 4/5/17
Number on Roster: 105

Number of Completed In-Person Interviews: 15
Number of Completed Next-of-Kin Calls: 5

Loyalty Questions

(Percentage of Responses and Number of Responses)

1. Overall, how satisfied are you with your stay at the facility?

- Very Satisfied: 70.0%, 17
- Satisfied: 30.0%, 6
- Dissatisfied: 0.0%, 0
- Very Dissatisfied: 0.0%, 0

2. Would you recommend this facility to others?

- Definitely Yes: 85.0%, 17
- Probably Yes: 15.0%, 3
- Probably No: 0.0%, 0
- Definitely No: 0.0%, 0

3. If you were discharged from the facility and have a need, would you use the facility again?

- Definitely Yes: 85.0%, 17
- Probably Yes: 15.0%, 3
- Probably No: 0.0%, 0
- Definitely No: 0.0%, 0

Satisfaction Rating

1Q 2017

Satisfaction Scores

1. Food at the facility?
2. How clean the facility was?
3. How safe and secure you felt in the facility?
4. How respectful the staff was to you?
5. How quickly the staff came when you called for help?
6. How well the staff explained things?
7. Management staff listened to you and responded to your needs?
8. The care you received from the nursing staff?