

Ohio Department of Aging Residential Care Facility Family Satisfaction Survey 2016

COUNTRYSIDE AT THE ELMWOOD

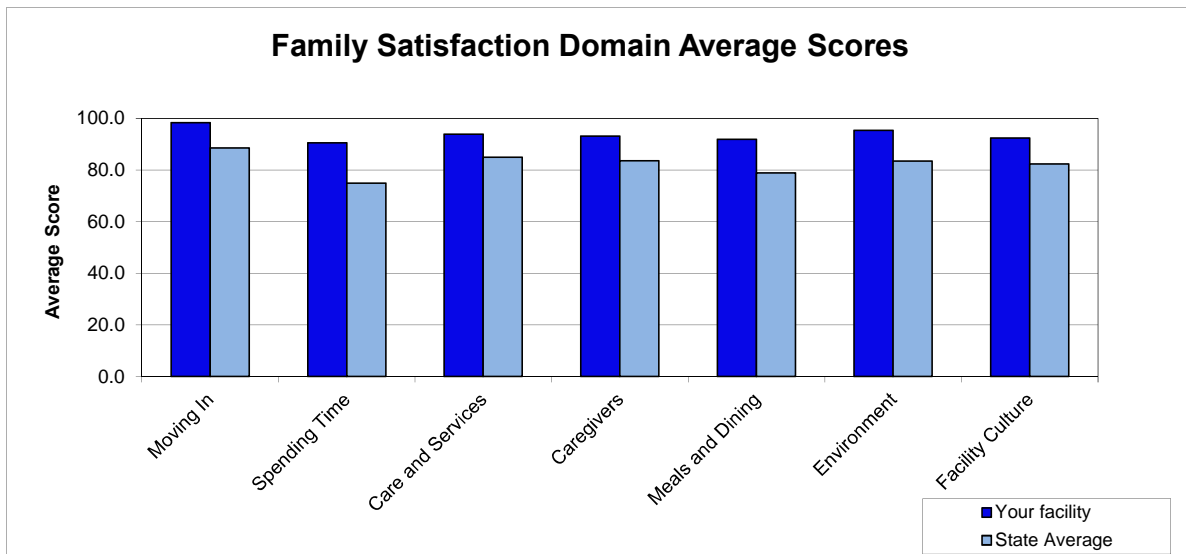
Facility Average

State Average

▪ **Overall Satisfaction Score**

92.9

82.2



These measurements are based upon the Ohio Residential Care Facility Family Satisfaction Survey . The Scripps Gerontology Center at Miami University gathered data by mail . These data reflect the care as reported by residents' family members, friends, and guardians. Scores with a * have a greater than 10% margin of error.

Statewide Profile of Respondents

Within this report, the word respondents refers to the family members who completed the family survey

Number of Respondents Statewide	12,559		
Statewide Response Rate	53.3%	State Avg.	State %
▪ Average Age of Respondent	62.4	▪ Gender of Respondent	
▪ Average Age of Resident	86.5	Male	34.2%
		Female	65.8%
▪ Race/Ethnicity of Respondent	State %	▪ How Often Respondent Visits Resident	
Asian/Pacific Islander	0.3%	Daily	10.3%
African American/Black	2.2%	Several times a week	42.9%
Caucasian/White	96.7%	Once a week	26.5%
Hispanic	0.1%	Two to three times a month	10.1%
Native American/Indian	0.2%	Once a month	4.8%
Other	0.5%	Few times a year	5.4%
▪ Relationship to Resident		▪ Resident's Expected Total Stay In Facility	
Spouse	4.2%	Less than one month	0.5%
Son/Daughter	68.6%	From one to three months	1.6%
Grandchild	0.8%	Greater than three months	97.9%
Niece/Nephew	5.4%		
Son/Daughter In-Law	5.4%		
Brother/Sister	5.8%		
Friend	1.5%		
Parent	3.1%		
Guardian	2.7%		
Other	2.5%		

Facility Profile of Respondents

Number of Residents with Family/Friends	42		
Number of Respondents from this facility	19	Number of Respondents Needed	19
	Facility %		
Facility Response Rate	52.8%	Facility met margin of error?	Yes
▪ How Often Respondent Visits Resident			
Daily	21.1%		
Several times a week	42.1%		
Once a week	21.1%		
Two to three times a month	5.3%		
Once a month	10.5%		
Few times a year	0.0%		

Family Satisfaction

100=Definitely Yes, 67=Probably Yes, 33=Probably No, 0=Definitely No

	<u>Facility Average</u>	<u>State Average</u>
<u>MOVING IN</u>		
Q1 When the resident moved in, were you given thorough information to help you know what to expect?	96.5	88.6
Q2 Was the resident given a thorough orientation to the residential care facility?	100.0	84.1
Q3 Did you feel warmly welcomed as a new family member?	98.3	93.0
▪ Moving In Domain Score	98.3	88.6
<u>SPENDING TIME</u>		
Q4 Does the resident have something enjoyable to look forward to most days?	86.1	75.4
Q5 Do the staff do a good job keeping the resident connected to the community?	87.8	77.1
Q6 Does the resident have plenty of opportunities to do things that are meaningful to them?	92.7	76.8
Q7 Does the residential care facility have enough opportunities for your resident to go on special outings and events?	93.0	76.5
Q8 Does the resident like the provided activities?	93.1	70.9
Q9 Does the residential care facility provide things the resident enjoys doing on the weekend?	81.6	60.9
Q10 Do you have plenty of opportunities to be involved in the residential care facility?	98.2	83.1
▪ Spending Time Domain Score	90.5	74.8
<u>CARE AND SERVICES</u>		
Q11 Does this living arrangement help the resident maintain their independence?	100.0	87.7
Q12 Do you have enough opportunities for input into decisions about your resident's care?	90.8	84.4
Q13 Do you get enough information to make decisions with or about your resident?	90.8	82.5
▪ Care and Services Domain Score	93.9	84.9
<u>CAREGIVERS</u>		
Q14 Do you feel confident the staff is knowledgeable about the resident's medical condition(s) and treatment(s)?	94.5	83.1
Q15 Do the staff know what the resident likes and doesn't like?	92.7	83.0
Q16 Do the staff regularly check to see if the resident needs anything?	93.1	81.1
Q17 Have you gotten to know the staff who care for your resident?	94.8	86.5
Q18 Do the staff encourage your resident to be as independent as they are able to be?	91.3	86.3
Q19 Do you feel confident staff would come quickly anytime your resident needed help?	94.7	82.2
▪ Caregivers Domain Score	93.1	83.6
<u>MEALS AND DINING</u>		
Q20 Is there a lot of variety in the meals?	91.3	74.7
Q21 Are you included in mealtimes if you want to be?	98.3	88.4
Q22 Is the food good?	87.2	73.5
▪ Meals and Dining Domain Score	91.9	78.9

Family Satisfaction

100=Definitely Yes, 67=Probably Yes, 33=Probably No, 0=Definitely No

Facility Average

State Average

ENVIRONMENT

Q23 Is the residential care facility thoroughly clean?	98.3	86.5
Q24 Can the resident get outside often enough?	96.5	82.7
Q25 Are the resident's belongings safe?	91.3	81.2
▪ Environment Domain Score	95.4	83.5

FACILITY CULTURE

Q26 Are you encouraged to speak up when you have a problem?	93.0	87.2
Q27 Are your concerns addressed in a timely way?	89.5	83.0
Q28 Are you kept well informed about how things are going with your resident?	89.5	80.8
Q29 Do the staff seem happy to work at the residential care facility?	89.6	81.6
Q30 Do the staff go above and beyond to give your resident a good life?	96.5	80.7
Q31 Do you feel confident that staff would help your resident beyond their personal care needs if you could not (e.g. things like completing paperwork, purchasing clothing)?	86.7	70.9
Q32 Do you have peace of mind about the care your resident is getting when you aren't at the residential care facility?	96.5	86.8
Q33 Would you highly recommend this residential care facility to a family member or friend?	94.8	84.7
▪ Facility Culture Domain Score	92.3	82.3

Family Satisfaction- A Closer Look:

Summary Statements

Definitely No Probably No Probably Yes Definitely Yes Don't know /Not Applicable

MOVING IN

Q1 When the resident moved in, were you given thorough information to help you know what to expect?	0.0%	0.0%	10.5%	89.5%	0.0%
Q2 Was the resident given a thorough orientation to the residential care facility?	0.0%	0.0%	0.0%	100.0%	0.0%
Q3 Did you feel warmly welcomed as a new family member?	0.0%	0.0%	5.3%	94.7%	0.0%

SPENDING TIME

Q4 Does the resident have something enjoyable to look forward to most days?	0.0%	0.0%	42.1%	57.9%	0.0%
Q5 Do the staff do a good job keeping the resident connected to the community?	0.0%	5.3%	26.3%	68.4%	0.0%
Q6 Does the resident have plenty of opportunities to do things that are meaningful to them?	0.0%	0.0%	22.2%	77.8%	0.0%
Q7 Does the residential care facility have enough opportunities for your resident to go on special outings and events?	0.0%	5.3%	10.5%	84.2%	0.0%
Q8 Does the resident like the provided activities?	0.0%	0.0%	21.1%	78.9%	0.0%
Q9 Does the residential care facility provide things the resident enjoys doing on the weekend?	0.0%	5.6%	44.4%	50.0%	0.0%
Q10 Do you have plenty of opportunities to be involved in the residential care facility?	0.0%	0.0%	5.3%	89.5%	5.3%

CARE AND SERVICES

Q11 Does this living arrangement help the resident maintain their independence?	0.0%	0.0%	0.0%	100.0%	0.0%
Q12 Do you have enough opportunities for input into decisions about your resident's care?	0.0%	5.6%	16.7%	77.8%	0.0%
Q13 Do you get enough information to make decisions about your resident?	0.0%	5.6%	16.7%	77.8%	0.0%

CAREGIVERS

Q14 Do you feel confident the staff is knowledgeable about the resident's medical condition(s) and treatment(s)?	0.0%	0.0%	16.7%	83.3%	0.0%
Q15 Do the staff know what the resident likes and doesn't like?	0.0%	0.0%	21.1%	73.7%	5.3%
Q16 Do the staff regularly check to see if the resident needs anything?	0.0%	0.0%	21.1%	78.9%	0.0%
Q17 Have you gotten to know the staff who care for your resident?	0.0%	0.0%	15.8%	84.2%	0.0%
Q18 Do the staff encourage your resident to be as independent as they are able to be?	0.0%	0.0%	26.3%	73.7%	0.0%
Q19 Do you feel confident staff would come quickly anytime your resident needed help?	0.0%	5.3%	5.3%	89.5%	0.0%

Family Satisfaction- A Closer Look:

Summary Statements	Definitely No	Probably No	Probably Yes	Definitely Yes	Don't know /Not Applicable
MEALS AND DINING					
Q20 Is there a lot of variety in the meals?	0.0%	0.0%	26.3%	73.7%	0.0%
Q21 Are you included in mealtimes if you want to be?	0.0%	0.0%	5.3%	94.7%	0.0%
Q22 Is the food good?	0.0%	0.0%	36.8%	57.9%	5.3%
ENVIRONMENT					
Q23 Is the residential care facility thoroughly clean?	0.0%	0.0%	5.3%	94.7%	0.0%
Q24 Can the resident get outside often enough?	0.0%	0.0%	10.5%	89.5%	0.0%
Q25 Are the resident's belongings safe?	0.0%	0.0%	26.3%	73.7%	0.0%
FACILITY CULTURE					
Q26 Are you encouraged to speak up when you have a problem?	0.0%	5.3%	10.5%	84.2%	0.0%
Q27 Are your concerns addressed in a timely way?	0.0%	5.3%	21.1%	73.7%	0.0%
Q28 Are you kept well informed about how things are going with your resident?	0.0%	5.3%	21.1%	73.7%	0.0%
Q29 Do the staff seem happy to work at the residential care facility?	0.0%	0.0%	31.6%	68.4%	0.0%
Q30 Do the staff go above and beyond to give your resident a good life?	0.0%	0.0%	10.5%	89.5%	0.0%
Q31 Do you feel confident that staff would help your resident beyond their personal care needs if you could not (e.g. things like completing paperwork, purchasing clothing)?	0.0%	5.3%	21.1%	52.6%	21.1%
Q32 Do you have peace of mind about the care your resident is getting when you aren't at the residential care facility?	0.0%	0.0%	10.5%	89.5%	0.0%
Q33 Would you highly recommend this residential care facility to a family member or friend?	0.0%	0.0%	15.8%	84.2%	0.0%

Priority Index

The Priority Index (PI) is a tool to help facilities focus their quality improvement efforts on areas that matter to Residents. The PI may help you determine which areas—down to the question—will be most likely to improve your overall satisfaction score.

With limited resources for quality improvement activities, the PI is designed to highlight areas where improvement efforts may provide the most return on investment. The PI pinpoints areas that:

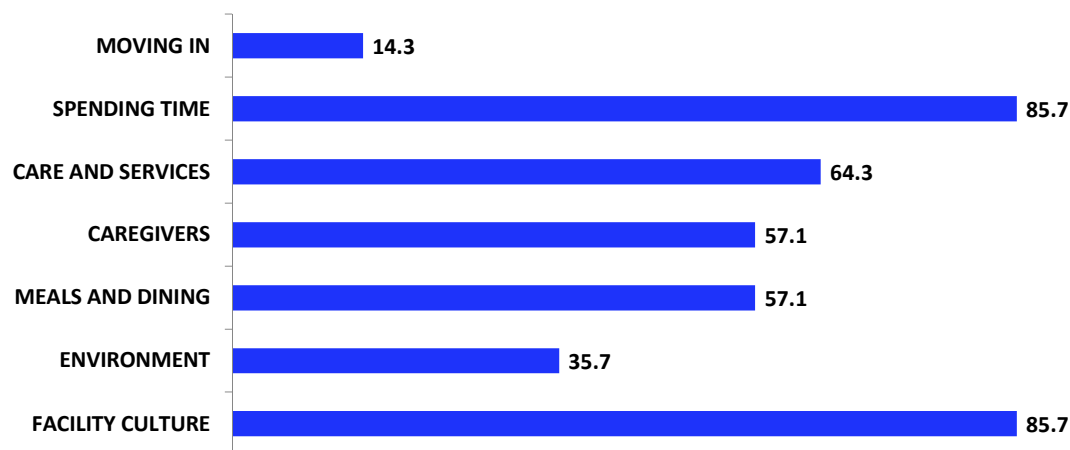
Are closely related or important to the facility's overall satisfaction score ("high" importance); and

Have relatively low scores ("low" score) indicating there is room to grow.

Target Domains

According to the PI, the targeted domains with the highest values have both room to grow and show a strong relationship to overall satisfaction--thus working on improving these areas should increase satisfaction overall.

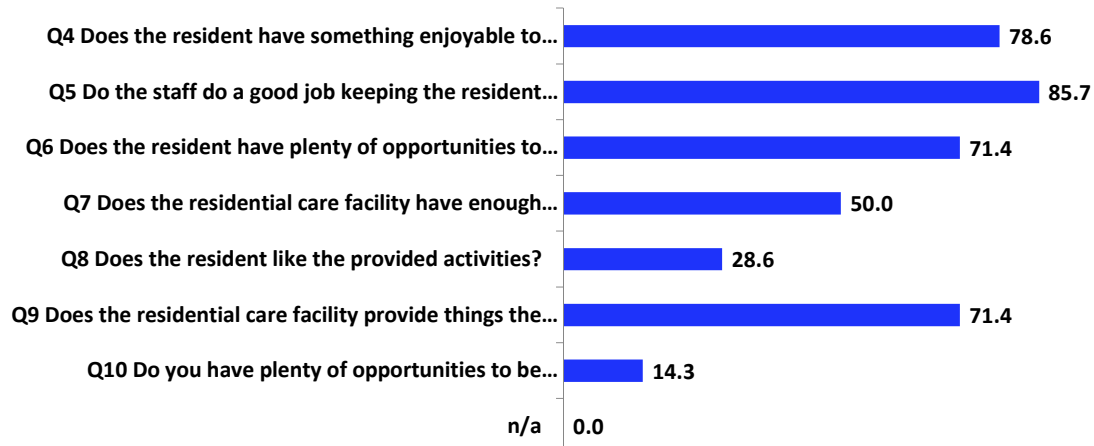
Priority Index Scores



Target Questions: SPENDING TIME

A PI score was calculated for each of the questions within the top two priority domains. In cases of tied targeted domain scores, the domain with the lowest mean is presented below. Questions with highest PI scores are the ones that may benefit from quality improvement.

Priority Index Scores



Target Questions: FACILITY CULTURE

A PI score was calculated for each of the questions within the top two priority domains. In cases of tied targeted domain scores, the domain with the lowest mean is presented below. Questions with highest PI scores are the ones that may benefit from quality improvement.

Priority Index Scores

