

Ohio Department of Aging

Nursing Home Family Satisfaction Survey 2018

WELCOME NURSING HOME



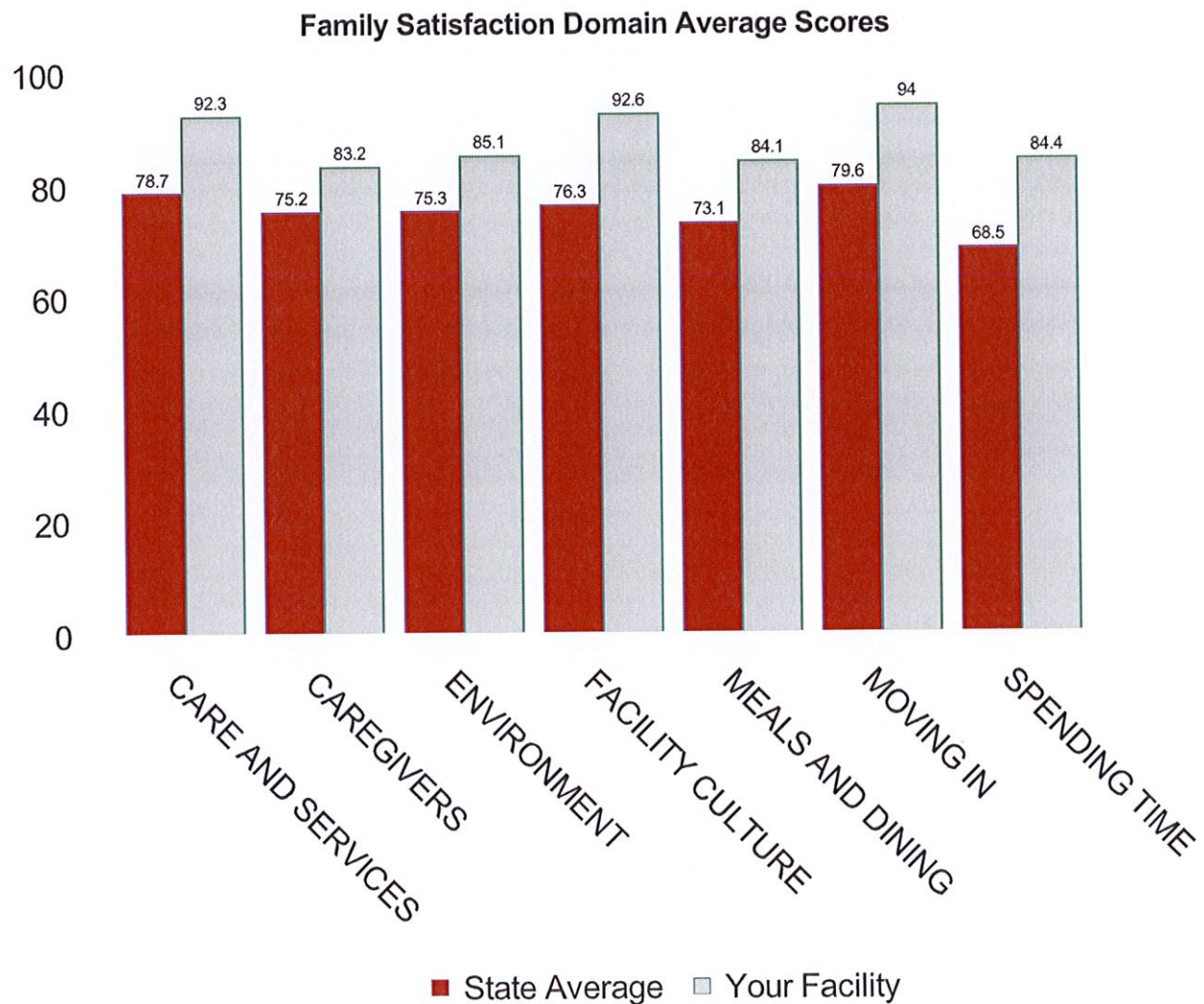
Family Satisfaction Domain Average Scores

These measurements are based upon the Ohio Nursing Home 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.

Your facility received an average score of: .

The state average for all facilities is:

77.8



Statewide Profile of Respondents

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

Overall statistics	Value
Statewide response rate (%)	39.4
Statewide number of surveys	20716
Statewide average age of resident	80.9
Statewide average age of respondent	64.1

Gender of respondent	State %
Male	30.1
Female	69.9

Race - Ethnicity of respondent	State %
Asian/Pacific Islander	0.4
African American/Black	7.6
Caucasian/White	90
Hispanic	0.6
Native American/Indian	0.5
Other	0.8

How often respondent visits resident	State %
Daily	19.4
Several times a week	36.3
Once a week	20.4
Two to three times a month	11.4
Once a month	6.4
Few times a year	6.1

Relationship to resident	State %
Spouse	14.4
Son/Daughter	47.1
Grandchild	1.1
Niece/Nephew	4.4
Son/Daughter In Law	4.4
Brother/Sister	12.2
Friend	2.3
Parent	5.8
Guardian	4.6
Other	3.8

Expected total stay in facility	State %
Less than one month	3.4
From one to three months	5.2
Greater than three months	91.4

Facility Profile of Respondents

Overall statistics	Value
Number of respondents from this facility	23
Number of residents with family/friends	80
Number of respondents needed for this facility	24
Facility response rate	31.9
Facility met margin of error?	No

How often respondent visits resident	Facility %
Daily	8.7
Several times a week	56.5
Once a week	17.4
Two to three times a month	4.3
Once a month	13
Few times a year	0

Family Satisfaction

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

Care and Services

Question Text	Facility Average	State Average
Are the resident's preferences about daily routine carried out?	87	75.4
Do you have enough opportunities for input into decisions about your resident's care?	95.7	81.5
Do you get enough information to make decisions with or about your resident?	94	79.3
Domain Average	92.3	78.7

Caregivers

Question Text	Facility Average	State Average
Do you feel confident the staff is knowledgeable about the resident's medical condition(s) and treatment(s)?	90	78.5
Do the staff know what the resident likes and doesn't like?	84.2	78.7
Do the staff regularly check to see if the resident needs anything?	84.2	71.2
Have you gotten to know the staff who care for your resident?	89.5	82.9
Do the staff come quickly anytime your resident needs help?	69.7	64.5
Domain Average	83.2	75.2

Environment

Question Text	Facility Average	State Average
Is the nursing home thoroughly clean?	89.5	78.7
Can the resident get outside often enough?	75.5	67.3
Do you have a good place to visit privately?	92.8	82.1
Are the resident's belongings safe?	85	71.4
Domain Average	85.1	75.3

Facility Culture

Question Text	Facility Average	State Average
Are you encouraged to speak up when you have a problem?	100	85.5
Are your concerns addressed in a timely way?	94.3	78.1
Are you kept well informed about how things are going with your resident?	92.8	78.5
Do the staff seem happy to work at the nursing home?	88.5	72.3
Do the staff go above and beyond to give your resident a good life?	88.5	72.2
Do you feel confident that staff would help your resident beyond their personal care needs if you could not?	88	70.5
Do you have peace of mind about the care your resident is getting when you aren't at the nursing home?	95.7	77.4
Would you highly recommend this nursing home to a family member or friend?	92.8	74.3
Domain Average	92.6	76.3

Family Satisfaction

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

Meals and Dining

Question Text	Facility Average	State Average
Is there a lot of variety in the meals?	82.7	70
Are you included in mealtimes if you want to be?	97.1	80.9
Is the food good?	72.6	68.8
Domain Average	84.1	73.1

Moving In

Question Text	Facility Average	State Average
When the resident moved in, were you given thorough information to help you know what to expect?	94.3	79.6
Was the resident given a thorough orientation to the nursing home?	91	72.4
Did you feel warmly welcomed as a new family member?	97.1	86
Domain Average	94	79.6

Spending Time

Question Text	Facility Average	State Average
Does the resident have something enjoyable to look forward to most days?	81.3	67
Do the staff do a good job keeping the resident connected to the community?	82.7	68.1
Does the resident have plenty of opportunities to do things that are meaningful to them?	89.9	70.1
Does the resident like the provided activities?	77.4	66.5
Does the nursing home provide things the resident enjoys doing on the weekend?	79.5	59.9
Do you have plenty of opportunities to be involved in the nursing home?	94.3	78.9
Domain Average	84.4	68.5

Family Satisfaction - A Closer Look

Care and Services

Question Text	Definitely No	Probably No	Probably Yes	Definitely Yes	Unknown or NA
Are the resident's preferences about daily routine carried out?	4.3%	4.3%	17.4%	73.9%	0.0%
Do you have enough opportunities for input into decisions about your resident's care?	0.0%	0.0%	13.0%	87.0%	0.0%
Do you get enough information to make decisions with or about your resident?	0.0%	0.0%	18.2%	81.8%	0.0%

Caregivers

Question Text	Definitely No	Probably No	Probably Yes	Definitely Yes	Unknown or NA
Do you feel confident the staff is knowledgeable about the resident's medical condition(s) and treatment(s)?	0.0%	0.0%	30.4%	69.6%	0.0%
Do the staff know what the resident likes and doesn't like?	0.0%	0.0%	47.8%	52.2%	0.0%
Do the staff regularly check to see if the resident needs anything?	0.0%	4.3%	39.1%	56.5%	0.0%
Have you gotten to know the staff who care for your resident?	4.5%	0.0%	18.2%	77.3%	0.0%
Do the staff come quickly anytime your resident needs help?	4.3%	13.0%	52.2%	30.4%	0.0%

Environment

Question Text	Definitely No	Probably No	Probably Yes	Definitely Yes	Unknown or NA
Is the nursing home thoroughly clean?	0.0%	0.0%	31.8%	68.2%	0.0%
Can the resident get outside often enough?	0.0%	8.7%	56.5%	34.8%	0.0%
Do you have a good place to visit privately?	0.0%	0.0%	21.7%	78.3%	0.0%
Are the resident's belongings safe?	0.0%	0.0%	43.5%	52.2%	4.3%

Facility Culture

Question Text	Definitely No	Probably No	Probably Yes	Definitely Yes	Unknown or NA
Are you encouraged to speak up when you have a problem?	0.0%	0.0%	0.0%	100.0%	0.0%
Are your concerns addressed in a timely way?	0.0%	0.0%	17.4%	82.6%	0.0%
Are you kept well informed about how things are going with your resident?	0.0%	0.0%	21.7%	78.3%	0.0%
Do the staff seem happy to work at the nursing home?	0.0%	0.0%	34.8%	65.2%	0.0%
Do the staff go above and beyond to give your resident a good life?	0.0%	4.3%	26.1%	69.6%	0.0%
Do you feel confident that staff would help your resident beyond their personal care needs if you could not?	0.0%	4.3%	26.1%	65.2%	4.3%
Do you have peace of mind about the care your resident is getting when you aren't at the nursing home?	0.0%	0.0%	13.0%	87.0%	0.0%
Would you highly recommend this nursing home to a family member or friend?	0.0%	0.0%	21.7%	78.3%	0.0%

Family Satisfaction - A Closer Look

Meals and Dining

Question Text	Definitely No	Probably No	Probably Yes	Definitely Yes	Unknown or NA
Is there a lot of variety in the meals?	0.0%	4.3%	43.5%	52.2%	0.0%
Are you included in mealtimes if you want to be?	0.0%	0.0%	8.7%	91.3%	0.0%
Is the food good?	4.3%	13.0%	43.5%	39.1%	0.0%

Moving In

Question Text	Definitely No	Probably No	Probably Yes	Definitely Yes	Unknown or NA
When the resident moved in, were you given thorough information to help you know what to expect?	0.0%	0.0%	17.4%	82.6%	0.0%
Was the resident given a thorough orientation to the nursing home?	0.0%	4.3%	17.4%	73.9%	4.3%
Did you feel warmly welcomed as a new family member?	0.0%	0.0%	8.7%	91.3%	0.0%

Spending Time

Question Text	Definitely No	Probably No	Probably Yes	Definitely Yes	Unknown or NA
Does the resident have something enjoyable to look forward to most days?	0.0%	8.7%	39.1%	52.2%	0.0%
Do the staff do a good job keeping the resident connected to the community?	0.0%	8.7%	34.8%	56.5%	0.0%
Does the resident have plenty of opportunities to do things that are meaningful to them?	0.0%	4.3%	21.7%	73.9%	0.0%
Does the resident like the provided activities?	4.3%	8.7%	34.8%	47.8%	4.3%
Does the nursing home provide things the resident enjoys doing on the weekend?	0.0%	8.7%	39.1%	43.5%	8.7%
Do you have plenty of opportunities to be involved in the nursing home?	0.0%	0.0%	17.4%	82.6%	0.0%

Priority Index

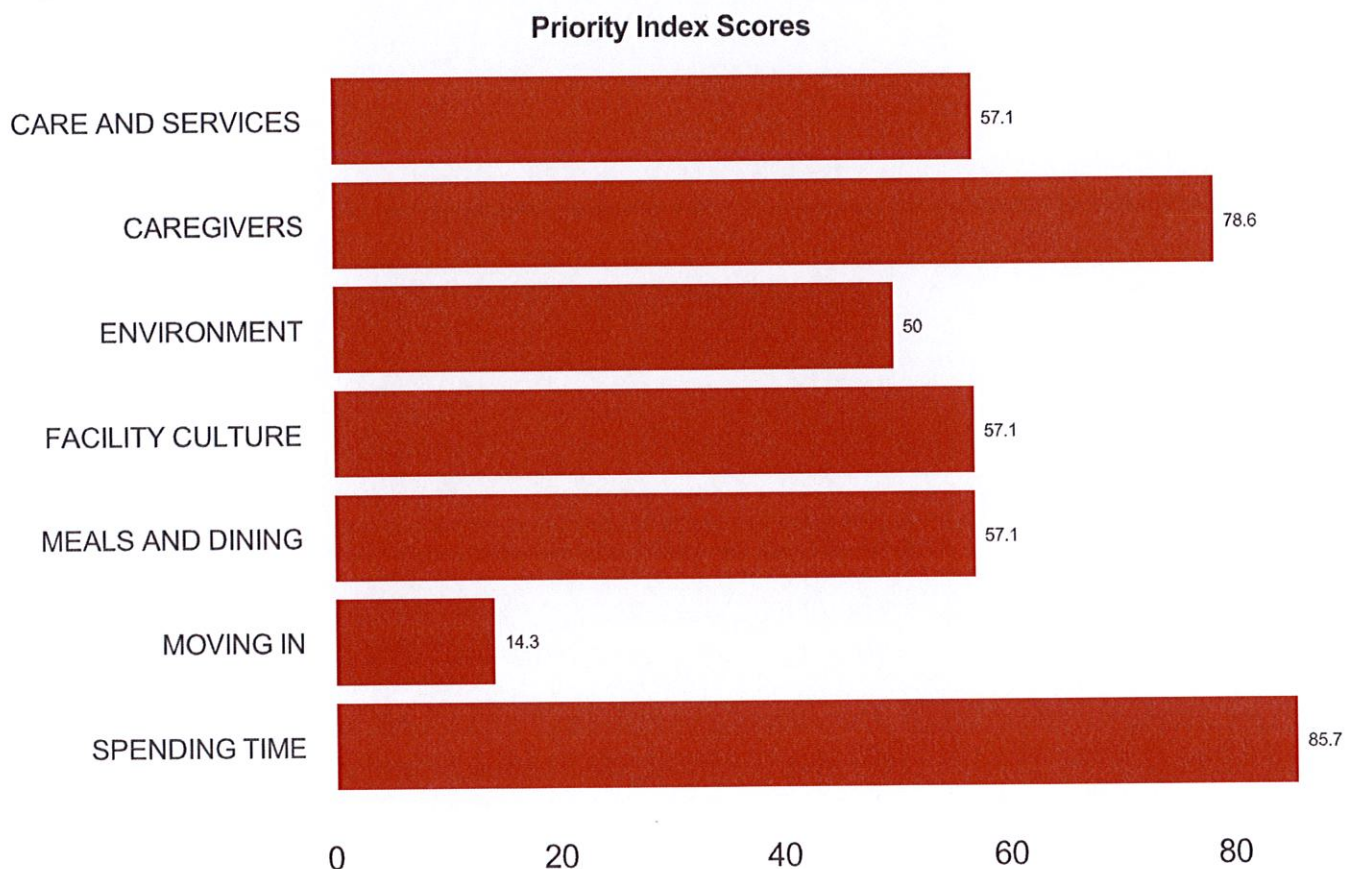
The Priority Index (PI) is a tool to help facilities focus their quality improvement efforts on areas that matter to families.

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, the PI is designed to highlight areas where improvement efforts may provide the most return on investment.

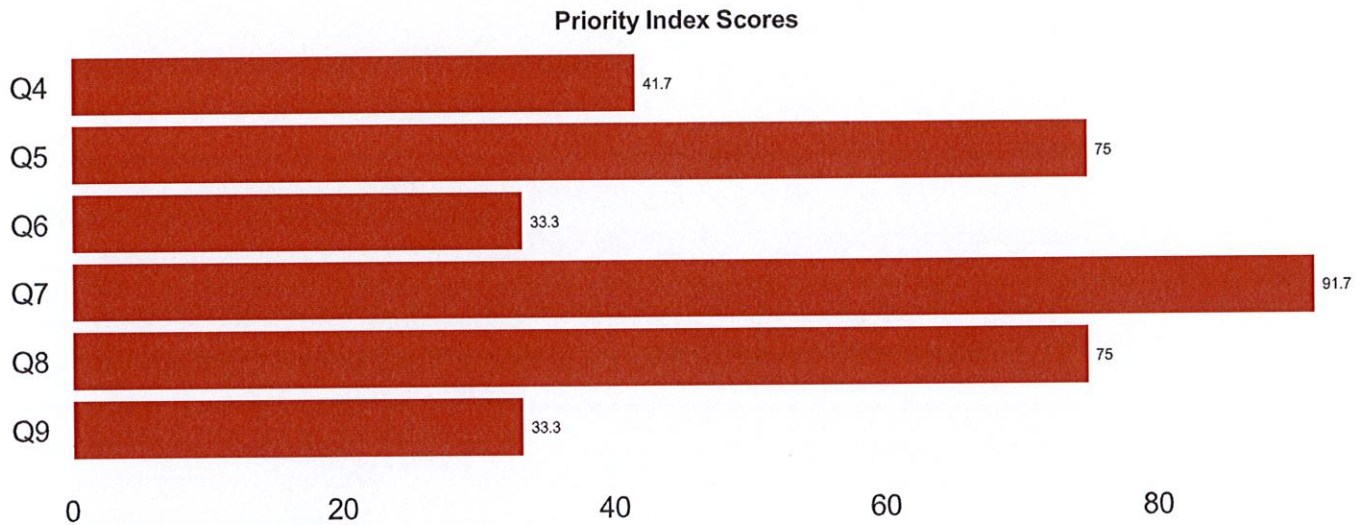
The PI pinpoints areas that 1) are closely related or important to the overall satisfaction score (“high” importance) and 2) have relatively low scores (“low” score) indicating there is room to grow.

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.



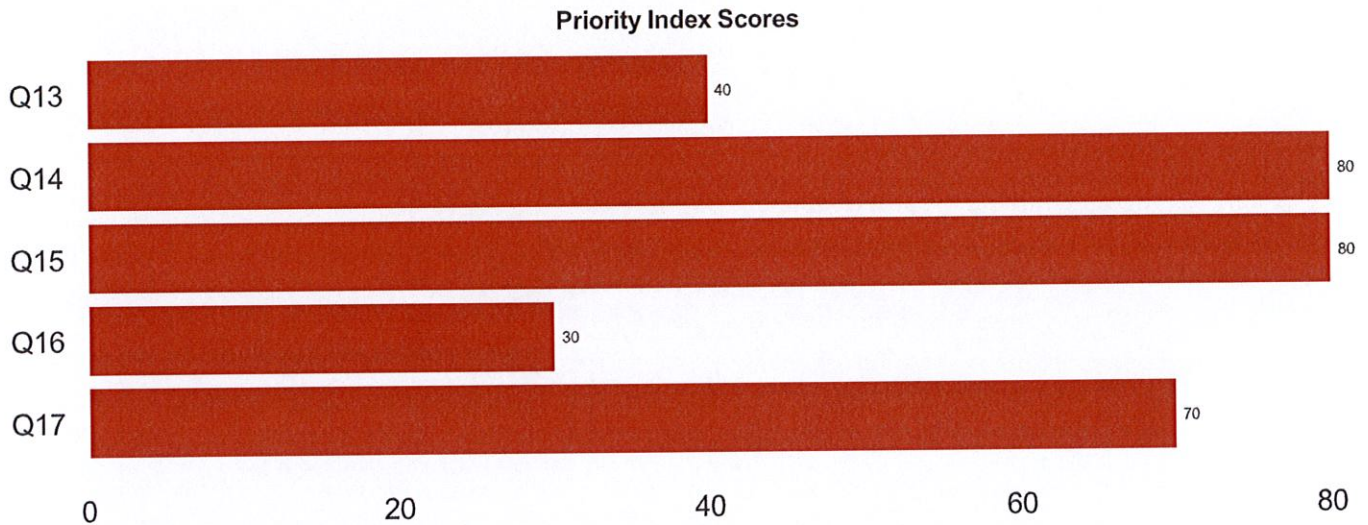
Priority Domain 1: SPENDING TIME



Question Lookup

Question	Question Text
Q4	Does the resident have something enjoyable to look forward to most days?
Q5	Do the staff do a good job keeping the resident connected to the community?
Q6	Does the resident have plenty of opportunities to do things that are meaningful to them?
Q7	Does the resident like the provided activities?
Q8	Does the nursing home provide things the resident enjoys doing on the weekend?
Q9	Do you have plenty of opportunities to be involved in the nursing home?

Priority Domain 2: CAREGIVERS



Question Lookup

Question	Question Text
Q13	Do you feel confident the staff is knowledgeable about the resident's medical condition(s) and treatment(s)?
Q14	Do the staff know what the resident likes and doesn't like?
Q15	Do the staff regularly check to see if the resident needs anything?
Q16	Have you gotten to know the staff who care for your resident?
Q17	Do the staff come quickly anytime your resident needs help?