

**Presbyterian Home of Maryland
RESULTS OF Satisfaction Survey
Resident Caregiver/Family (Past)**

Surveys Distributed: 36
Surveys Completed: 16
(Answers on scale of 1-10 with 10 being the highest)

ADMISSIONS

Did the staff adequately address your questions?

Total number of responses: 14
Average: 9.1 Rating

Were your rights adequately addressed?

Total number of responses: 13
Average: 9.5 Rating

Did the staff provide clear information regarding rates?

Total number of responses: 14
Average: 9.6 Rating

Did the staff provide you with adequate information about any additional fees/charges?

Total number of responses: 14
Average: 9.2 Rating

Did the staff provide you with adequate information about the services/amenities provided by the facility?

Total number of responses: 13
Average: 9.3 Rating

Did the staff adequately explain the move-in process to the facility?

Total number of responses: 14
Average: 9.3 Rating

Was the staff helpful in completing the paperwork?

Total number of responses: 14
Average: 9.4 Rating

Overall, were you satisfied with the Admissions process?

Total number of responses: 14
Average: 9.4 Rating

ADMINISTRATION

Did the Administration treat you with kindness and respect?

Total number of responses: 14
Average: 9.1 Rating

Did the Administration treat the resident, your family and guests with kindness and respect?

Total number of responses: 14
Average: 9.1 Rating

Was your privacy adequately respected?

Total number of responses: 13
Average: 9.4 Rating

Was the Administration available to talk with you?

Total number of responses: 14
Average: 9.1 Rating

Did the Administration keep you informed of important issues affecting management of the facility?

Total number of responses: 13
Average: 9.1 Rating

Was our billing system adequate for your needs?

Total number of responses: 14
Average: 9.5 Rating

Were our bills clear and accurate?

Total number of responses: 13
Average: 9.5 Rating

Overall, were you satisfied with the Administration here?

Total number of responses: 13
Average: 9.4 Rating

ENVIRONMENT

Were you satisfied with the resident's room(s)?

Total number of responses: 15
Average: 9.3 Rating

Were you satisfied with the size of the room (space for personal possessions)?

Total number of responses: 15
Average: 9.2 Rating

Were you satisfied with the amount of storage available within the facility for possessions not utilized in the resident's room?

Total number of responses: 14
Average: 9.3 Rating

Were you satisfied with the safety and security of the facility?

Total number of responses: 15
Average: 9.5 Rating

Did the facility feel “homelike?”

Total number of responses: 15
Average: 9.4 Rating

Were there enough comfortable places for you and the resident to enjoy outside of the room (within or outside the facility)?

Total number of responses: 14
Average: 9.5 Rating

Was the resident’s room kept clean to your expectations?

Total number of responses: 15
Average: 9.9 Rating

Was the facility kept clean to your expectations?

Total number of responses: 15
Average: 9.9 Rating

Was Housekeeping attentive to special requests?

Total number of responses: 11
Average: 9.8 Rating

Were you satisfied with the attention to maintenance issues in the resident’s room?

Total number of responses: 15
Average: 9.7 Rating

Were you satisfied with the attention to maintenance issues throughout the facility?

Total number of responses: 15
Average: 9.8 Rating

Was the laundry service to your satisfaction?

Total number of responses: 12
Average: 9.7 Rating

Did clothes get damaged in the laundry?

Total number of responses: 14
NO: 12 YES: 2

Did clothes get misplaced or lost in the laundry?

Total number of responses: 14
NO: 11 YES: 3

QUALITY OF LIFE

Did the staff address the resident by name?

Total number of responses: 16
YES: 16 NO: 0

Did the staff encourage the resident to be independent?

Total number of responses: 16
YES: 16 NO: 0

Was the staff available to assist you as the primary caregiver if necessary?

Total number of responses: 15
YES: 14 NO: 1

ACTIVITIES

Did the facility keep the resident and you informed as to daily/weekly activities, special events, holidays, resident and employee news, etc.?

Total number of responses: 13
Average: 9.5 Rating

Did the facility offer diverse activities:

Total number of responses: 13
Recreational 9.5 Rating
Educational 9.1 Rating
Social 9.6 Rating
Religious 9.3 Rating

Did the resident enjoy the activities offered?

Total number of responses: 12
Average: 9.4 Rating

Were you encouraged to participate in activities?

Total number of responses: 12
Average: 9.1 Rating

Did you participate in activities with the resident?

Total number of responses: 13
YES: 10 NO: 3

If yes, did you enjoy the activity(s)?

10
YES: 10

Do you feel enough activities were offered?

Total number of responses: 14
YES: 12 NO: 2

Did the facility offer interesting and diverse off-premise activities?

Total number of responses: 11
Average: 9.2 Rating

Were you satisfied with the spiritual activities offered?

Total number of responses: 13
Average: 9.3 Rating

Was the Activities staff helpful?

Total number of responses: 12
Average: 9.5 Rating

Did the Activities staff treat you with respect?

Total number of responses: 12
Average: 9.9 Rating

Was the Activities staff open to suggestions for new activities?

Total number of responses: 12
Average: 9.6 Rating

What activities would you like to have seen offered (including excursions):

More music, more evening group activities

DINING

Were the dining areas pleasant places to eat in?

Total number of responses: 14
Average: 9.3 Rating

As a guest, were you satisfied with the variety and quality of the meals offered?

Total number of responses: 14
Average: 9.4 Rating

Were the portions adequate?

Total number of responses: 14
Average: 9.8 Rating (*"too much food"*)

Was the food tasty?

Total number of responses: 14
Average: 9.7 Rating

Was the Food Services staff attentive to any special diets for the resident?

Total number of responses: 14
Average: 9.6 Rating (*"very attentive"*)

Was the Food Services staff professional?

Total number of responses: 14
Average: 9.8 Rating

Were you treated with respect from the Food Services staff?

Total number of responses: 14
Average: 9.8 Rating

HEALTH CARE

How would you rate the skill level of the Health Care staff?

Total number of responses: 15
Average: 9.2 Rating

Did the Health Care staff treat you with dignity and respect?

Total number of responses: 15
Average: 9.5 Rating

Was the Health Care staff responsive to the needs and/or special requests of the resident?

Total number of responses: 15
Average: 9.3 Rating

Was the Health Care staff responsive to your needs and/or special requests on behalf of the resident?

Total number of responses: 15
Average: 9.1 Rating

Did the Health Care staff explain procedures clearly?

Total number of responses: 14
Average: 9.3 Rating

Did the Health Care staff dispense medications at the appropriate times?

Total number of responses: 15
Average: 9.8 Rating

To the best of your knowledge, did the Health Care staff check on the resident throughout the day:

Total number of responses: 14
To assist the resident? 9.2 Rating
Make sure he/she was comfortable? 9.4 Rating
See if he/she had any special requests? 9.2 Rating

Was the Health Care staff professional?

Total number of responses: 15
Average: 9.5 Rating

Was the Health Care staff gentle with the resident?

Total number of responses: 15
Average: 9.6 Rating

Was the Health Care staff friendly?

Total number of responses: 15
Average: 9.5 Rating

Was emotional support provided if necessary?

Total number of responses: 11
Average: 9.2 Rating

Were the resident's personal hygiene needs met?

Total number of responses: 11
Average: 9.3 Rating

Was there enough Health Care staff on all shifts to provide sufficient help?

Total number of responses: 10
Average: 9.2 Rating

Care was best on:

Total number of responses: 10
Day Shift 6
Evening Shift 4
Night Shift

Overall, how satisfied were you that the resident's health care needs were met?

Total number of responses: 14
Average: 9.3 Rating

PHYSICIANS/SPECIALISTS

Did our physicians and specialists meet the resident's and your needs?

Total number of responses: 14
Average: 9.0 Rating

Did our physicians and specialists spend enough time with the resident and you?

Total number of responses: 13
Average: 9.2 Rating

Were you provided easy access to our physicians and specialists?

Total number of responses: 13
Average: 9.0 Rating

Were you informed of changes in the resident's condition and/or care plan?

Total number of responses: 10
Average: 9.1 Rating

Were you encouraged to participate in the resident's care plan?

Total number of responses: 10
Average: 8.6 Rating

OVERALL SATISFACTION

Overall, how satisfied were you that the needs of the resident were being met?

Total number of responses: 14
Average: 9.5 Rating

Overall, how satisfied were you with the Presbyterian Home of Maryland?

Total number of responses: 15
Average: 9.5 Rating

Would you recommend the Presbyterian Home of Maryland to others?

Total number of responses: 15
Average: 9.6 Rating

What two things did you like best about the Presbyterian Home of Maryland?

Total number of responses: 5

Parents were safe and received excellent care, homelike atmosphere, kindness of staff, small community, encouragement of parent to participate and meet other residents, convenience to my home so I could visit often, warmth and professionalism of entire staff, respect, accommodations for family members, attractive, always open

What two things would you like to see improved at the Presbyterian Home of Maryland?

Total number of responses: 4

Regular progress report on resident's health, more activities, additional outside seating areas, more access to physicians

BACKGROUND & DEMOGRAPHICS (OPTIONAL)

Your gender?

Male 6
Female 10

Why did you choose the Presbyterian Home of Maryland?

Total number of responses: 16

Location 11
Reputation 12
Doctor's or Hospital's Recommendation 4
Relative's or Friend's Recommendation 7
Other 4

** Note: Some respondents noted several choices*

How many other facilities did you visit before choosing the Presbyterian Home?

Total number of responses: 16

None: 3
1: 1
2: 4
3: 3
5: 3
6: 1
10: 1

How long did the resident reside at the Presbyterian Home of Maryland?

Total number of responses: 16

Less than 1 year: 6
1-2 years: 3
2-5 years: 6
5-8 years: 0
8-10 years: 1
10-12 years: 3
12-15 years: 0
15 – 20 years: 0

** Note: Three respondents had 2 parents residing at the Home*

How often did you, your family or other guests visit?

Total number of responses: 16

Almost Daily: 6

Once a Week or More: 7

Once a Month or More 3