



Sanborn Gratiot

MEMORIAL HOME

Resident Satisfaction Survey

2016

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Resident Satisfaction Survey | **FY 2016**

This report is the annual Sanborn Gratiot Memorial Home summary regarding resident satisfaction for Fiscal Year 2016. It represents our efforts to implement the resident satisfaction process.

METHOD

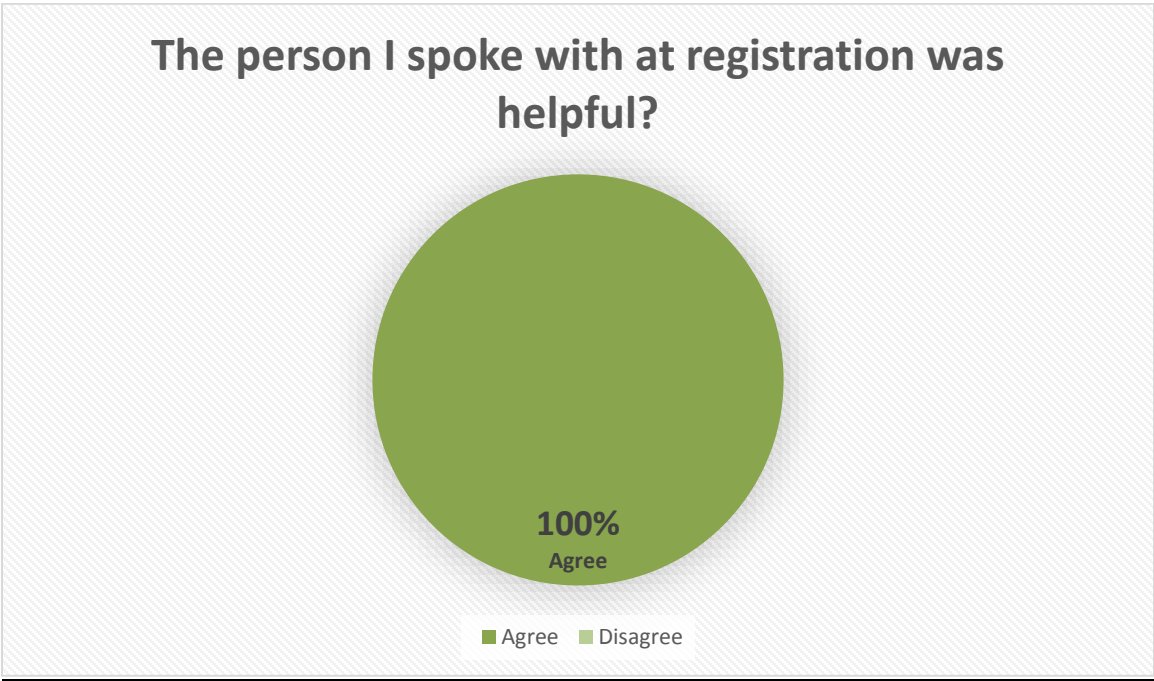
In August 2016, the annual Sanborn Gratiot Memorial Home Resident Satisfaction Survey was conducted. All persons served were asked to complete a survey questionnaire regarding their satisfaction.

The survey was administered to persons who reside at Sanborn Gratiot Memorial Home by a contracted external party. Surveys were administered in person to all the individuals willing to participate.

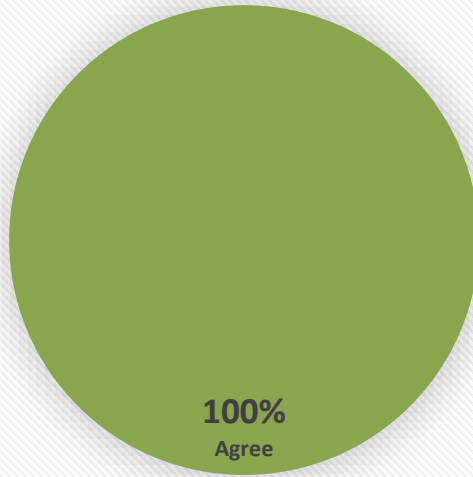
The Surveyor met with the individuals at Sanborn Gratiot Memorial Home.

Throughout Sanborn Gratiot Memorial Home, 15 of the 30 residents completed the surveys for a 50% participation rate.

SURVEY RESULTS

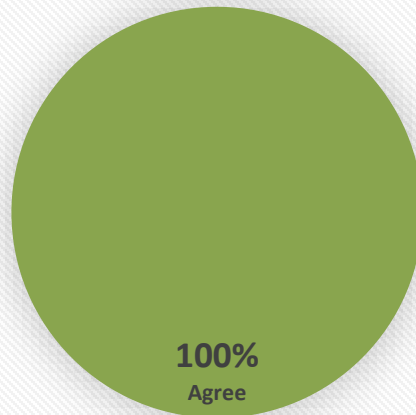


The registration process was easy?

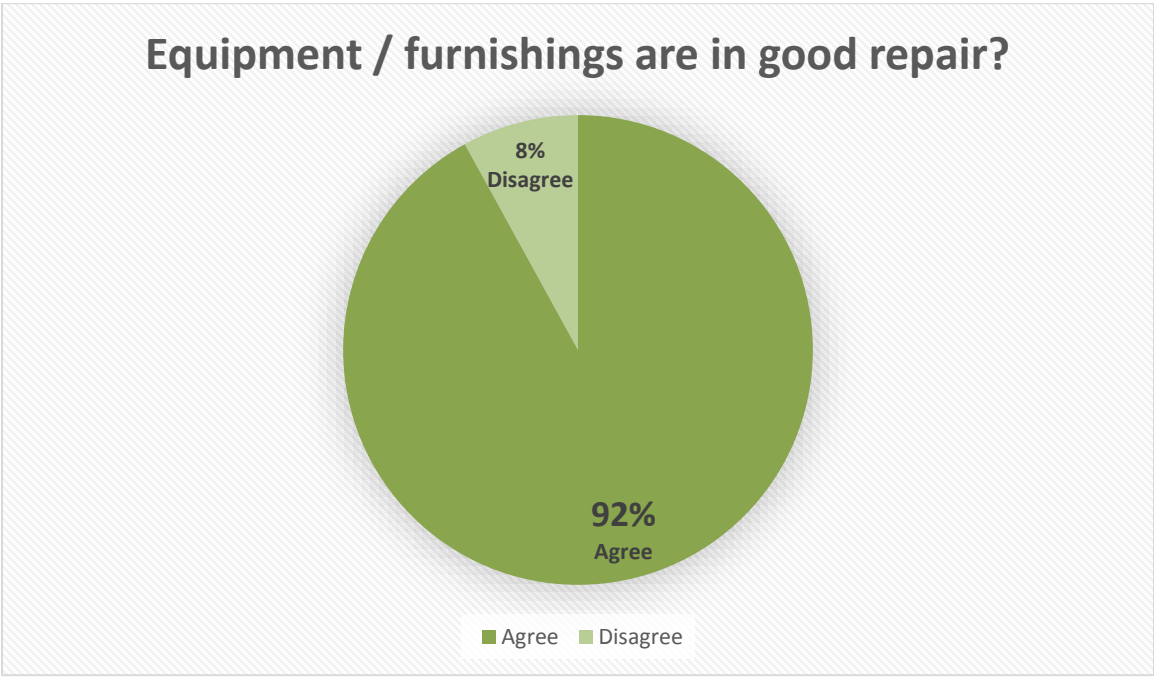
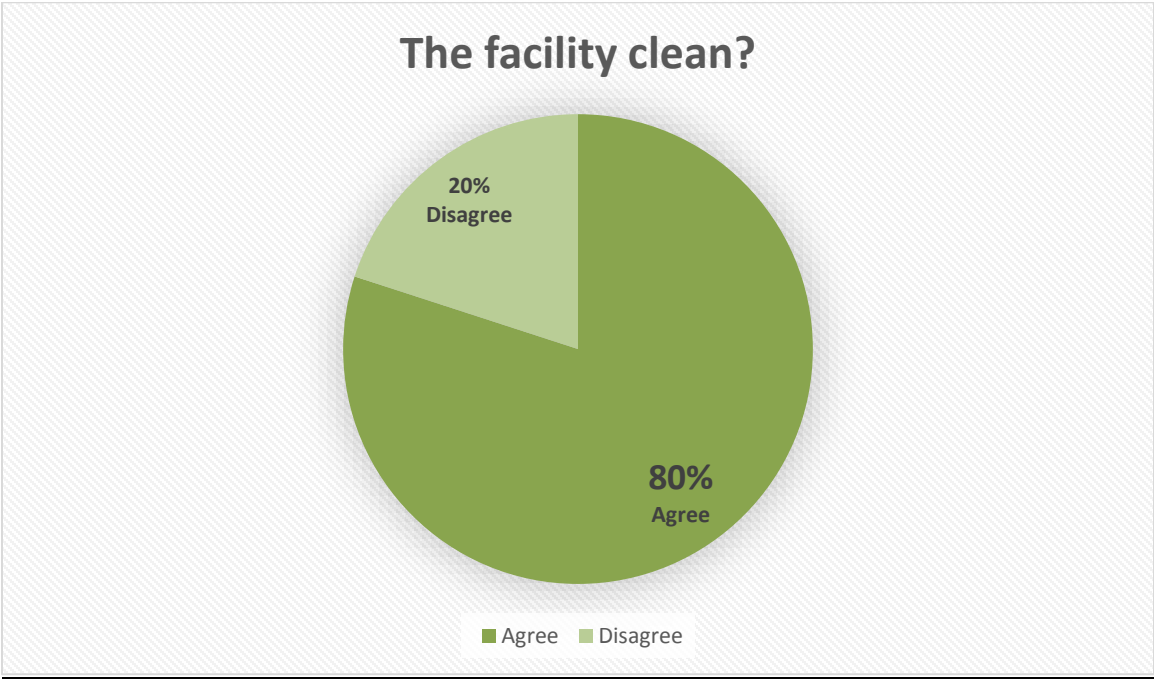


■ Agree ■ Disagree

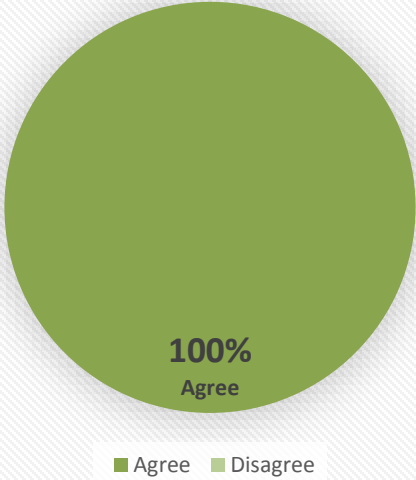
My initial impression of Sanborn Gratiot Memorial Home was favorable?



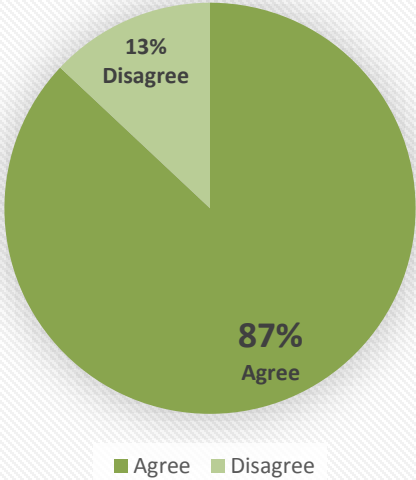
■ Agree ■ Disagree



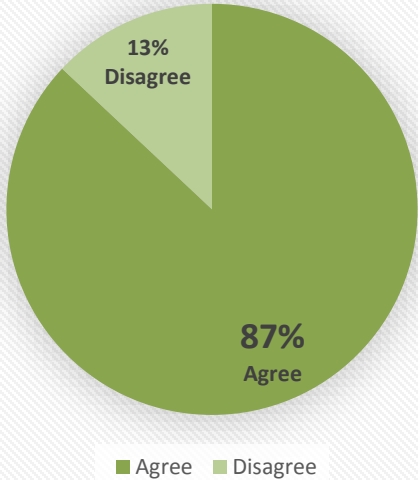
I feel safe and secure at Sanborn Gratiot Memorial Home



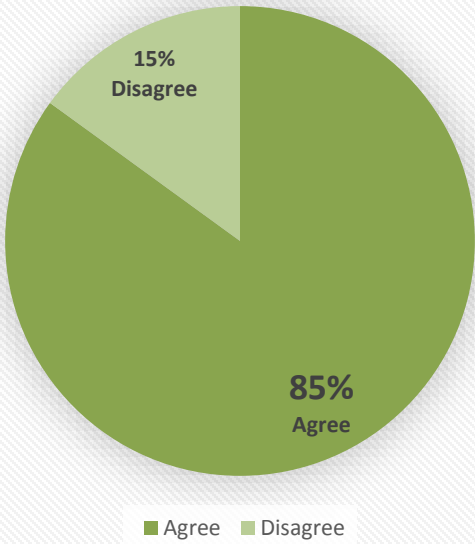
Sanborn Gratiot Memorial Home is a comfortable place to live?



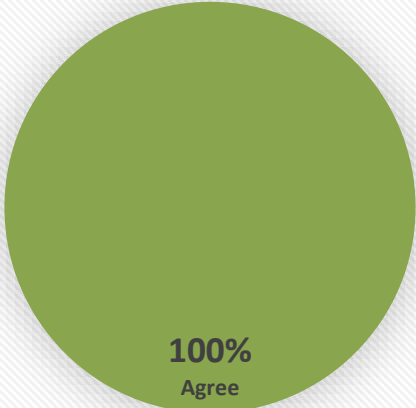
**I enjoy living at
Sanborn Gratiot Memorial Home?**



I have friendship opportunities?

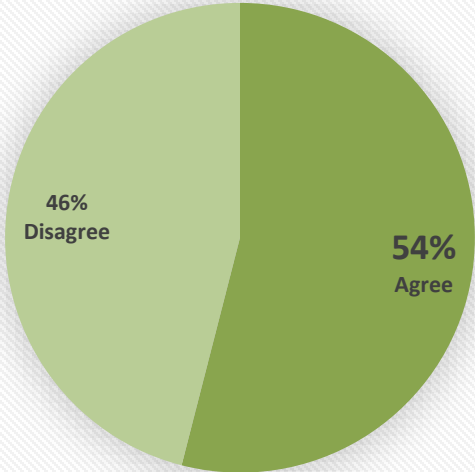


I receive good care at Sanborn Gratiot Memorial Home?



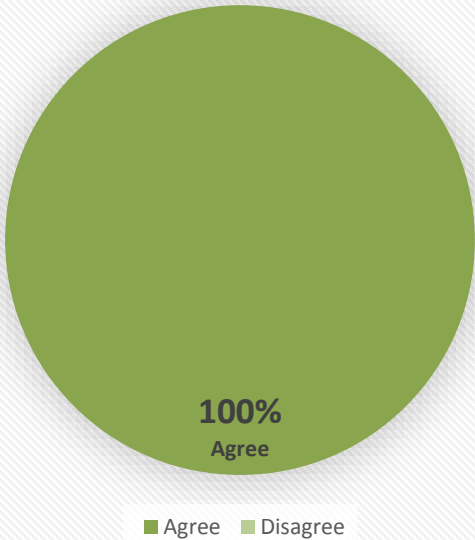
■ Agree ■ Disagree

I enjoy the meals?

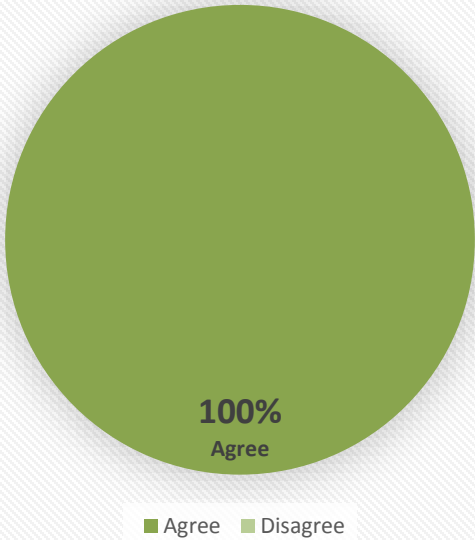


■ Agree ■ Disagree

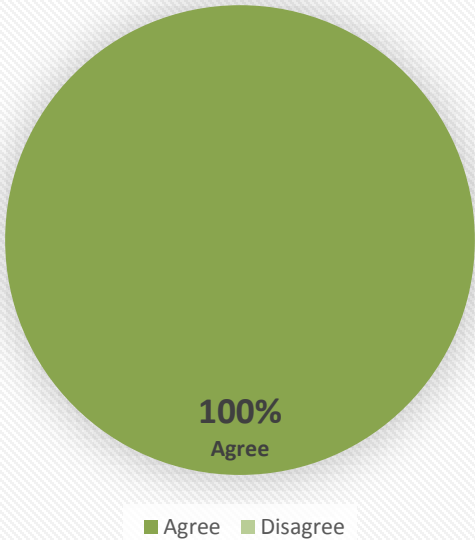
I receive the services I need?



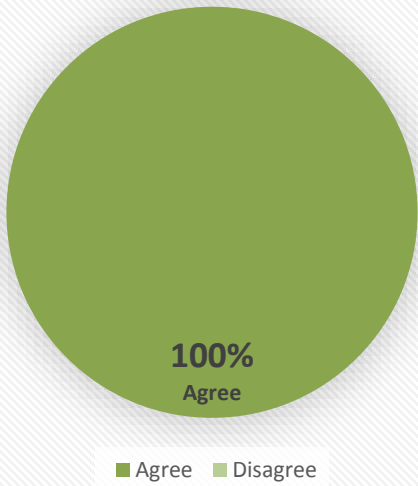
I am treated with dignity and respect?



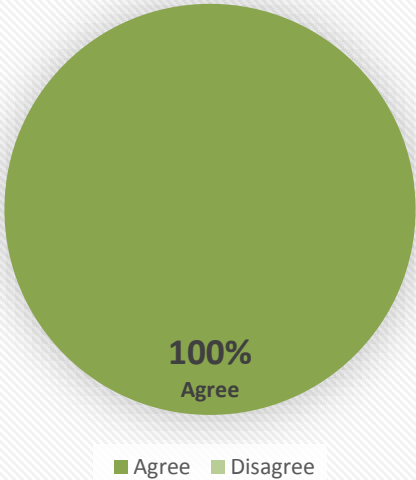
Staff is sensitive to my needs?



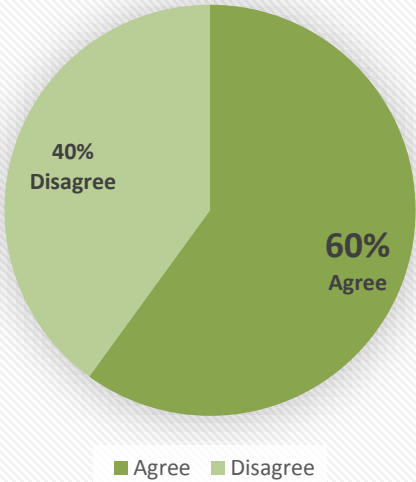
Staff members are trained and capable to meet the needs of the residents?



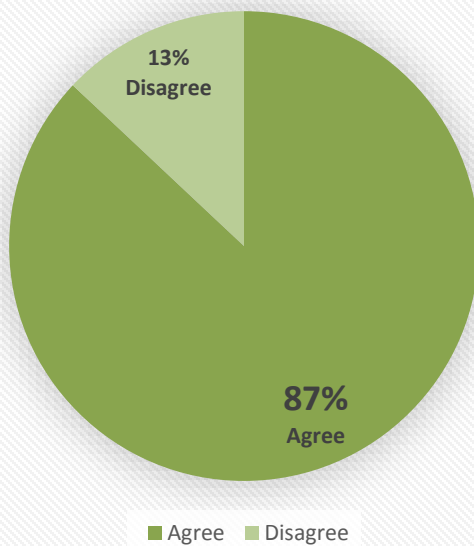
Management responds in a prompt manner to my needs?



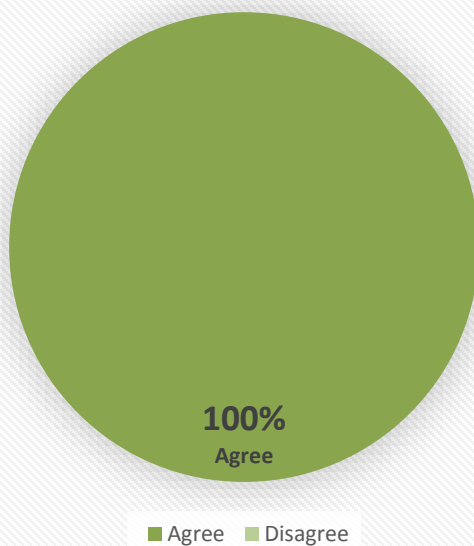
I am satisfied with the current activities offered?



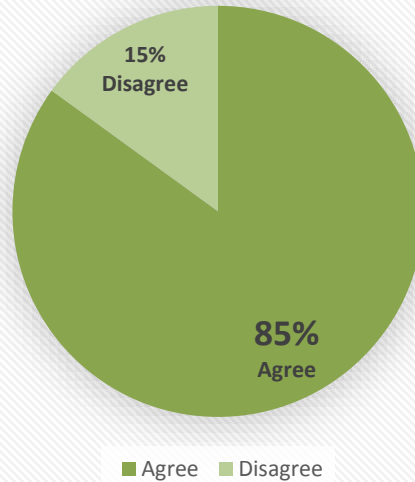
I have religious/spiritual opportunities?



I am satisfied with the care I receive?



I would recommend Sanborn Gratiot Memorial Home to others?



DISCUSSION

Survey findings and responses to each question were reviewed and analyzed by the human resource and quality assurance specialist. The survey findings were discussed to gain suggestions as well as facilitate a question and answer forum. The review included the number of “Agreed” responses in relation to the total number of responses received for each question on the survey tool.

RECOMMENDATIONS

Overall, the responses to this survey, including the comment sections, were very positive and reflected a high degree of satisfaction. Sanborn Gratiot Memorial Home should receive recognition for the high percentage of positive responses to the survey questions.

The resident satisfaction survey results will be reviewed with management personnel as a part of our continuous quality improvement effort. The management personnel will develop an action plan for any areas of concern.

ACTION PLAN

The division director will develop an action plan for any responses to questions that were not positively answered by at least 75% of respondents.

Action plan items will be completed by January 15, 2017 by the division director and submitted to the human resource and quality assurance specialist. The human resource and quality assurance specialist is responsible to review the action plan with the executive team within 30 days of receiving the action plan from the division director.

The division director is responsible to work with the home manager to address the action plan. To monitor progress, the division director along with human resource and quality assurance specialist, will meet quarterly for an update and review of the action plan.

The results of this survey will be shared with Sanborn Gratiot Memorial Home contracting agencies, board of directors, home manager and posted on our website for stakeholders.