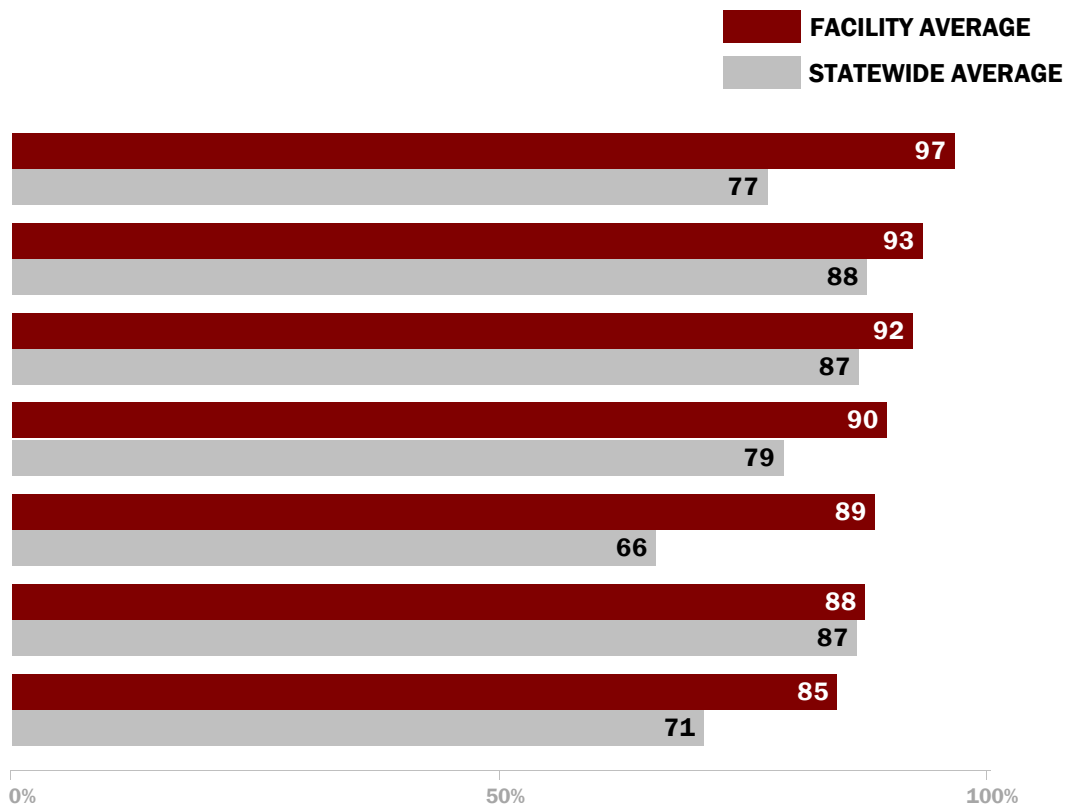


Nursing Home Resident Satisfaction Survey 2017 Final Results

The Ohio Department of Aging and the Office of the State Long-Term Care Ombudsman conduct a biennial satisfaction survey of residents in long-term care facilities to measure satisfaction with their quality of care and quality of life. Developed by the Scripps Gerontology Center at Miami University of Ohio, the survey was administered from August to December 2017 by Vital Research using structured, face-to-face interviews with residents.

DOMAIN SATISFACTION SCORE HIGH TO LOW

FACILITY CULTURE
ENVIRONMENT
CARE AND SERVICES
CAREGIVERS
MEALS AND DINING
MOVING IN
SPENDING TIME



Scores represent percent of positive resident responses for each item.

AVERAGE AGE OF RESIDENT

FACILITY 80 STATEWIDE 78

OVERALL SATISFACTION SCORE

FACILITY 90.9 STATEWIDE 77.8

INTERVIEWS COMPLETED

FACILITY	28	STATEWIDE	22,815
LONG-TERM	28	LONG-TERM	19,396
SHORT-TERM	0	SHORT-TERM	3,419

28 FACILITY INTERVIEWS TO MEET +/- 10% MARGIN OF ERROR

GOOD SHEPHERD THE

FACILITY INDICATORS RANKED LOW TO HIGH

Did you feel warmly welcomed as a new resident?

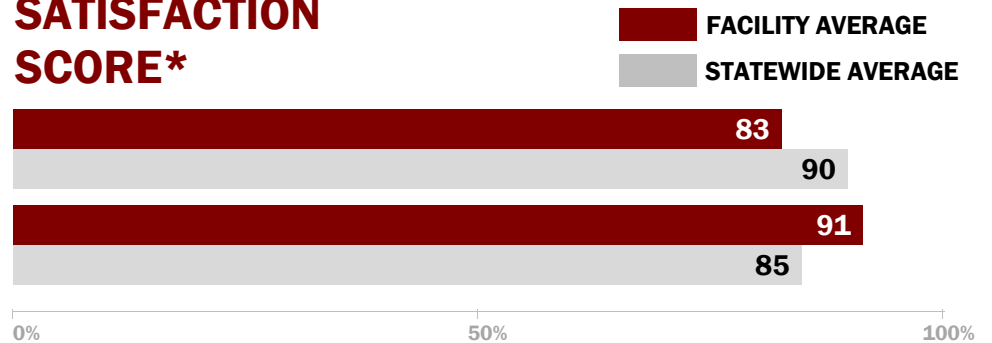
Were you given enough help to learn how things work here?

DOMAIN: MOVING IN

OVERALL DOMAIN SATISFACTION SCORE

FACILITY 87.5 STATEWIDE 86.8

SATISFACTION SCORE*



Scores represent percent of positive resident responses for each item.

* Results based on residents who responded "Yes" to Do you remember what it was like when you first moved in here?

DOMAIN: SPENDING TIME

OVERALL DOMAIN SATISFACTION SCORE

FACILITY 84.7 STATEWIDE 71.0

FACILITY INDICATORS RANKED LOW TO HIGH

**Do you spend too much time waiting for things?
(Score shows percentage of residents answering "No.")**

Do you have something to look forward to most days?

**Does the nursing home [or facility name] provide
enjoyable things to do on the weekends?**

Do you like the activities that are provided here?

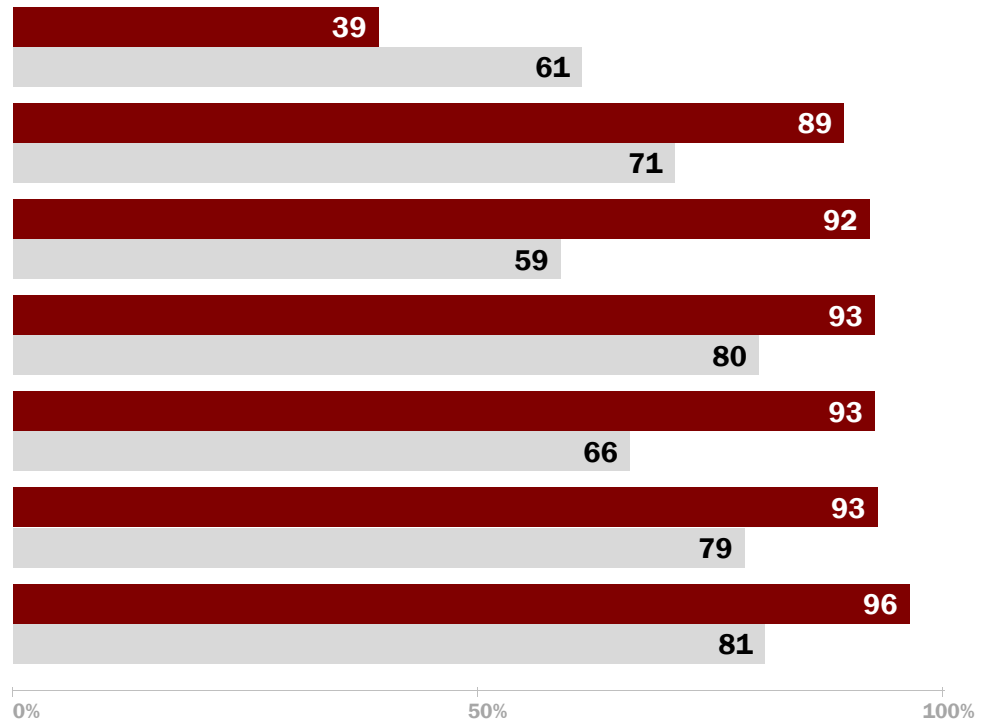
**Do the people who work here keep you
connected to the community?**

**Are you given plenty of opportunities to do things
that are meaningful to you?**

Do you usually enjoy how you spend your time?

SATISFACTION SCORE

FACILITY AVERAGE
STATEWIDE AVERAGE



Scores represent percent of positive resident responses for each item.

DOMAIN: CARE AND SERVICES

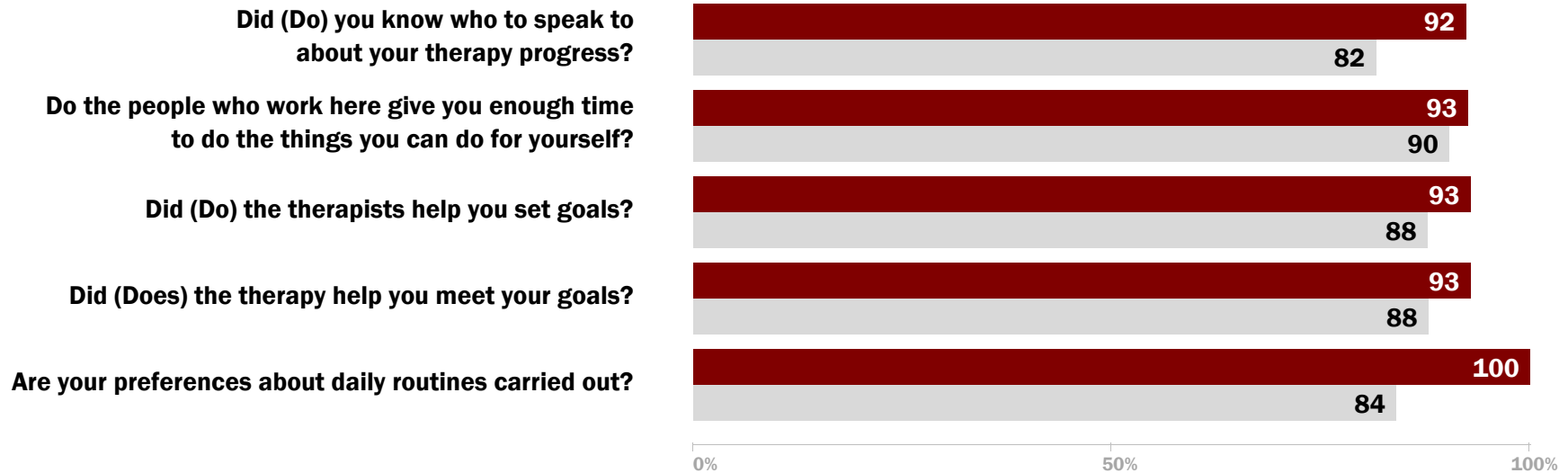
OVERALL DOMAIN SATISFACTION SCORE

FACILITY 92.4 STATEWIDE 86.8

FACILITY INDICATORS RANKED LOW TO HIGH

SATISFACTION SCORE*

FACILITY AVERAGE
 STATEWIDE AVERAGE



Scores represent percent of positive resident responses for each item.

* Results based on residents who responded “Yes” to Have you gotten or are you getting special therapies, like physical therapy, occupational therapy or speech therapy, while living at this nursing home?

DOMAIN: CAREGIVERS

OVERALL DOMAIN SATISFACTION SCORE

FACILITY 89.9 STATEWIDE 79.2

FACILITY INDICATORS RANKED LOW TO HIGH

SATISFACTION SCORE

FACILITY AVERAGE
 STATEWIDE AVERAGE

Do the people who work here ever get angry at you?
(Score shows percentage of residents answering "No.")



Do the same people take care of you most of the time?



Are the people who work here gentle with your care?



Do the people who work here check on you often enough
to see if you need anything?



Do the people who work here come quickly anytime
you call or ask for help?



Do the people who work here tell you what they are doing
when they care for you?



Do the people who work here do things
the way you want them done?



Are the people who work here knowledgeable
about your medical conditions and treatments?



0% 50% 100%
Scores represent percent of positive resident responses for each item.

DOMAIN: MEALS AND DINING

OVERALL DOMAIN SATISFACTION SCORE

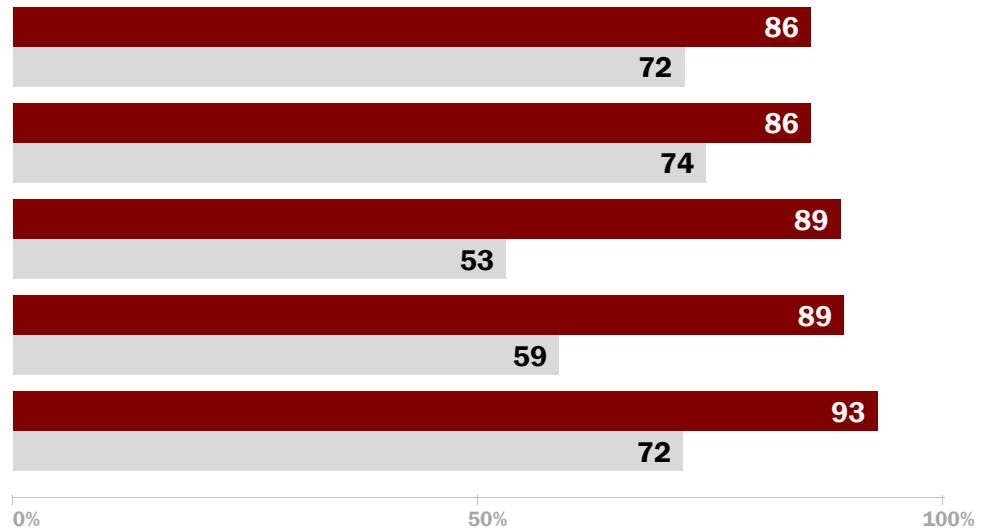
FACILITY 88.6 STATEWIDE 66.1

FACILITY INDICATORS RANKED LOW TO HIGH

SATISFACTION SCORE

■ FACILITY AVERAGE
■ STATEWIDE AVERAGE

- Do you look forward to mealtimes?
- Do you like the food here?
- Do you have input into the food that is served?
- Do you get your favorite foods here?
- Does the menu change often enough?



Scores represent percent of positive resident responses for each item.

DOMAIN: ENVIRONMENT

OVERALL DOMAIN SATISFACTION SCORE

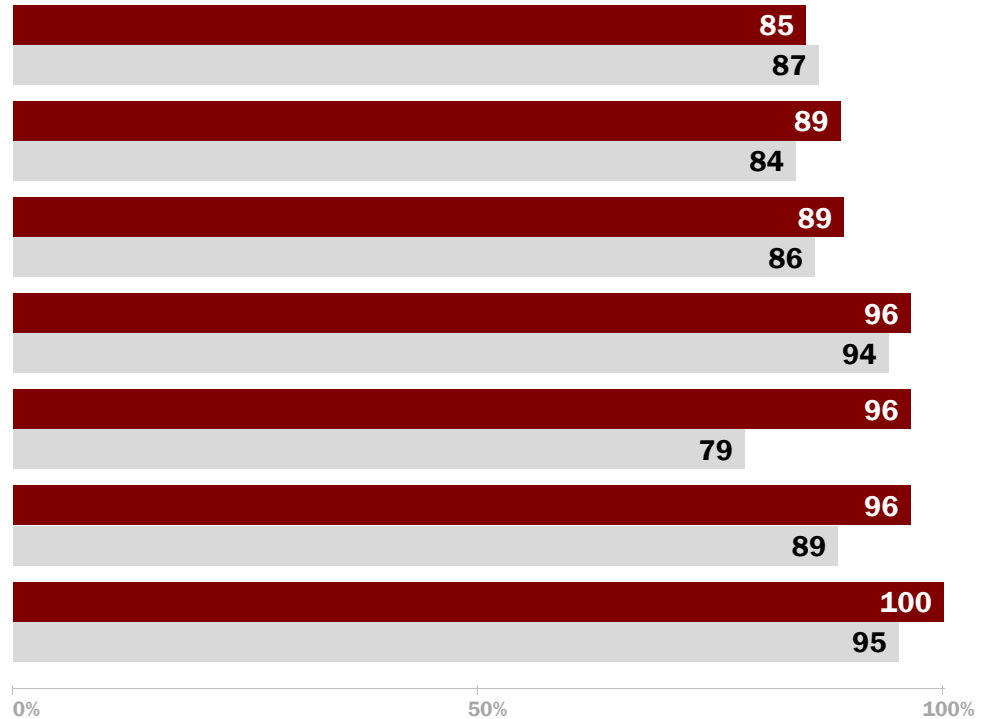
FACILITY 93.4 STATEWIDE 87.8

FACILITY INDICATORS RANKED LOW TO HIGH

SATISFACTION SCORE

FACILITY AVERAGE
 STATEWIDE AVERAGE

- Is it easy for you to get around in your room?
- Are your personal items safe here?
- Can you find a place to be alone when you want to be alone?
- Do you feel safe here?
- Can you enjoy the outdoors when you want to?
- Do you feel you have enough privacy?
- Is it very clean here?



Scores represent percent of positive resident responses for each item.

DOMAIN: FACILITY CULTURE

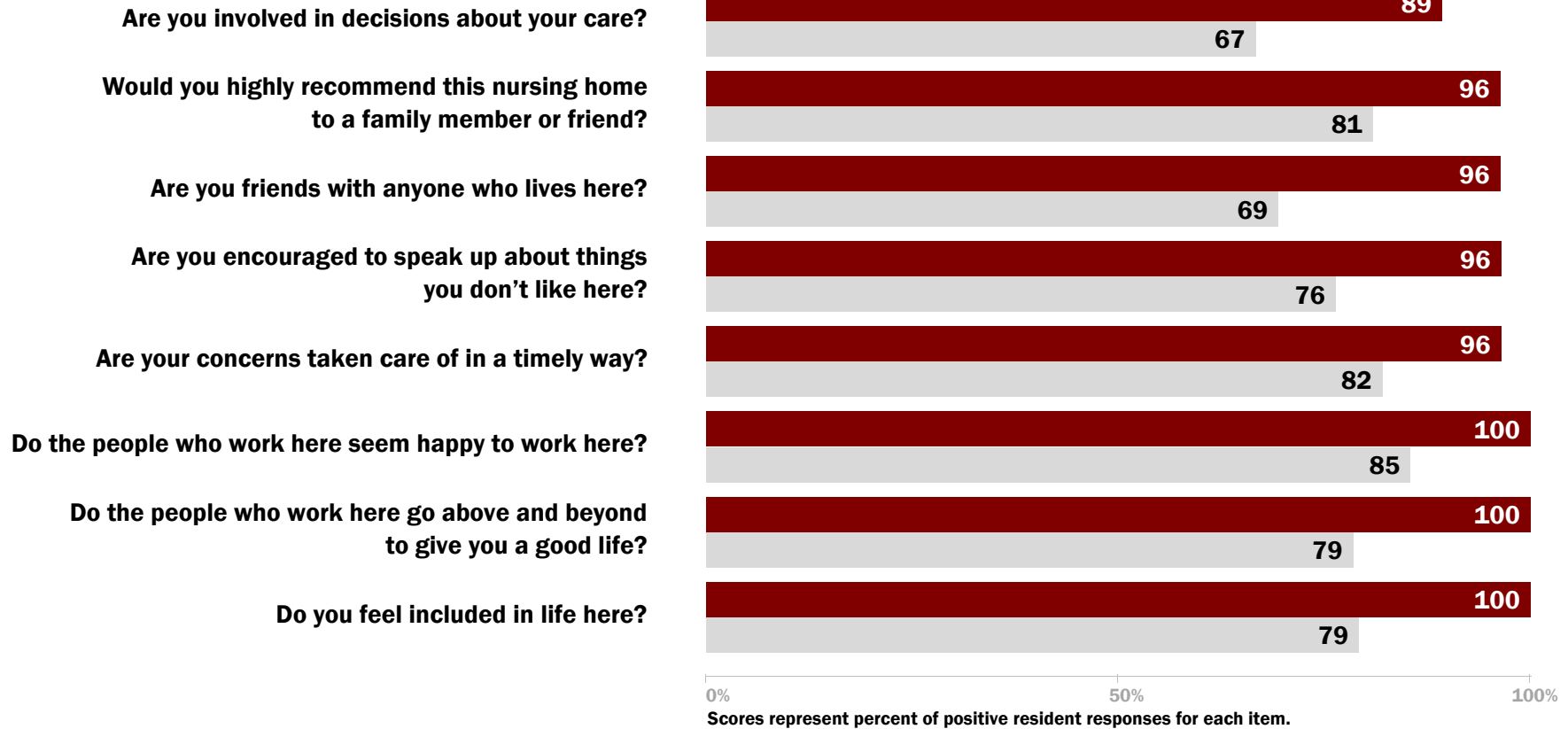
OVERALL DOMAIN SATISFACTION SCORE

FACILITY 96.7 STATEWIDE 77.4

FACILITY INDICATORS RANKED LOW TO HIGH

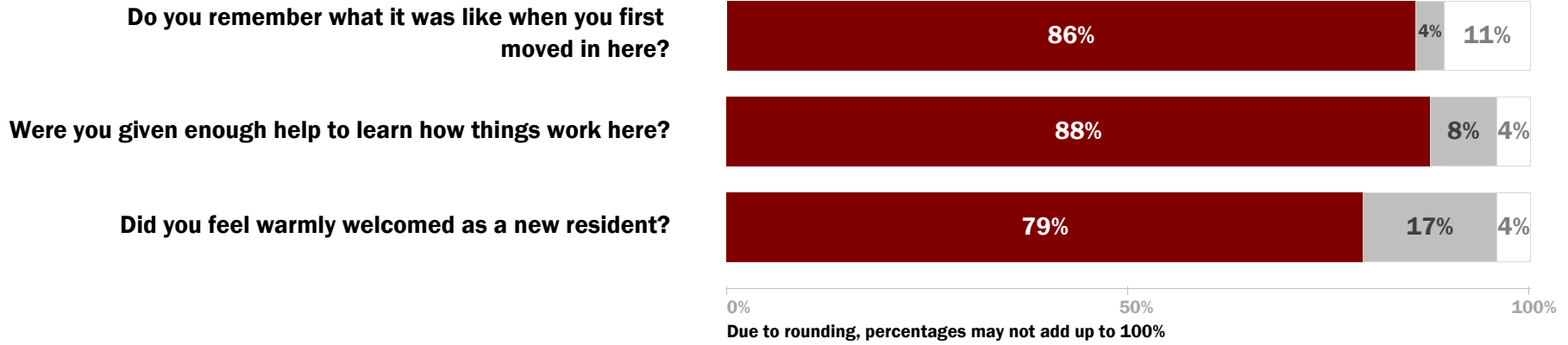
SATISFACTION SCORE

FACILITY AVERAGE
 STATEWIDE AVERAGE



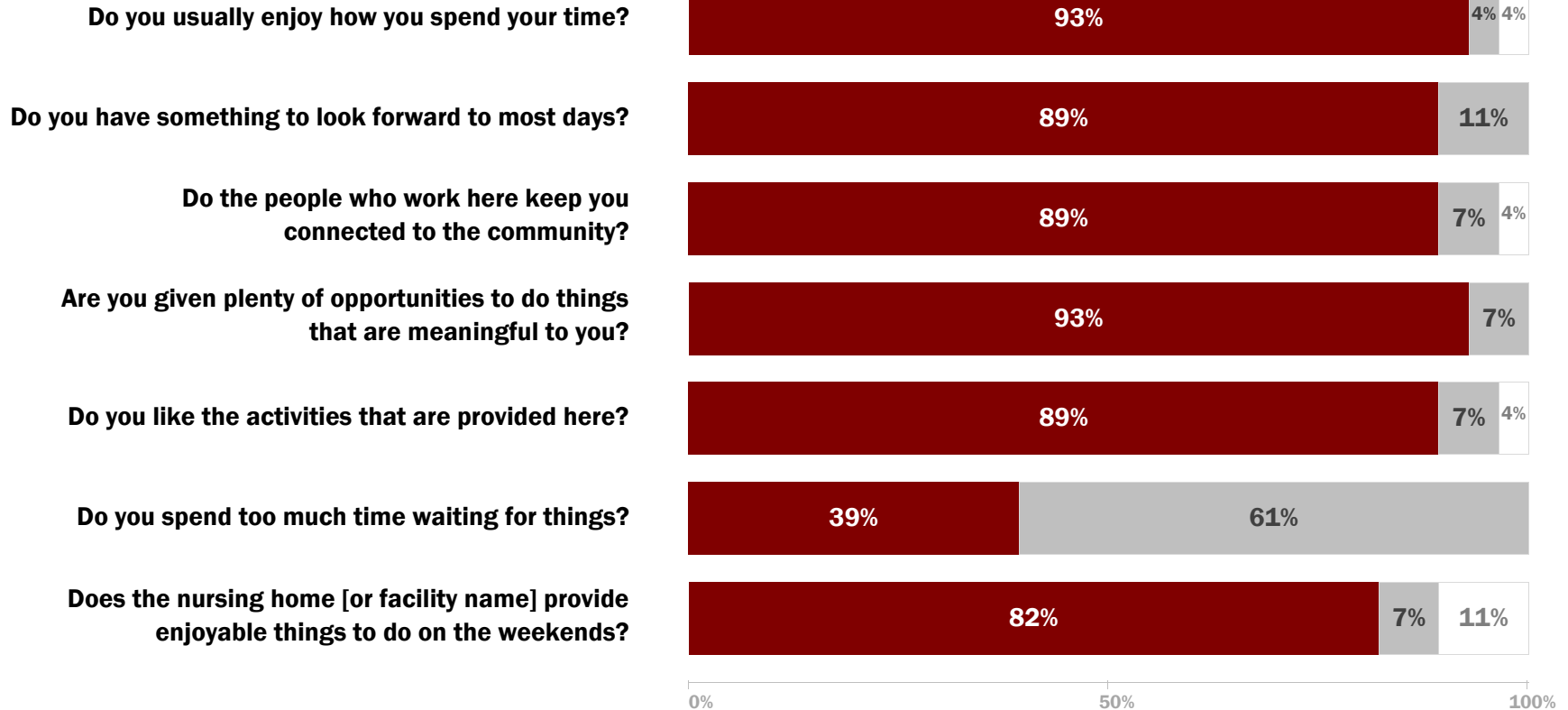
A CLOSER LOOK: MOVING IN

YES NO DON'T KNOW



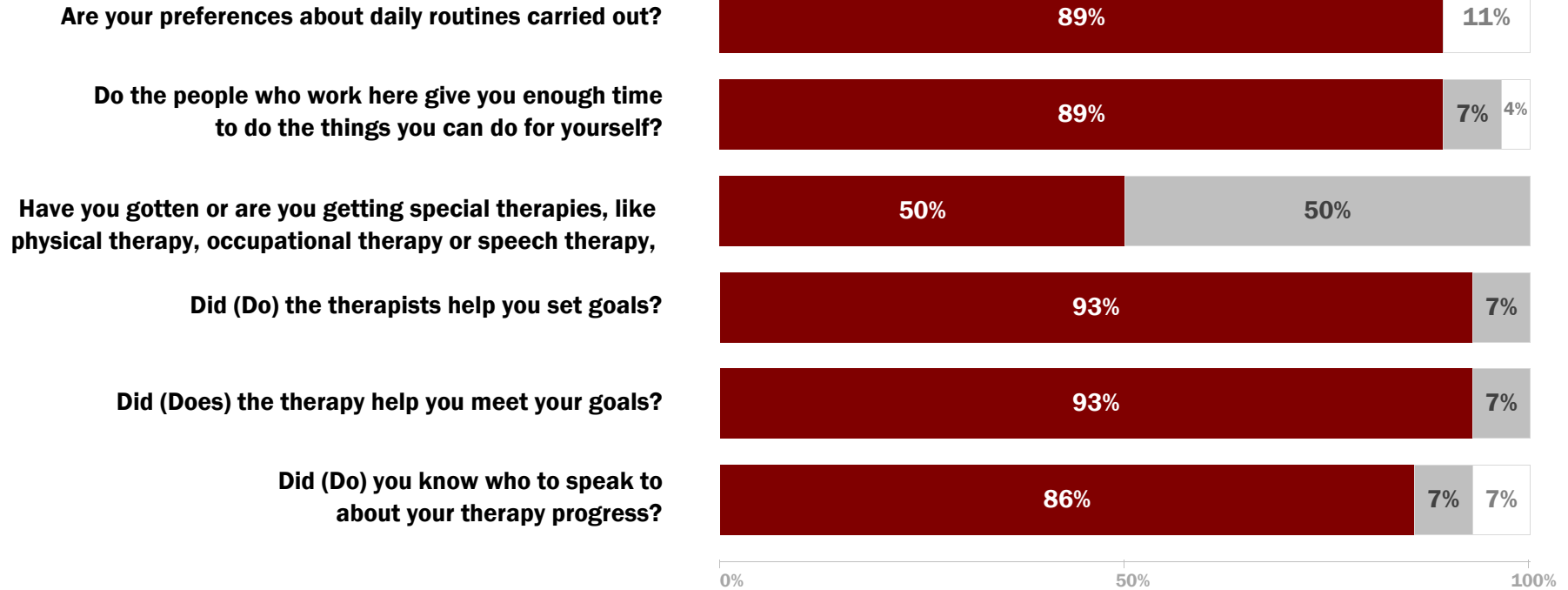
A CLOSER LOOK: SPENDING TIME

YES NO DON'T KNOW



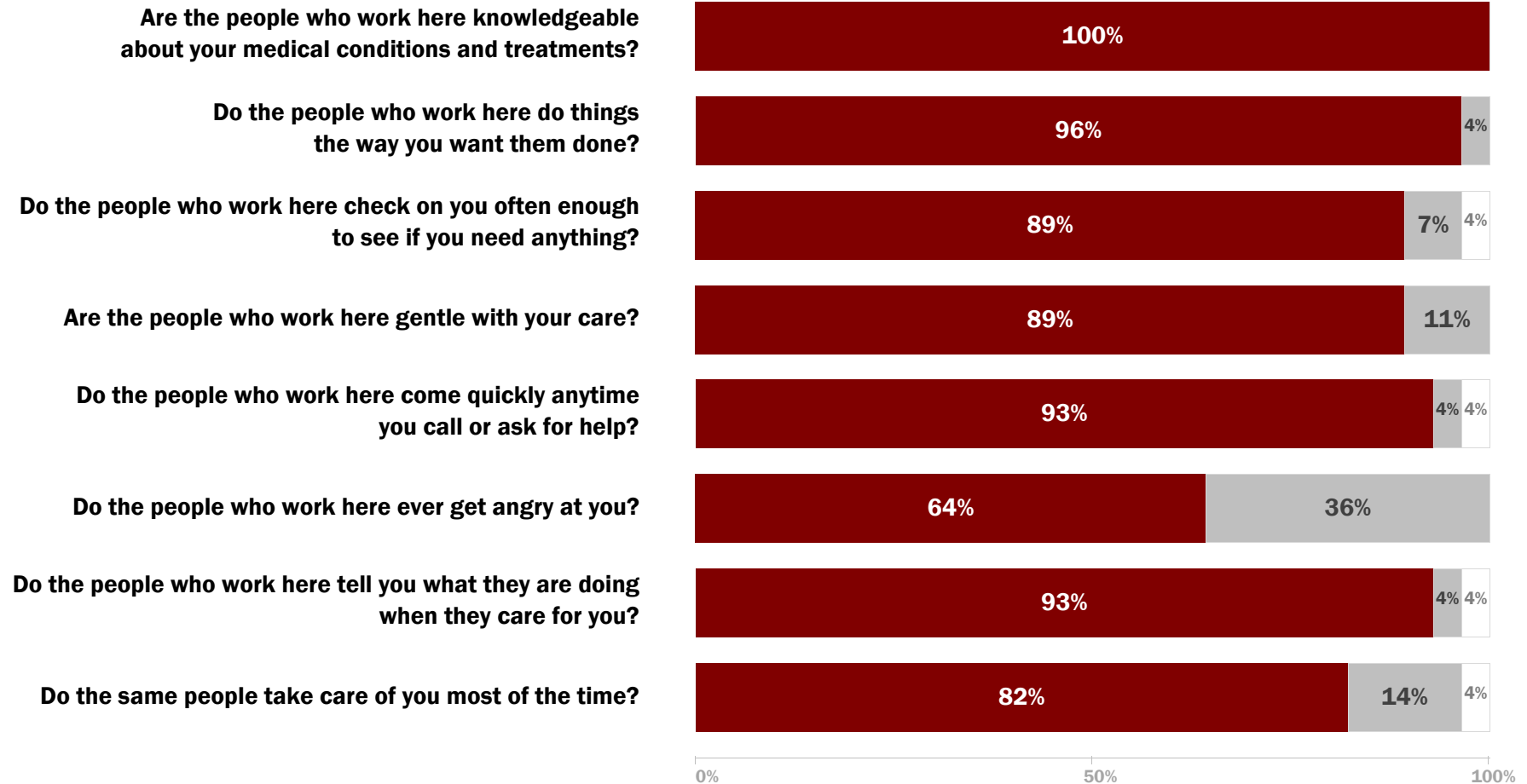
A CLOSER LOOK: CARE AND SERVICES

YES NO DON'T KNOW

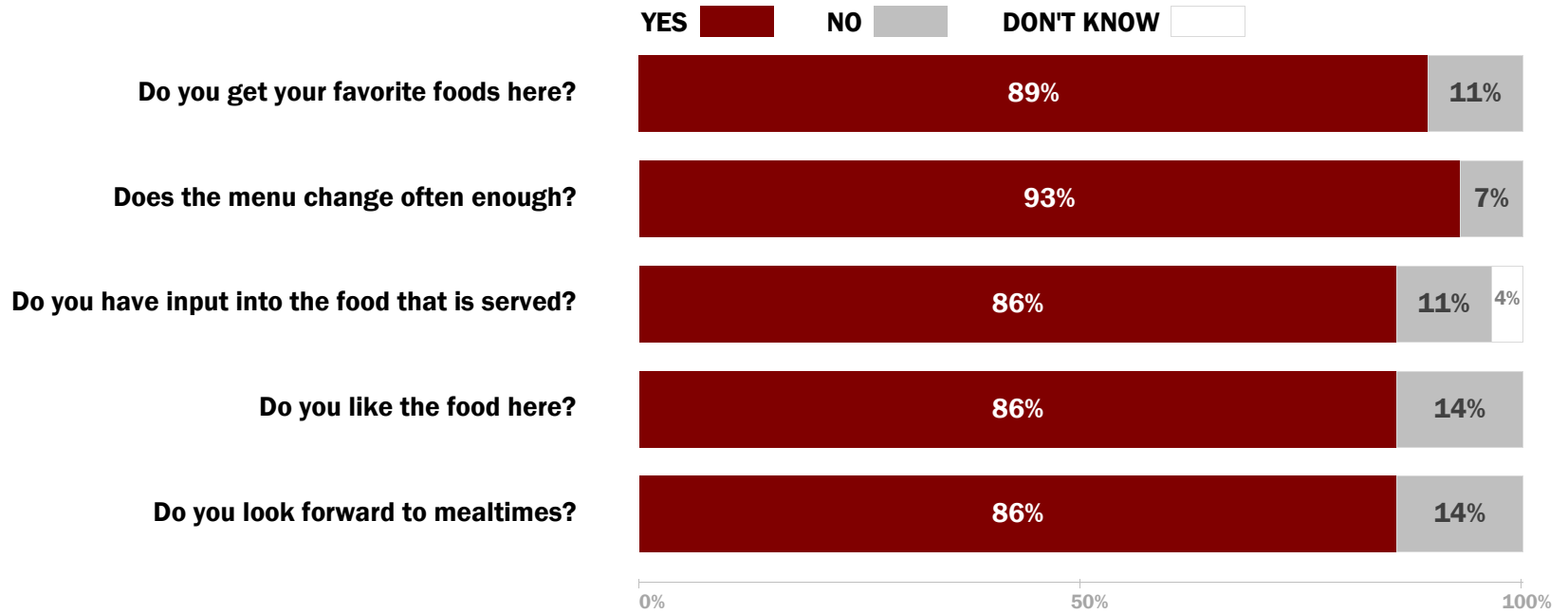


A CLOSER LOOK: CAREGIVERS

YES NO DON'T KNOW

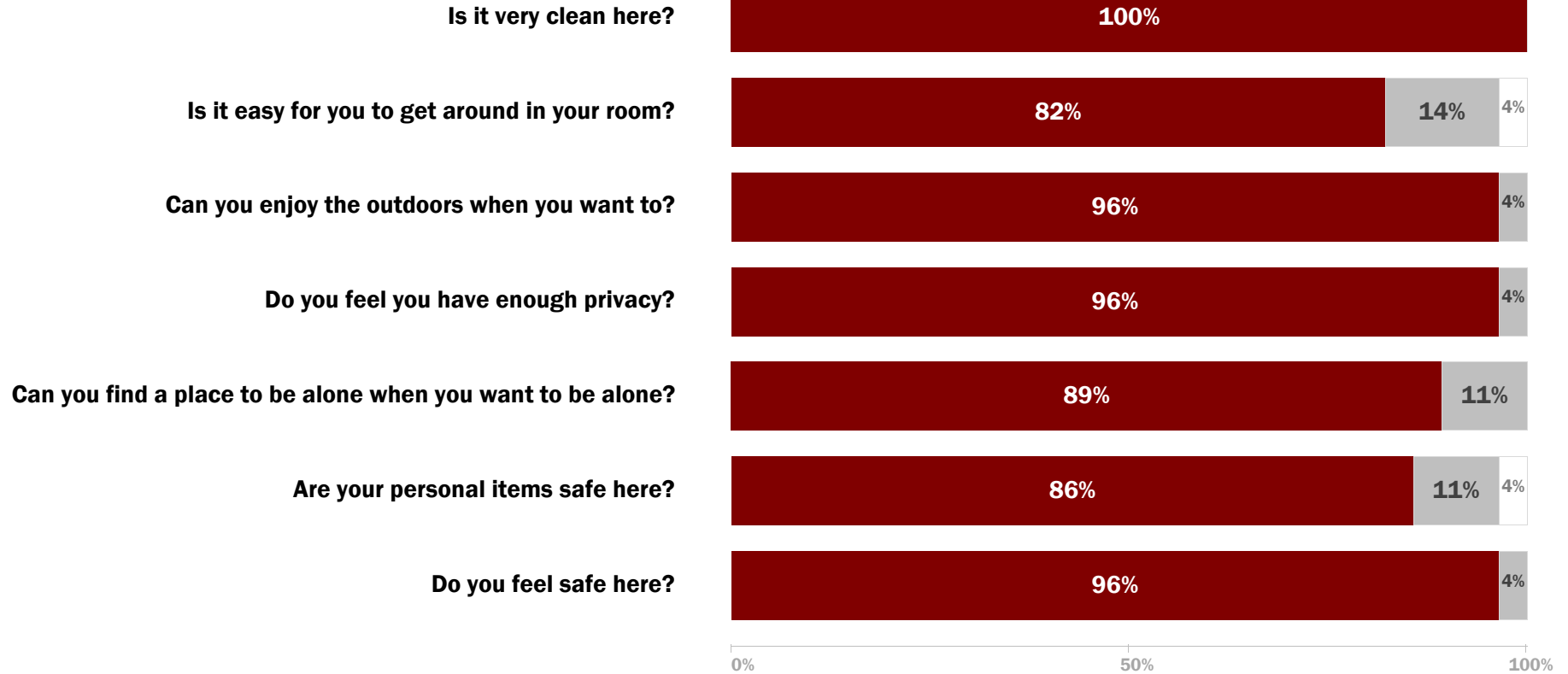


A CLOSER LOOK: MEALS AND DINING



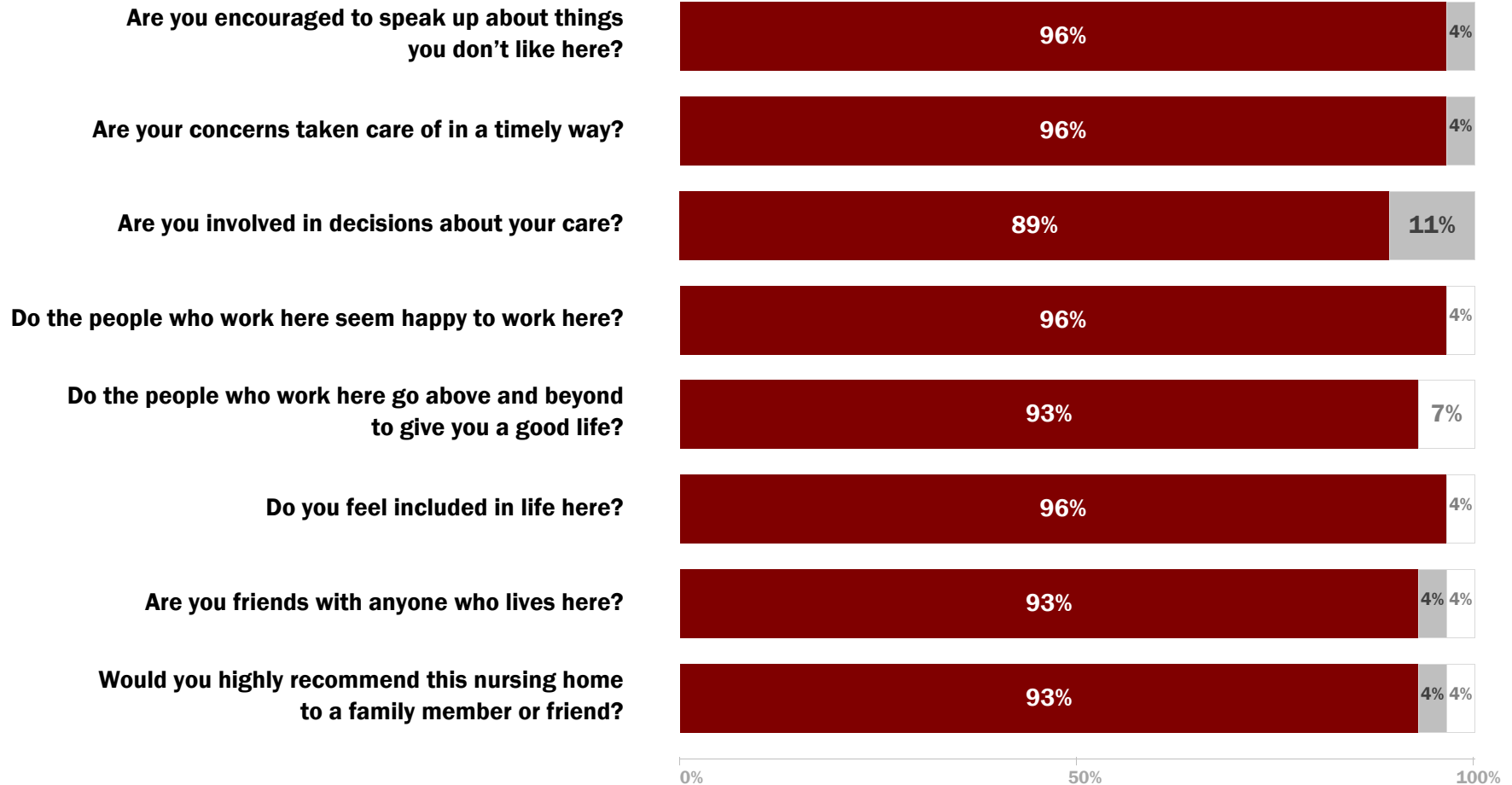
A CLOSER LOOK: ENVIRONMENT

YES NO DON'T KNOW



A CLOSER LOOK: FACILITY CULTURE

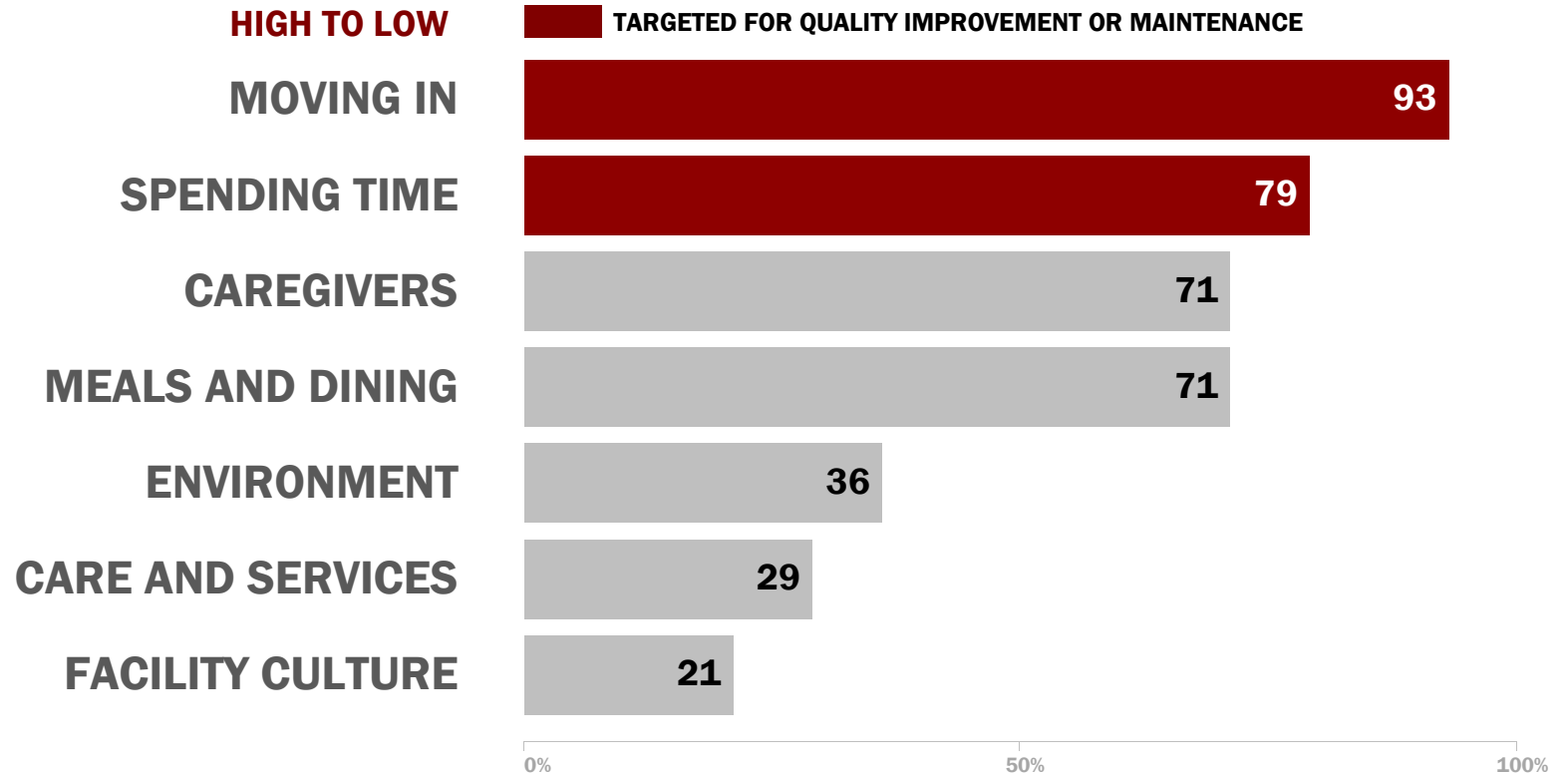
YES NO DON'T KNOW



PRIORITY INDEX

The Priority Index (PI) is a tool designed to help facilities focus quality improvement efforts on areas that matter most to residents. PI scores range between 0 and 100. Calculations are based on domain and item satisfaction scores that are closely related to overall satisfaction scores and are relatively low in comparison to other domain or item scores. The higher the PI rating the more room for improvement or importance to maintaining quality.

**PRIORITY INDEX DOMAIN SCORES
HIGH TO LOW**



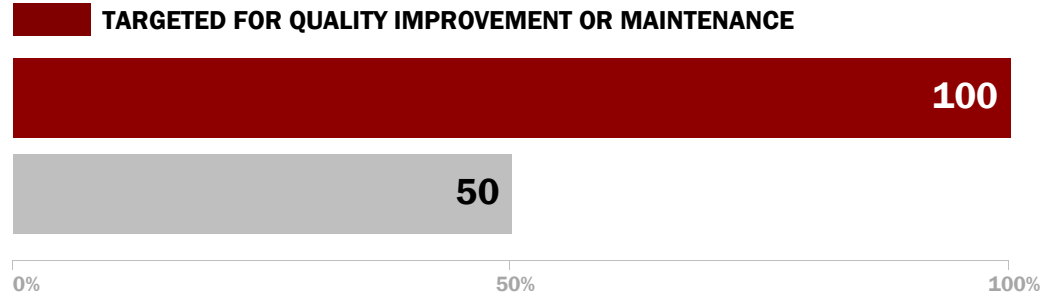
PRIORITY INDEX ITEM SCORES

A Priority Index score was calculated for each item within each targeted domain. Items highlighted in red show the most room for improvement or are most important for quality maintenance.

MOVING IN

Did you feel warmly welcomed as a new resident?

Were you given enough help to learn how things work here?



PRIORITY INDEX ITEM SCORES

A Priority Index score was calculated for each item within each targeted domain. Items highlighted in red show the most room for improvement or are most important for quality maintenance.

SPENDING TIME

Do you spend too much time waiting for things?
(Score shows percentage of residents answering "No.")

Do you have something to look forward to most days?

**Do the people who work here keep you
connected to the community?**

Do you like the activities that are provided here?

Do you usually enjoy how you spend your time?

**Does the nursing home [or facility name] provide
enjoyable things to do on the weekends?**

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that are meaningful to you?**

