

Summary Results of the 2017 Resident and Family Satisfaction Surveys

In the Fall of 2017 we surveyed residents and family members to ask about their satisfaction with the services and facilities provided by Sunnyside Home. This article presents a summary of the results.

Survey Response:

- 37 residents completed the survey and responses were received from all of the home areas with the exceptions of Buttonworks Laurel Creek and Castle Kilbride.
- 95% of resident respondents indicated they had lived at Sunnyside Home for 7 months or longer.
- 88 family members completed the survey (compared with 146 in 2016, 89 surveys in 2015, 58 surveys in 2014 and 39 surveys in 2013) and family member responses were received from all areas of the home.
- 85% of family member respondents indicated their family member had lived at Sunnyside Home for 7 months or longer.

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Survey Results:

#	Survey Question	Resident Rating:% Satisfied	Family Member Rating: % Satisfied
1.	Support Provided to New Residents (A total of 5 residents responded to this question: four were satisfied, one was somewhat dissatisfied)	80%	No responses
2.	Cleanliness of the Home	97%	95%
3.	Assistance Provided by Staff in the Resident Dining Rooms	97%	95%
4.	Assistance with Bathing	96%	89%
5.	Assistance with Dressing	96%	96%
6.	Cleanliness of Resident Rooms	94%	87%
7.	Measures Taken to Protect the Health of Residents	94%	100%
8.	Overall Ratings of Sunnyside Home as a Place to Live	94%	97%
9.	General Repair And Upkeep of the Building and Grounds	94%	100%
10.	Helpfulness of the Nursing Staff	94%	93%
11.	Availability of Nursing Staff	94%	88%
12.	Customer Service Provided by Staff in the Sandhills Café	93%	99%
13.	Spiritual Care Services	93%	94%
14.	Resident Participation in Directing Care	92%	92%
15.	Assistance with Eating	92%	91%
16.	Resident Feelings of Safety in the Home	92%	92%
17.	Laundry Services	86%	89%
18.	Medical Care Provided by the Doctors	86%	93%
19.	Assistance with Going to the Bathroom	86%	83%

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#	Survey Question	Resident Rating:% Satisfied	Family Member Rating: % Satisfied
20.	Respect For Privacy	81%	94%
21.	Level of Support Received for Responding to Concerns	81%	90%
22.	Appeal of Menu Items	80%	82%
23.	Availability of the Doctors	79%	91%
24.	Noise Level in the Home	76%	95%
25.	Food is served at an appropriate temperature	76%	92%
26.	Variety of Items Offered on the Menu.	72%	92%
27.	Pleasant atmosphere in the dining room	71%	96%

What we will work on As a Result of the Survey

The following action items were identified as a result of the survey:

- Meet Your Team Leader posters will be provided to all new residents admitted to the Home. The poster will include a photo, a brief bio and information on how to contact the Team Leader.
- Residents will be asked to share feedback on how we can improve the dining experience through the home area meetings. This feedback will inform a review of the quality dining program.
- Food Services will conduct a quality dining program review. This will address items such as the dining room atmosphere and the resident meal experience. While audits have shown that our food temperatures are consistently in the *safe zone* prior to food plating, it is recognized that some residents have expressed frustration with the temperature of the food. Food Service will explore ways of improving resident satisfaction as it relates to food temperatures.