

Satisfaction Survey Results

2017

Basic Care Satisfaction Survey Results

November 2017

Quality Measures

Satisfaction		1-Poor	2-Average	3-Good	4-Very Good	5-Excellent
Overall Satisfaction	(n=431)	<1%	4%	13%	31%	52%
Quality of Staff	(n=433)	<1%	4%	11%	29%	55%
Quality of Care	(n=430)	<1%	5%	15%	25%	55%
Quality of Food	(n=418)	1%	9%	19%	27%	44%

23 Basic Care Facilities representing 638 beds participated in the survey November 2017

Assisted Living Satisfaction Survey Results

November 2017

Quality Measures

Satisfaction		1-Poor	2-Average	3-Good	4-Very Good	5-Excellent
Overall Satisfaction	(n=764)	0%	5%	13%	34%	48%
Quality of Staff	(n=768)	0%	3%	11%	36%	50%
Quality of Care	(n=764)	<1%	4%	12%	36%	47%
Quality of Food	(n=749)	5%	16%	29%	31%	20%

42 Assisted Living Facilities representing 1301 units participated in the survey November 2017

