

# SATISFACTION SURVEY SUMMARY

## West View Health Care Center

239 Legris Ave  
West Warwick, RI 02893 USA

## West View Health Care Center

### WHAT'S INSIDE

This report summarizes your satisfaction survey results. The charts and graphs selected by your organization provide important information necessary to better understand the perceptions of those individuals closely aligned to your organization.

#### Skilled Nursing Facility

Results for:

Family/Resident

Survey date

For Oct 2008 to Oct 2008

Surveys distributed

134

Surveys returned

57

Response rate

43%

Printed from My InnerView's members-only Web site on **Feb 17, 2009**

See the members' site for:

- Satisfaction survey items and reference labels
- Glossary of items

Peer group: **MIV**

Peer group size: **4639**

PREPARED BY



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Strategies for improvement must consider the data from a variety of perspectives. This page shows a composite view of key charts that should be considered when formulating action plans.

**Family/Resident** For Oct 2008 to Oct 2008

ITEMS WITH GREATEST OPPORTUNITY TO IMPACT RECOMMENDATION

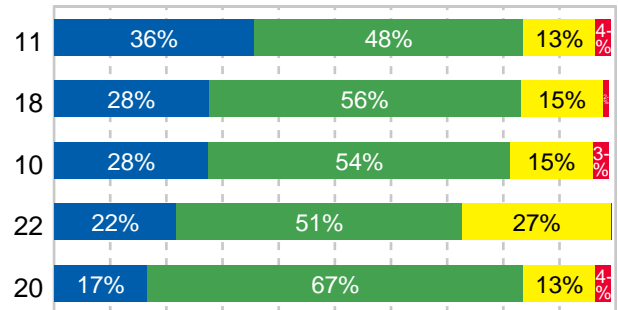
**PRIORITY ACTION AGENDA**

The top FIVE items in Quadrant D comprise your Priority Action Agenda and provide a focus for improving willingness to recommend.

These PRIMARY OPPORTUNITIES are the items with average scores below the midline and more important to "Recommendation."

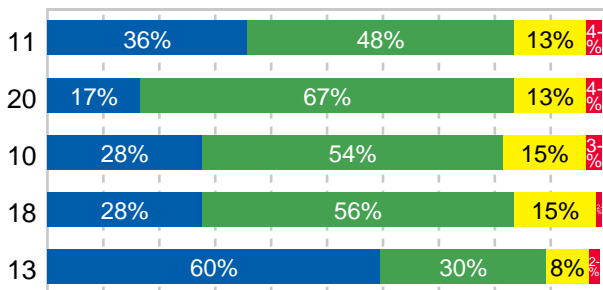
- 16 Responsiveness of management
- 21 Quality of dining experience
- 12 Attention to resident grooming

5 ITEMS WITH LOWEST PERCENT "EXCELLENT" SCORES



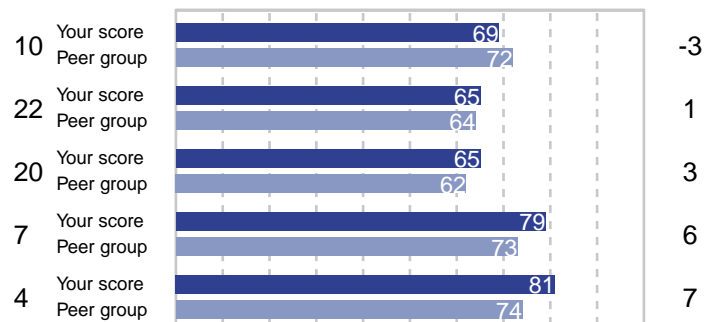
- 11 Adequate staff to meet needs
- 18 Security of personal belongings
- 10 Rehabilitation therapy
- 22 Quality of laundry services
- 20 Quality of meals

5 ITEMS WITH HIGHEST PERCENT "POOR" SCORES



- 11 Adequate staff to meet needs
- 20 Quality of meals
- 10 Rehabilitation therapy
- 18 Security of personal belongings
- 13 Commitment to family updates

5 ITEMS WITH GREATEST DIFFERENCE IN AVERAGE SCORE FROM PEER GROUP



- 10 Rehabilitation therapy
- 22 Quality of laundry services
- 20 Quality of meals
- 7 Religious/spiritual opportunities
- 4 Resident-to-resident friendships

ABOUT RESIDENT		ABOUT RESPONDENT		VISITOR		FACILITY CHOICE	
Gender: Female	87%	Resident Responses:	30%	Visiting Most: Child	66%	Reason: Good reputation	45%
Age: 80 to 89	45%	Family:	70%	Spouse	19%	Relative or friend	26%
Stay: 1 to 3 years	38%			How Often: Almost daily	54%	Homes Visited: None	43%

# Summary

## Global satisfaction and domain summary scores: Percent "Excellent" and "Good"

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SUM-G/Dom-E/G

Family/Resident

CURRENT: For Oct 2008 to Oct 2008

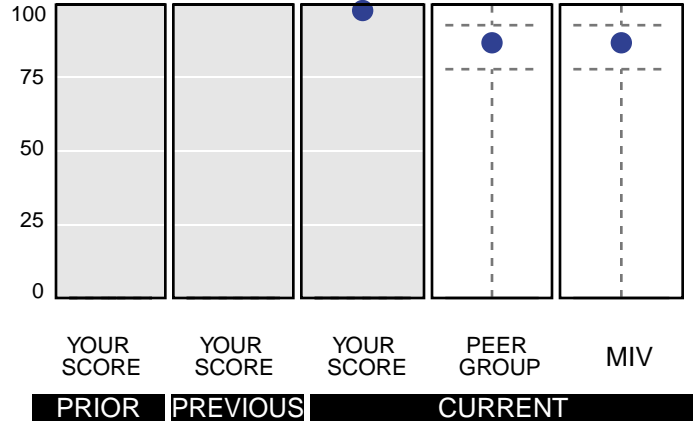
PREVIOUS: For Feb 2009 to Feb 2009

PRIOR: For Feb 2009 to Feb 2009

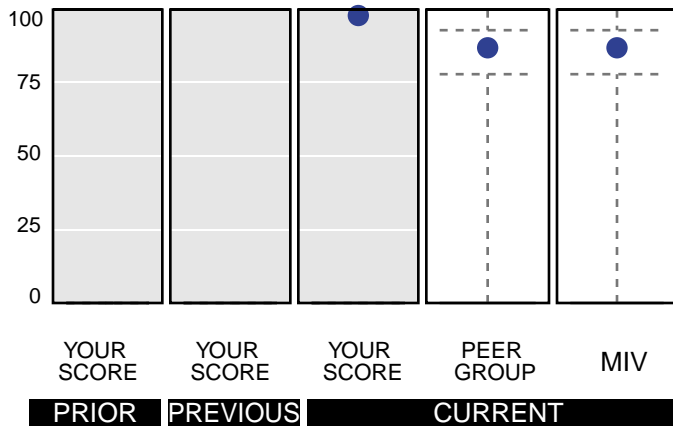
The shaded area shows the percent of **EXCELLENT and GOOD** in the Excellent and Good category for each domain and these global satisfaction questions:  
 - How would you rate your overall satisfaction with this facility?  
 - What is your recommendation of this facility to others?

Peer group: MIV

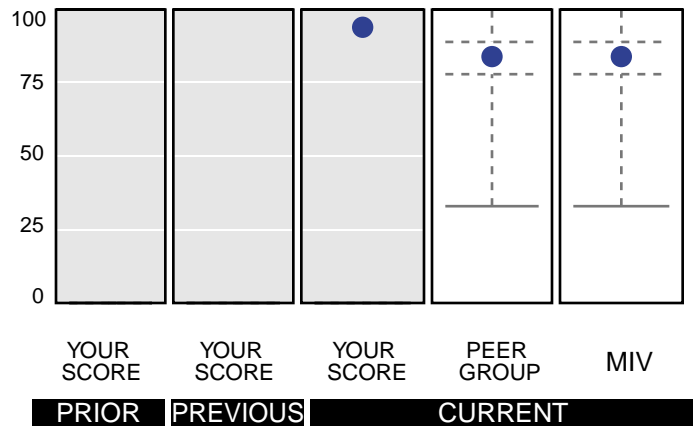
### OVERALL SATISFACTION



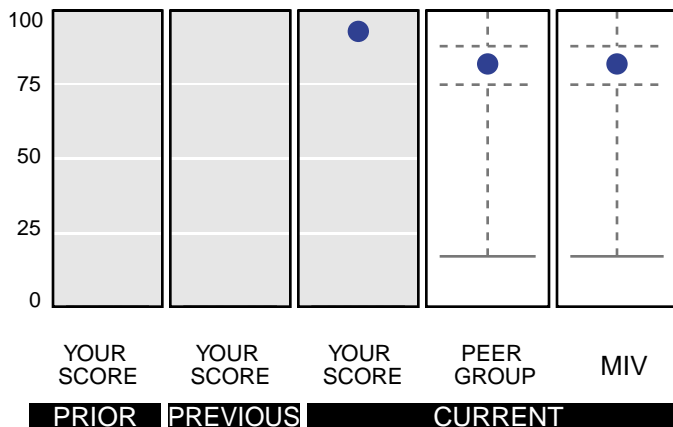
### RECOMMENDATION TO OTHERS



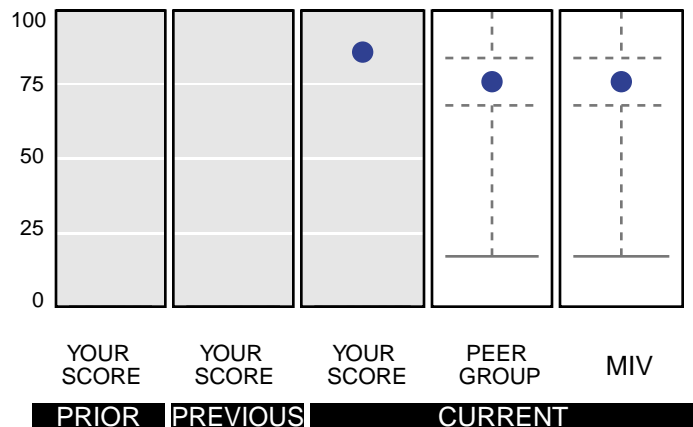
### QUALITY OF LIFE DOMAIN



### QUALITY OF CARE DOMAIN



### QUALITY OF SERVICE DOMAIN



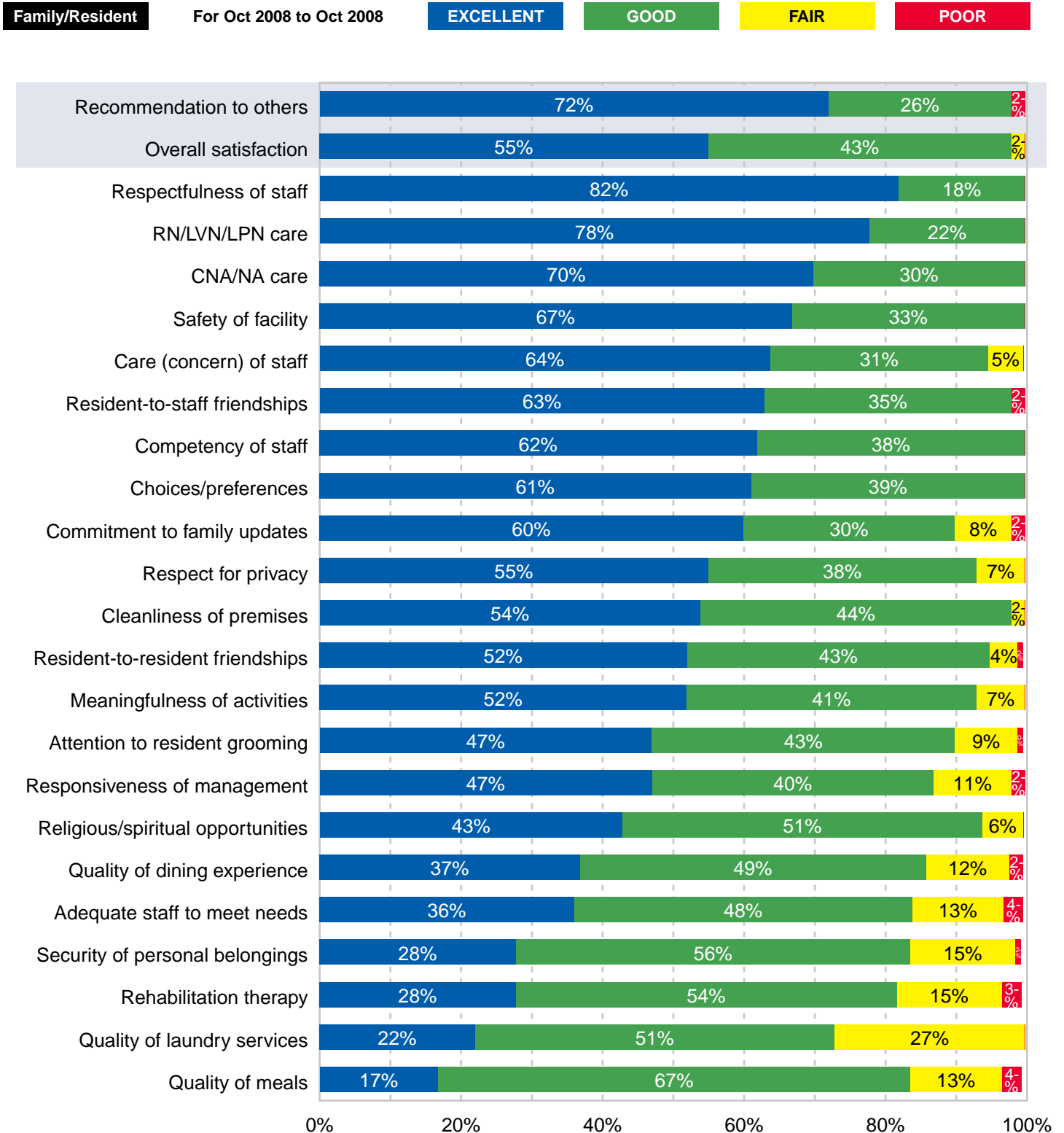
## Results by item

## "Excellent," "Good," "Fair" and "Poor" ranked by percent "Excellent"

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Item-E/G/F/P-PE

Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are ranked from the highest percent **EXCELLENT** to the lowest percent **EXCELLENT**. (May not total 100% due to rounding)



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Item-Demo

The percent of respondents within different demographic categories. SHADING indicates the category with the highest percentage. (May not total 100% due to rounding)

**Family/Resident** For Oct 2008 to Oct 2008

Length of stay		Reason for choosing	
Less than 1 month	2%	Convenient location	11%
1 to 3 months	7%	Good reputation	45%
3 to 6 months	4%	Doctor or hospital	13%
6 months to 1 year	18%	Relative or friend	26%
1 to 3 years	38%	Insurance requirement	0%
3 or more years	31%	Other reason	4%

Person visiting most		Gender of resident	
Spouse	19%	Female	87%
Child	66%	Male	13%
Brother or sister	11%		

		Age of resident	
Grandchild	0%	19 or under	0%
Friend	0%	20 to 29	0%
Another person	4%	30 to 39	0%

How often visited			
Less than once a year	0%	40 to 49	0%
Once a year	0%	50 to 59	0%
Once every 3 months	0%	60 to 69	0%
Once a month or more	7%	70 to 79	9%
Once a week or more	39%	80 to 89	45%
Almost daily	54%	90 or older	45%

Homes visited	
None	43%
Only this one	7%
Two	33%
Three	9%
Four	4%
Five or more	4%

Your percentile rank is based on your percent **EXCELLENT AND GOOD** score for each item.

Peer group: **MIV**

90th percentile: Percent of **EXCELLENT AND GOOD** responses in peer group that fall in the 90th percentile.

**Family/Resident** For Oct 2008 to Oct 2008

	Your percent "Exc/Good"	Your percentile rank	90th percentile	Quartiles					
				Lowest score	Median	Highest score			
CNA/NA care	100%	95	95	25	75	83	90	100	
Choices/preferences	100%	94	96	0	78	86	92	100	
Cleanliness of premises	98%	94	96	0	74	83	90	100	
Competency of staff	100%	93	97	0	80	88	93	100	
Attention to resident grooming	91%	93	89	0	63	73	82	100	
Overall satisfaction	98%	92	97	0	78	87	93	100	
Resident-to-staff friendships	98%	91	98	0	82	89	94	100	
Recommendation to others	98%	91	98	0	78	87	93	100	
Safety of facility	100%	90	100	0	83	90	95	100	
RN/LVN/LPN care	100%	89	100	33	84	90	95	100	
Adequate staff to meet needs	84%	89	84	0	54	66	76	100	
Respectfulness of staff	100%	88	100	0	85	91	96	100	
Quality of dining experience	86%	86	88	0	62	72	81	100	
Meaningfulness of activities	93%	85	94	17	74	83	89	100	
Security of personal belongings	83%	83	88	0	59	69	79	100	
Religious/spiritual opportunities	94%	83	96	20	77	86	92	100	
Quality of meals	83%	81	88	0	61	71	80	100	
Care (concern) of staff	95%	81	97	0	79	87	93	100	
Resident-to-resident friendships	94%	80	97	0	82	88	93	100	
Respect for privacy	93%	76	96	0	81	87	92	100	
Responsiveness of management	87%	75	93	0	70	80	87	100	
Commitment to family updates	91%	69	97	20	78	86	92	100	
Quality of laundry services	73%	49	91	0	61	73	84	100	
Rehabilitation therapy	82%	46	95	0	75	83	90	100	

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Cp-PerRank-Avg

Your percentile rank within the peer group is based on your average score for each item. An average score is calculated by assigning the following values: Excellent = 100; Good = 66.7; Fair = 33.3; Poor = 0.

Peer group: **MIV**

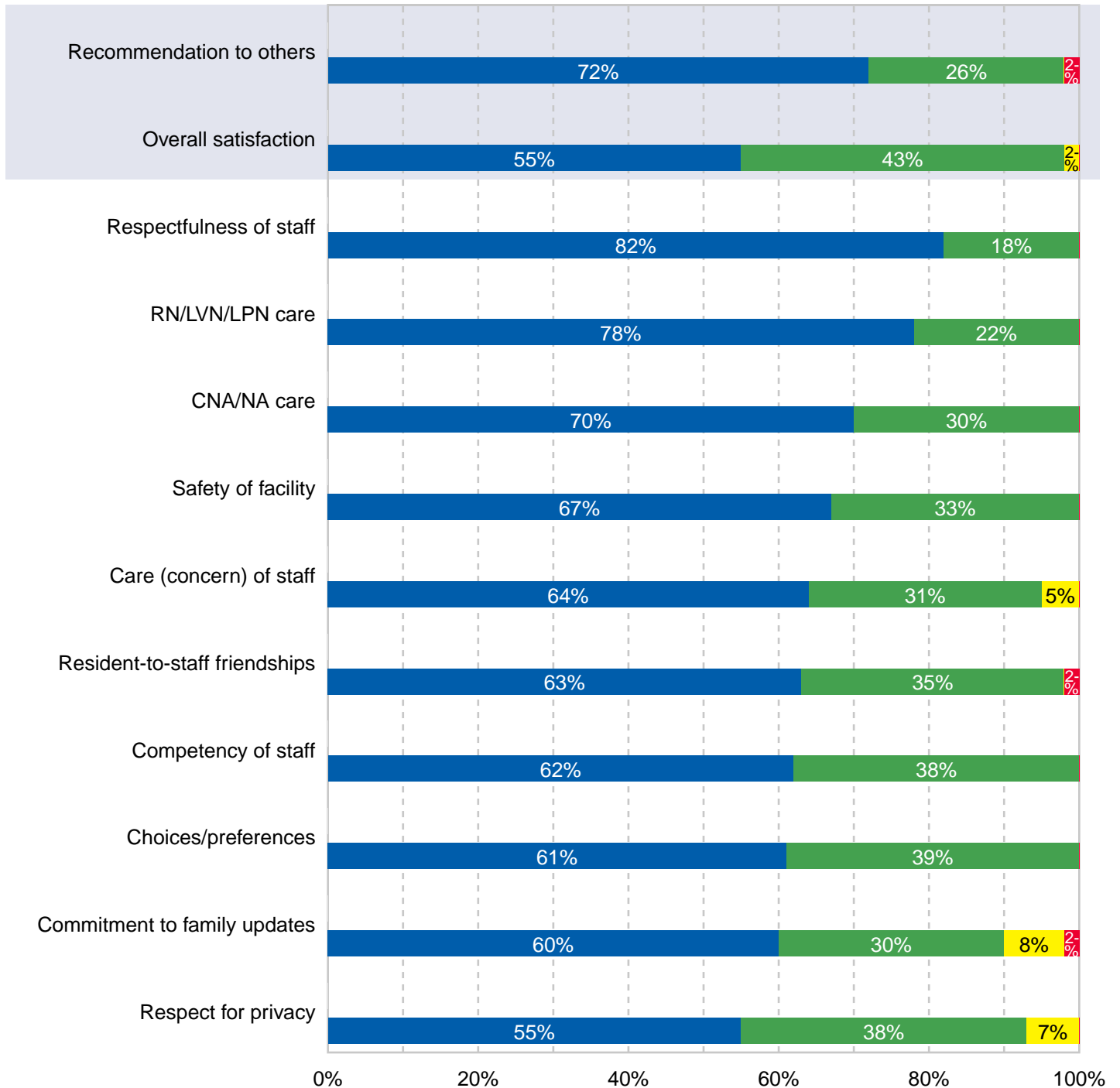
90th percentile: Average scores for facilities in peer group that fall in the 90th percentile.

**Family/Resident** For Oct 2008 to Oct 2008

	Your average "score"	Your percentile rank	90th percentile	Quartiles					
				Lowest score		Median		Highest score	
Respectfulness of staff	94	99	87	33	73	78	83	100	
CNA/NA care	90	99	82	22	66	72	78	100	
RN/LVN/LPN care	93	99	86	33	72	77	82	100	
Choices/preferences	87	98	80	28	65	71	76	100	
Recommendation to others	89	97	85	0	67	73	79	100	
Competency of staff	87	97	83	22	68	74	79	100	
Safety of facility	89	96	85	33	71	76	81	100	
Attention to resident grooming	79	95	75	11	57	64	70	100	
Resident-to-staff friendships	86	94	84	22	70	75	80	100	
Care (concern) of staff	86	93	85	11	69	75	80	100	
Overall satisfaction	85	92	83	11	67	72	78	100	
Cleanliness of premises	84	92	83	22	65	71	77	100	
Respect for privacy	82	91	82	33	68	73	78	100	
Meaningfulness of activities	81	91	81	17	65	71	76	100	
Quality of dining experience	73	90	73	0	56	62	68	100	
Adequate staff to meet needs	72	90	72	0	52	59	66	100	
Resident-to-resident friendships	81	85	83	33	69	74	79	100	
Responsiveness of management	77	84	80	0	62	69	75	100	
Religious/spiritual opportunities	79	81	82	33	67	72	77	100	
Commitment to family updates	83	81	86	20	69	76	81	100	
Security of personal belongings	70	80	74	0	54	61	68	100	
Quality of meals	65	63	75	0	56	62	69	100	
Quality of laundry services	65	58	76	0	55	63	70	100	
Rehabilitation therapy	69	38	82	0	66	72	77	100	

Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are ranked from the highest percent **EXCELLENT** to the lowest percent **EXCELLENT**. (May not total 100% due to rounding)

Family/Resident	For Feb 2009 to Feb 2009	EXCELLENT	GOOD	FAIR	POOR
	For Oct 2008 to Oct 2008	EXCELLENT	GOOD	FAIR	POOR



Family/Resident

