



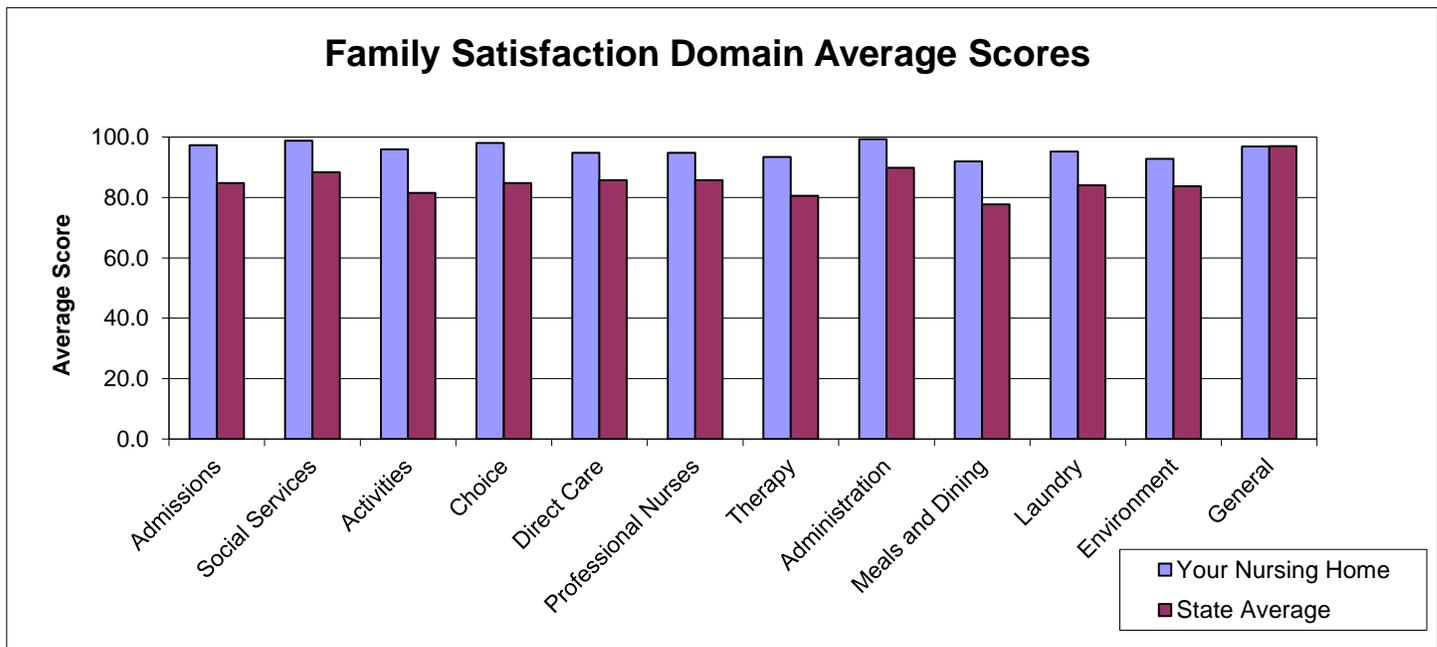
Ohio Department of Aging

Nursing Home

Family Satisfaction Survey 2014

LOVELAND HEALTH CARE CENTER

	<u>Facility Average</u>		<u>State Average</u>	
	2012	2014	2012	2014
▪ Overall Satisfaction Score	86.9	95.6	85.6	85.8



These measurements are based upon the Ohio Nursing Home Family Satisfaction Survey . The Scripps Gerontology Center at Miami University gathered data by mail . These data reflect the care as reported by residents' family members, friends, and guardians. Scores with a * have a greater than 10% margin of error.

Statewide Profile of Respondents

Within this report, the word respondents refers to the family members who completed the family survey

Number of Respondents Statewide	23,639		
	State Avg.		State %
Statewide Response Rate	41.3%	▪ Gender of Respondent	
▪ Average Age of Respondent	63.1	Male	31.0%
▪ Average Age of Resident	82.0	Female	69.0%
▪ Race/Ethnicity of Respondent	State %	▪ How Often Respondent Visits Resident	
Asian/Pacific Islander	0.3%	Daily	19.9%
African American/Black	7.7%	Several times a week	36.4%
Caucasian/White	90.2%	Once a week	20.9%
Hispanic	0.5%	Two to three times a month	10.8%
Native American/Indian	0.6%	Once a month	6.1%
Other	0.6%	Few times a year	5.9%
▪ Relationship to Resident		▪ Resident's Expected Total Stay In Facility	
Spouse	13.1%	Less than one month	3.3%
Son/Daughter	49.3%	From one to three months	6.3%
Grandchild	1.0%	More than three months	90.4%
Niece/Nephew	4.5%		
Son/Daughter In-Law	4.9%		
Brother/Sister	9.8%		
Friend	1.9%		
Parent	5.4%		
Guardian	6.7%		
Other	3.4%		

Facility Profile of Respondents

Number of Residents with Family/Friends	77		
Number of Respondents from this facility	24	Number of Respondents Needed	24
	Facility %		
Facility Response Rate	31.2%	Facility met margin of error?	Yes
▪ How Often Respondent Visits Resident			
Daily	20.8%		
Several times a week	37.5%		
Once a week	25.0%		
Two to three times a month	4.2%		
Once a month	0.0%		
Few times a year	12.5%		

Family Satisfaction

100=Yes, always, 67=Yes, sometimes, 33=No, hardly ever, 0=No, never

	Facility Average		State Average	
	2012	2014	2012	2014
GENERAL QUESTIONS				
Are your telephone calls handled in an efficient manner?	93.1	100.0	88.3	87.4
Do residents look well-groomed and cared for?	87.4	89.0	84.8	84.5
Is the staff here friendly?	90.9	98.6	91.7	91.5
Do you get adequate information from the staff about the resident's condition and treatment?	94.3	98.6	87.2	86.7
Are you satisfied with the medical care in this facility?	88.6	97.1	85.8	85.7
Would you recommend this facility to a family member or friend?	88.9	98.6	84.3	83.6
Overall, do you like this facility?	87.4	97.3	86.6	86.3
▪ General Questions Domain Score	90.0	96.9	86.9	97.0
ADMISSIONS				
Did staff provide you with adequate information about the different services in the facility?	89.4	97.0	86.0	85.6
Did staff give you clear information about the cost of care?	88.9	100.0	83.6	83.3
Did staff adequately address your questions about how to pay for care?	86.9	97.0	86.3	86.1
▪ Admissions Domain Score	88.9	97.4	85.2	84.8
SOCIAL SERVICES				
Does the social worker follow-up and respond quickly to your concerns?	90.2	97.1	86.0	85.1
Does the social worker treat you with respect?	93.9	100.0	94.3	94.3
Does the resident get the social services he/she needs? *	n/a	100.0	n/a	87.0
▪ Social Services Domain Score	92.0	98.8	89.9	88.4
ACTIVITIES				
Does the resident have enough to do in the facility?	91.4	96.9	79.1	78.8
Are the facility activities things the resident likes to do?	76.2	90.5	71.8	71.9
Is the resident satisfied with the spiritual activities in the facility?	85.3	98.3	81.9	82.3
Does the activities staff treat the resident with respect?	97.6	100.0	94.3	94.2
▪ Activities Domain Score	88.4	96.0	81.6	81.6
CHOICES				
Can the resident decide when to get out of bed in the morning?	81.3	93.7	73.6	76.6
Can the resident go to bed when he/she likes?	86.2	96.9	82.2	84.8
Can the resident decide what clothing to wear?	92.1	98.4	83.0	83.2
Can the resident fix up his/her room with personal items so it looks like home?	88.5	100.0	87.3	88.4
Does the staff leave the resident alone if he/she doesn't want to do anything?	92.0	100.0	88.8	89.4
Does staff let the resident do the things he/she wants to do for himself/herself?	91.3	100.0	86.5	87.6
Is the resident encouraged to make decisions about his/her personal care routine?	87.1	93.0	80.8	81.5
▪ Choice Domain Score	87.6	98.1	83.4	84.8

* This question was not on the 2012 survey.

Family Satisfaction

100=Yes, always, 67=Yes, sometimes, 33=No, hardly ever, 0=No, never

Facility Average

State Average

2012 2014

2012 2014

DIRECT CARE and NURSING STAFF

Does a staff person check on the resident to see if he/she is comfortable?	84.8	92.5	80.7	80.7
During the weekdays, is a staff person available to help the resident if he/she needs it?	91.4	95.7	89.3	89.2
At other times, is a staff person available to help the resident if he/she needs it?	87.0	93.7	86.6	86.5
Are the nurse aides gentle when they take care of the resident?	87.3	97.1	90.1	89.8
Do the nurse aides treat the resident with respect?	89.4	97.3	91.5	91.3
Do the nurse aides spend enough time with the resident?	79.5	92.8	77.5	77.3
▪ Direct Care and Nursing Domain Score	86.4	94.9	86.0	85.8

THERAPY

Do the therapists spend enough time with the resident?	85.8	93.4	82.0	82.6
Does the therapy help the resident?	84.8	93.4	79.4	79.8
▪ Therapy Domain Score	82.3	93.4	80.2	80.6

ADMINISTRATION

Is the administration available to talk with you?	89.3	98.6	87.2	86.9
Does the administration treat you with respect?	90.8	100.0	93.8	93.5
▪ Administration Domain Score	89.7	99.3	90.2	89.9

MEALS AND DINING

Does the resident think that the food is tasty?	70.6	82.7	68.6	68.3
Are foods served at the right temperature?	82.7	91.0	80.3	79.2
Can the resident get the foods he/she likes?	85.3	95.7	73.6	74.0
Does the resident get enough to eat?	90.1	98.6	89.6	88.8
▪ Meals and Dining Domain Score	82.8	92.0	78.1	77.7

LAUNDRY

Does the resident get their clothes back from the laundry?	87.6	95.1	83.0	82.8
Does the resident's clothing come back from the laundry in good condition?	89.0	95.2	85.6	85.8
▪ Laundry Domain Score	88.3	95.3	84.2	84.1

RESIDENT ENVIRONMENT

Can the resident get outdoors when he/she wants to, either with help or on their own?	68.1	94.8	74.6	76.1
Can you find places to talk with the resident in private?	92.3	98.6	89.7	90.2
Is the resident's room quiet enough?	84.0	94.2	86.7	87.1
Are you satisfied with the resident's room?	80.5	94.5	84.8	84.9
▪ Resident Environment Domain Score	82.3	95.4	84.5	84.9

FACILITY ENVIRONMENT

Are the public areas quiet enough?	81.7	92.8	83.9	84.0
Does the facility seem homelike?	74.1	90.3	78.3	78.3
Is the facility clean enough?	85.1	89.9	87.0	86.8
Is the resident's personal property safe in the facility?	79.6	97.1	81.6	81.9
Are you satisfied with the safety and security of this facility?	88.5	98.6	88.5	88.4
▪ Facility Environment Domain Score	82.1	92.8	83.8	83.8

Family Satisfaction- A Closer Look:

Summary Statements

Always Sometimes Hardly Ever Never Does Not Apply/Know

GENERAL QUESTIONS

Are telephone calls handled efficiently?	2014	100.0%	0.0%	0.0%	0.0%	0.0%
	2012	82.8%	13.8%	3.4%	0.0%	0.0%
Do residents look well-groomed and cared for?	2014	66.7%	33.3%	0.0%	0.0%	0.0%
	2012	65.5%	31.0%	3.4%	0.0%	0.0%
Is the staff here friendly?	2014	95.7%	4.3%	0.0%	0.0%	0.0%
	2012	75.9%	20.7%	3.4%	0.0%	0.0%
Do you get adequate information about condition and treatment?	2014	95.7%	4.3%	0.0%	0.0%	0.0%
	2012	86.2%	10.3%	3.4%	0.0%	0.0%
Are you satisfied with the medical care?	2014	91.3%	8.7%	0.0%	0.0%	0.0%
	2012	72.4%	20.7%	6.9%	0.0%	0.0%
Recommend this facility to a family member/friend?	2014	95.7%	4.3%	0.0%	0.0%	0.0%
	2012	81.5%	11.1%	0.0%	7.4%	0.0%
Overall, do you like this facility?	2014	91.7%	8.3%	0.0%	0.0%	0.0%
	2012	75.9%	17.2%	0.0%	6.9%	0.0%

ADMISSIONS

Staff provide adequate information about services?	2014	87.0%	8.7%	0.0%	0.0%	4.3%
	2012	71.4%	25.0%	3.6%	0.0%	0.0%
Clear information provided on cost of care?	2014	83.3%	0.0%	0.0%	0.0%	16.7%
	2012	72.4%	10.3%	10.3%	0.0%	6.9%
Questions on how to pay adequately addressed?	2014	83.3%	8.3%	0.0%	0.0%	8.3%
	2012	75.9%	10.3%	3.4%	6.9%	3.4%

SOCIAL SERVICES

Concerns followed up quickly by social worker?	2014	91.3%	8.7%	0.0%	0.0%	0.0%
	2012	72.4%	17.2%	0.0%	3.4%	6.9%
Treated with respect by social worker?	2014	100.0%	0.0%	0.0%	0.0%	0.0%
	2012	82.8%	6.9%	0.0%	3.4%	6.9%
Resident gets the social services he/she needs?	2014	91.3%	0.0%	0.0%	0.0%	8.7%
	2012	n/a	n/a	n/a	n/a	n/a

ACTIVITIES

Resident has enough to do in the facility?	2014	86.4%	9.1%	0.0%	0.0%	4.5%
	2012	75.0%	17.9%	3.6%	0.0%	3.6%
Activities are things the resident likes to do?	2014	69.6%	17.4%	4.3%	0.0%	8.7%
	2012	35.7%	46.4%	3.6%	3.6%	10.7%
Resident satisfied with spiritual activities?	2014	81.8%	4.5%	0.0%	0.0%	13.6%
	2012	40.7%	22.2%	3.7%	0.0%	33.3%
Activities staff treats resident with respect?	2014	100.0%	0.0%	0.0%	0.0%	0.0%
	2012	89.3%	7.1%	0.0%	0.0%	3.6%

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CHOICE

Can the resident decide when to get out of bed in the morning?*	2014	73.9%	17.4%	0.0%	0.0%	8.7%
	2012	46.4%	28.6%	3.6%	3.6%	17.9%
Can resident go to bed when he/she likes?	2014	82.6%	8.7%	0.0%	0.0%	8.7%
	2012	53.6%	28.6%	3.6%	0.0%	14.3%
Can resident decide what clothing to wear?*	2014	87.0%	4.3%	0.0%	0.0%	8.7%
	2012	57.1%	17.9%	0.0%	0.0%	25.0%
Can the resident fix up his/her room with personal items so it looks like home?	2014	95.7%	0.0%	0.0%	0.0%	4.3%
	2012	64.3%	25.0%	3.6%	0.0%	7.1%
Does the staff leave the resident alone if he/she doesn't want to do anything?	2014	100.0%	0.0%	0.0%	0.0%	0.0%
	2012	75.0%	10.7%	0.0%	3.6%	10.7%
Does staff let resident do things for him/herself?	2014	91.3%	0.0%	0.0%	0.0%	8.7%
	2012	66.7%	14.8%	3.7%	0.0%	14.8%
Is the resident encouraged to make decisions about his/her personal care routine?	2014	66.7%	8.3%	4.2%	0.0%	20.8%
	2012	42.9%	17.9%	3.6%	0.0%	35.7%

DIRECT CARE and NURSING STAFF

Does staff check on resident to see if comfortable?	2014	75.0%	12.5%	4.2%	0.0%	8.3%
	2012	48.3%	41.4%	0.0%	0.0%	10.3%
Is staff available during the weekdays?	2014	83.3%	12.5%	0.0%	0.0%	4.2%
	2012	69.0%	24.1%	0.0%	0.0%	6.9%
Is staff available at other times?	2014	73.9%	17.4%	0.0%	0.0%	8.7%
	2012	58.6%	37.9%	0.0%	0.0%	3.4%
Are nurse aides gentle when taking care of resident?	2014	87.5%	8.3%	0.0%	0.0%	4.2%
	2012	62.1%	24.1%	0.0%	3.4%	10.3%
Do nurse aides treat resident with respect?	2014	91.7%	8.3%	0.0%	0.0%	0.0%
	2012	72.4%	20.7%	0.0%	3.4%	3.4%
Do aides spend time with resident?	2014	79.2%	12.5%	4.2%	0.0%	4.2%
	2012	51.7%	24.1%	10.3%	3.4%	10.3%

THERAPY

Do therapists spend enough time with resident?	2014	52.2%	13.0%	0.0%	0.0%	34.8%
	2012	35.7%	10.7%	0.0%	3.6%	50.0%
Does the therapy help the resident?	2014	52.2%	13.0%	0.0%	0.0%	34.8%
	2012	25.0%	21.4%	0.0%	0.0%	53.6%

ADMINISTRATION

Is administration available to talk with you?	2014	95.8%	4.2%	0.0%	0.0%	0.0%
	2012	79.3%	6.9%	6.9%	3.4%	3.4%
Does administration treat you with respect?	2014	100.0%	0.0%	0.0%	0.0%	0.0%
	2012	82.8%	10.3%	3.4%	3.4%	0.0%

* This question was modified from the previous survey, which may have changed the meaning of the question. The comparison results should be interpreted with caution.

Family Satisfaction- A Closer Look:

Summary Statements

Always Sometimes Hardly Ever Never Does Not Apply/Know

MEALS AND DINING

Does resident think that the food is tasty?	2014	50.0%	41.7%	4.2%	0.0%	4.2%
	2012	34.5%	37.9%	10.3%	6.9%	10.3%
Are foods served at the right temperature?	2014	69.6%	26.1%	0.0%	0.0%	4.3%
	2012	62.1%	17.2%	10.3%	3.4%	6.9%
Can the resident get the foods he/she likes?	2014	83.3%	12.5%	0.0%	0.0%	4.2%
	2012	58.6%	27.6%	6.9%	0.0%	6.9%
Does the resident get enough to eat?	2014	95.7%	4.3%	0.0%	0.0%	0.0%
	2012	75.9%	6.9%	10.3%	0.0%	6.9%

LAUNDRY

Does the resident get their clothes back from the laundry?	2014	73.9%	13.0%	0.0%	0.0%	13.0%
	2012	51.7%	31.0%	0.0%	0.0%	17.2%
Does the resident's clothing come back from the laundry in good condition?	2014	79.2%	4.2%	4.2%	0.0%	12.5%
	2012	58.6%	20.7%	3.4%	0.0%	17.2%

RESIDENT ENVIRONMENT

Can resident get outdoors when they want to?	2014	69.6%	13.0%	0.0%	0.0%	17.4%
	2012	39.3%	10.7%	21.4%	7.1%	21.4%
Can you find places to talk with the resident in private?	2014	91.7%	4.2%	0.0%	0.0%	4.2%
	2012	75.9%	10.3%	0.0%	3.4%	10.3%
Is the resident's room quiet enough?	2014	87.0%	8.7%	4.3%	0.0%	0.0%
	2012	58.6%	34.5%	6.9%	0.0%	0.0%
Are you satisfied with the resident's room?	2014	87.5%	8.3%	4.2%	0.0%	0.0%
	2012	58.6%	27.6%	10.3%	3.4%	0.0%

FACILITY ENVIRONMENT

Are the public areas quiet enough?	2014	82.6%	13.0%	4.3%	0.0%	0.0%
	2012	58.6%	27.6%	13.8%	0.0%	0.0%
Does the facility seem homelike?	2014	79.2%	16.7%	0.0%	4.2%	0.0%
	2012	46.4%	28.6%	17.9%	3.6%	3.6%
Is the facility clean enough?	2014	78.3%	17.4%	0.0%	4.3%	0.0%
	2012	65.5%	27.6%	3.4%	3.4%	0.0%
Is the resident's personal property safe in the facility?	2014	91.3%	8.7%	0.0%	0.0%	0.0%
	2012	53.6%	28.6%	3.6%	7.1%	7.1%
Overall satisfaction w/ safety/security of facility	2014	95.7%	4.3%	0.0%	0.0%	0.0%
	2012	79.3%	10.3%	6.9%	3.4%	0.0%