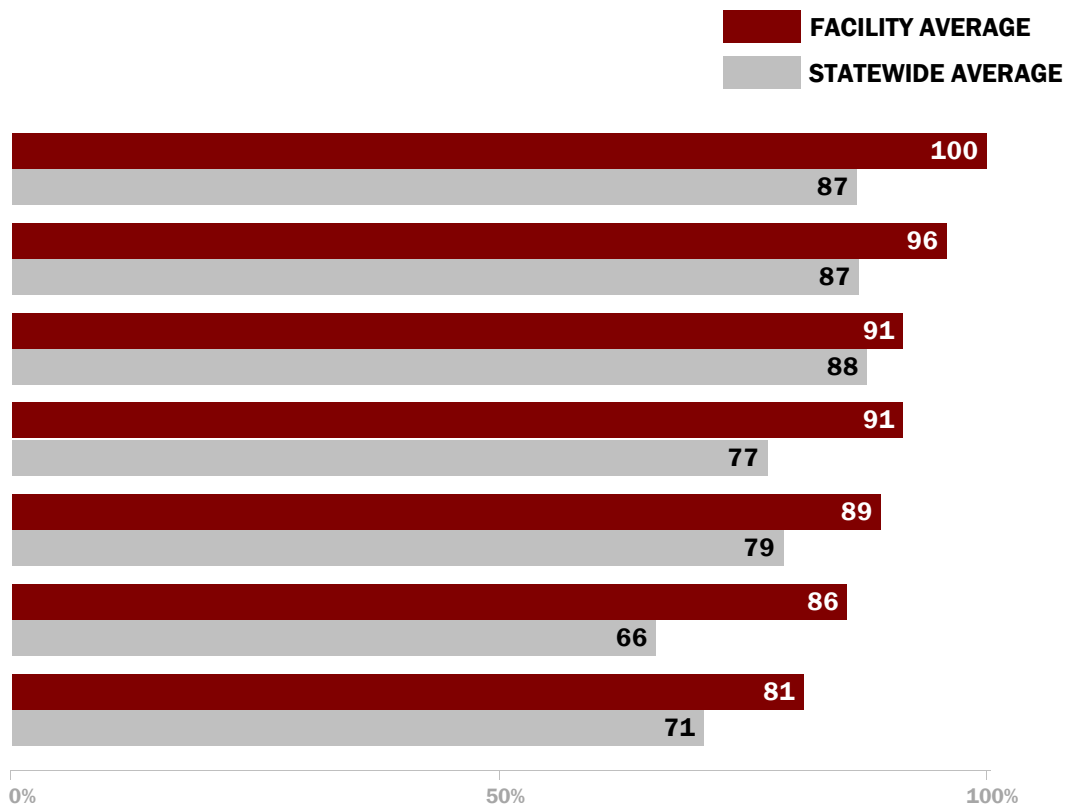


## Nursing Home Resident Satisfaction Survey 2017 Final Results

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

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



Scores represent percent of positive resident responses for each item.

### AVERAGE AGE OF RESIDENT

FACILITY 63 STATEWIDE 78

### INTERVIEWS COMPLETED

FACILITY	16	STATEWIDE	22,815
LONG-TERM	16	LONG-TERM	19,396
SHORT-TERM	0	SHORT-TERM	3,419

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

**OVERALL SATISFACTION SCORE**  
 FACILITY 89.4 STATEWIDE 77.8

# CIRCLE OF CARE

## 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?

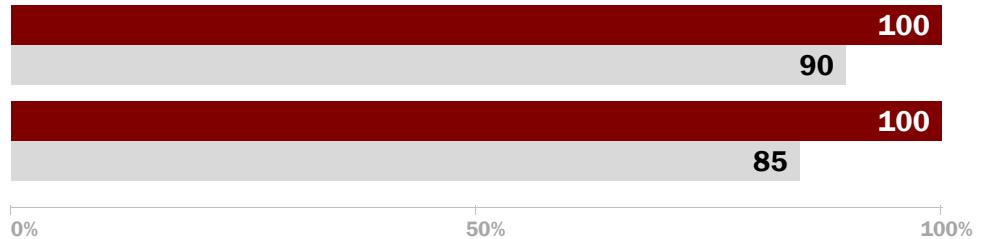
# DOMAIN: MOVING IN

## OVERALL DOMAIN SATISFACTION SCORE

FACILITY 100.0 STATEWIDE 86.8

## SATISFACTION SCORE\*

**FACILITY AVERAGE**  
**STATEWIDE AVERAGE**



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?

## CIRCLE OF CARE

### FACILITY INDICATORS RANKED LOW TO HIGH

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

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

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

Do you usually enjoy how you spend your time?

Do you like the activities that are provided here?

Do you have something to look forward to most days?

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

## DOMAIN: SPENDING TIME

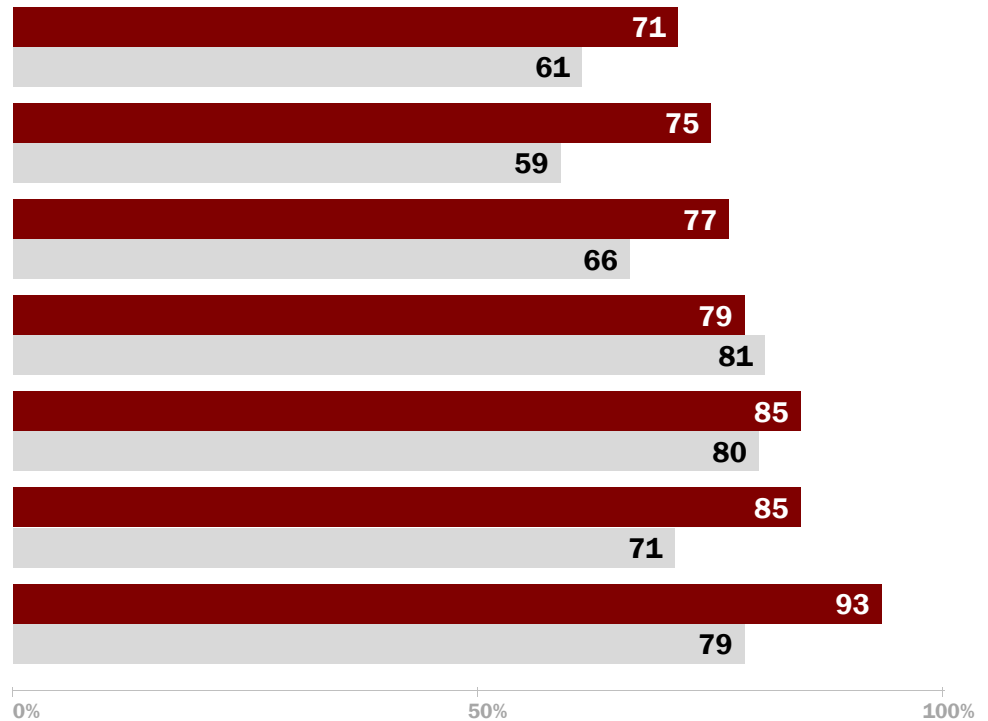
### OVERALL DOMAIN SATISFACTION SCORE

FACILITY 81.2

STATEWIDE 71.0

### SATISFACTION SCORE

FACILITY AVERAGE  
 STATEWIDE AVERAGE



Scores represent percent of positive resident responses for each item.

## CIRCLE OF CARE

### FACILITY INDICATORS RANKED LOW TO HIGH

Did (Do) the therapists help you set goals?

Did (Do) you know who to speak to  
about your therapy progress?

Do the people who work here give you enough time  
to do the things you can do for yourself?

Did (Does) the therapy help you meet your goals?

Are your preferences about daily routines carried out?

## DOMAIN: CARE AND SERVICES

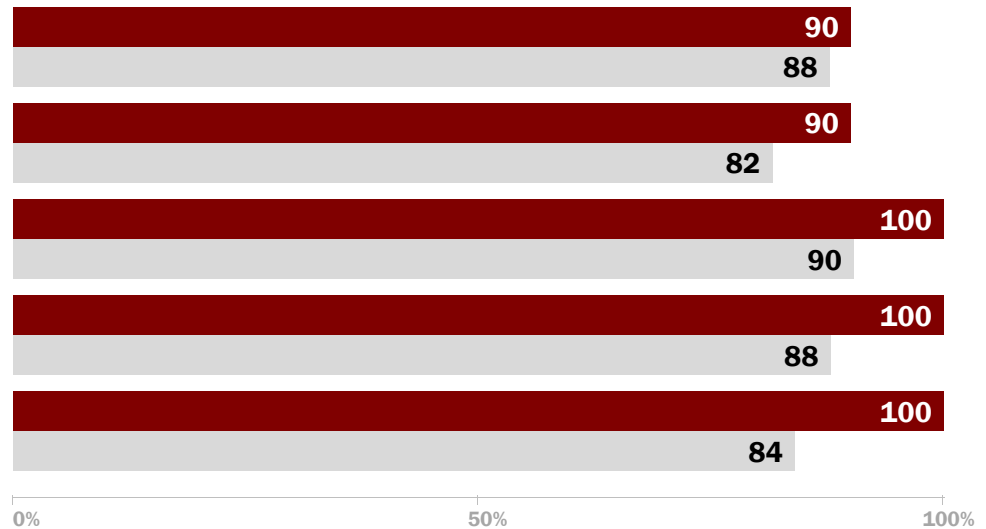
### OVERALL DOMAIN SATISFACTION SCORE

FACILITY 96.0

STATEWIDE 86.8

### 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?

# CIRCLE OF CARE

## FACILITY INDICATORS RANKED LOW TO HIGH

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?

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

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

Are the people who work here gentle with your care?

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?

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

# DOMAIN: CAREGIVERS

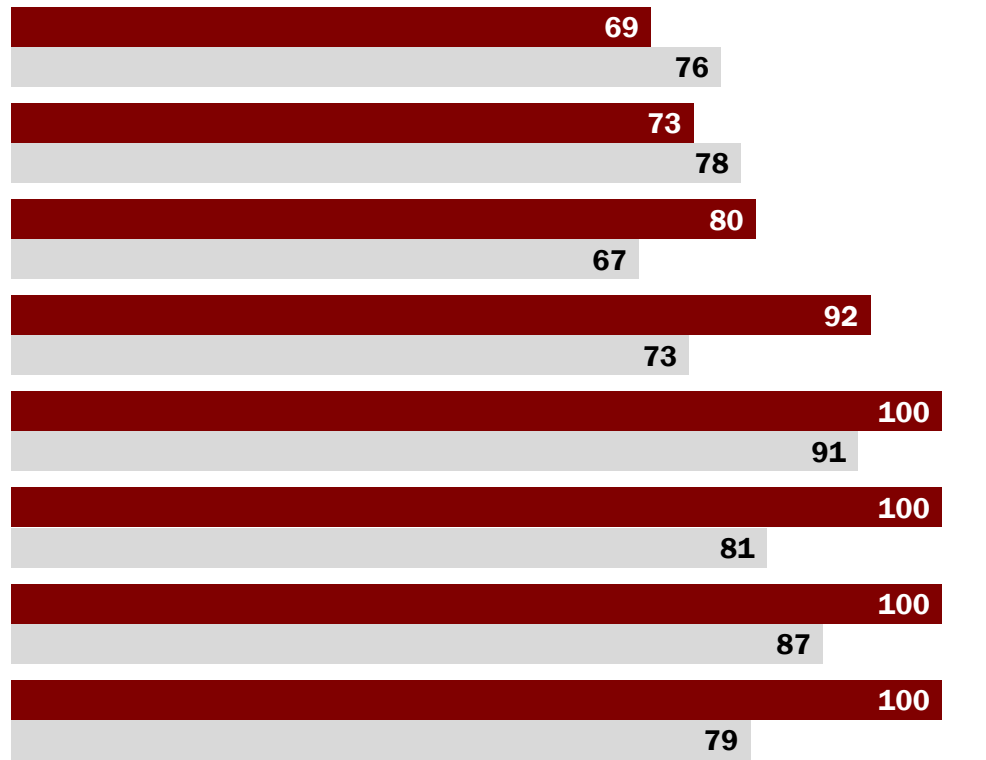
## OVERALL DOMAIN SATISFACTION SCORE

FACILITY 89.1

STATEWIDE 79.2

## SATISFACTION SCORE

FACILITY AVERAGE  
 STATEWIDE AVERAGE



0% 50% 100%

Scores represent percent of positive resident responses for each item.

# CIRCLE OF CARE

# DOMAIN: MEALS AND DINING

## OVERALL DOMAIN SATISFACTION SCORE

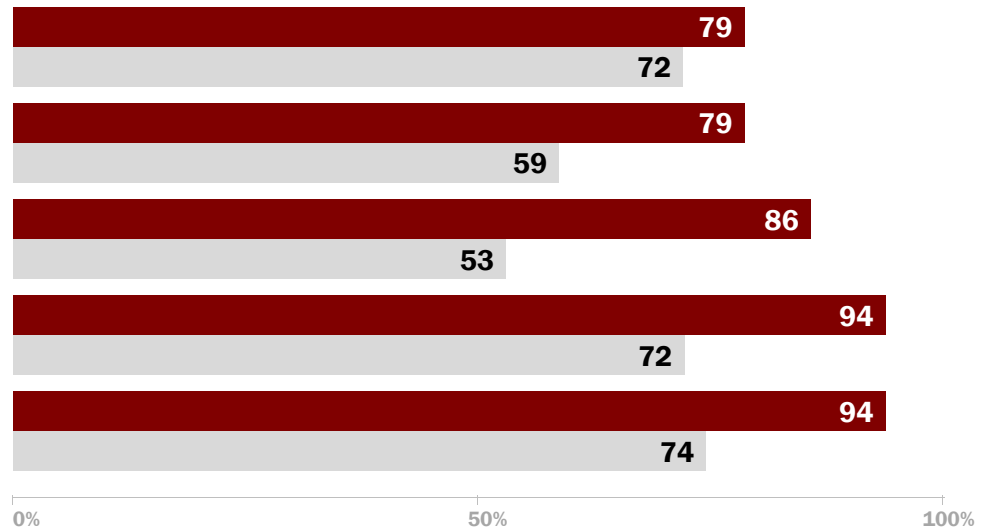
FACILITY 85.7      STATEWIDE 66.1

### FACILITY INDICATORS RANKED LOW TO HIGH

### SATISFACTION SCORE

FACILITY AVERAGE  
 STATEWIDE AVERAGE

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



Scores represent percent of positive resident responses for each item.

# CIRCLE OF CARE

# DOMAIN: ENVIRONMENT

## OVERALL DOMAIN SATISFACTION SCORE

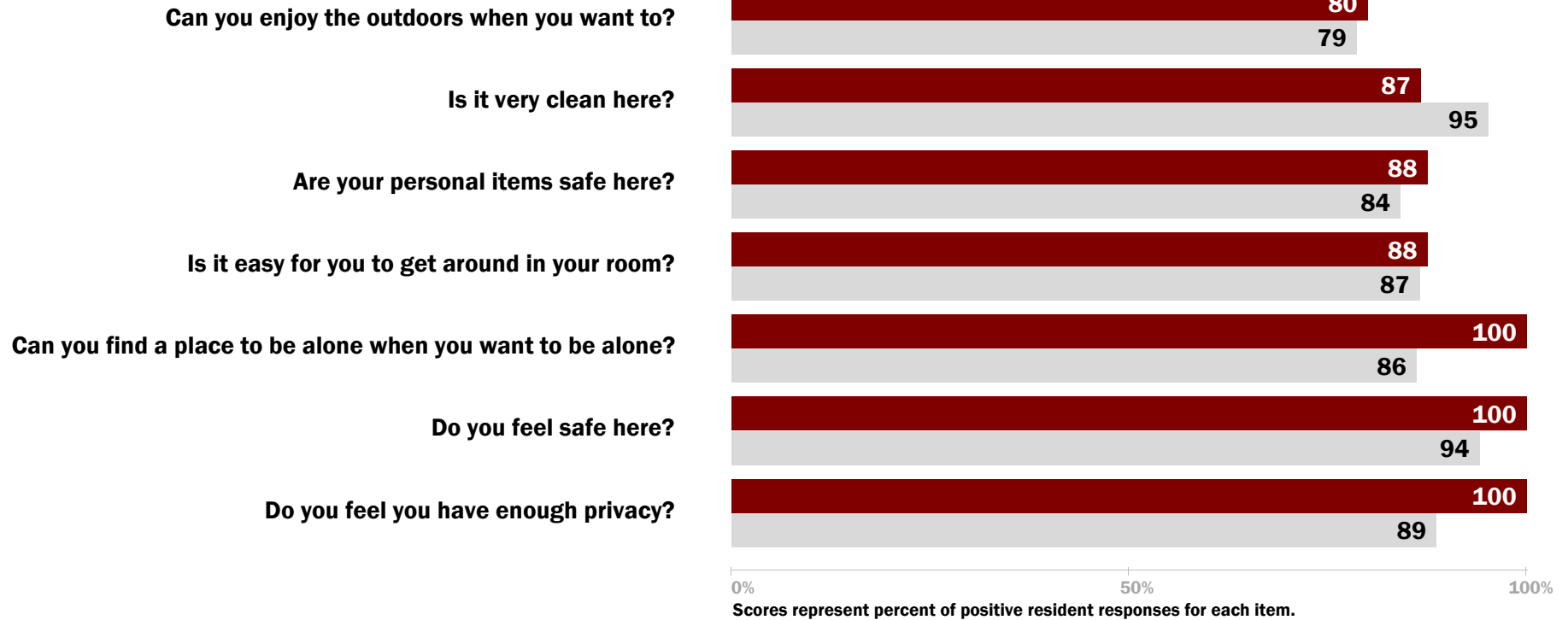
FACILITY 91.4

STATEWIDE 87.8

### FACILITY INDICATORS RANKED LOW TO HIGH

### SATISFACTION SCORE

**■** FACILITY AVERAGE  
**■** STATEWIDE AVERAGE



# CIRCLE OF CARE

## FACILITY INDICATORS RANKED LOW TO HIGH

- Are you friends with anyone who lives here?
- Are you involved in decisions about your care?
- Are you encouraged to speak up about things you don't like here?
- Do the people who work here go above and beyond to give you a good life?
- Do the people who work here seem happy to work here?
- Do you feel included in life here?
- Would you highly recommend this nursing home to a family member or friend?
- Are your concerns taken care of in a timely way?

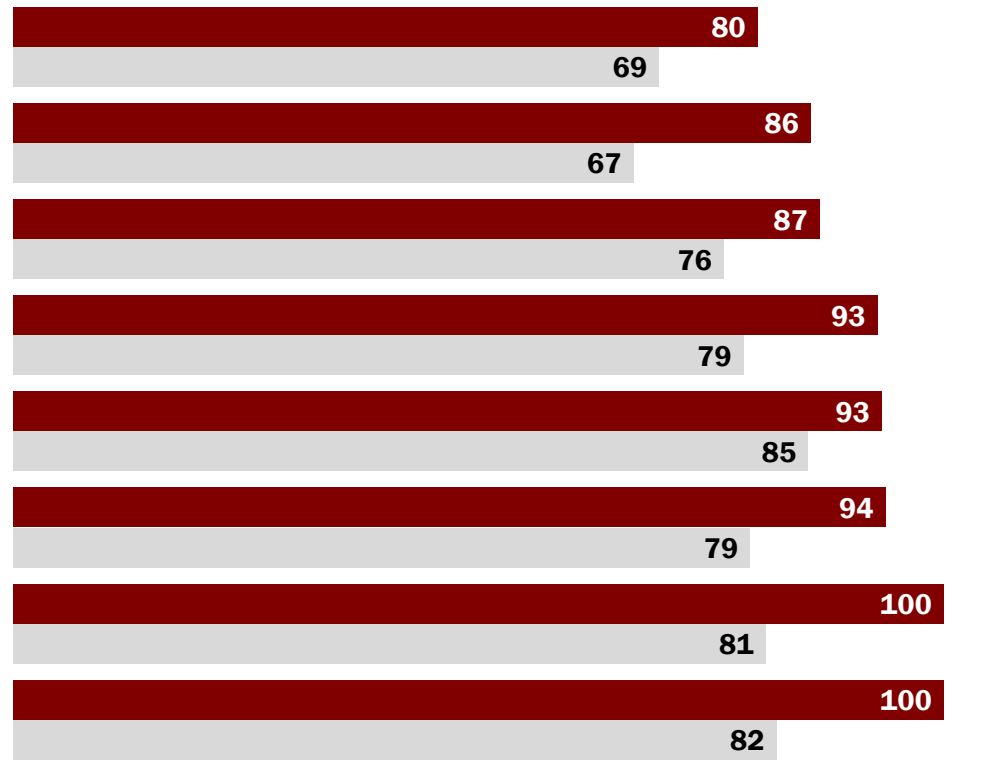
# DOMAIN: FACILITY CULTURE

## OVERALL DOMAIN SATISFACTION SCORE

FACILITY 91.4 STATEWIDE 77.4

## SATISFACTION SCORE

FACILITY AVERAGE  
 STATEWIDE AVERAGE

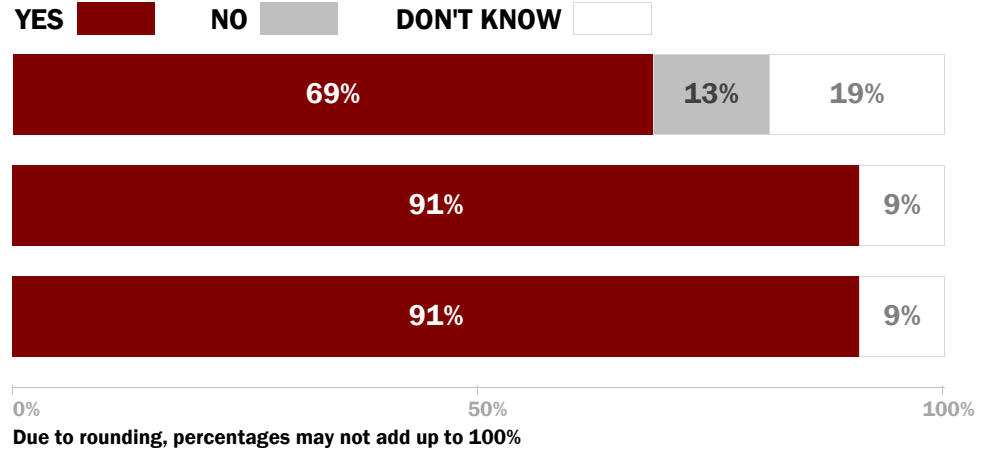


0% 50% 100%  
 Scores represent percent of positive resident responses for each item.



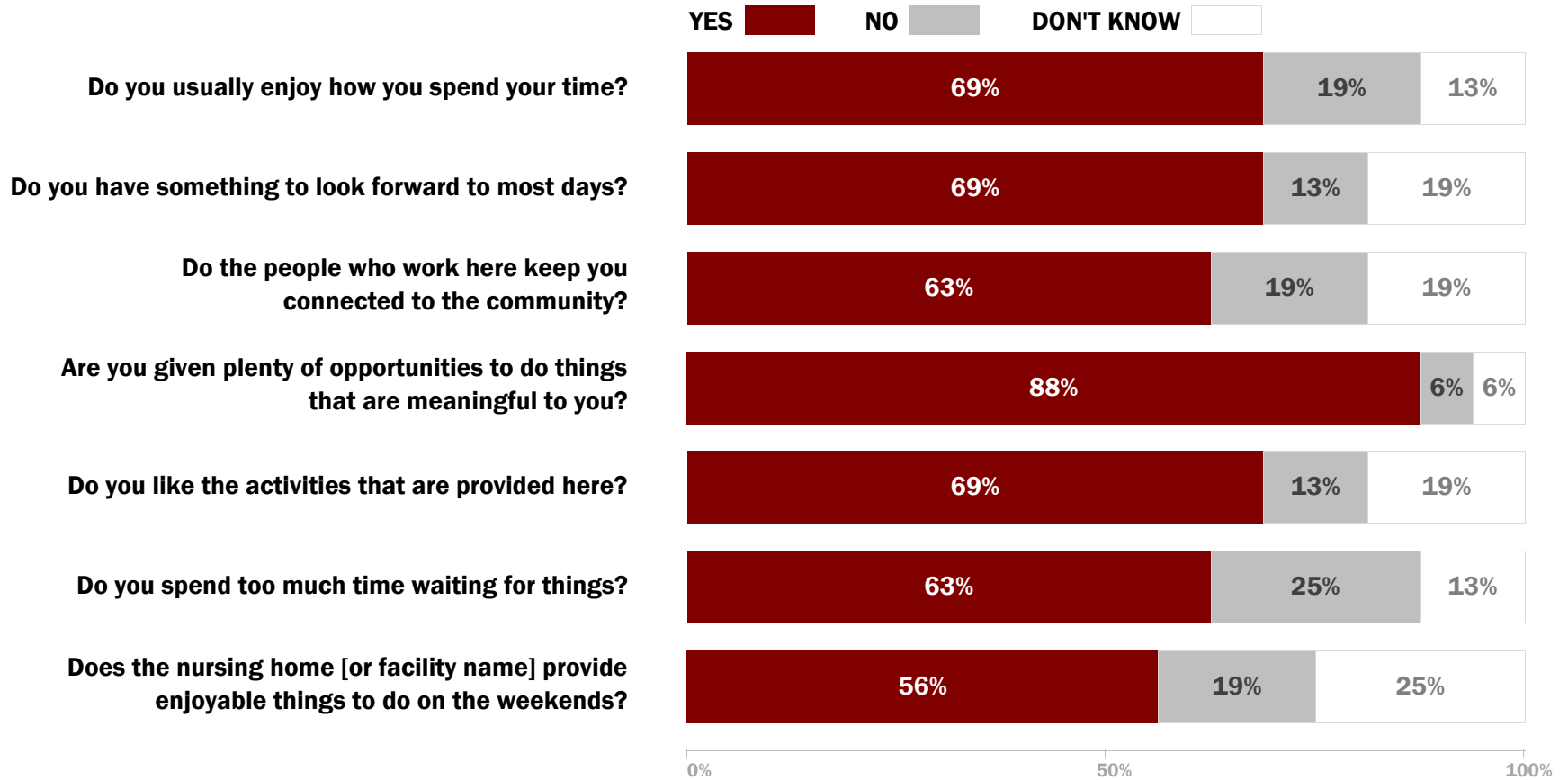
# CIRCLE OF CARE

## A CLOSER LOOK: MOVING IN



# CIRCLE OF CARE

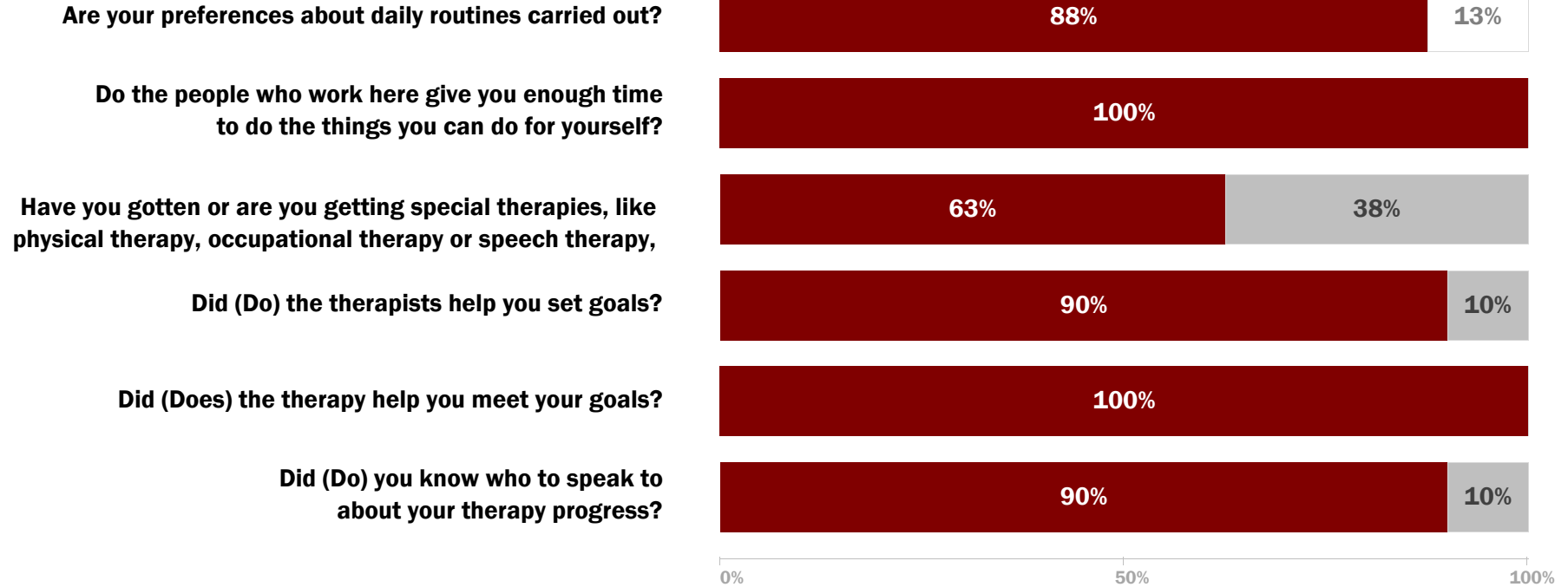
## A CLOSER LOOK: SPENDING TIME



## CIRCLE OF CARE

# A CLOSER LOOK: CARE AND SERVICES

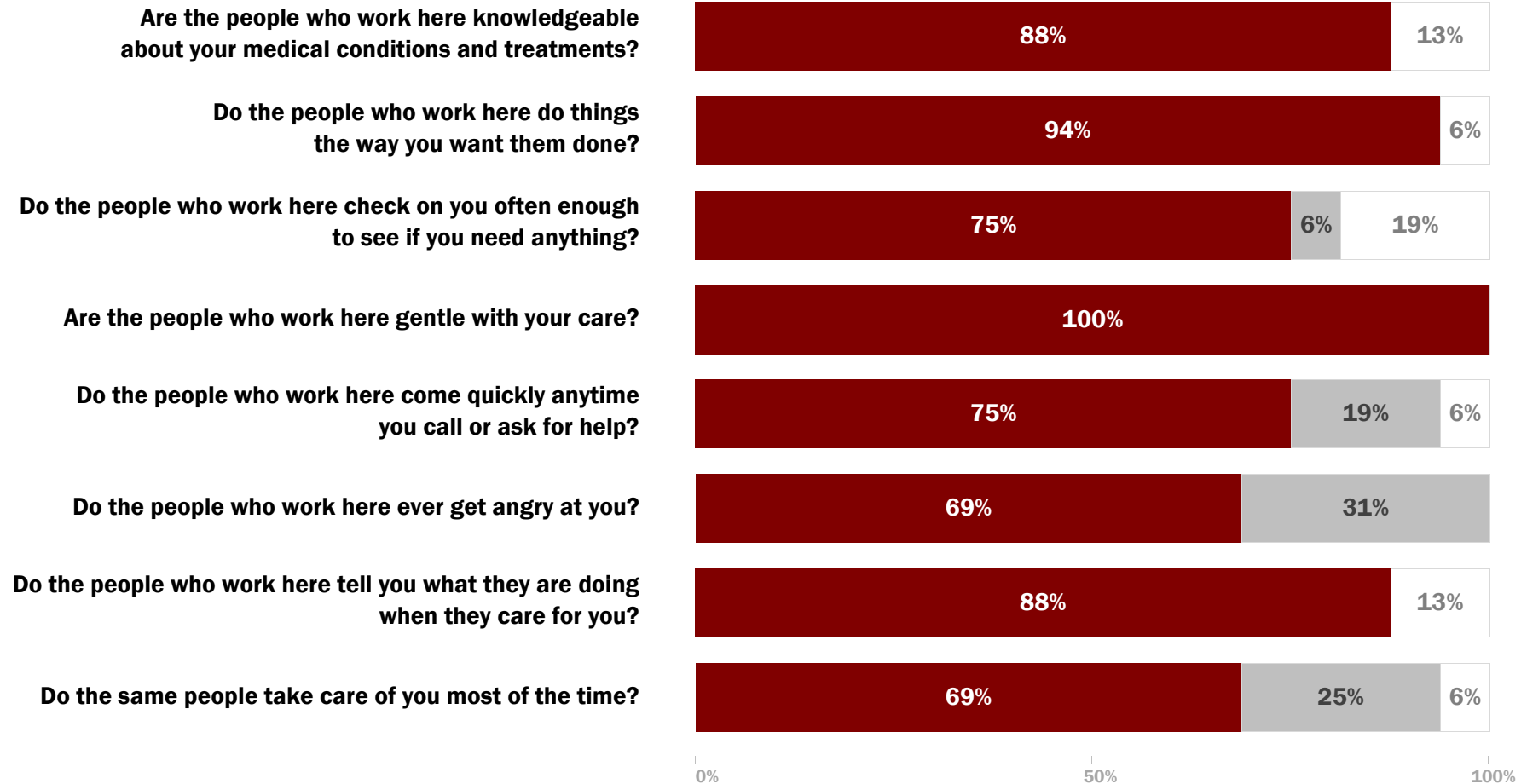
YES  NO  DON'T KNOW



## CIRCLE OF CARE

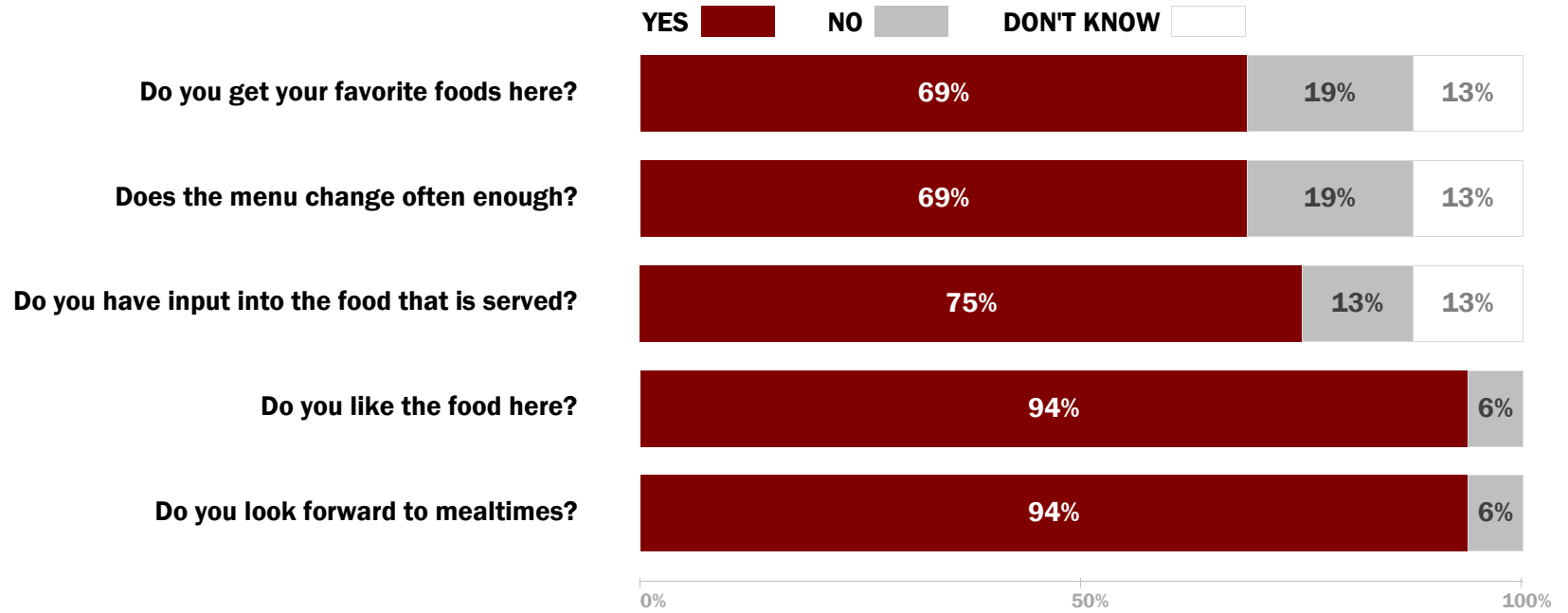
# A CLOSER LOOK: CAREGIVERS

YES  NO  DON'T KNOW



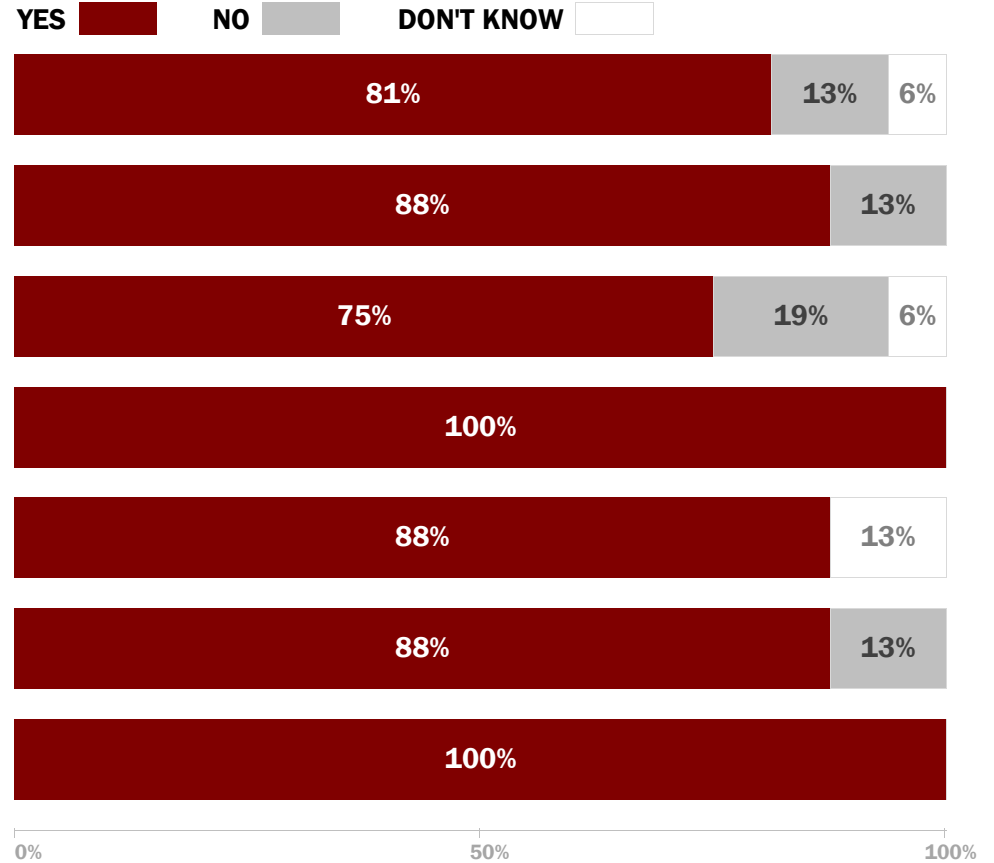
## CIRCLE OF CARE

# A CLOSER LOOK: MEALS AND DINING



## CIRCLE OF CARE

# A CLOSER LOOK: ENVIRONMENT



## CIRCLE OF CARE

# A CLOSER LOOK: FACILITY CULTURE

YES  NO  DON'T KNOW

