

## 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

**ENVIRONMENT**

**MOVING IN**

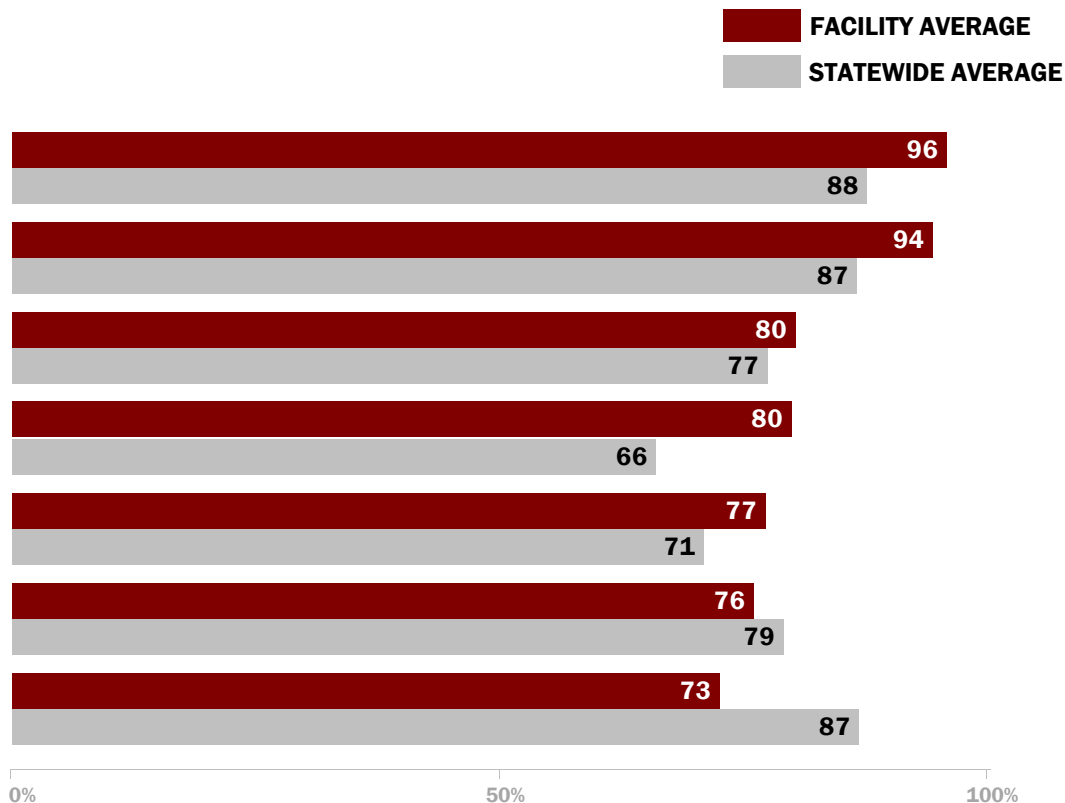
**FACILITY CULTURE**

**MEALS AND DINING**

**SPENDING TIME**

**CAREGIVERS**

**CARE AND SERVICES**



Scores represent percent of positive resident responses for each item.

### AVERAGE AGE OF RESIDENT

FACILITY 79 STATEWIDE 78

### OVERALL SATISFACTION SCORE

FACILITY 82.4 STATEWIDE 77.8

### INTERVIEWS COMPLETED

FACILITY	11	STATEWIDE	22,815
LONG-TERM	10	LONG-TERM	19,396
SHORT-TERM	1	SHORT-TERM	3,419

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

# GARDENS AT CELINA

## FACILITY INDICATORS RANKED LOW TO HIGH

Were you given enough help to learn how things work here?

Did you feel warmly welcomed as a new resident?

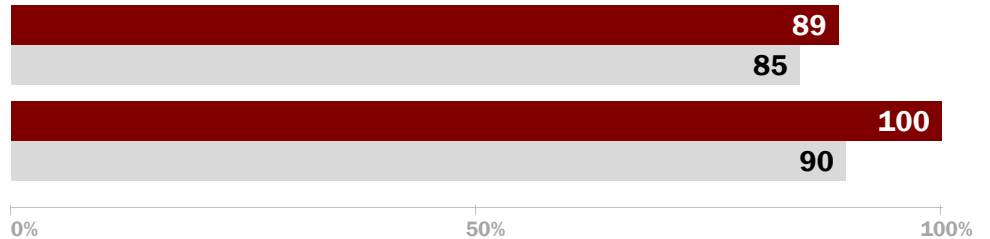
# DOMAIN: MOVING IN

## OVERALL DOMAIN SATISFACTION SCORE

FACILITY 94.4      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?

# DOMAIN: SPENDING TIME

## OVERALL DOMAIN SATISFACTION SCORE

FACILITY 77.3 STATEWIDE 71.0

### 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?

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

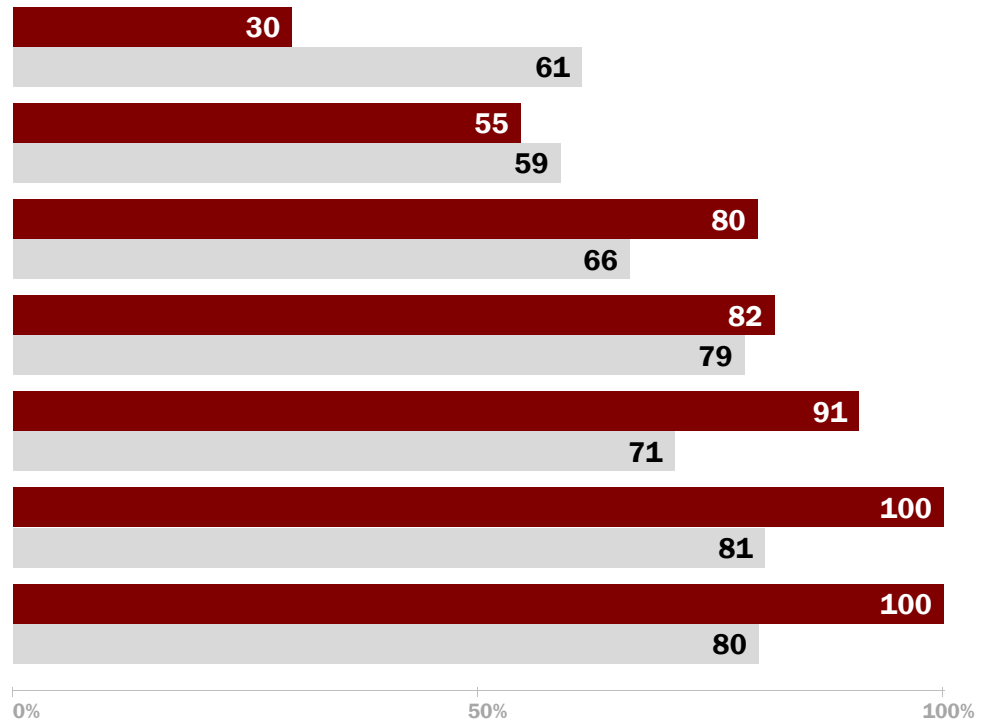
Do you have something to look forward to most days?

Do you usually enjoy how you spend your time?

Do you like the activities that are provided here?

### SATISFACTION SCORE

FACILITY AVERAGE  
 STATEWIDE AVERAGE



Scores represent percent of positive resident responses for each item.

**DOMAIN: CARE AND SERVICES**

**OVERALL DOMAIN SATISFACTION SCORE**

FACILITY 72.5 STATEWIDE 86.8

**FACILITY INDICATORS RANKED  
LOW TO HIGH**

**SATISFACTION  
SCORE\***

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

Are your preferences about daily routines carried out?



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 (Do) the therapists help you set goals?



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



0% 50% 100%

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?

**DOMAIN: CAREGIVERS**

**OVERALL DOMAIN SATISFACTION SCORE**

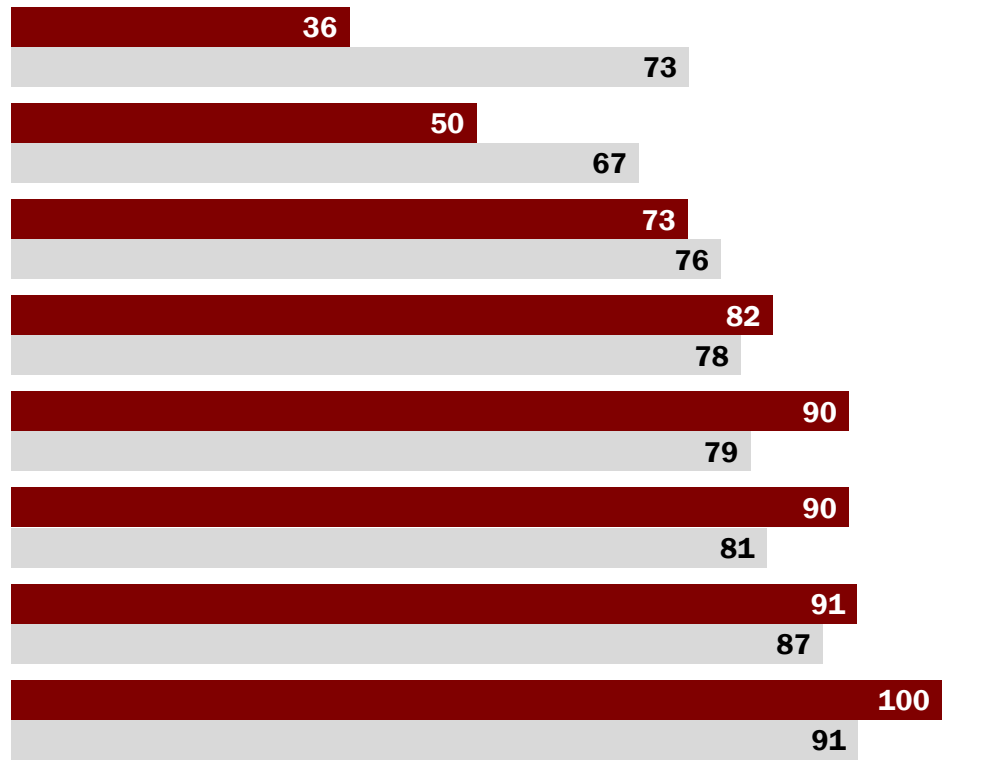
FACILITY 76.1 STATEWIDE 79.2

**FACILITY INDICATORS RANKED  
LOW TO HIGH**

- Do the people who work here check on you often enough to see if you need anything?
- Do the people who work here come quickly anytime you call or ask for help?
- 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 tell you what they are doing when they care for you?
- 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?
- Are the people who work here gentle with your care?

**SATISFACTION  
SCORE**

FACILITY AVERAGE  
 STATEWIDE AVERAGE



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

# DOMAIN: MEALS AND DINING

## OVERALL DOMAIN SATISFACTION SCORE

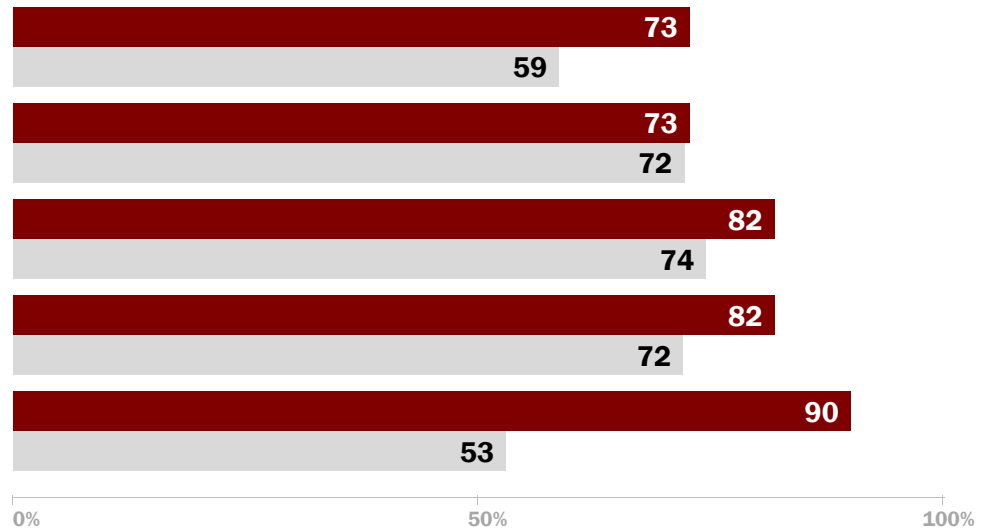
FACILITY 80.0      STATEWIDE 66.1

### FACILITY INDICATORS RANKED LOW TO HIGH

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

### SATISFACTION SCORE

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



Scores represent percent of positive resident responses for each item.

# GARDENS AT CELINA

## DOMAIN: ENVIRONMENT

### OVERALL DOMAIN SATISFACTION SCORE

FACILITY 95.9      STATEWIDE 87.8

### FACILITY INDICATORS RANKED LOW TO HIGH

### SATISFACTION SCORE

FACILITY AVERAGE  
 STATEWIDE AVERAGE

Can you find a place to be alone when you want to be alone?



Do you feel you have enough privacy?



Is it easy for you to get around in your room?



Is it very clean here?



Are your personal items safe here?



Do you feel safe here?



Can you enjoy the outdoors when you want to?



0%      50%      100%

Scores represent percent of positive resident responses for each item.

# GARDENS AT CELINA

## DOMAIN: FACILITY CULTURE

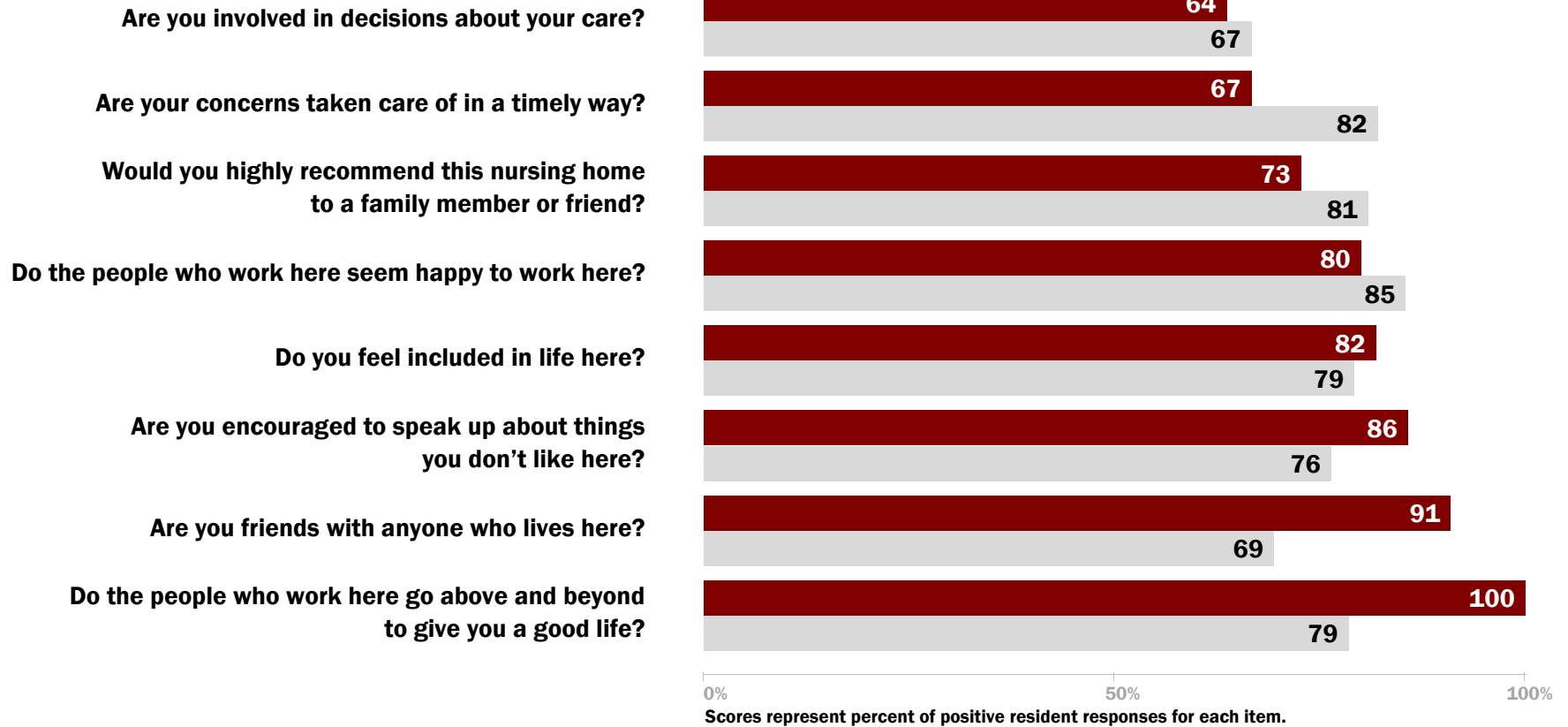
### OVERALL DOMAIN SATISFACTION SCORE

FACILITY 80.4 STATEWIDE 77.4

### FACILITY INDICATORS RANKED LOW TO HIGH

### SATISFACTION SCORE

■ FACILITY AVERAGE  
■ STATEWIDE AVERAGE

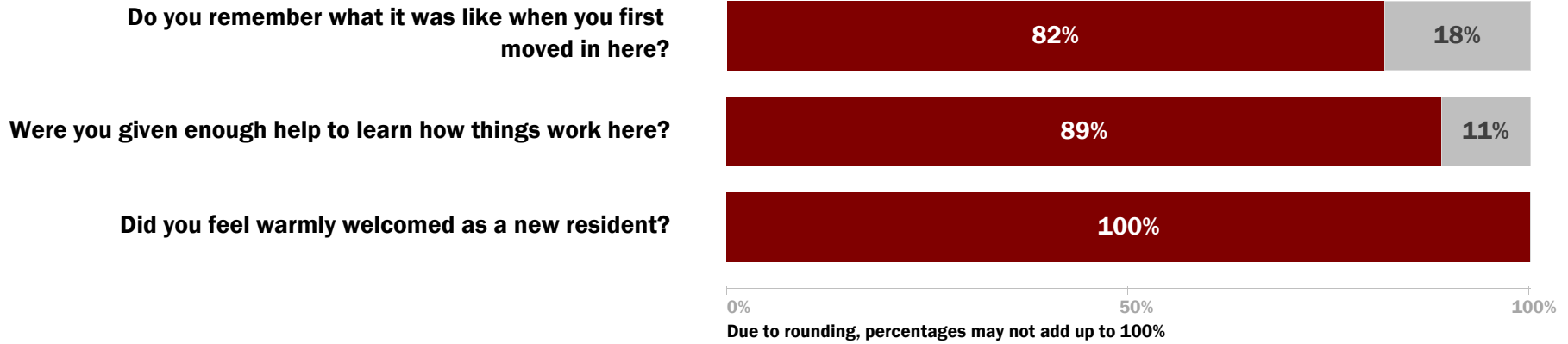




# GARDENS AT CELINA

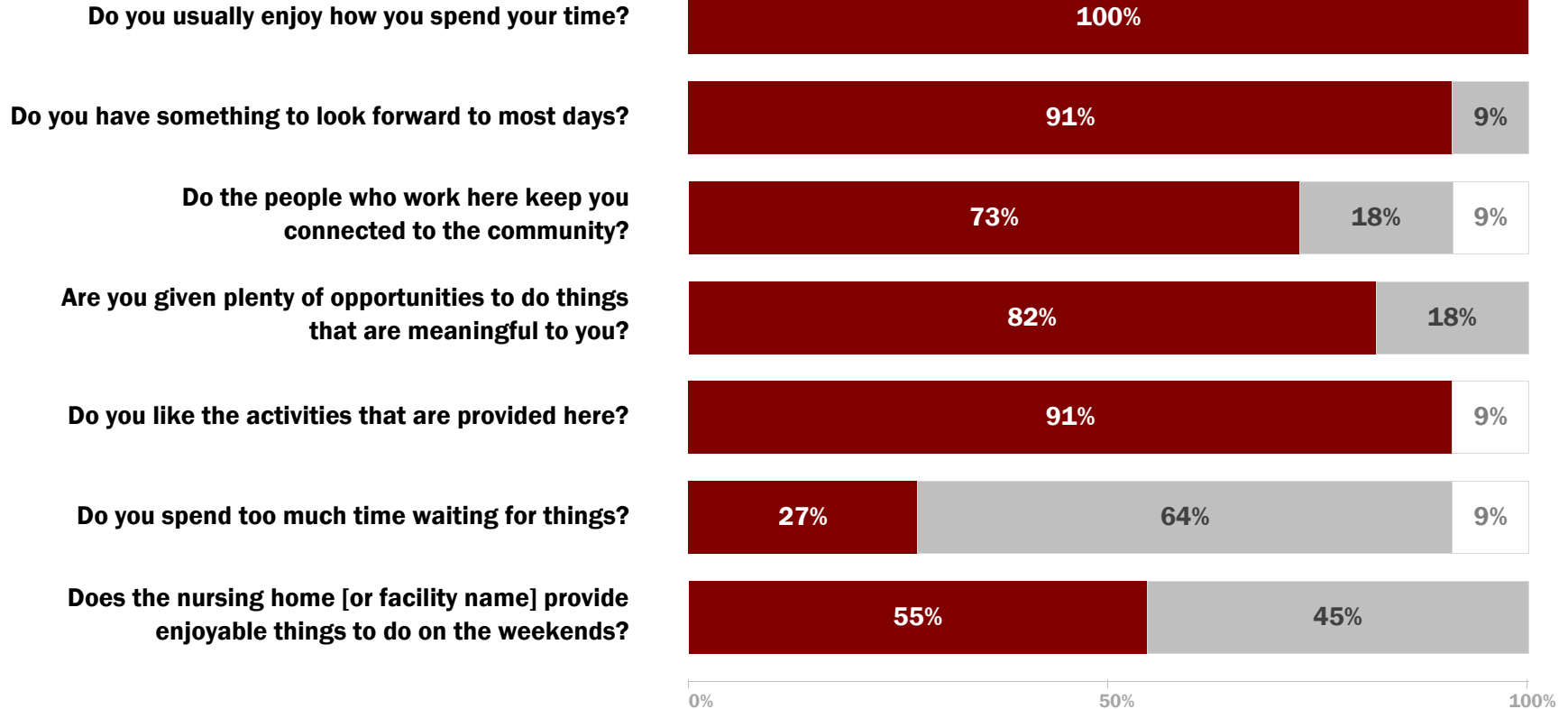
## A CLOSER LOOK: MOVING IN

YES  NO  DON'T KNOW



# A CLOSER LOOK: SPENDING TIME

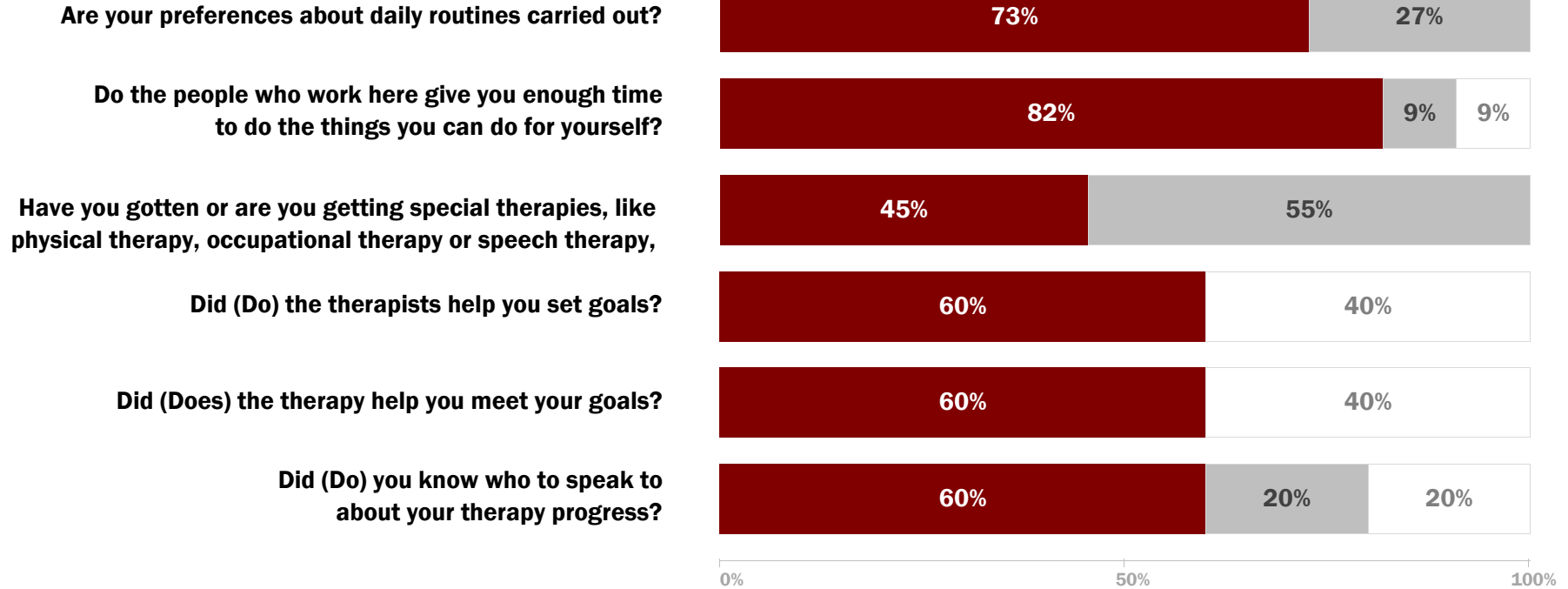
YES  NO  DON'T KNOW



# GARDENS AT CELINA

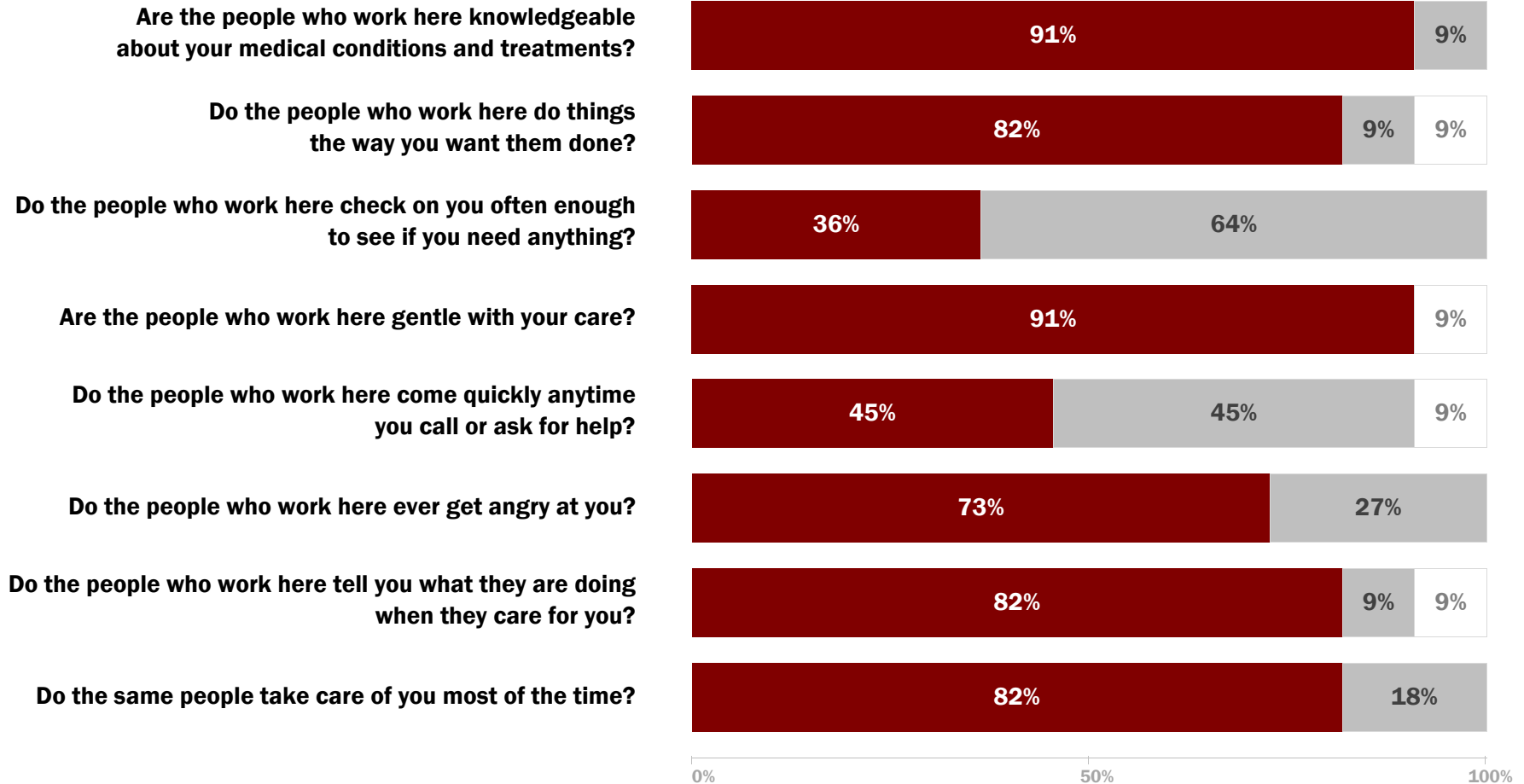
## A CLOSER LOOK: CARE AND SERVICES

YES  NO  DON'T KNOW



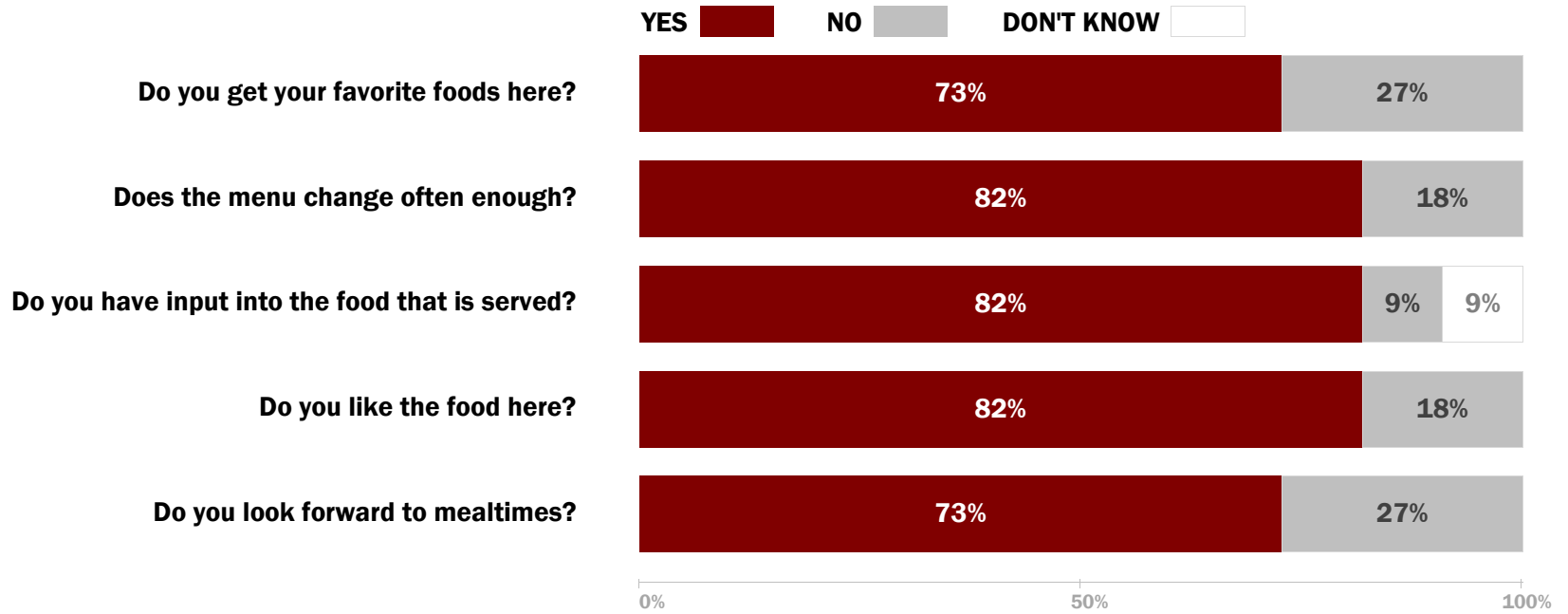
# A CLOSER LOOK: CAREGIVERS

YES  NO  DON'T KNOW



# GARDENS AT CELINA

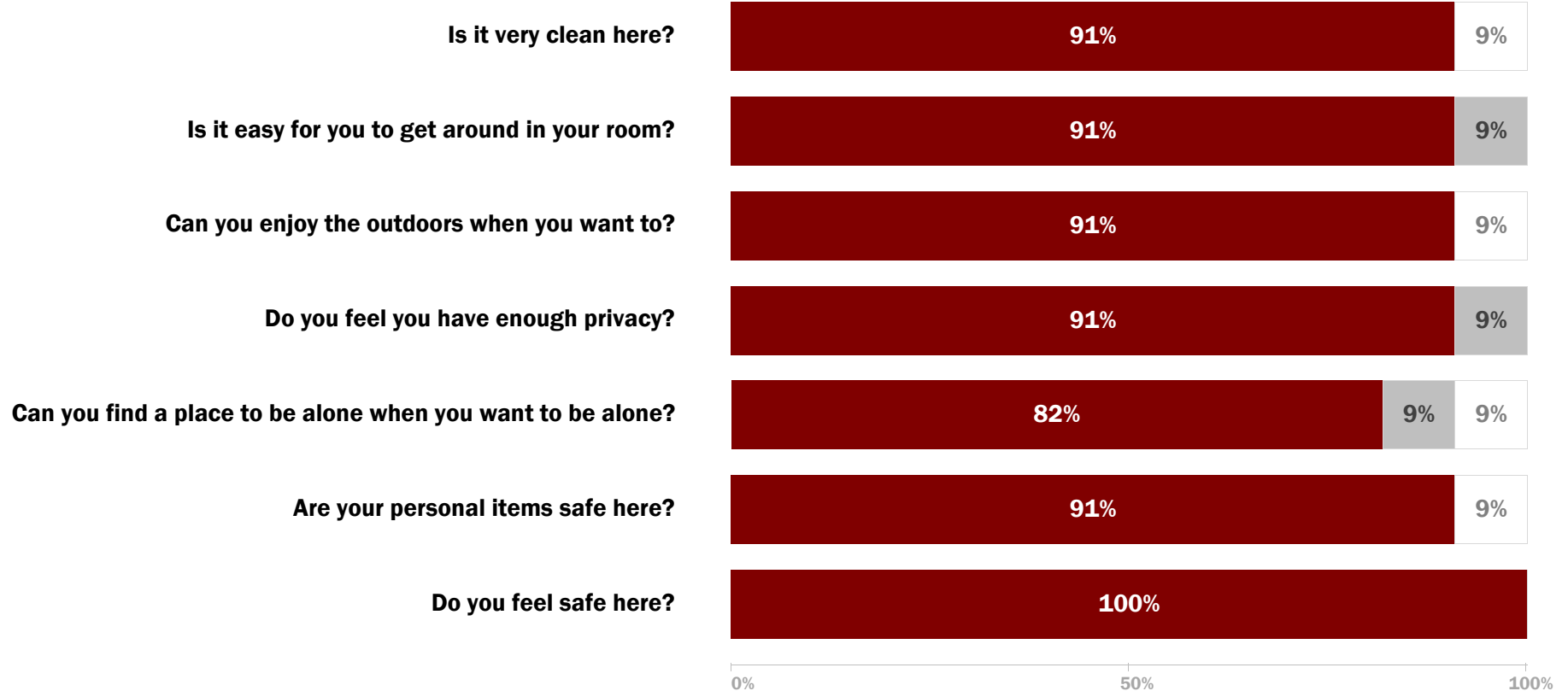
## A CLOSER LOOK: MEALS AND DINING



# GARDENS AT CELINA

## A CLOSER LOOK: ENVIRONMENT

YES  NO  DON'T KNOW



## GARDENS AT CELINA

# A CLOSER LOOK: FACILITY CULTURE

