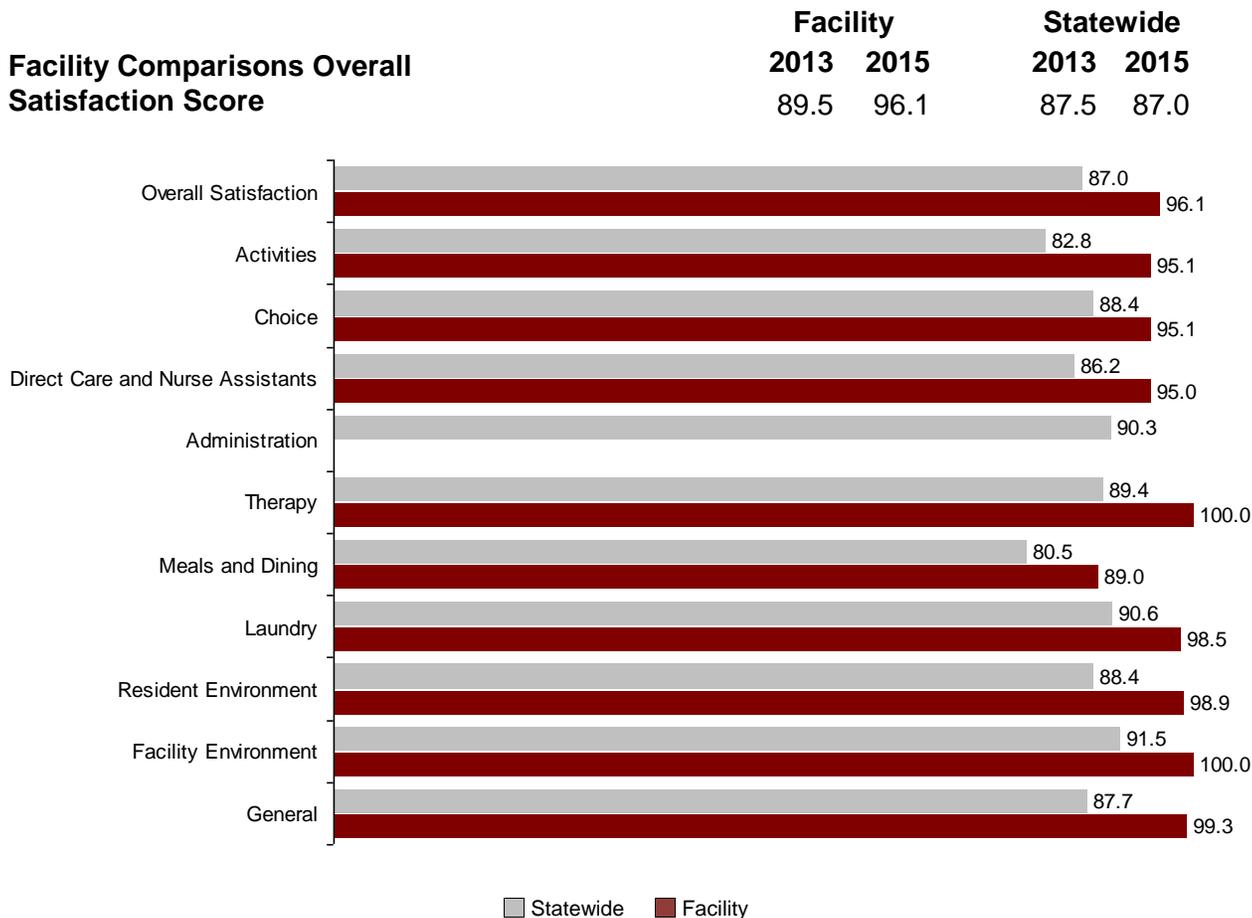


# GARDENS AT CELINA

## Nursing Home Resident Satisfaction Survey 2015

The Ohio Department of Aging (ODA) and the Office of the State Long-Term Care Ombudsman conducts a biennial satisfaction survey of residents in long-term care facilities to measure satisfaction with their quality of care and quality of life. The ODA contracted with Vital Research, LLC to administer the 2015 survey, which was developed by the Scripps Gerontology Center at Miami University of Ohio and the Margaret Blenkner Research Institute of Benjamin Rose in Cleveland, Ohio. The results are based on structured, face-to-face interviews with residents in each long-term care facility between August 2015 and December 2015.

This report reflects the quality of care at GARDENS AT CELINA, as reported by its residents.



# Profile of Residents

Number of Completed Interviews Required to Meet +/- 10% Margin of Error: **12**

Number of Completed Interviews: **12**

Total Number of Interviews (completed + incomplete): **12**

Short-term Completed Interview **0**

Long-term Completed Interviews **12**

	<b>Facility</b>		<b>Statewide</b>	
	<b>n</b>	<b>Average</b>	<b>n</b>	<b>Average</b>
<b>Average Age of Resident in Years</b>	20	85.5	31,693	78.2
<b>Gender</b>	<b>n</b>	<b>Percent</b>	<b>n</b>	<b>Percent</b>
Male	6	50.0%	7,993	34.4%
Female	6	50.0%	15,255	65.6%
<b>Interview Status</b>				
Not Interviewed	8	40.0%	10,847	31.8%
Incomplete	0	0.0%	632	1.9%
Complete	12	60.0%	22,616	66.3%
<b>Reason Why Resident was Not Interviewed</b>				
Deceased	0	0.0%	458	4.2%
Discharged/Moved	0	0.0%	514	4.7%
Hospitalized/Ill	0	0.0%	385	3.5%
Language Barrier	0	0.0%	140	1.3%
Unable to Locate	5	62.5%	1,170	10.8%
Asleep	2	25.0%	1,025	9.4%
Out of Facility	0	0.0%	367	3.4%
Refused	0	0.0%	1,603	14.8%
Unable to Respond to Questions	1	12.5%	4,028	37.1%
Legal Guardian Refusal	0	0.0%	623	5.7%
Resident in Isolation	0	0.0%	416	3.8%
Other/Unknown	0	0.0%	118	1.1%
<b>Reason Why Interview is Incomplete</b>				
Resident Fatigue	0	0.0%	19	3.0%
Necessary Clinical Care	0	0.0%	10	1.6%
Refusal to Continue	0	0.0%	101	16.0%
Unable to Respond to Questions	0	0.0%	387	61.2%
Resident Illness	0	0.0%	86	13.6%
Other/Unknown	0	0.0%	29	4.6%
<b>Assistance with Interview</b>				
Family Member	0	0.0%	32	10.6%
Volunteer	0	0.0%	15	5.0%
Custodian/Guardian	0	0.0%	15	5.0%
Other	0	0.0%	241	79.5%

# Resident Satisfaction

Average scores were calculated by converting residents' responses to item scores so that the higher the value the more positive the response. The items were converted based on a scale of 0 to 100 where 100="Yes, always"; 67="Yes, sometimes"; 33= "No, hardly ever"; and 0="No, never."

	<u>Facility</u>		<u>Statewide</u>	
	2013	2015	2013	2015
<b>ACTIVITIES</b>				
Do you have enough to do here? (n=12)	78.8	91.7	79.9	79.8
Are the activities here things that you like to do? (n=12)	72.7	88.9	76.6	73.6
Does the activities staff treat you with respect? (n=12)	93.3	100.0	94.0	94.3
Are you satisfied with the spiritual activities they offer here? (n=12)	90.0	100.0	87.2	85.7
<b>Domain Score</b>	<b>82.5</b>	<b>95.1</b>	<b>84.4</b>	<b>82.8</b>

## CHOICE

Can you go to bed when you like? (n=12)	88.8	86.0	90.6	91.6
Can you decide when to get up in the morning? (n=12)	54.4	86.2	79.4	79.9
Can you decide what clothing to wear? (n=12)	86.6	97.2	90.8	91.6
Can you fix up your room with personal items so it looks like home? (n=11)	87.9	97.0	90.0	90.9
Can you decide when to keep your door open or closed? (n=11)	100.0	100.0	89.1	89.0
Do the people who work here leave you alone if you don't want to do anything? (n=12)	91.0	100.0	89.1	89.7
Do the people who work here let you do the things you want to do for yourself? (n=12)	97.0	100.0	89.3	89.2
Are you encouraged to make decisions about your personal care routine? (n=11)	74.2	97.0	86.2	85.0
<b>Domain Score</b>	<b>84.7</b>	<b>95.1</b>	<b>88.1</b>	<b>88.4</b>

## DIRECT CARE AND NURSE ASSISTANTS

Does a staff person check on you to see if you are comfortable? (n=11)	72.8	72.8	80.7	78.9
During the weekdays, is a staff person available to help you if you need it? (n=12)	97.0	100.0	89.4	88.7
At other times, is a staff person available to help you if you need it? (n=11)	84.9	100.0	85.6	84.3
Do the people who work here know what you like and don't like? (n=12)	83.4	100.0	80.3	80.5
Do you get your medications on time? (n=12)	97.0	94.5	92.0	91.2

\*The average score could not be calculated because there were zero responses.

# Resident Satisfaction

Average scores were calculated by converting residents' responses to item scores so that the higher the value the more positive the response. The items were converted based on a scale of 0 to 100 where 100="Yes, always"; 67="Yes, sometimes"; 33="No, hardly ever"; and 0="No, never."

	<u>Facility</u>		<u>Statewide</u>	
	2013	2015	2013	2015
<b>DIRECT CARE AND NURSE ASSISTANTS</b>				
Are the nurse aides gentle when they take care of you? (n=12)	94.0	97.2	91.6	91.0
Do the nurse aides treat you with respect? (n=12)	90.9	100.0	93.1	92.1
Do the nurse aides spend enough time with you? (n=12)	82.0	94.5	83.7	81.9
<b>Domain Score</b>	<b>87.4</b>	<b>95.0</b>	<b>87.2</b>	<b>86.2</b>
<b>ADMINISTRATION</b>				
Does the Social Worker follow-up and respond quickly to your concerns? (n=0)	100.0	ns*	85.7	85.0
Does the Social Worker treat you with respect? (n=0)	83.2	ns*	94.3	94.3
Do you get the social services you need? (n=0)	100.0	ns*	89.5	88.7
Did you get the help you needed to be admitted and get settled here? (n=0)	100.0	ns*	93.7	92.9
Is the administration available to talk with you? (n=12)	96.7	100.0	88.1	86.4
Does the administration treat you with respect? (n=12)	96.7	100.0	94.7	94.1
<b>Domain Score</b>	<b>95.8</b>	<b>ns*</b>	<b>90.9</b>	<b>90.3</b>
<b>THERAPY</b>				
Do the therapists spend enough time with you? (n=2)	100.0	100.0	90.1	90.2
Does the therapy help you? (n=2)	100.0	100.0	89.0	89.2
<b>Domain Score</b>	<b>100.0</b>	<b>100.0</b>	<b>89.3</b>	<b>89.4</b>
<b>MEALS AND DINING</b>				
Is the food here tasty? (n=12)	79.0	83.5	75.2	74.2
Are the foods served at the right temperature? (n=12)	82.0	75.2	80.9	79.6
Can you get the foods you like? (n=12)	74.1	97.2	76.6	75.0
Do you get enough to eat? (n=12)	94.0	100.0	93.2	92.9
<b>Domain Score</b>	<b>82.4</b>	<b>89.0</b>	<b>81.5</b>	<b>80.5</b>
<b>LAUNDRY</b>				
Do you get your clothing back from the laundry? (n=11)	95.8	97.0	90.6	89.7

\*The average score could not be calculated because there were zero responses.

# Resident Satisfaction

Average scores were calculated by converting residents' responses to item scores so that the higher the value the more positive the response. The items were converted based on a scale of 0 to 100 where 100="Yes, always"; 67="Yes, sometimes"; 33="No, hardly ever"; and 0="No, never."

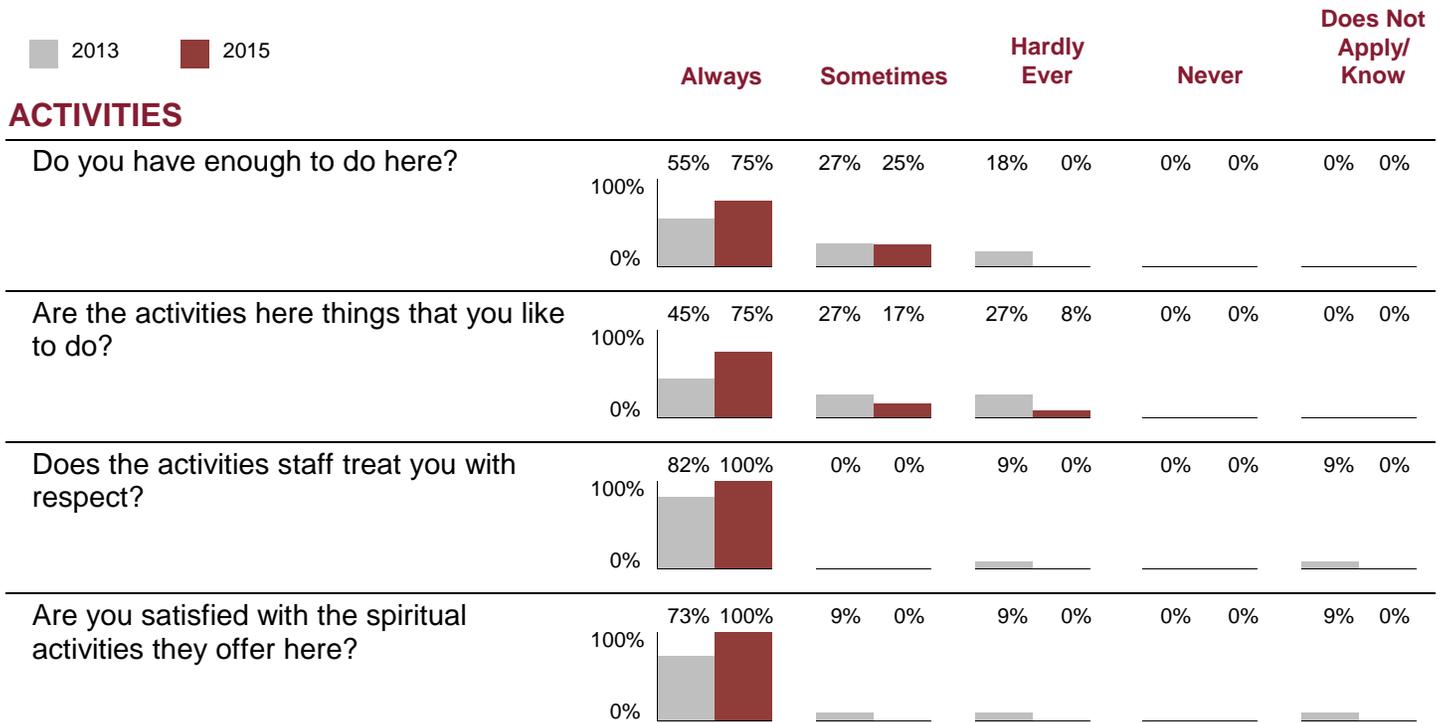
	<u>Facility</u>		<u>Statewide</u>	
	2013	2015	2013	2015
<b>LAUNDRY</b>				
Does your clothing come back from the laundry in good condition? (n=11)	95.8	100.0	92.2	91.9
<b>Domain Score</b>	<b>95.8</b>	<b>98.5</b>	<b>91.2</b>	<b>90.6</b>
<b>RESIDENT ENVIRONMENT</b>				
Can you get outdoors when you want to? (n=12)	85.7	94.5	80.1	80.7
Is your room a comfortable temperature? (n=12)	94.0	100.0	89.1	88.6
Can you find places to talk with your visitors in private? (n=12)	97.0	100.0	90.5	90.4
Is your room quiet enough? (n=12)	93.9	100.0	91.7	91.2
Are you satisfied with your room? (n=12)	93.9	100.0	91.4	90.5
<b>Domain Score</b>	<b>93.8</b>	<b>98.9</b>	<b>88.7</b>	<b>88.4</b>
<b>FACILITY ENVIRONMENT</b>				
Is the facility clean enough? (n=12)	100.0	100.0	95.0	94.4
Is your personal property safe here? (n=12)	87.9	100.0	87.9	87.8
Are you satisfied with the safety and security of this facility? (n=12)	97.0	100.0	92.7	92.4
<b>Domain Score</b>	<b>94.9</b>	<b>100.0</b>	<b>91.8</b>	<b>91.5</b>
<b>GENERAL</b>				
Overall, do the staff and residents help each other and get along? (n=12)	96.7	100.0	90.3	89.7
Are the people who work here friendly? (n=12)	90.9	100.0	92.2	91.5
Would you recommend this facility to a family member or friend? (n=11)	93.3	100.0	86.5	84.3
Overall, do you like this facility? (n=12)	94.0	97.2	87.7	86.2
<b>Domain Score</b>	<b>93.4</b>	<b>99.3</b>	<b>88.9</b>	<b>87.7</b>
<b>OVERALL SATISFACTION SCORE</b>	<b>89.5</b>	<b>96.1</b>	<b>87.5</b>	<b>87.0</b>

\*The average score could not be calculated because there were zero responses.

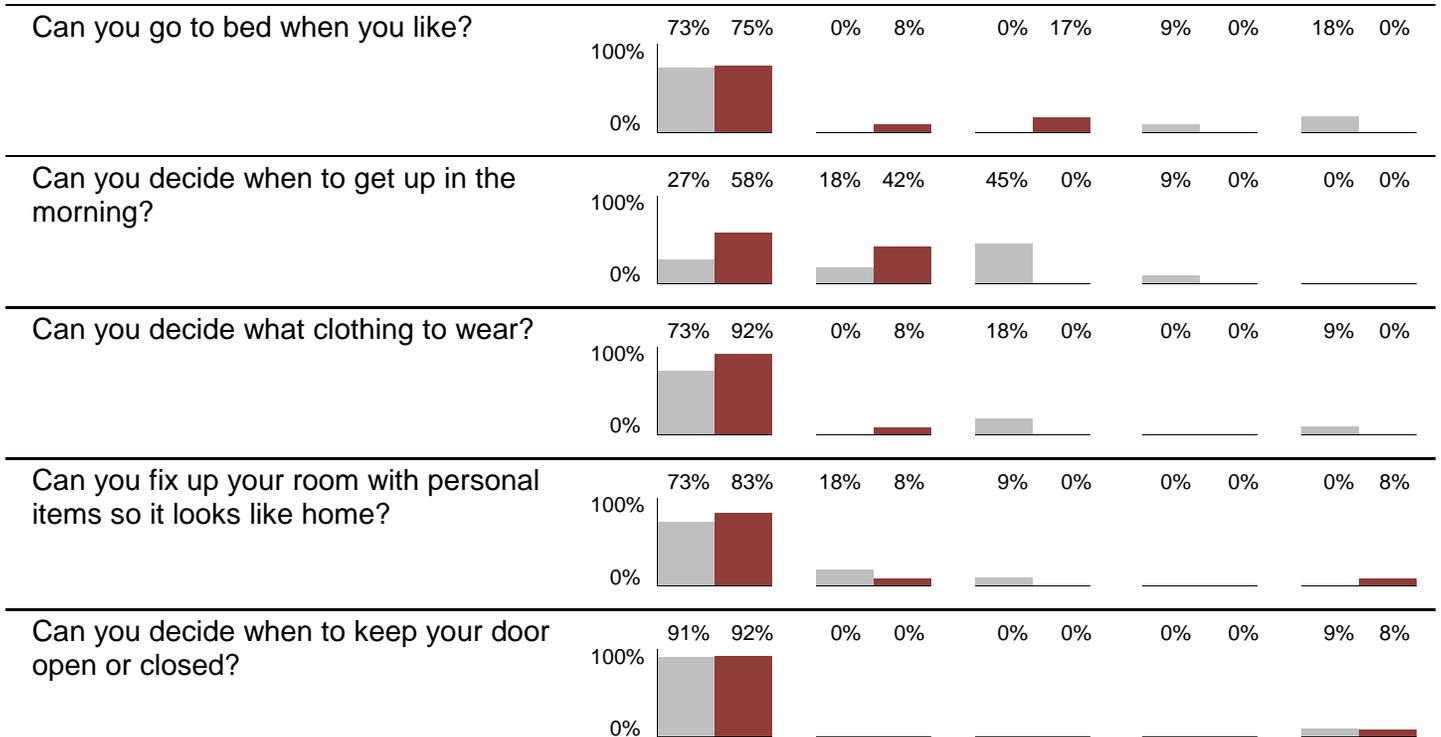
# Resident Satisfaction - A Closer Look

2013 2015

## ACTIVITIES



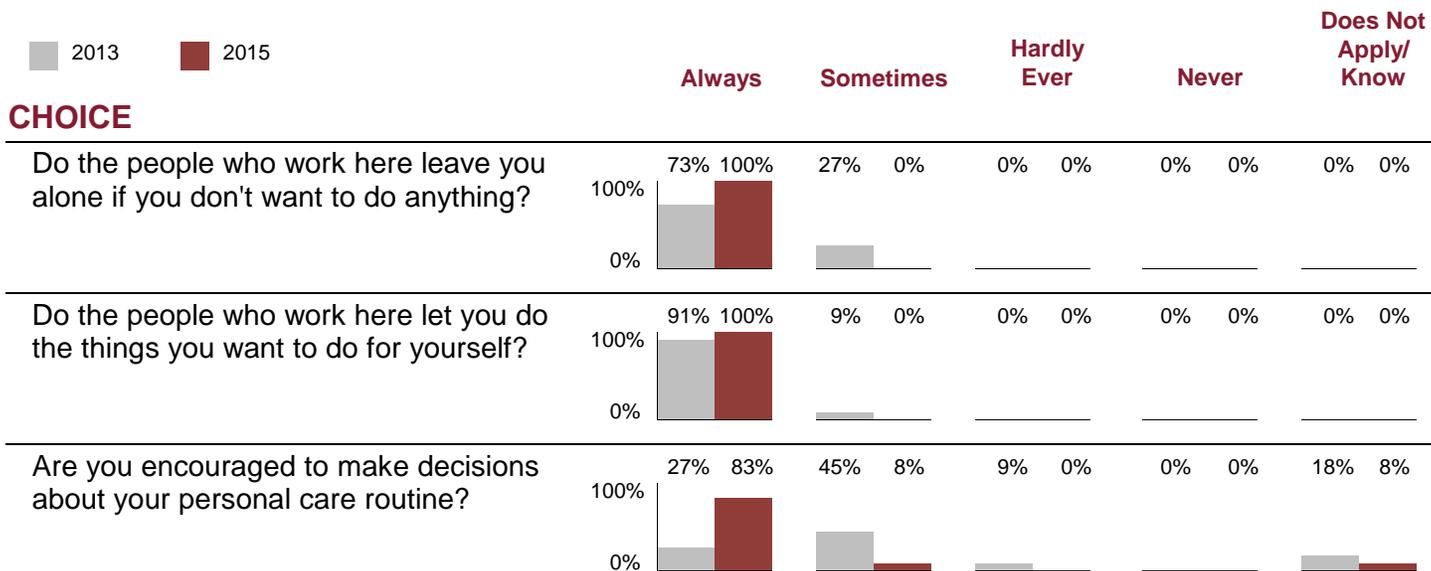
## CHOICE



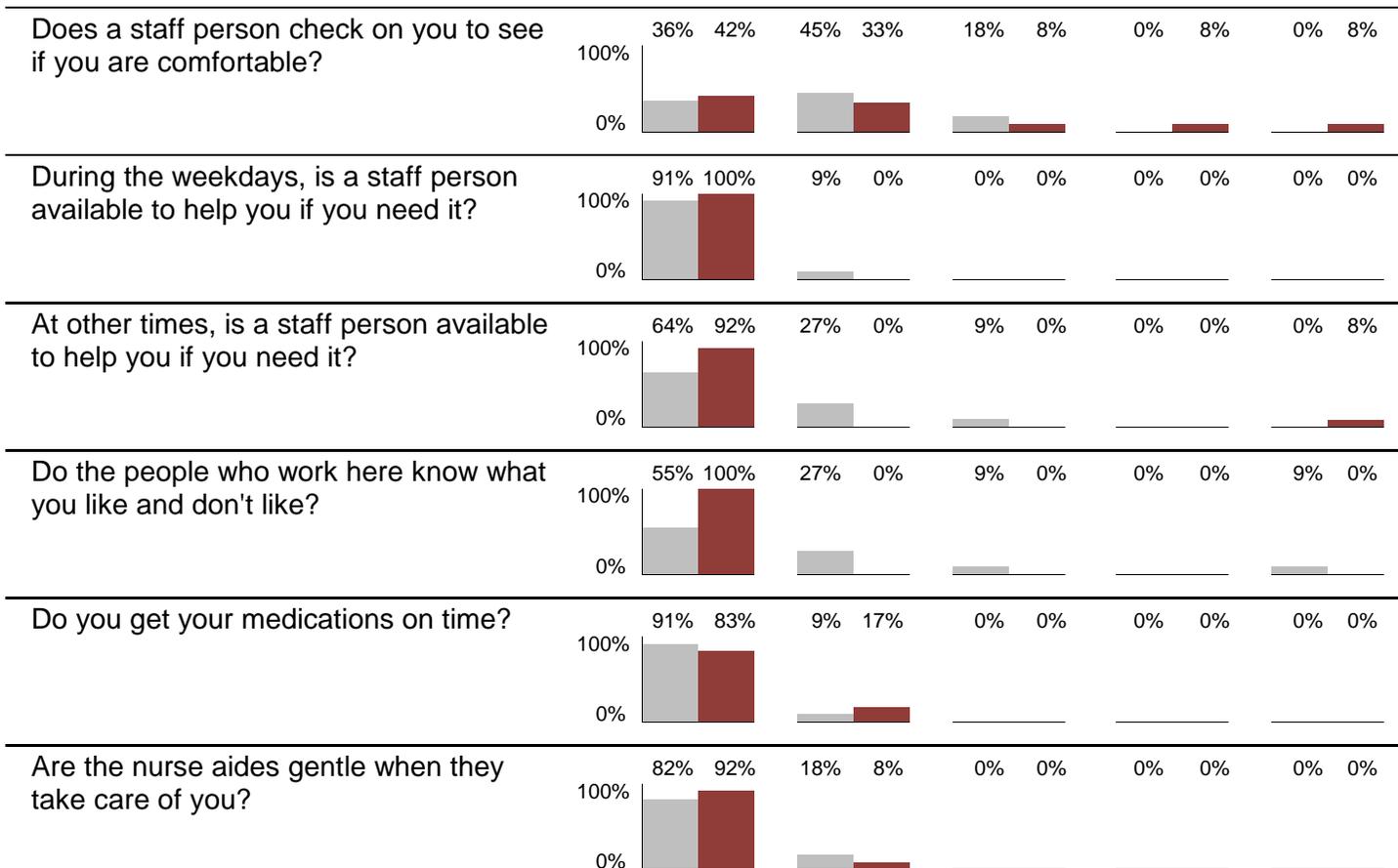
# Resident Satisfaction - A Closer Look

2013 2015

## CHOICE



## DIRECT CARE AND NURSE ASSISTANTS

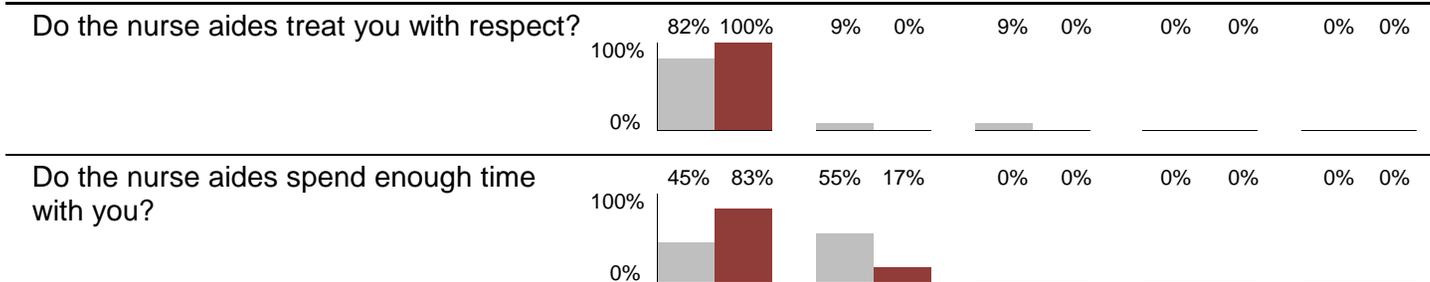


# Resident Satisfaction - A Closer Look

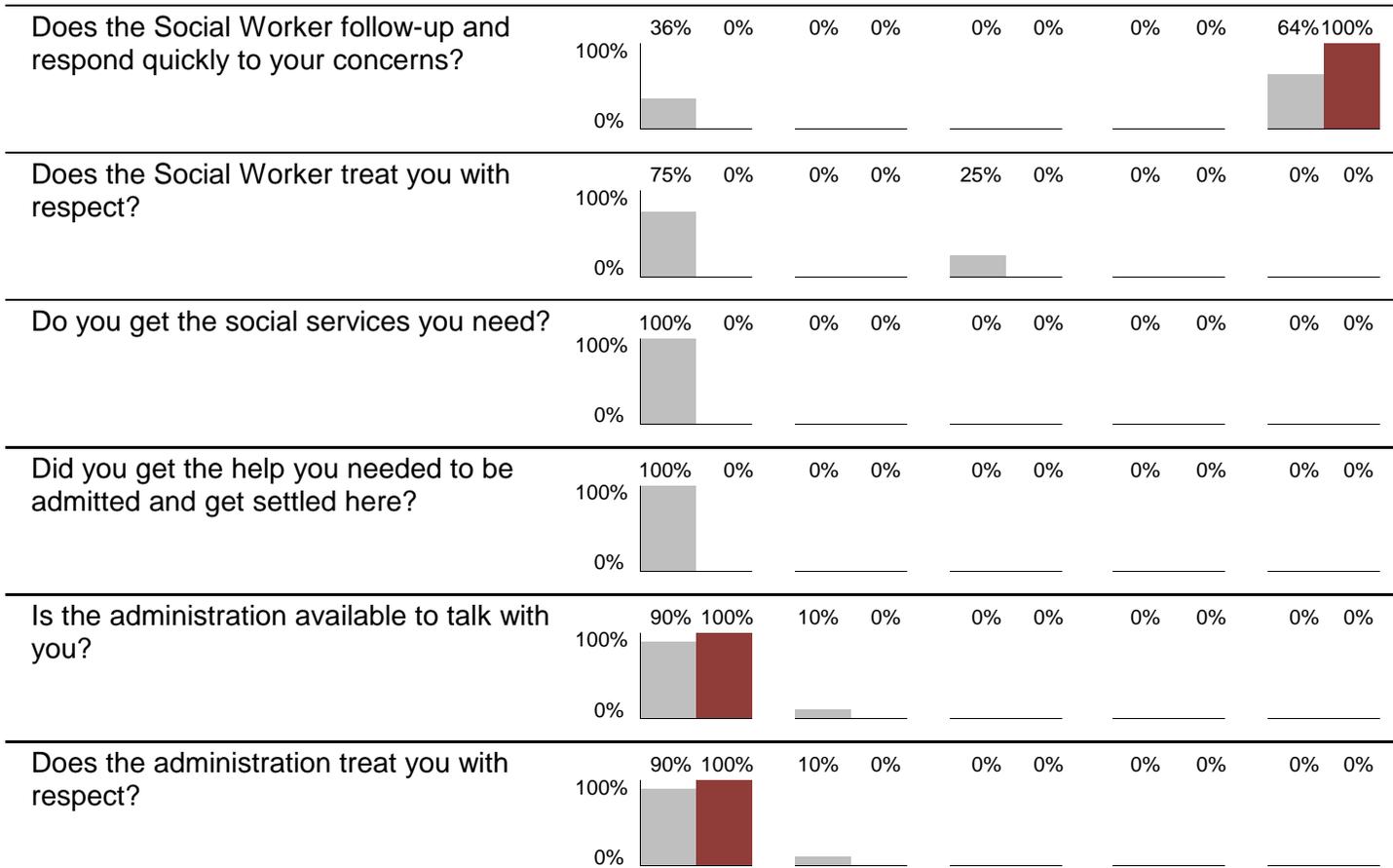
2013 2015

Always Sometimes Hardly Ever Never Does Not Apply/ Know

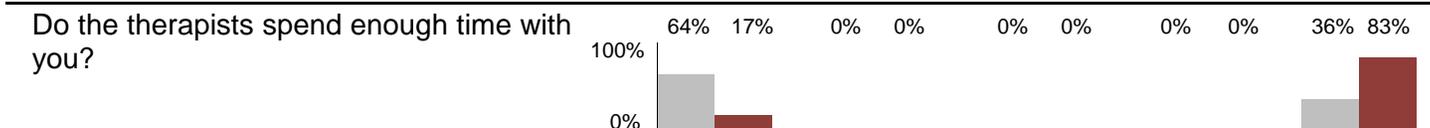
## DIRECT CARE AND NURSE ASSISTANTS



## ADMINISTRATION



## THERAPY



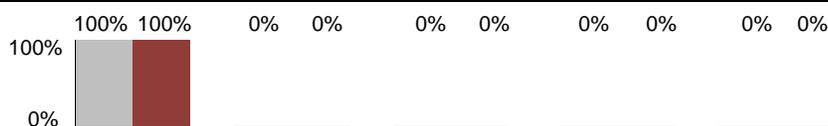
# Resident Satisfaction - A Closer Look

■ 2013 ■ 2015

Always Sometimes Hardly Ever Never Does Not Apply/ Know

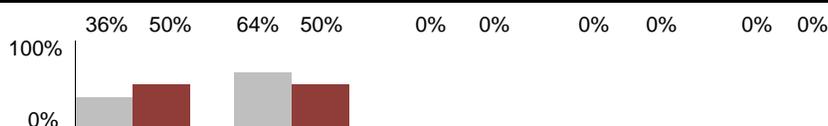
## THERAPY

Does the therapy help you?

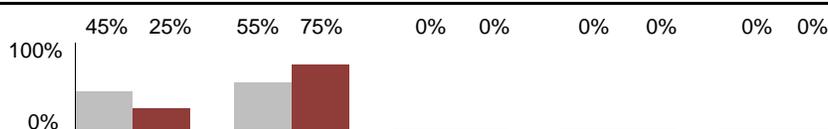


## MEALS AND DINING

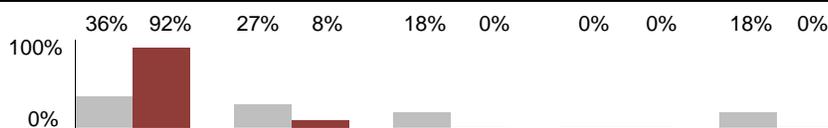
Is the food here tasty?



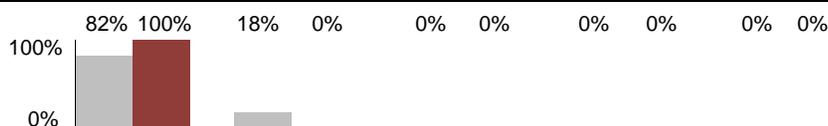
Are the foods served at the right temperature?



Can you get the foods you like?

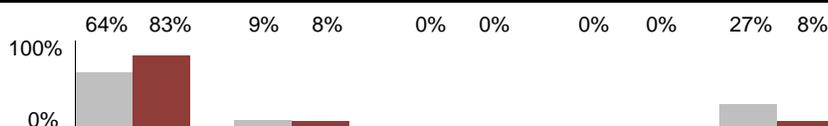


Do you get enough to eat?

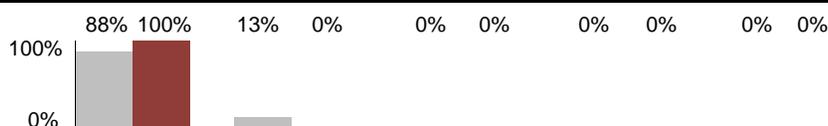


## LAUNDRY

Do you get your clothing back from the laundry?

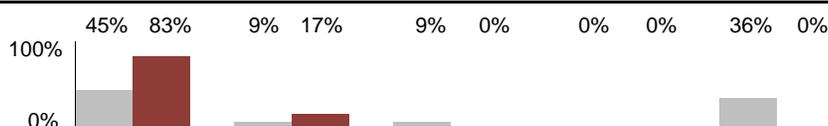


Does your clothing come back from the laundry in good condition?

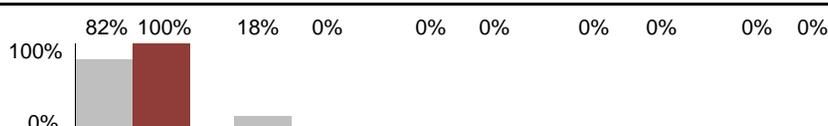


## RESIDENT ENVIRONMENT

Can you get outdoors when you want to?



Is your room a comfortable temperature?



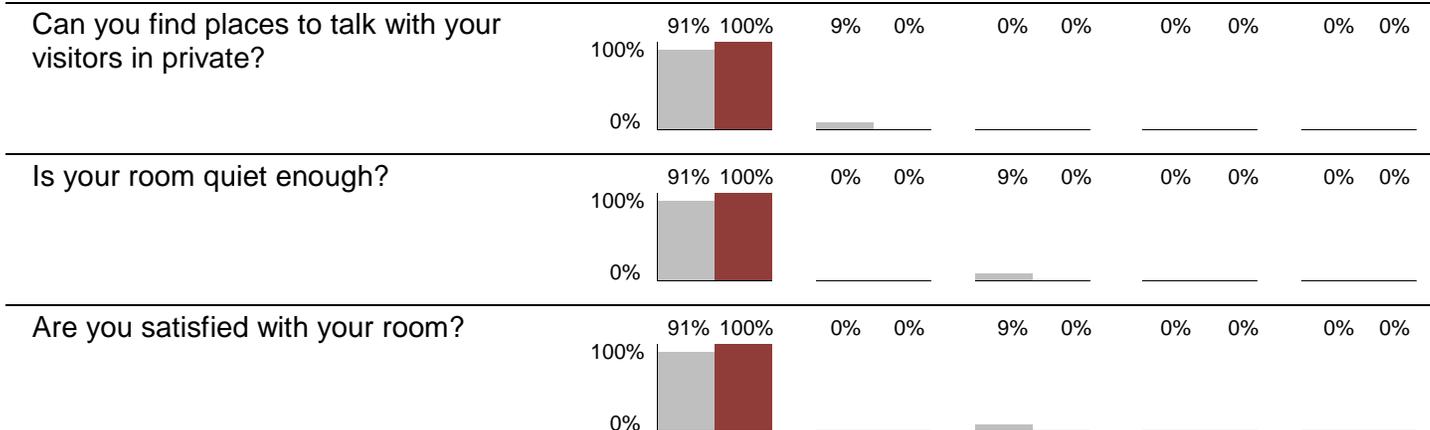
Due to rounding, numbers may not add up to 100%.

# Resident Satisfaction - A Closer Look

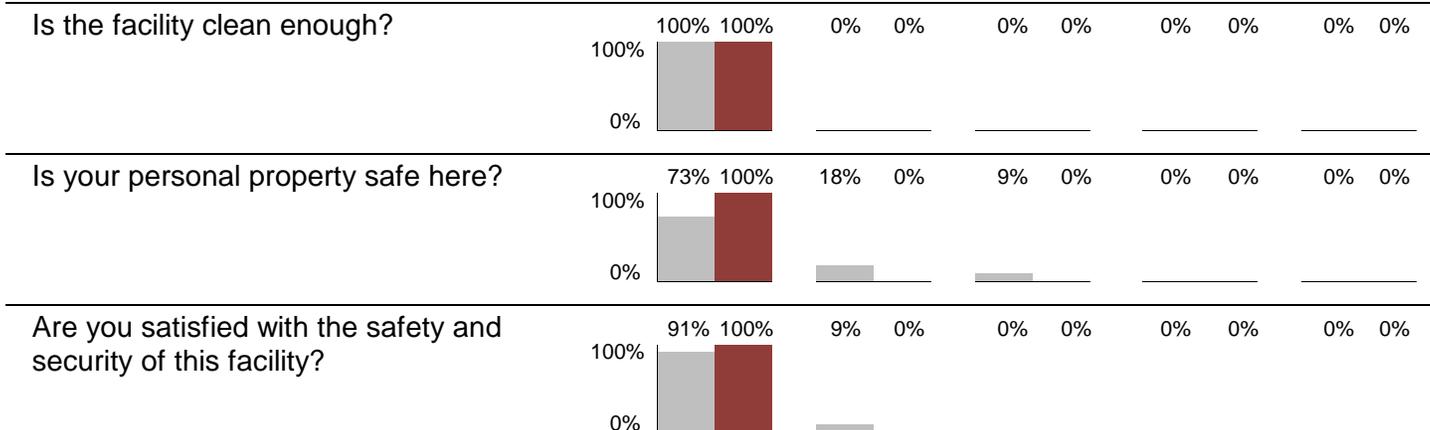
■ 2013 ■ 2015

Always Sometimes Hardly Ever Never Does Not Apply/ Know

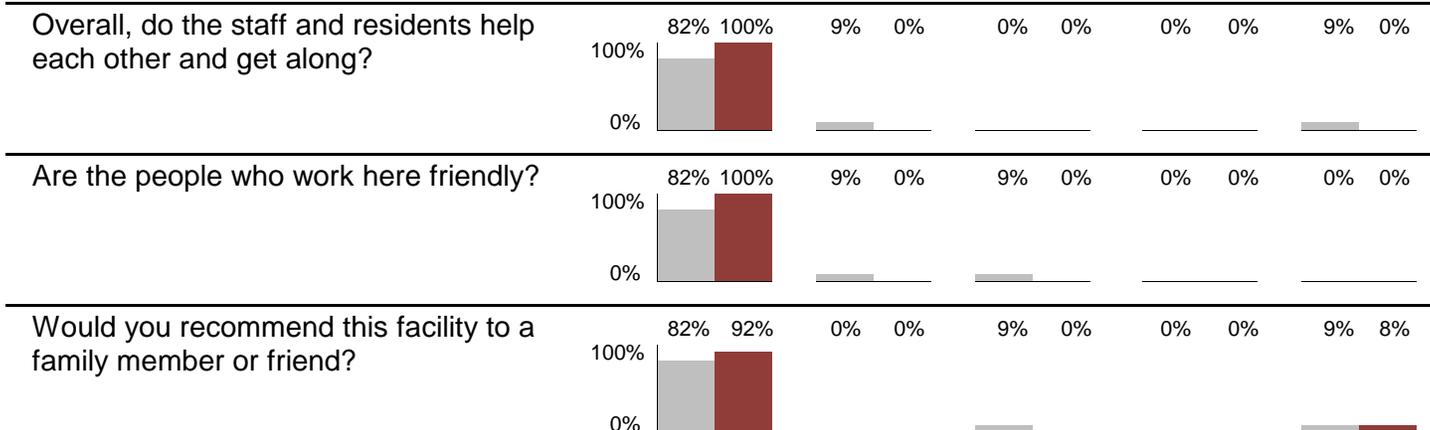
## RESIDENT ENVIRONMENT



## FACILITY ENVIRONMENT



## GENERAL

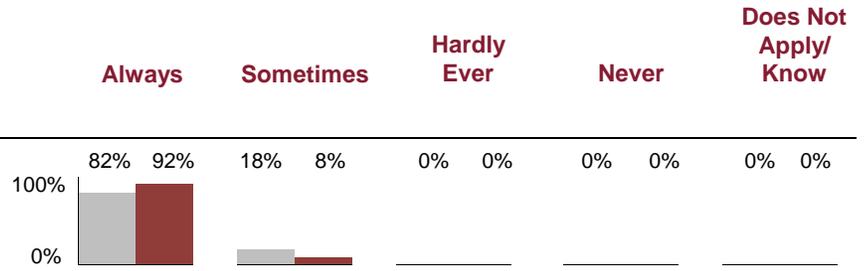


# Resident Satisfaction - A Closer Look

2013 2015

## GENERAL

Overall, do you like this facility?



## Priority Index

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A Priority Index (PI) is available in this section if 20 or more surveys were completed at this facility. The PI is a tool to help larger facilities focus their quality improvement efforts on areas that matter the most to Residents. The PI is not reliable for smaller sample sizes because it includes the calculation of correlations.