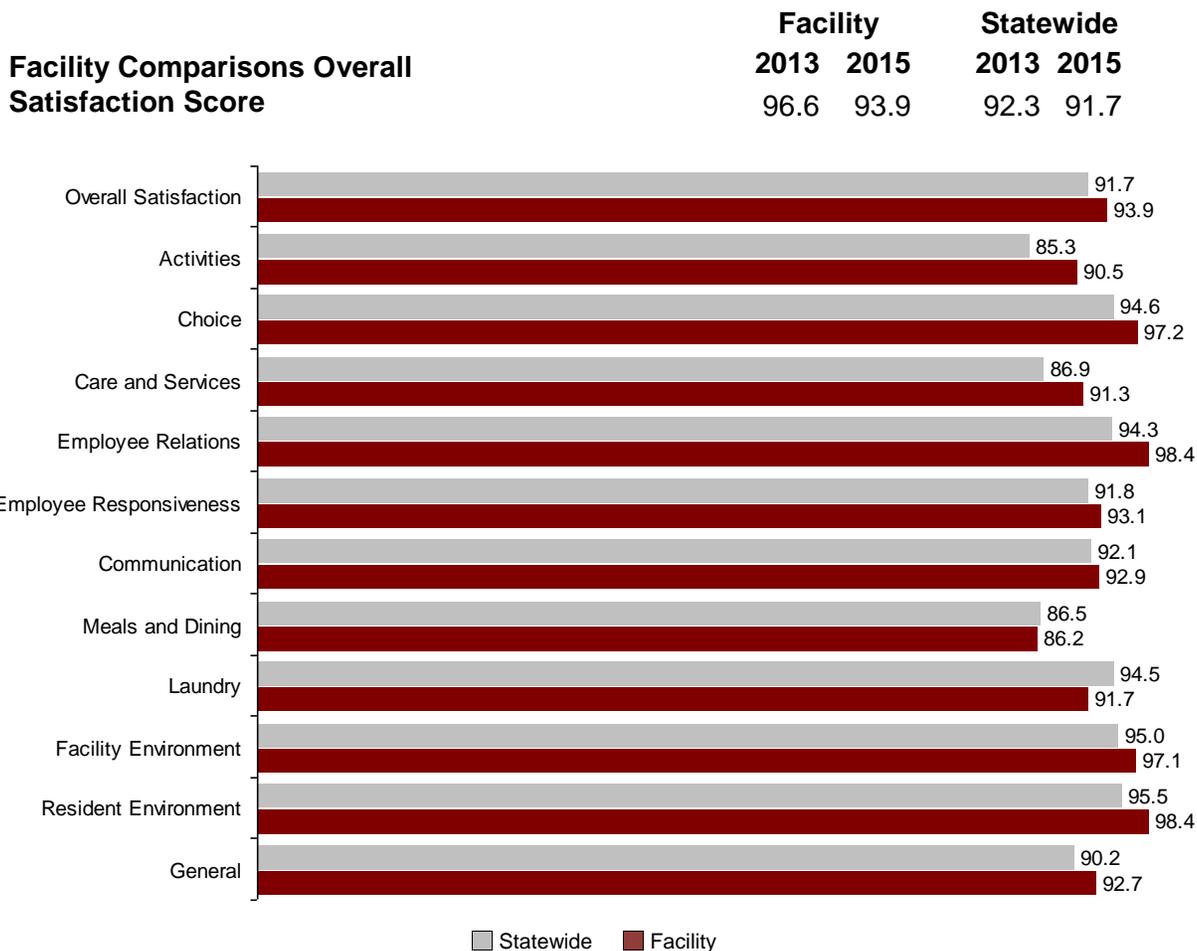


# PINES AT GLENWOOD THE

## Residential Care Facility 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 PINES AT GLENWOOD THE, as reported by its residents.



# Profile of Residents

Number of Completed Interviews Required to Meet +/- 10% Margin of Error: **21**

Number of Completed Interviews: **21**

Total Number of Interviews (completed + incomplete): **21**

Short-term Completed Interview **0**

Long-term Completed Interviews **21**

	<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>	39	89.5	16,020	85.5
<b>Gender</b>	<b>n</b>	<b>Percent</b>	<b>n</b>	<b>Percent</b>
Male	4	19.0%	3,248	27.3%
Female	17	81.0%	8,647	72.7%
<b>Interview Status</b>				
Not Interviewed	18	46.2%	4,190	26.0%
Incomplete	0	0.0%	161	1.0%
Complete	21	53.8%	11,734	72.9%
<b>Reason Why Resident was Not Interviewed</b>				
Deceased	0	0.0%	111	2.6%
Discharged/Moved	0	0.0%	191	4.6%
Hospitalized/Ill	0	0.0%	266	6.3%
Language Barrier	0	0.0%	21	0.5%
Unable to Locate	12	66.7%	945	22.6%
Asleep	0	0.0%	155	3.7%
Out of Facility	2	11.1%	340	8.1%
Refused	3	16.7%	859	20.5%
Unable to Respond to Questions	1	5.6%	897	21.4%
Legal Guardian Refusal	0	0.0%	336	8.0%
Resident in Isolation	0	0.0%	17	0.4%
Other/Unknown	0	0.0%	52	1.2%
<b>Reason Why Interview is Incomplete</b>				
Resident Fatigue	0	0.0%	0	0.0%
Necessary Clinical Care	0	0.0%	3	1.9%
Refusal to Continue	0	0.0%	35	21.7%
Unable to Respond to Questions	0	0.0%	93	57.8%
Resident Illness	0	0.0%	16	9.9%
Other/Unknown	0	0.0%	14	8.7%
<b>Assistance with Interview</b>				
Family Member	0	0.0%	7	4.2%
Volunteer	0	0.0%	6	3.6%
Custodian/Guardian	0	0.0%	1	0.6%
Other	0	0.0%	154	91.7%

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

# 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=20)	89.5	90.1	84.3	84.0
Do you get enough information about the activities offered here? (n=21)	95.0	92.1	88.1	88.4
Are you satisfied with the activities offered here? (n=19)	95.0	87.7	85.8	84.6
<b>Domain Score</b>	<b>93.6</b>	<b>90.5</b>	<b>85.8</b>	<b>85.3</b>

<b>CHOICE</b>				
Can you go to bed when you like? (n=20)	98.4	98.3	96.1	96.5
Do the employees leave you alone if you don't want to do anything? (n=20)	96.7	91.7	93.9	94.0
Do the people who work here let you do the things you are able to do yourself? (n=21)	98.4	98.4	95.2	95.1
Are you free to come and go as you are able? (n=21)	98.4	100.0	93.8	94.0
Are the rules here reasonable? (n=18)	98.3	98.1	94.6	93.9
<b>Domain Score</b>	<b>98.0</b>	<b>97.2</b>	<b>94.7</b>	<b>94.6</b>

<b>CARE AND SERVICES</b>				
Can you get snacks and drinks whenever you want to? (n=17)	100.0	92.2	85.4	84.2
Do you get your medications on time? (n=16)	95.6	91.7	94.6	94.1
Do the employees explain your care and services to you? (n=19)	93.0	91.3	85.9	83.4
Do the employees who take care of you know what you like and don't like? (n=20)	84.3	88.4	87.7	86.3
<b>Domain Score</b>	<b>93.1</b>	<b>91.3</b>	<b>88.3</b>	<b>86.9</b>

<b>EMPLOYEE RELATIONS</b>				
Are the employees courteous to you? (n=21)	100.0	98.4	95.6	95.3
Can you depend on the employees? (n=20)	98.4	96.7	92.6	91.0
Are the people who work here friendly? (n=21)	98.4	98.4	95.8	95.2

\*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>EMPLOYEE RELATIONS</b>				
Do the employees treat you with respect? (n=21)	100.0	100.0	96.6	95.9
<b>Domain Score</b>	<b>99.2</b>	<b>98.4</b>	<b>95.1</b>	<b>94.3</b>
<b>EMPLOYEE RESPONSIVENESS</b>				
During the weekdays, is a staff person available to help you if you need it? (n=19)	100.0	94.7	94.6	94.1
At other times, is a staff person available to help you if you need it? (n=20)	96.7	88.4	90.6	89.8
Do you feel confident that the employees know how to do their jobs? (n=21)	98.4	96.8	92.4	91.7
<b>Domain Score</b>	<b>98.4</b>	<b>93.1</b>	<b>92.4</b>	<b>91.8</b>
<b>COMMUNICATION</b>				
Are the people in charge available to talk with you? (n=18)	93.4	94.5	91.4	91.2
Do the people in charge treat you with respect? (n=20)	98.4	100.0	97.1	96.7
Would you feel comfortable speaking up when you have a problem? (n=21)	96.6	96.8	93.7	93.5
Do you know who to go to here when you have a problem? (n=21)	96.7	84.1	90.2	89.5
Do your problems get taken care of? (n=21)	96.8	92.1	90.1	88.9
<b>Domain Score</b>	<b>96.3</b>	<b>92.9</b>	<b>92.6</b>	<b>92.1</b>
<b>MEALS AND DINING</b>				
Do you get enough to eat? (n=21)	96.8	96.8	96.1	96.0
Is the food here tasty? (n=19)	92.1	84.3	82.5	81.2
Can you get the foods you like? (n=21)	89.0	81.1	81.7	80.5
Is your food served at the right temperature? (n=21)	84.2	79.4	84.9	83.7
Do you like the way your meals are served here? (n=20)	96.8	90.1	92.1	90.9
<b>Domain Score</b>	<b>91.8</b>	<b>86.2</b>	<b>87.5</b>	<b>86.5</b>

\*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>				
Do you get your clothing back from the laundry? (n=20)	98.2	90.1	94.9	94.6
Does your clothing come back from the laundry in good condition? (n=19)	98.2	94.7	95.1	94.5
<b>Domain Score</b>	<b>98.2</b>	<b>91.7</b>	<b>94.9</b>	<b>94.5</b>
<b>FACILITY ENVIRONMENT</b>				
Do you like the location of this place? (n=19)	95.2	91.2	94.5	93.8
Are the outside walkways and grounds well taken care of? (n=21)	100.0	98.4	97.0	96.5
Does this place look attractive to you? (n=21)	98.4	100.0	95.6	95.0
Is this place clean enough? (n=21)	100.0	98.4	96.6	95.8
Is this place quiet when it should be? (n=21)	96.8	96.8	94.8	94.6
<b>Domain Score</b>	<b>98.1</b>	<b>97.1</b>	<b>95.6</b>	<b>95.0</b>
<b>RESIDENT ENVIRONMENT</b>				
Do you have enough privacy in your room or apartment? (n=21)	98.4	96.8	96.4	96.3
Are you satisfied with your room or apartment? (n=21)	96.8	96.8	95.4	94.8
Do you feel safe here? (n=20)	100.0	98.3	97.3	97.0
Is your personal property safe here? (n=20)	98.4	100.0	93.7	93.6
Do you think this is a pleasant place for people to visit? (n=21)	96.8	100.0	96.7	96.1
<b>Domain Score</b>	<b>98.1</b>	<b>98.4</b>	<b>95.9</b>	<b>95.5</b>
<b>GENERAL</b>				
Do you feel comfortable here? (n=20)	100.0	98.3	95.5	95.1
Do you feel like you are getting your money's worth here? (n=18)	96.3	87.1	87.3	85.8
Overall, do you like living here? (n=20)	96.8	90.0	89.9	88.6
Would you recommend this place to a family member or friend? (n=21)	100.0	96.8	92.4	91.2

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

# Resident Satisfaction

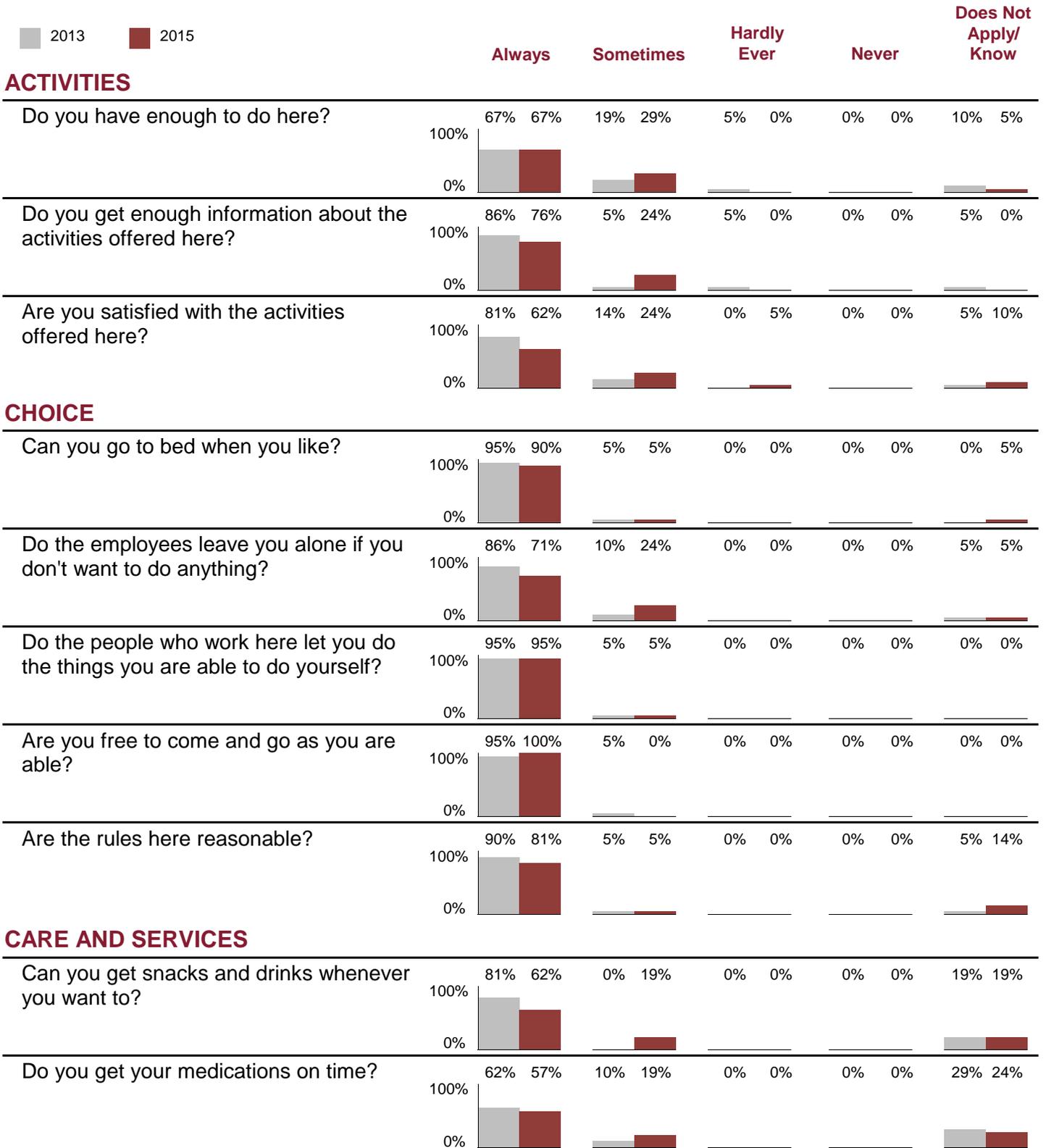
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	<u>Facility</u>		<u>Statewide</u>	
	2013	2015	2013	2015
<hr/>				
<b>GENERAL</b>				
<b>Domain Score</b>	<b>98.3</b>	<b>92.7</b>	<b>91.3</b>	<b>90.2</b>
<hr/>				
<b>OVERALL SATISFACTION SCORE</b>	<b>96.6</b>	<b>93.9</b>	<b>92.3</b>	<b>91.7</b>

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

# Resident Satisfaction - A Closer Look



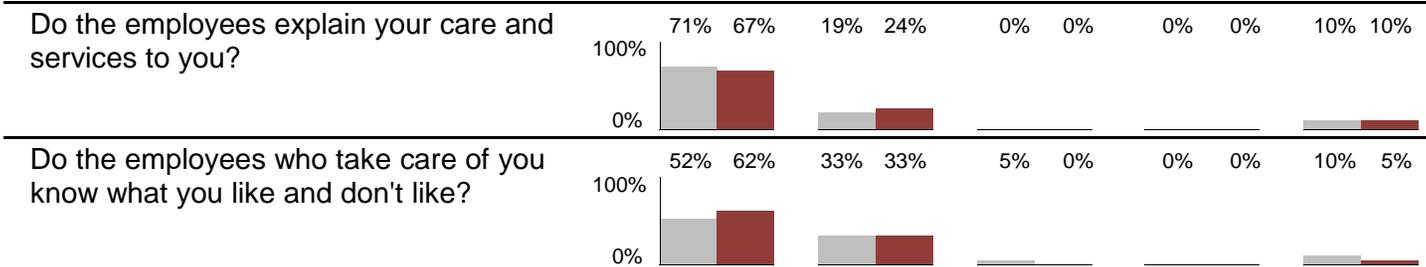
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# Resident Satisfaction - A Closer Look

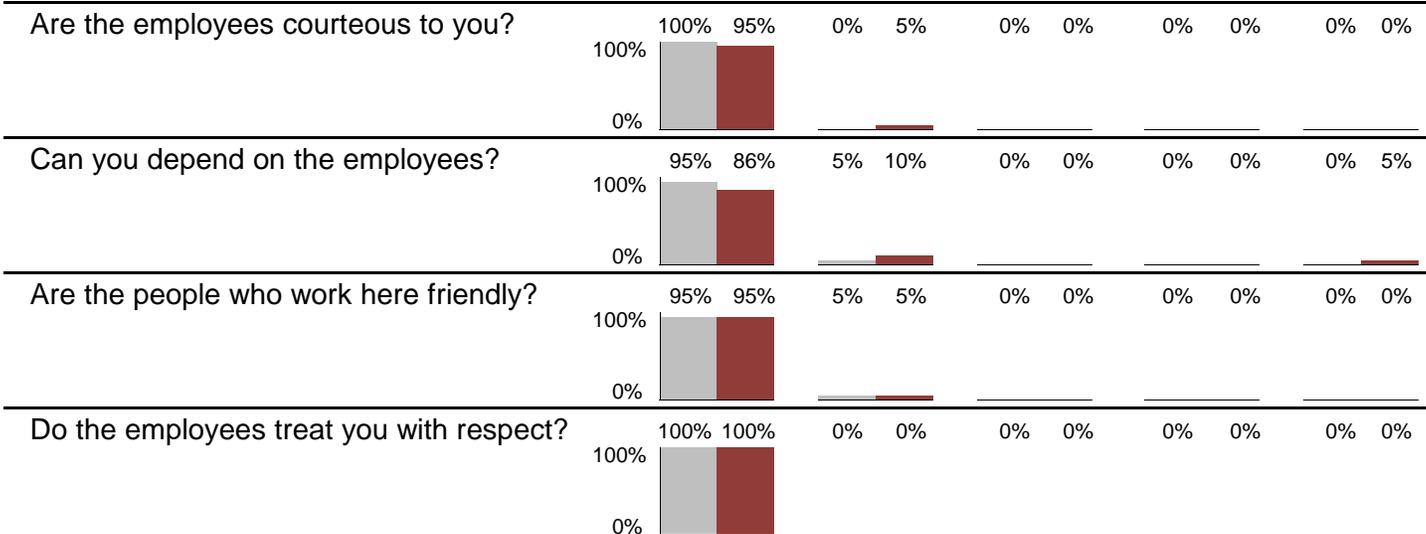
2013 2015

Always Sometimes Hardly Ever Never Does Not Apply/ Know

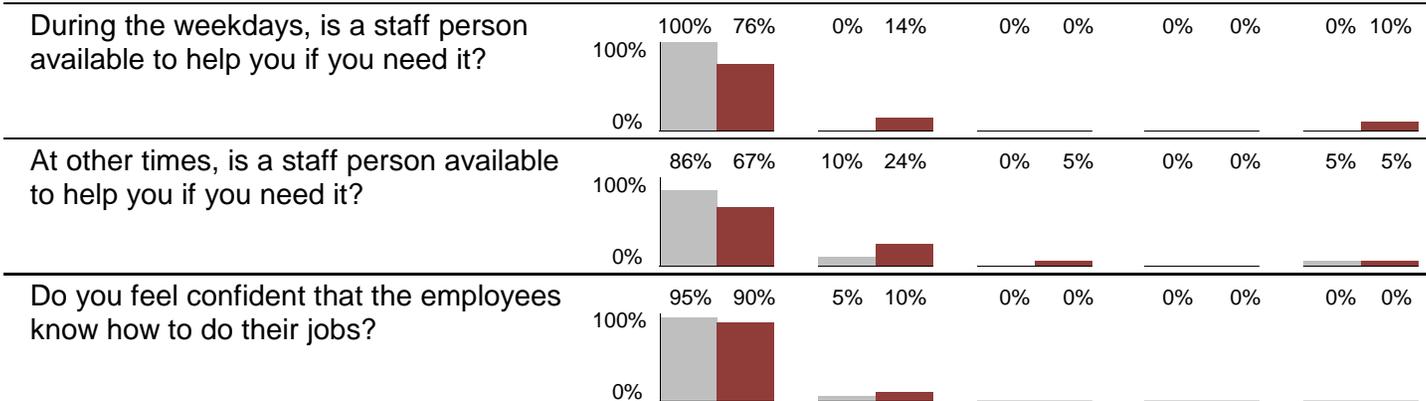
## CARE AND SERVICES



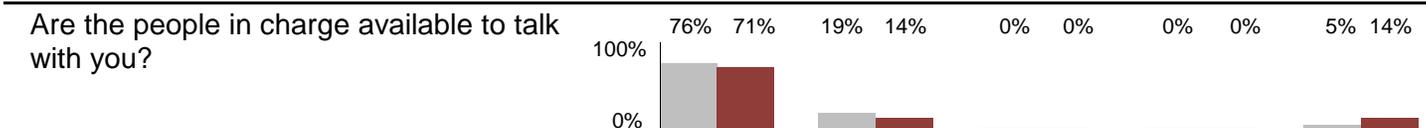
## EMPLOYEE RELATIONS



## EMPLOYEE RESPONSIVENESS

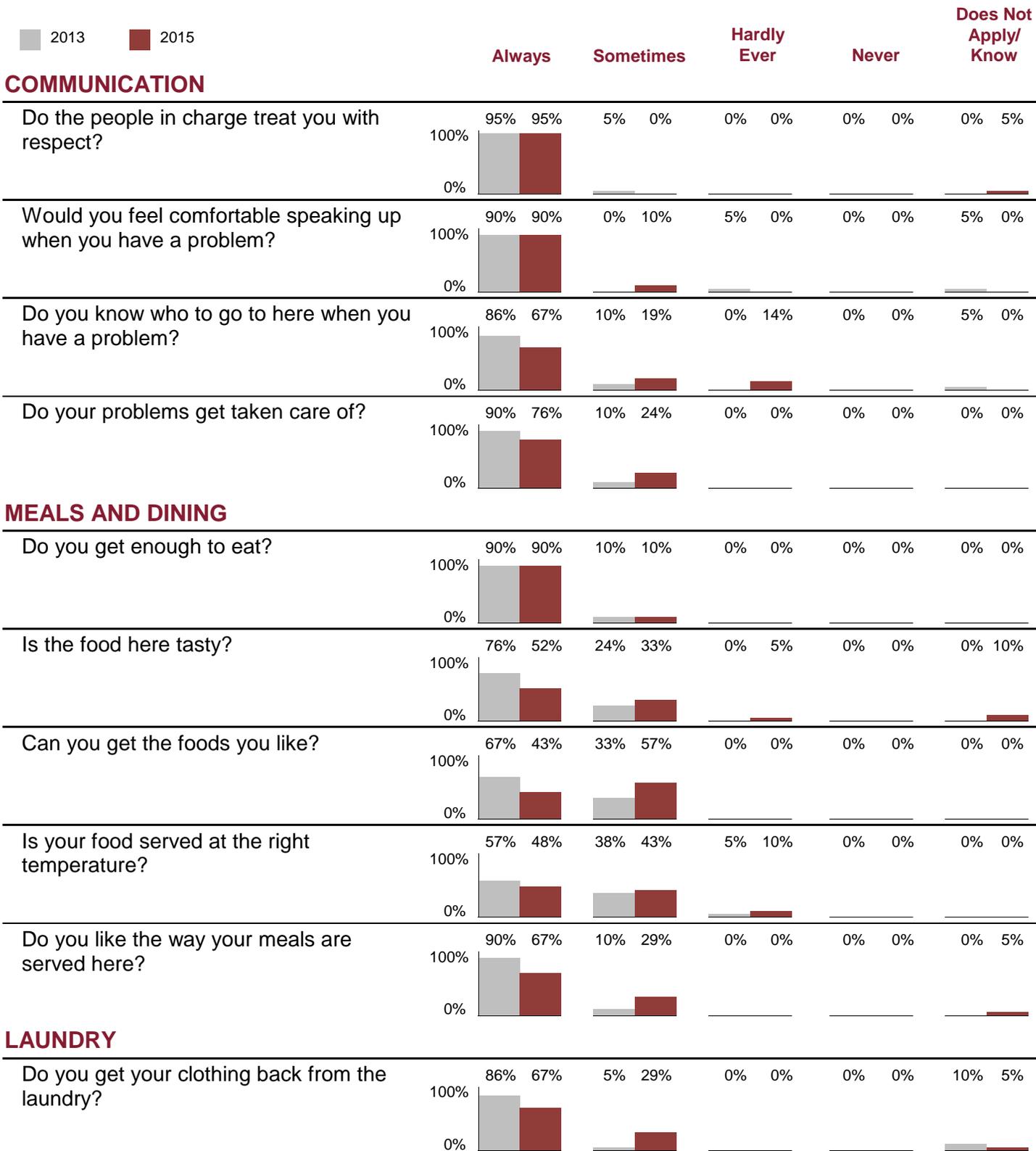


## COMMUNICATION



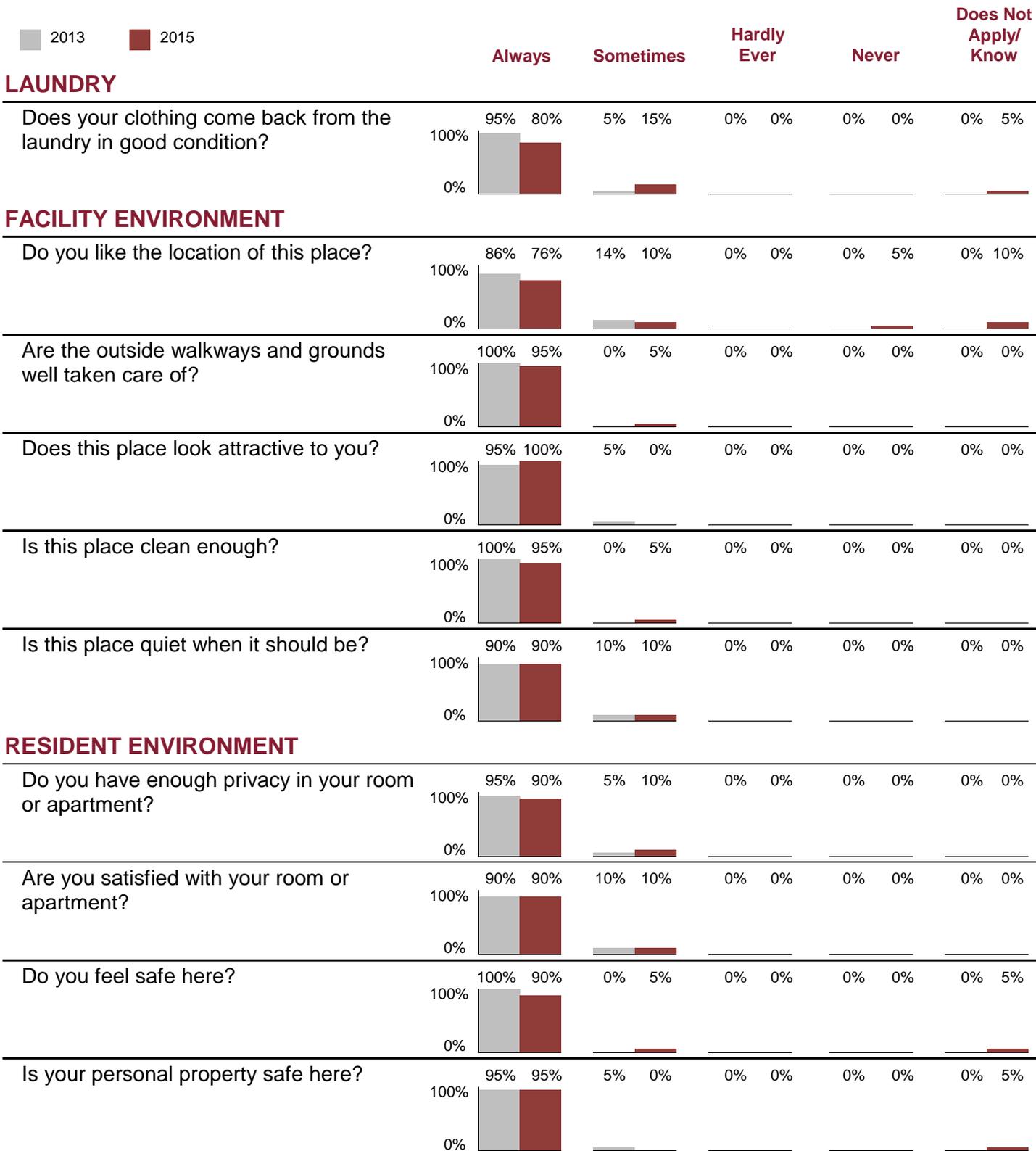
Due to rounding, numbers may not add up to 100%.

# Resident Satisfaction - A Closer Look



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

# Resident Satisfaction - A Closer Look



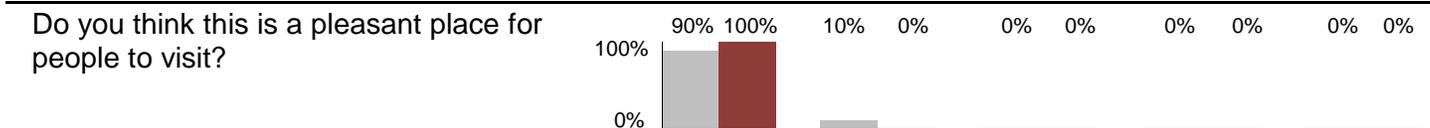
Due to rounding, numbers may not add up to 100%.

# Resident Satisfaction - A Closer Look

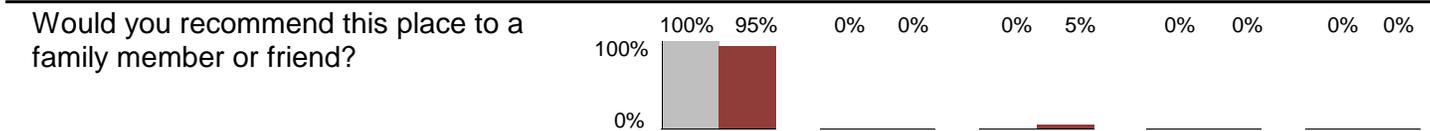
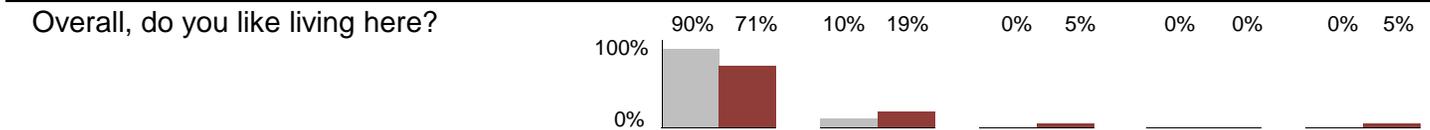
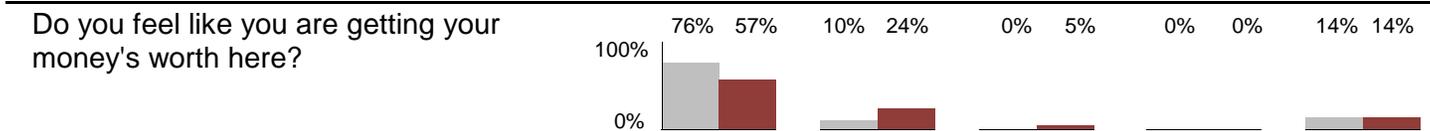
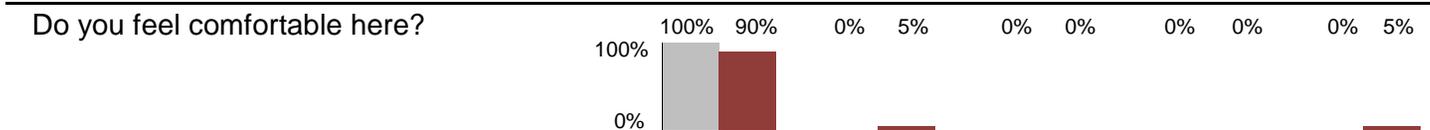
■ 2013   ■ 2015

Always   Sometimes   Hardly Ever   Never   Does Not Apply/ Know

## RESIDENT ENVIRONMENT



## GENERAL



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

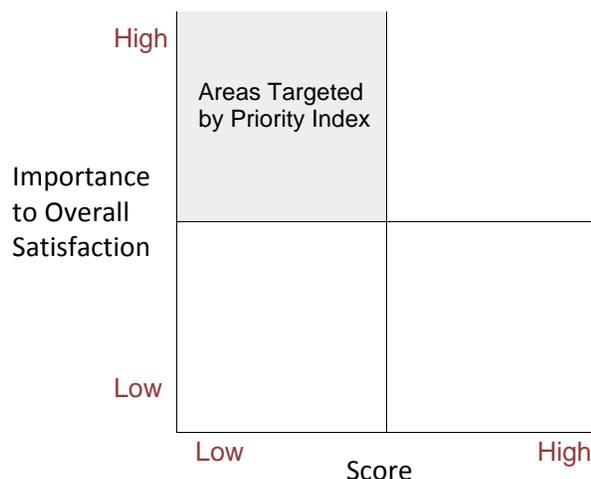
# Priority Index

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The Priority Index (PI) is a tool to help facilities focus their quality improvement efforts on areas that matter to Residents. The PI may help you determine which areas—down to the question—will be most likely to improve your overall satisfaction score.

With limited resources for quality improvement activities, the PI is designed to highlight areas where improvement efforts may provide the most return on investment. The PI pinpoints areas that:

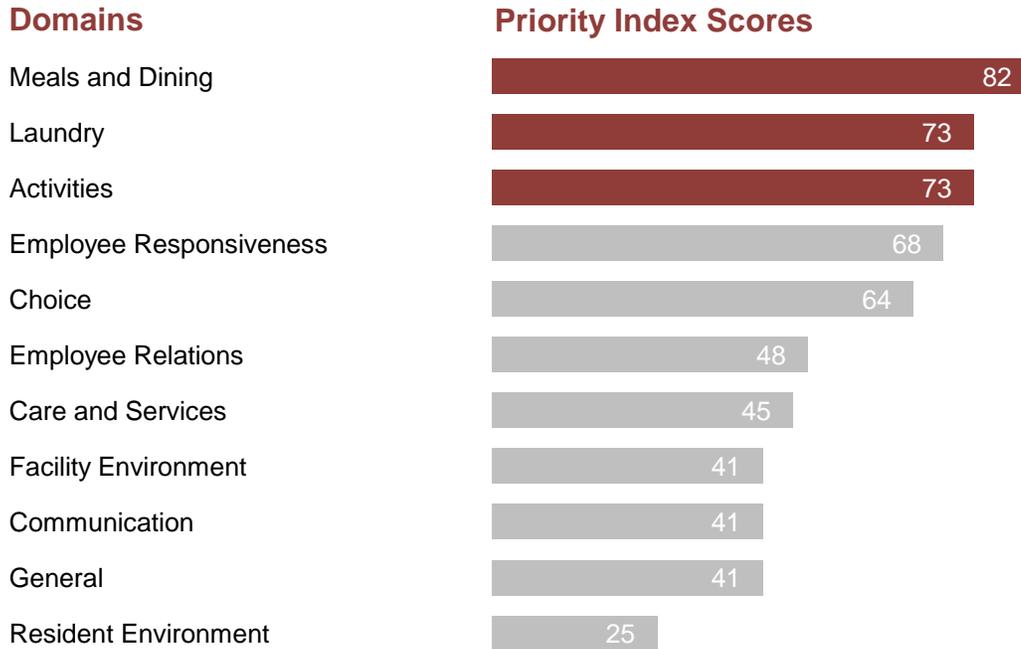
- Are closely related or important to the facility’s overall satisfaction score (“high” importance, as seen on the graph); and
- Have relatively low scores (“low” score, as seen on the graph), indicating there is room to grow.



# Target Domains

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According to the PI, the targeted domains (highlighted in red below) have both room to grow and show a strong relationship to overall satisfaction--thus working on improving these areas should increase satisfaction overall.



Additional indexes--one for each of the targeted domains--were created to get an even finer focus for quality improvement.

# Target Questions: Activities

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A PI score was calculated for each of the questions within the Activities domain. Questions with highest PI scores are the ones that may most benefit from quality improvement. The questions highlighted in red below have the highest PI scores and may benefit the most from quality improvement.

## Questions

## Priority Index Scores

Are you satisfied with the activities offered here?

83

Do you have enough to do here?

83

Do you get enough information about the activities offered here?

33

# Target Questions: Laundry

---

A PI score was calculated for each of the questions within the Laundry domain. Questions with highest PI scores are the ones that may most benefit from quality improvement. The questions highlighted in red below have the highest PI scores and may benefit the most from quality improvement.

## Questions

## Priority Index Scores

Do you get your clothing back from the laundry?

100

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

50

# Target Questions: Meals and Dining

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A PI score was calculated for each of the questions within the Meals and Dining domain. Questions with highest PI scores are the ones that may most benefit from quality improvement. The questions highlighted in red below have the highest PI scores and may benefit the most from quality improvement.

## Questions

## Priority Index Scores

Is the food here tasty?	80
Is your food served at the right temperature?	60
Can you get the foods you like?	60
Do you like the way your meals are served here?	50
Do you get enough to eat?	50