

SATISFACTION SURVEY SUMMARY

Greenway Manor

501 south Winsted St.
Spring Green, WI 53588 USA

WHAT'S INSIDE

This report summarizes your satisfaction survey results. The charts and graphs selected by your organization provide important information necessary to better understand the perceptions of those individuals closely aligned to your organization.

Skilled Nursing Facility

Results for:

Family

Survey
date

Surveys
distributed

Surveys
returned

Response
rate

For Feb 2006 to Dec 2007

54

19

35%

Printed from My InnerView's members-only Web site
on **Feb 23, 2012**

See the members' site for:
- Satisfaction survey items and reference labels
- Glossary of items

Peer group: **National Database**

Peer group size: **4487**

PREPARED BY



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Strategies for improvement must consider the data from a variety of perspectives. This page shows a composite view of key charts that should be considered when formulating action plans.

Family

For Feb 2006 to Dec 2007

ITEMS WITH GREATEST OPPORTUNITY TO IMPACT RECOMMENDATION

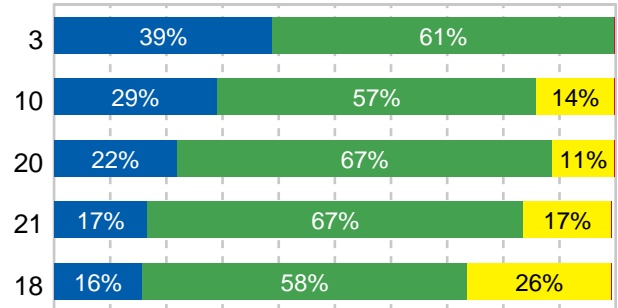
PRIORITY ACTION AGENDA

The top FIVE items in Quadrant D comprise your Priority Action Agenda and provide a focus for improving willingness to recommend.

These PRIMARY OPPORTUNITIES are the items with average scores below the midline and more important to "Recommendation."

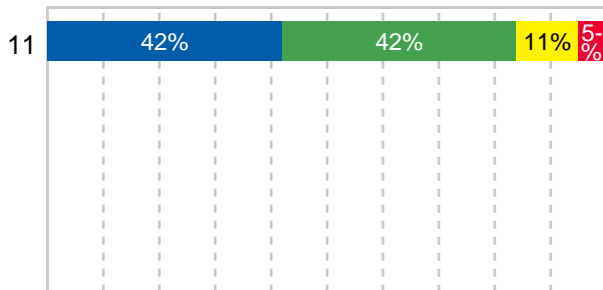
- 21 Quality of dining experience
- 18 Security of personal belongings
- 11 Adequate staff to meet needs
- 14 Competency of staff
- 9 CNA/NA care

5 ITEMS WITH LOWEST PERCENT "EXCELLENT" SCORES



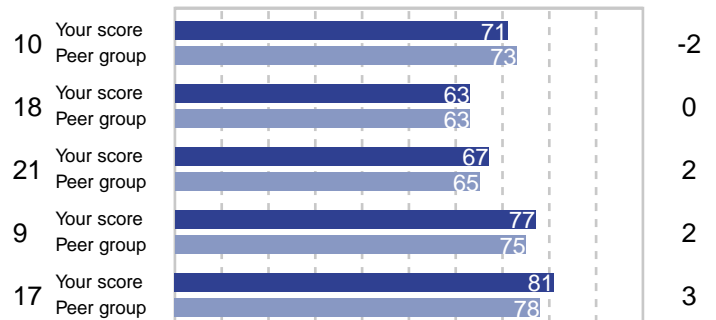
- 3 Respect for privacy
- 10 Rehabilitation therapy
- 20 Quality of meals
- 21 Quality of dining experience
- 18 Security of personal belongings

5 ITEMS WITH HIGHEST PERCENT "POOR" SCORES



- 11 Adequate staff to meet needs

5 ITEMS WITH GREATEST DIFFERENCE IN AVERAGE SCORE FROM PEER GROUP



- 10 Rehabilitation therapy
- 18 Security of personal belongings
- 21 Quality of dining experience
- 9 CNA/NA care
- 17 Safety of facility

ABOUT RESPONDENT		ABOUT RESIDENT		VISITOR		FACILITY CHOICE	
Relationship to resident:		Gender: Female	68%	Visiting Most: Child	68%	Reason: Convenient location 53%	
Child	84%	Age: 80 to 89	53%	Spouse	16%	Good reputation 32%	
Other relationship	11%	Length of Stay: 1 to 3 years	47%	How Often: Once a week or more	63%	Homes Visited: None 37%	

CURRENT: For Feb 2006 to Dec 2007

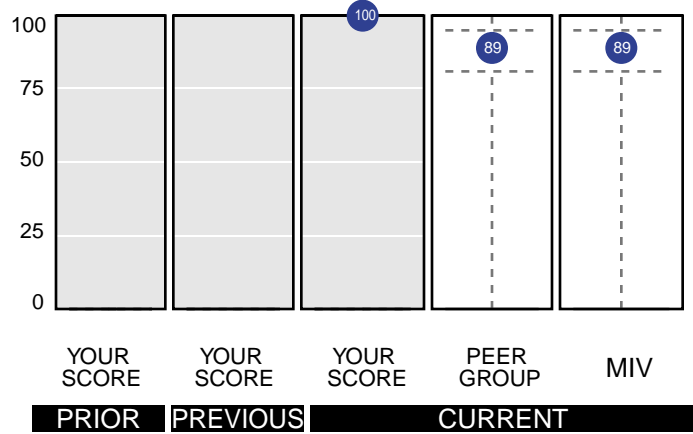
PREVIOUS: For Feb 2012 to Feb 2012

PRIOR: For Feb 2012 to Feb 2012

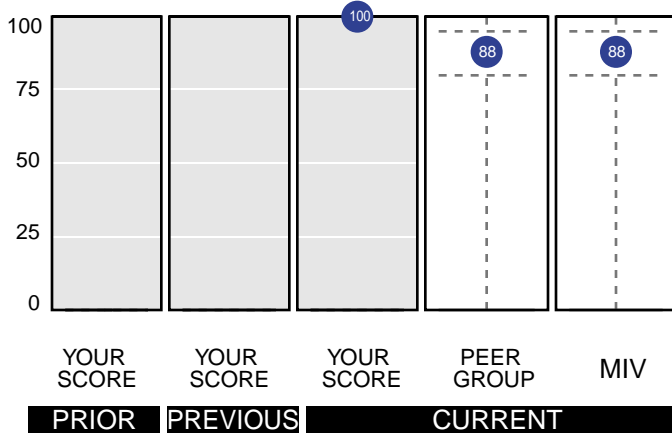
The shaded area shows the percent of **EXCELLENT and GOOD** in the Excellent and Good category for each domain and these global satisfaction questions:
 - How would you rate your overall satisfaction with this facility?
 - What is your recommendation of this facility to others?

Peer group: National Database

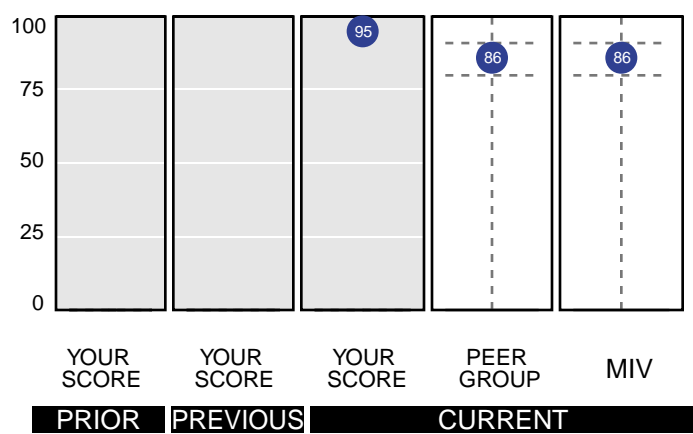
OVERALL SATISFACTION



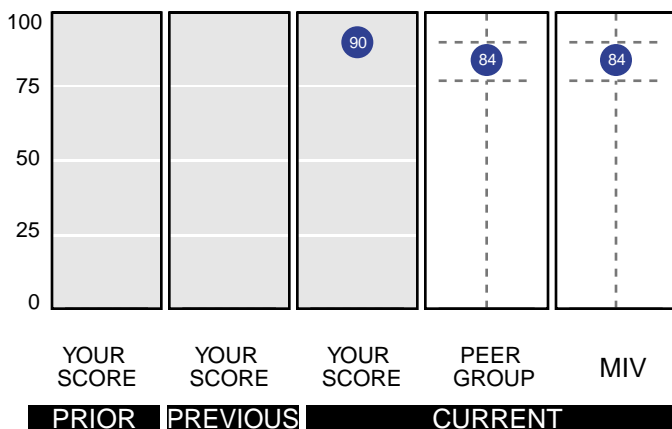
RECOMMENDATION TO OTHERS



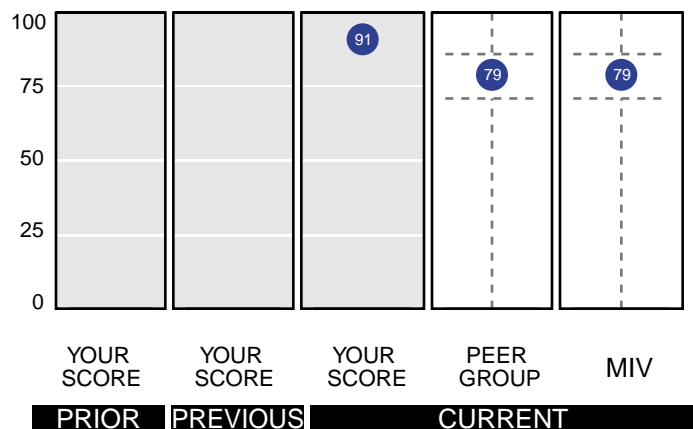
QUALITY OF LIFE DOMAIN



QUALITY OF CARE DOMAIN



QUALITY OF SERVICE DOMAIN



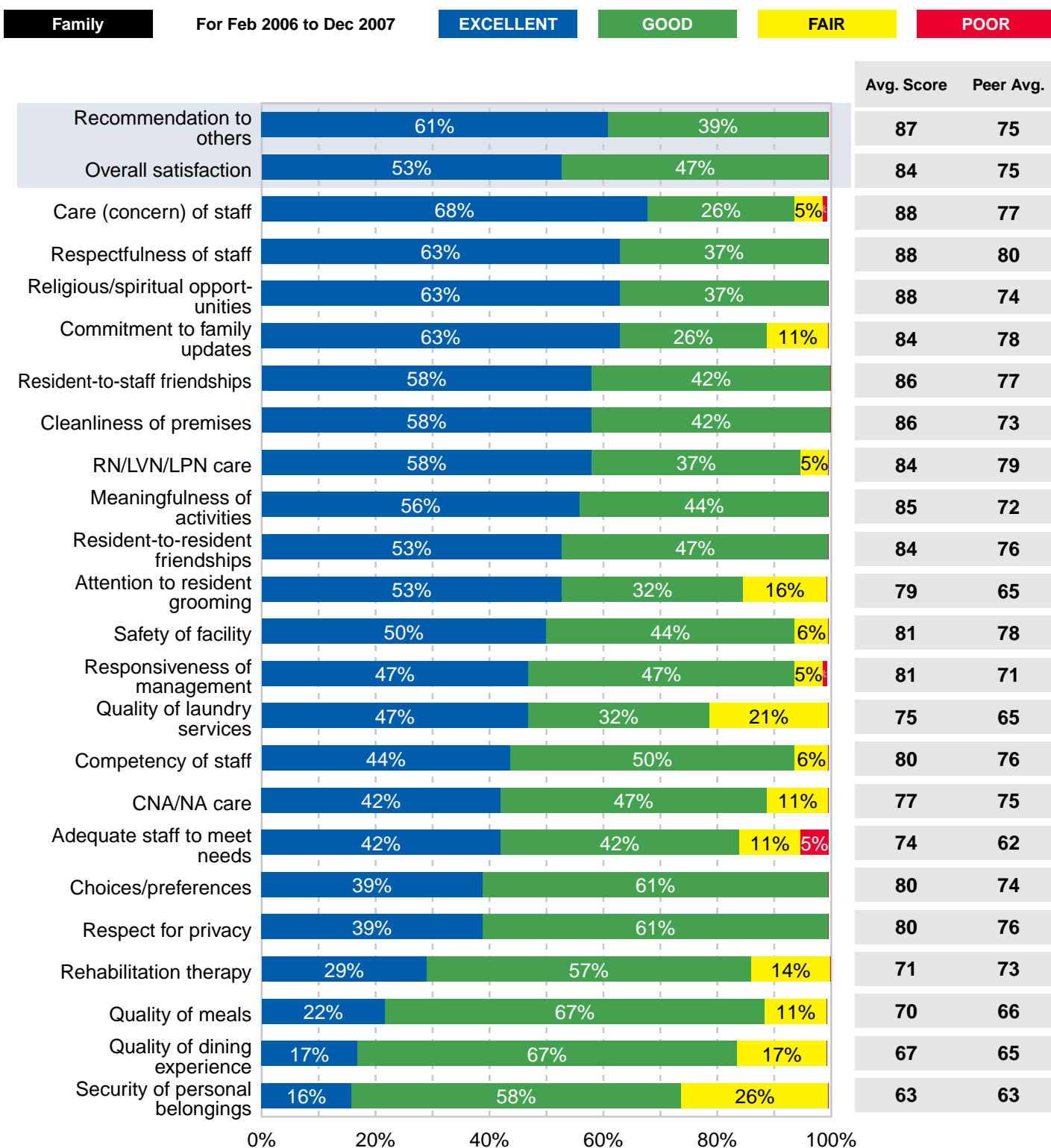
Results by item

"Excellent," "Good", "Fair" and "Poor" ranked by percent "Excellent"

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Item-E/G/F/P-PE

Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are ranked from the highest percent **EXCELLENT** to the lowest percent **EXCELLENT**. (May not total 100% due to rounding)



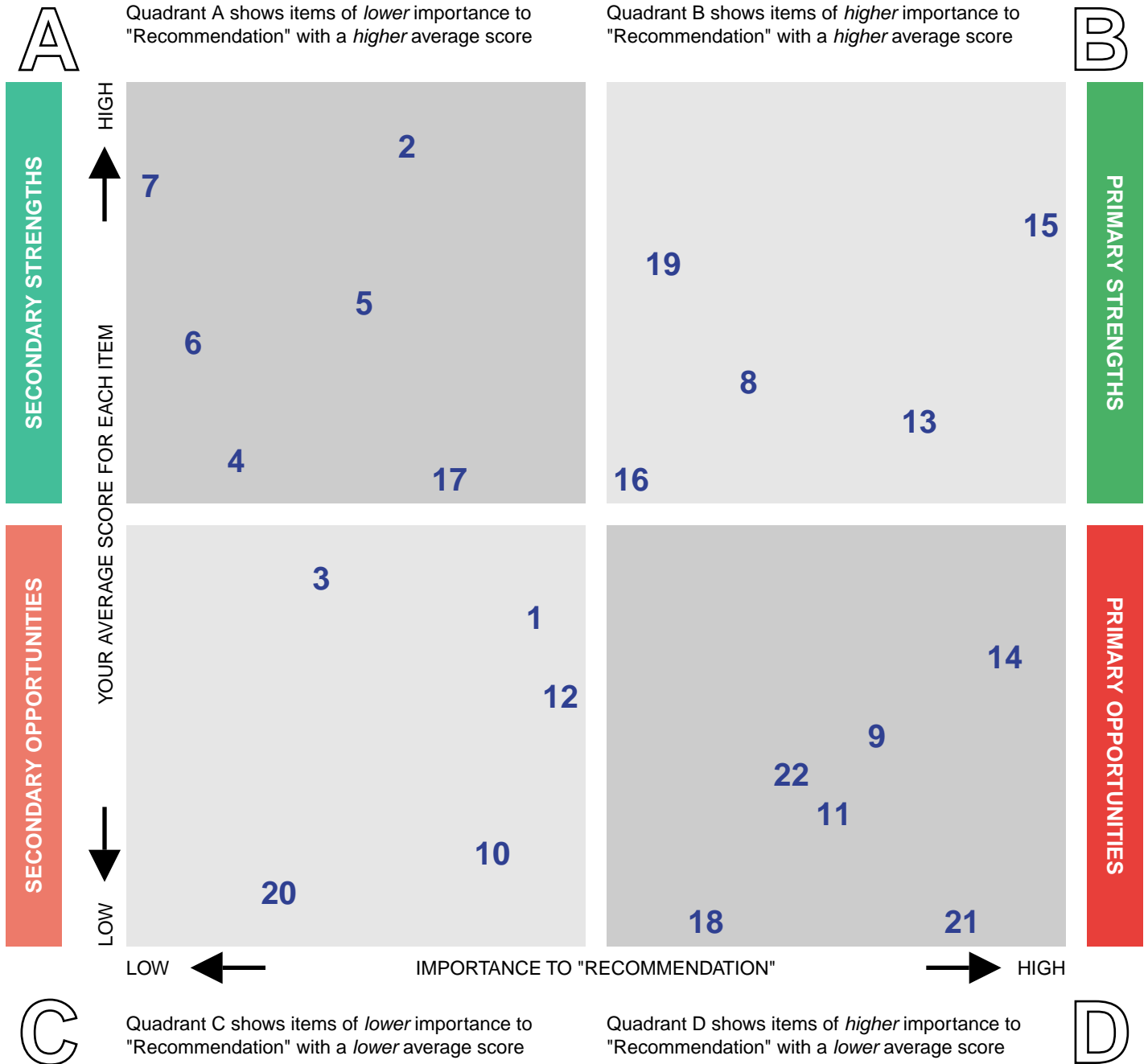
The percentile rank of the average score on the satisfaction items is plotted against the percentile rank of the average "importance" score on each item and the question:

- **What is your recommendation of this facility to others?**

Quadrant analysis: Plots scores within the four quadrants (see descriptions below) to identify strengths and opportunities. Items in the lower-right quadrant (D) are those most important to "Recommendation to others" but received the lowest scores.

Priority Action Agenda: Lists top five items in Quadrant D to provide a focus for improving willingness to recommend.

Family For Feb 2006 to Dec 2007



A

SECONDARY STRENGTHS

Items with average scores above the midline but not as important to "Recommendation"

- Q17 Safety of facility
- Q4 Resident-to-resident friendships
- Q5 Resident-to-staff friendships
- Q6 Meaningfulness of activities
- Q2 Respectfulness of staff
- Q7 Religious/spiritual opportunities

B

PRIMARY STRENGTHS

Items with average scores above the midline and more important to "Recommendation"

- Q13 Commitment to family updates
- Q15 Care (concern) of staff
- Q16 Responsiveness of management
- Q8 RN/LVN/LPN care
- Q19 Cleanliness of premises

C

SECONDARY OPPORTUNITIES

Items with average scores below the midline but not as important to "Recommendation"

- Q10 Rehabilitation therapy
- Q12 Attention to resident grooming
- Q20 Quality of meals
- Q1 Choices/preferences
- Q3 Respect for privacy

D

PRIMARY OPPORTUNITIES

Items with average scores below the midline and more important to "Recommendation"

These are areas that represent a good opportunity for improvement.

PRIORITY ACTION AGENDA

The top FIVE items in Quadrant D (*Primary Opportunities*) comprise your Priority Action Agenda and provide a focus for improving willingness to recommend.

If Quadrant D has less than five items, the Priority Action Agenda will list only those items in the quadrant.

Q21 **Quality of dining experience**

Q18 **Security of personal belongings**

Q11 **Adequate staff to meet needs**

Q14 **Competency of staff**

Q9 **CNA/NA care**

Q22 Quality of laundry services

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The percent of respondents within different demographic categories. SHADING indicates the category with the highest percentage. (May not total 100% due to rounding)

Family

For Feb 2006 to Dec 2007

Length of stay		Reason for choosing	
Less than 1 month	0%	Convenient location	53%
1 to 3 months	11%	Good reputation	32%
3 to 6 months	5%	Doctor or hospital	5%
6 months to 1 year	5%	Relative or friend	5%
1 to 3 years	47%	Insurance requirement	0%
3 or more years	32%	Other reason	5%

Person visiting most		Gender of resident	
Spouse	16%	Female	68%
Child	68%	Male	32%
Brother or sister	5%		

		Age of resident	
Grandchild	0%	19 or under	0%
Friend	0%	20 to 29	0%
Another person	11%	30 to 39	0%

How often visited			
Less than once a year	0%	40 to 49	0%
Once a year	0%	50 to 59	0%
Once every 3 months	0%	60 to 69	5%
Once a month or more	21%	70 to 79	0%
Once a week or more	63%	80 to 89	53%
Almost daily	16%	90 or older	42%

Homes visited		Relationship to resident	
None	37%	Spouse	5%
Only this one	5%	Child	84%
Two	37%	Brother or sister	0%
Three	16%	Grandchild	0%
Four	5%	Friend	0%
Five or more	0%	Other relationship	11%

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Cp-PerRank-PE/G

Your percentile rank is based on your percent **EXCELLENT AND GOOD** score for each item.

Peer group: **National Database**

90th percentile: Percent of **EXCELLENT AND GOOD** responses in peer group that fall in the 90th percentile.

Family	For Feb 2006 to Dec 2007			Quartiles					
	Your percent "Exc/Good"	Your percentile rank	90th percentile	Lowest score	Median	Highest score			
Meaningfulness of activities	100%	88	100	0	75	83	91	100	
Cleanliness of premises	100%	86	100	0	75	85	93	100	
Responsiveness of management	95%	86	100	0	73	82	90	100	
Adequate staff to meet needs	84%	83	89	0	58	69	80	100	
Religious/spiritual opportunities	100%	83	100	0	79	88	95	100	
Recommendation to others	100%	82	100	0	80	89	95	100	
Overall satisfaction	100%	82	100	0	81	89	95	100	
Choices/preferences	100%	81	100	0	81	89	95	100	
Respect for privacy	100%	81	100	0	83	90	96	100	
Quality of meals	89%	81	94	0	67	76	86	100	
Resident-to-resident friendships	100%	80	100	0	83	89	96	100	
Attention to resident grooming	84%	78	91	0	64	74	83	100	
Resident-to-staff friendships	100%	77	100	0	84	91	97	100	
Quality of dining experience	83%	71	93	0	65	75	85	100	
Respectfulness of staff	100%	71	100	0	88	94	100	100	
Care (concern) of staff	95%	71	100	0	82	90	96	100	
Competency of staff	94%	68	100	0	82	90	96	100	
Safety of facility	94%	63	100	0	85	92	97	100	
CNA/NA care	89%	62	100	0	77	86	93	100	
RN/LVN/LPN care	95%	62	100	0	86	92	100	100	
Quality of laundry services	79%	59	94	0	63	75	86	100	
Security of personal belongings	74%	56	91	0	60	71	82	100	
Commitment to family updates	89%	54	100	0	80	88	95	100	
Rehabilitation therapy	86%	52	100	0	75	85	92	100	

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Cp-PerRank-Avg

Your percentile rank within the peer group is based on your average score for each item. An average score is calculated by assigning the following values: Excellent = 100; Good = 66.7; Fair = 33.3; Poor = 0.

Peer group: **National Database**

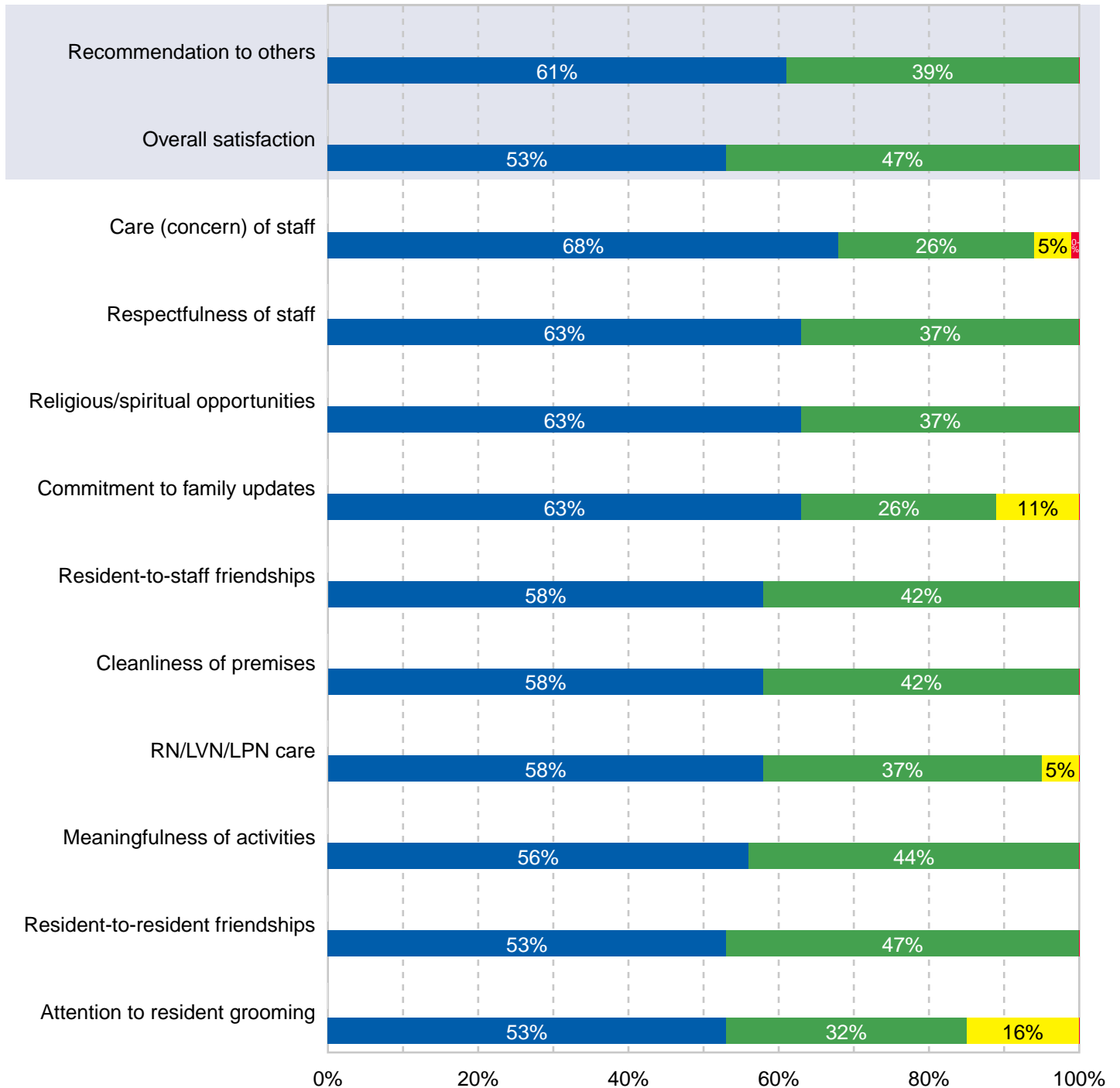
90th percentile: Average scores for facilities in peer group that fall in the 90th percentile.

Family	For Feb 2006 to Dec 2007			Quartiles					
	Your average "score"	Your percentile rank	90th percentile	Lowest score		Median	Highest score		
Religious/spiritual opportunities	88	95	85	0	67	74	80	100	
Meaningfulness of activities	85	93	83	0	67	72	78	100	
Attention to resident grooming	79	92	78	0	58	65	71	100	
Cleanliness of premises	86	91	85	0	67	73	80	100	
Recommendation to others	87	90	87	0	68	75	82	100	
Care (concern) of staff	88	89	88	0	71	78	83	100	
Resident-to-resident friendships	84	88	85	0	70	75	81	100	
Resident-to-staff friendships	86	86	88	0	72	78	83	100	
Adequate staff to meet needs	74	86	76	0	55	62	69	100	
Overall satisfaction	84	86	86	0	68	75	81	100	
Quality of laundry services	75	84	78	0	57	65	72	100	
Responsiveness of management	81	83	83	0	65	71	78	100	
Respectfulness of staff	88	83	90	0	75	81	86	100	
Choices/preferences	80	79	83	0	67	73	79	100	
Commitment to family updates	84	74	89	0	72	79	84	100	
RN/LVN/LPN care	84	73	89	33	74	80	85	100	
Respect for privacy	80	71	85	0	70	76	80	100	
Safety of facility	81	70	88	33	72	78	83	100	
Quality of meals	70	68	79	0	59	67	73	100	
Competency of staff	80	67	86	0	70	76	81	100	
CNA/NA care	77	61	86	0	68	75	81	100	
Quality of dining experience	67	54	77	17	58	65	71	100	
Security of personal belongings	63	51	77	0	55	63	70	100	
Rehabilitation therapy	71	44	84	0	67	73	79	100	

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CpLast-E/G/F/P

Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are ranked from the highest percent **EXCELLENT** to the lowest percent **EXCELLENT**. (May not total 100% due to rounding)



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CpLast-E/G/F/P

Family

