

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 2008 to Dec 2008

58

34

59%

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 2008 to Dec 2008

ITEMS WITH GREATEST OPPORTUNITY TO IMPACT RECOMMENDATION

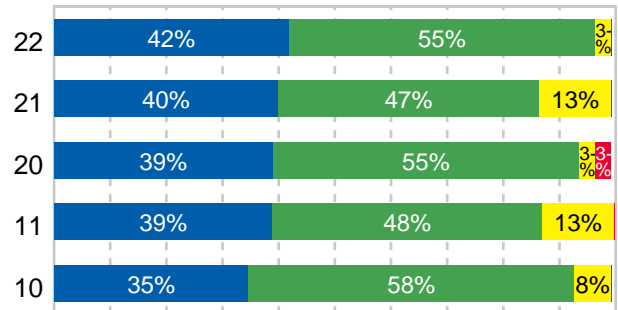
PRIORITY ACTION AGENDA

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."

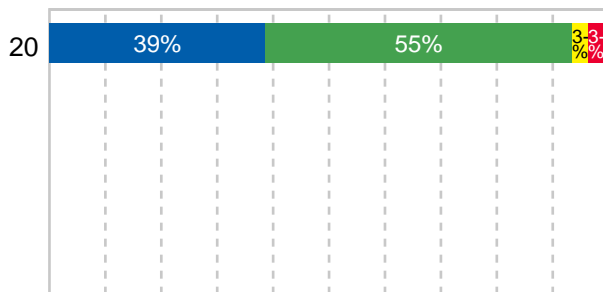
- 10 Rehabilitation therapy
- 22 Quality of laundry services
- 11 Adequate staff to meet needs
- 9 CNA/NA care
- 18 Security of personal belongings

5 ITEMS WITH LOWEST PERCENT "EXCELLENT" SCORES



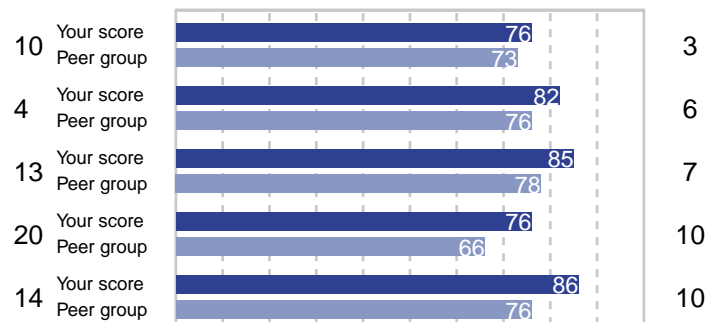
- 22 Quality of laundry services
- 21 Quality of dining experience
- 20 Quality of meals
- 11 Adequate staff to meet needs
- 10 Rehabilitation therapy

5 ITEMS WITH HIGHEST PERCENT "POOR" SCORES



- 20 Quality of meals

5 ITEMS WITH GREATEST DIFFERENCE IN AVERAGE SCORE FROM PEER GROUP



- 10 Rehabilitation therapy
- 4 Resident-to-resident friendships
- 13 Commitment to family updates
- 20 Quality of meals
- 14 Competency of staff

ABOUT RESPONDENT		ABOUT RESIDENT		VISITOR		FACILITY CHOICE	
Relationship to resident:		Gender: Female	87%	Visiting Most: Child	71%	Reason: Convenient location	
Child	65%	Age: 80 to 89	48%	Another person	10%	Good reputation	
Other relationship	16%	Length of Stay: 3 or more years	48%	How Often: Once a week or more	45%	Homes Visited: None	
						50%	

CURRENT: For Feb 2008 to Dec 2008

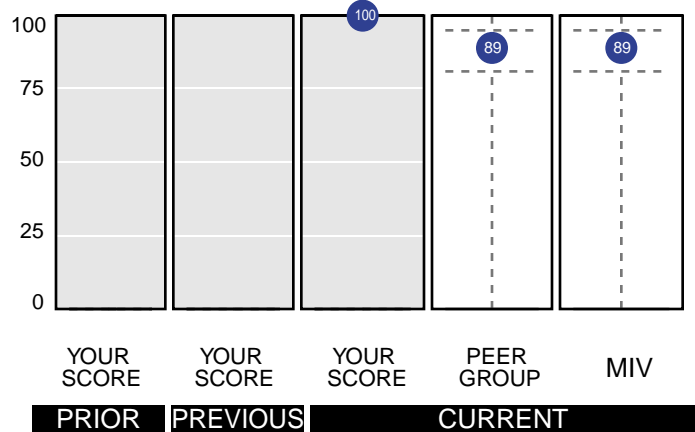
PREVIOUS: For Feb 2012 to Feb 2012

PRIOR: For Feb 2012 to Feb 2012

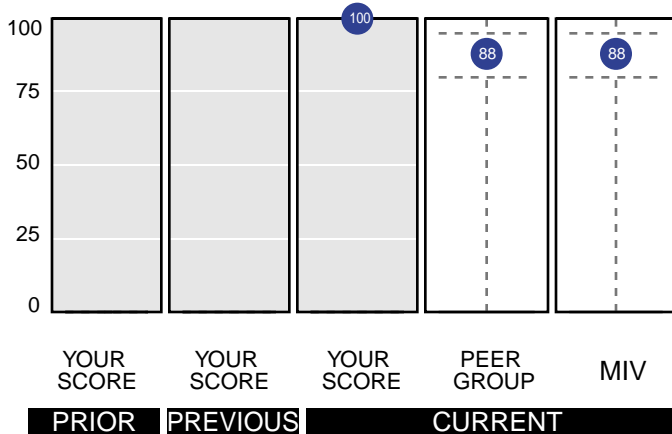
The shaded area shows the percent of **EXCELLENT and GOOD** in the Excellent and Good category for each domain and these global satisfaction questions:
 - How would you rate your overall satisfaction with this facility?
 - What is your recommendation of this facility to others?

Peer group: National Database

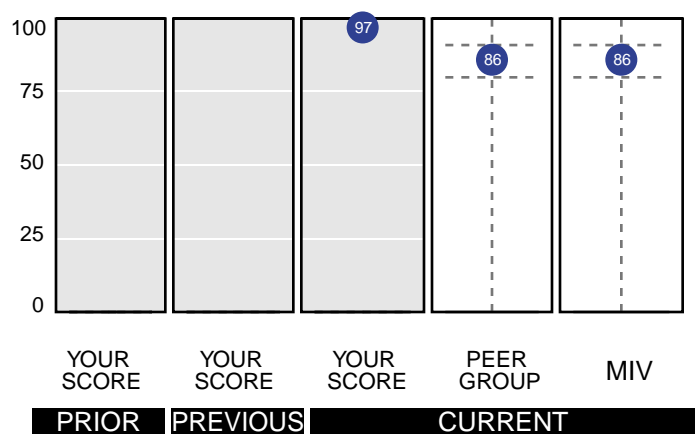
OVERALL SATISFACTION



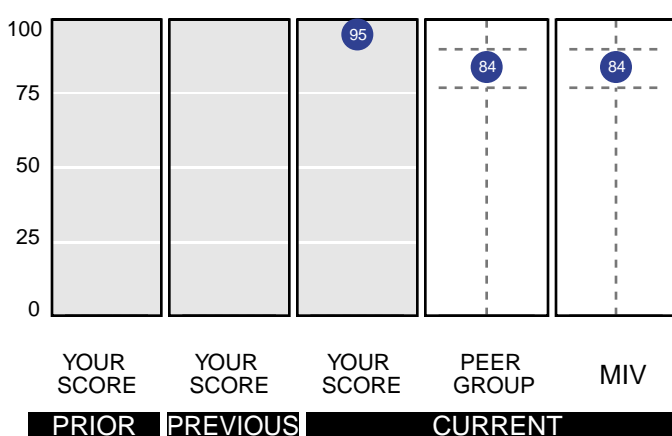
RECOMMENDATION TO OTHERS



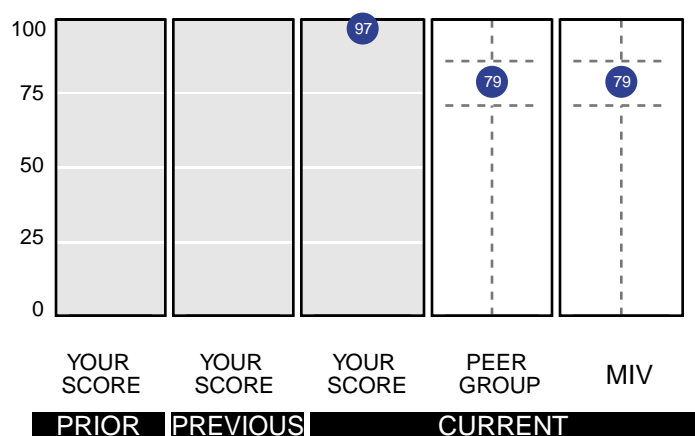
QUALITY OF LIFE DOMAIN



QUALITY OF CARE DOMAIN



QUALITY OF SERVICE DOMAIN



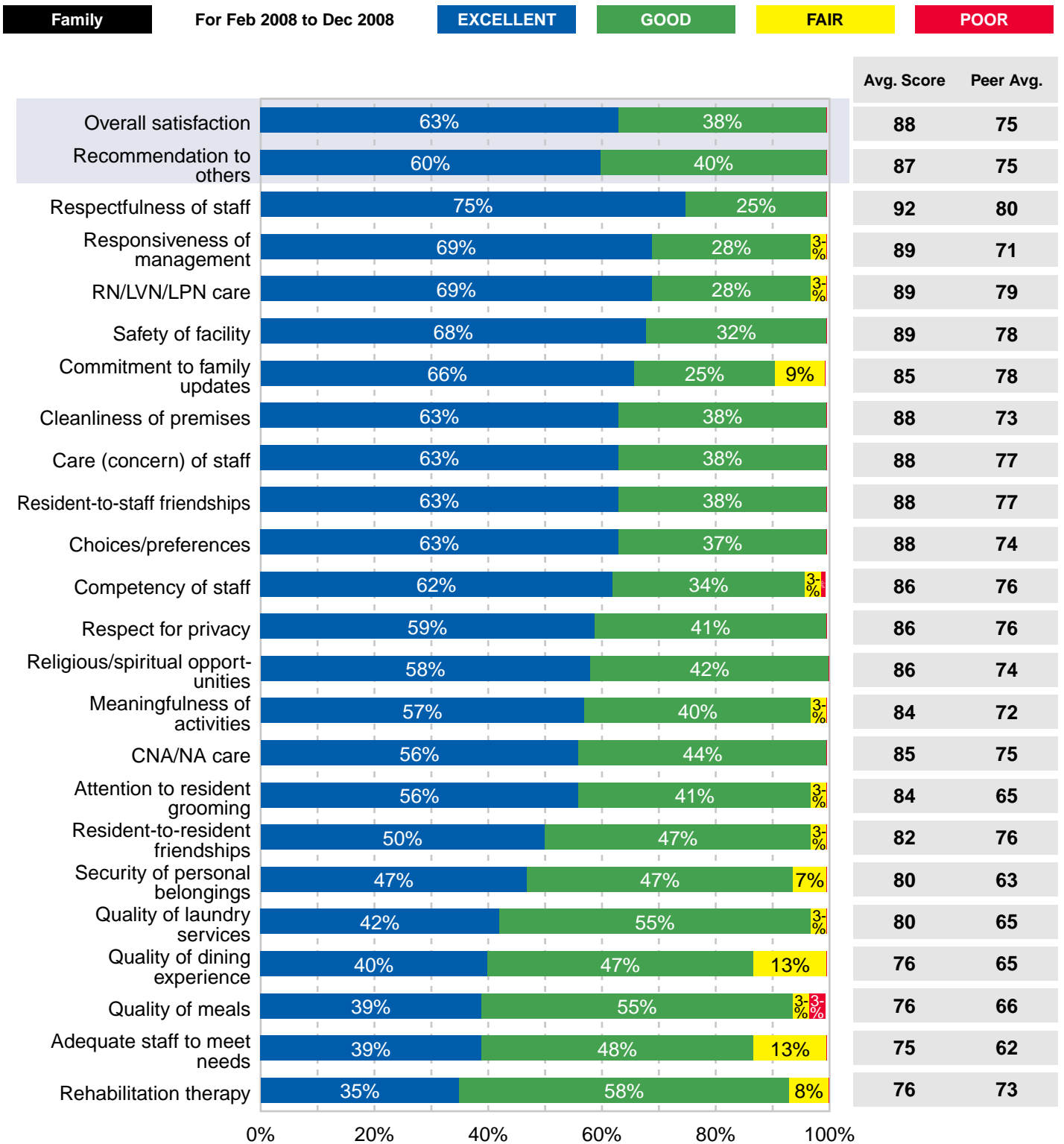
Results by item

"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)



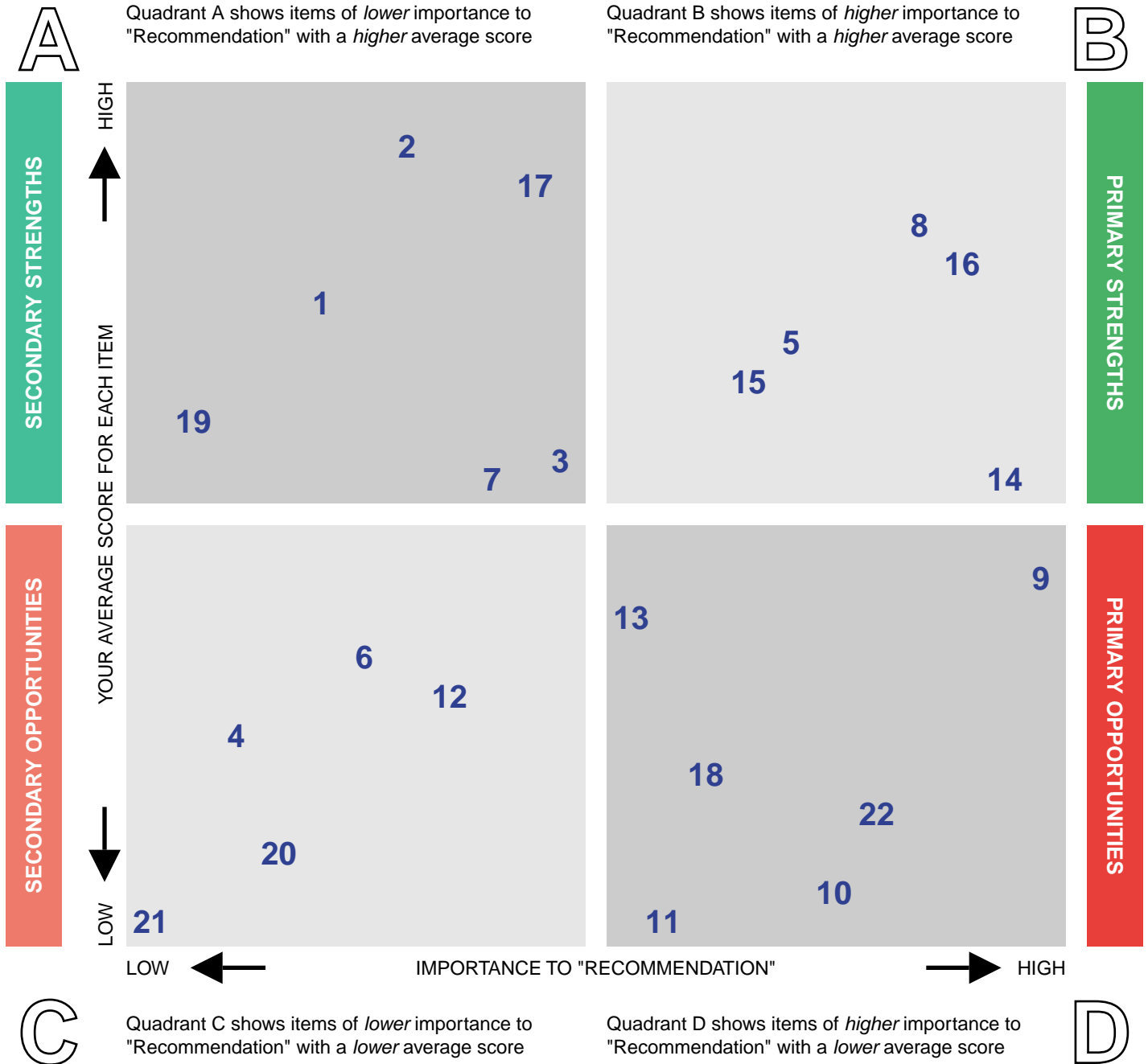
The percentile rank of the average score on the satisfaction items is plotted against the percentile rank of the average "importance" score on each item and the question:

- **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 2008 to Dec 2008



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Family

For Feb 2008 to Dec 2008

A

SECONDARY STRENGTHS

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

- Q7 Religious/spiritual opportunities
- Q3 Respect for privacy
- Q17 Safety of facility
- Q1 Choices/preferences
- Q19 Cleanliness of premises
- Q2 Respectfulness of staff

B

PRIMARY STRENGTHS

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

- Q14 Competency of staff
- Q16 Responsiveness of management
- Q8 RN/LVN/LPN care
- Q15 Care (concern) of staff
- Q5 Resident-to-staff friendships

C

SECONDARY OPPORTUNITIES

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

- Q20 Quality of meals
- Q12 Attention to resident grooming
- Q21 Quality of dining experience
- Q6 Meaningfulness of activities
- Q4 Resident-to-resident friendships

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.

Q10 Rehabilitation therapy

Q22 Quality of laundry services

Q11 Adequate staff to meet needs

Q9 CNA/NA care

Q18 Security of personal belongings

Q13 Commitment to family updates

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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 2008 to Dec 2008

Length of stay		Reason for choosing	
Less than 1 month	3%	Convenient location	50%
1 to 3 months	10%	Good reputation	30%
3 to 6 months	6%	Doctor or hospital	7%
6 months to 1 year	3%	Relative or friend	3%
1 to 3 years	29%	Insurance requirement	0%
3 or more years	48%	Other reason	10%

Person visiting most		Gender of resident	
Spouse	10%	Female	87%
Child	71%	Male	13%
Brother or sister	10%		

		Age of resident	
Grandchild	0%	19 or under	0%
Friend	0%	20 to 29	0%
Another person	10%	30 to 39	0%

How often visited			
Less than once a year	0%	40 to 49	0%
Once a year	3%	50 to 59	0%
Once every 3 months	6%	60 to 69	6%
Once a month or more	10%	70 to 79	3%
Once a week or more	45%	80 to 89	48%
Almost daily	35%	90 or older	42%

Homes visited		Relationship to resident	
None	50%	Spouse	10%
Only this one	21%	Child	65%
Two	18%	Brother or sister	10%
Three	11%	Grandchild	0%
Four	0%	Friend	0%
Five or more	0%	Other relationship	16%

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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 2008 to Dec 2008			Quartiles					
	Your percent "Exc/Good"	Your percentile rank	90th percentile	Lowest score		Median	Highest score		
Attention to resident grooming	97%	94	91	0	64	74	83	100	
Quality of laundry services	97%	92	94	0	63	75	86	100	
Security of personal belongings	93%	92	91	0	60	71	82	100	
Quality of meals	94%	89	94	0	67	76	86	100	
Responsiveness of management	97%	88	100	0	73	82	90	100	
Adequate staff to meet needs	87%	88	89	0	58	69	80	100	
Meaningfulness of activities	97%	87	100	0	75	83	91	100	
Cleanliness of premises	100%	86	100	0	75	85	93	100	
CNA/NA care	100%	85	100	0	77	86	93	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	
Care (concern) of staff	100%	81	100	0	82	90	96	100	
Quality of dining experience	87%	80	93	0	65	75	85	100	
Resident-to-resident friendships	97%	78	100	0	83	89	96	100	
Resident-to-staff friendships	100%	77	100	0	84	91	97	100	
Safety of facility	100%	77	100	0	85	92	97	100	
Competency of staff	97%	76	100	0	82	90	96	100	
Rehabilitation therapy	92%	75	100	0	75	85	92	100	
Respectfulness of staff	100%	71	100	0	88	94	100	100	
RN/LVN/LPN care	97%	71	100	0	86	92	100	100	
Commitment to family updates	91%	59	100	0	80	88	95	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**

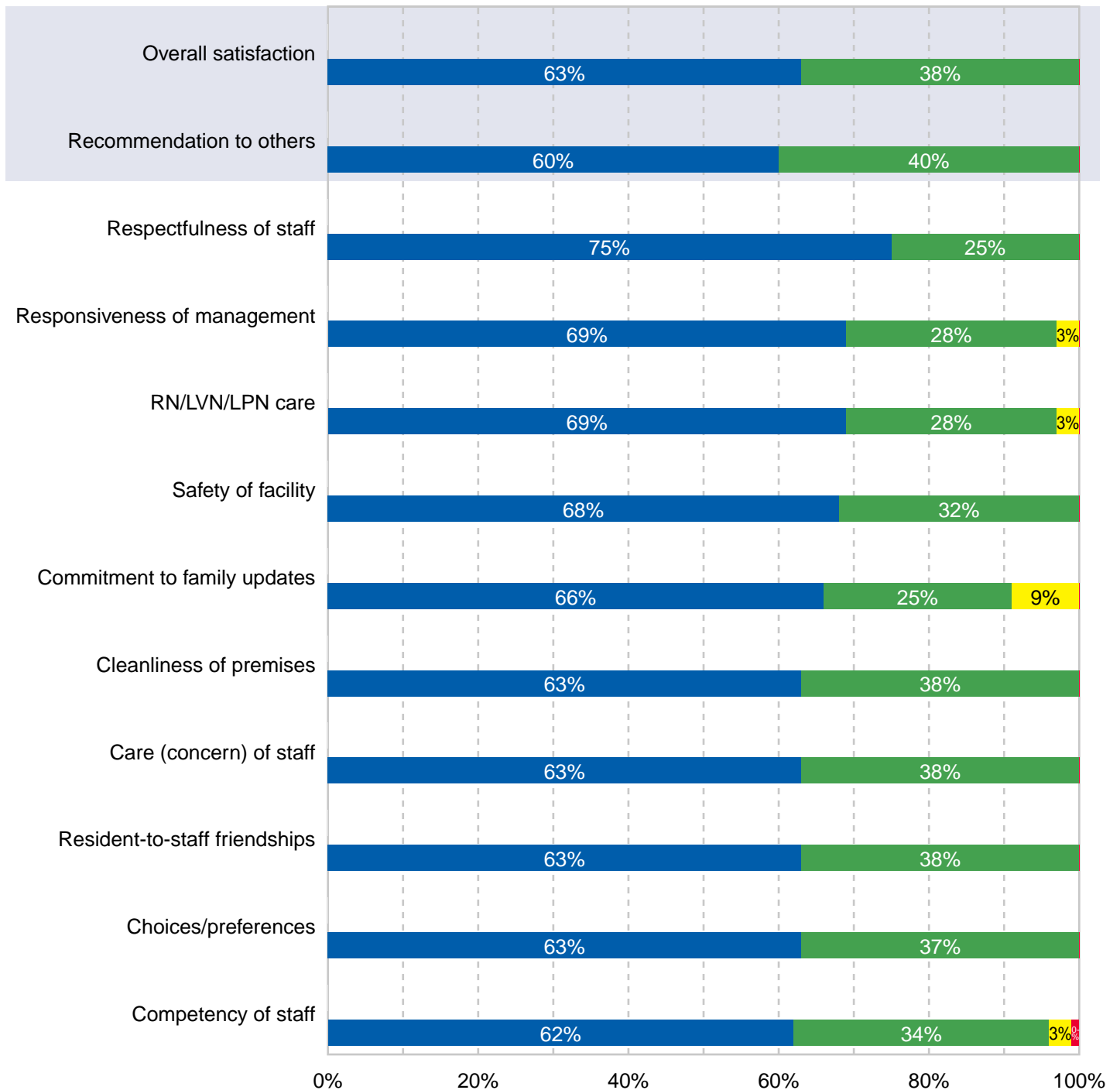
90th percentile: Average scores for facilities in peer group that fall in the 90th percentile.

Family	For Feb 2008 to Dec 2008			Quartiles					
	Your average "score"	Your percentile rank	90th percentile	Lowest score		Median	Highest score		
Attention to resident grooming	84	96	78	0	58	65	71	100	
Choices/preferences	88	96	83	0	67	73	79	100	
Responsiveness of management	89	95	83	0	65	71	78	100	
Security of personal belongings	80	94	77	0	55	63	70	100	
Safety of facility	89	94	88	33	72	78	83	100	
Cleanliness of premises	88	93	85	0	67	73	80	100	
Respectfulness of staff	92	93	90	0	75	81	86	100	
Overall satisfaction	88	93	86	0	68	75	81	100	
Quality of laundry services	80	92	78	0	57	65	72	100	
Religious/spiritual opportunities	86	92	85	0	67	74	80	100	
Respect for privacy	86	92	85	0	70	76	80	100	
Meaningfulness of activities	84	92	83	0	67	72	78	100	
Competency of staff	86	90	86	0	70	76	81	100	
Resident-to-staff friendships	88	90	88	0	72	78	83	100	
CNA/NA care	85	90	86	0	68	75	81	100	
Adequate staff to meet needs	75	89	76	0	55	62	69	100	
Care (concern) of staff	88	89	88	0	71	78	83	100	
Recommendation to others	87	88	87	0	68	75	82	100	
Quality of dining experience	76	88	77	17	58	65	71	100	
RN/LVN/LPN care	89	88	89	33	74	80	85	100	
Quality of meals	76	85	79	0	59	67	73	100	
Resident-to-resident friendships	82	80	85	0	70	75	81	100	
Commitment to family updates	85	79	89	0	72	79	84	100	
Rehabilitation therapy	76	61	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

