

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 Oct 2011 to Dec 2011

59

43

73%

Printed from My InnerView's members-only Web site
on **Dec 30, 2011**

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

Peer group: **National Database**

Peer group size: **4508**

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 Oct 2011 to Dec 2011

ITEMS WITH GREATEST OPPORTUNITY TO IMPACT RECOMMENDATION

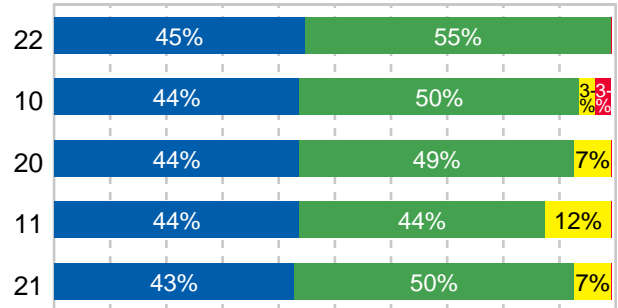
PRIORITY ACTION AGENDA

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."

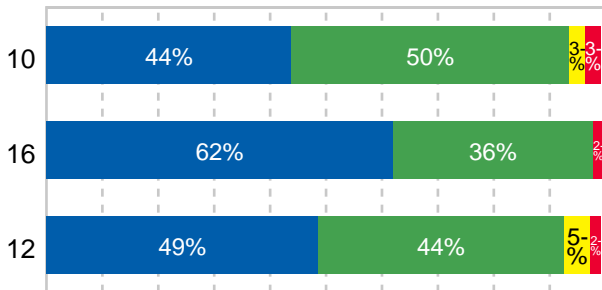
- 11 Adequate staff to meet needs
- 16 Responsiveness of management
- 18 Security of personal belongings

5 ITEMS WITH LOWEST PERCENT "EXCELLENT" SCORES



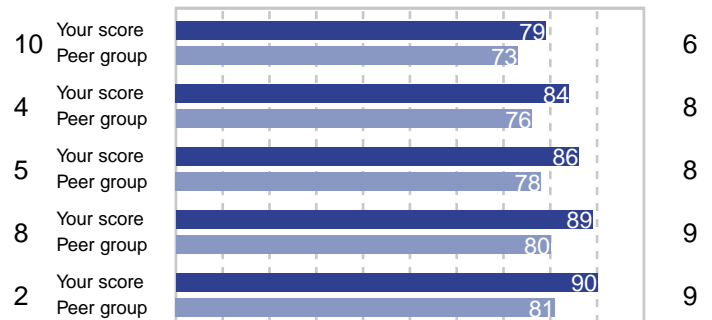
- 22 Quality of laundry services
- 10 Rehabilitation therapy
- 20 Quality of meals
- 11 Adequate staff to meet needs
- 21 Quality of dining experience

5 ITEMS WITH HIGHEST PERCENT "POOR" SCORES



- 10 Rehabilitation therapy
- 16 Responsiveness of management
- 12 Attention to resident grooming

5 ITEMS WITH GREATEST DIFFERENCE IN AVERAGE SCORE FROM PEER GROUP



- 10 Rehabilitation therapy
- 4 Resident-to-resident friendships
- 5 Resident-to-staff friendships
- 8 RN/LVN/LPN care
- 2 Respectfulness of staff

ABOUT RESPONDENT		ABOUT RESIDENT		VISITOR		FACILITY CHOICE	
Relationship to resident:		Gender: Female	80%	Visiting Most: Child	68%	Reason: Convenient location	
Child	73%	Age: 90 or older	56%	Spouse	12%	Good reputation	
Other relationship	13%	Length of Stay: 3 or more years	46%	How Often: Once a week or more	59%	Homes Visited: None	
						53%	

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Family

CURRENT: For Oct 2011 to Dec 2011

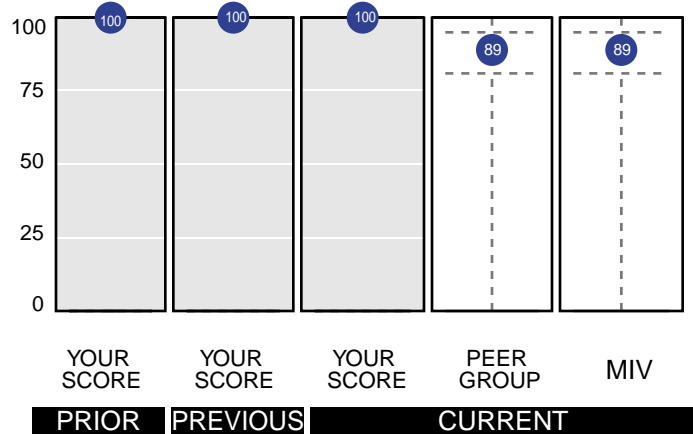
PREVIOUS: For May 2008 to Jul 2008

PRIOR: For May 2006 to Jul 2006

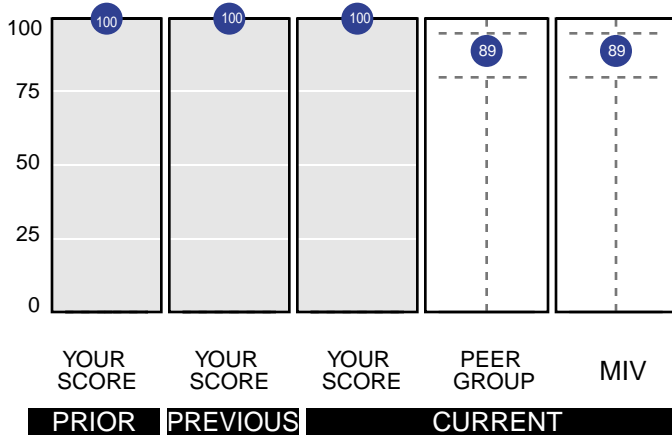
The shaded area shows the percent of **EXCELLENT and GOOD** in the Excellent and Good category for each domain and these global satisfaction questions:
 - How would you rate your overall satisfaction with this facility?
 - What is your recommendation of this facility to others?

Peer group: National Database

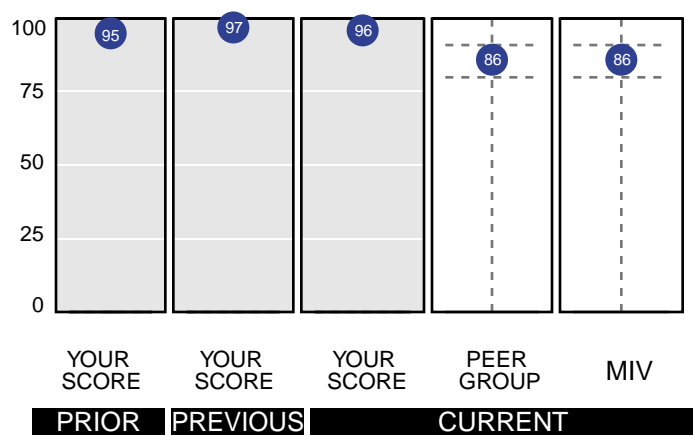
OVERALL SATISFACTION



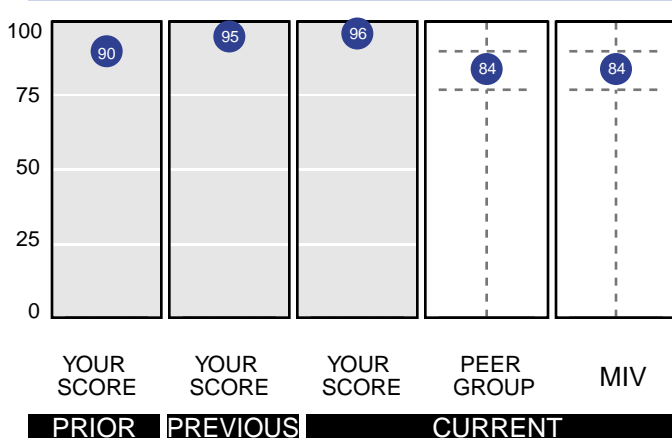
RECOMMENDATION TO OTHERS



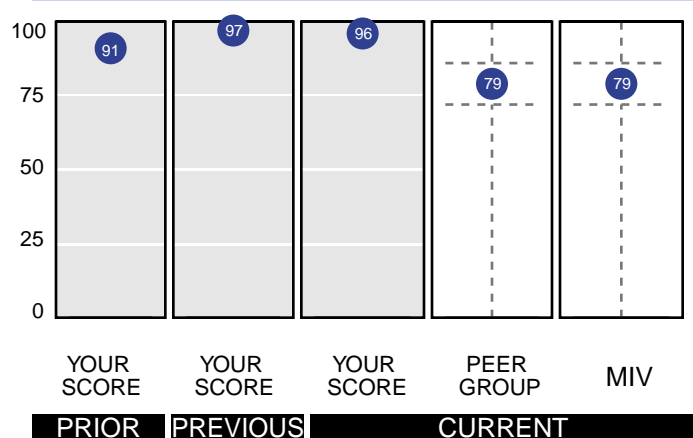
QUALITY OF LIFE DOMAIN



QUALITY OF CARE DOMAIN



QUALITY OF SERVICE DOMAIN



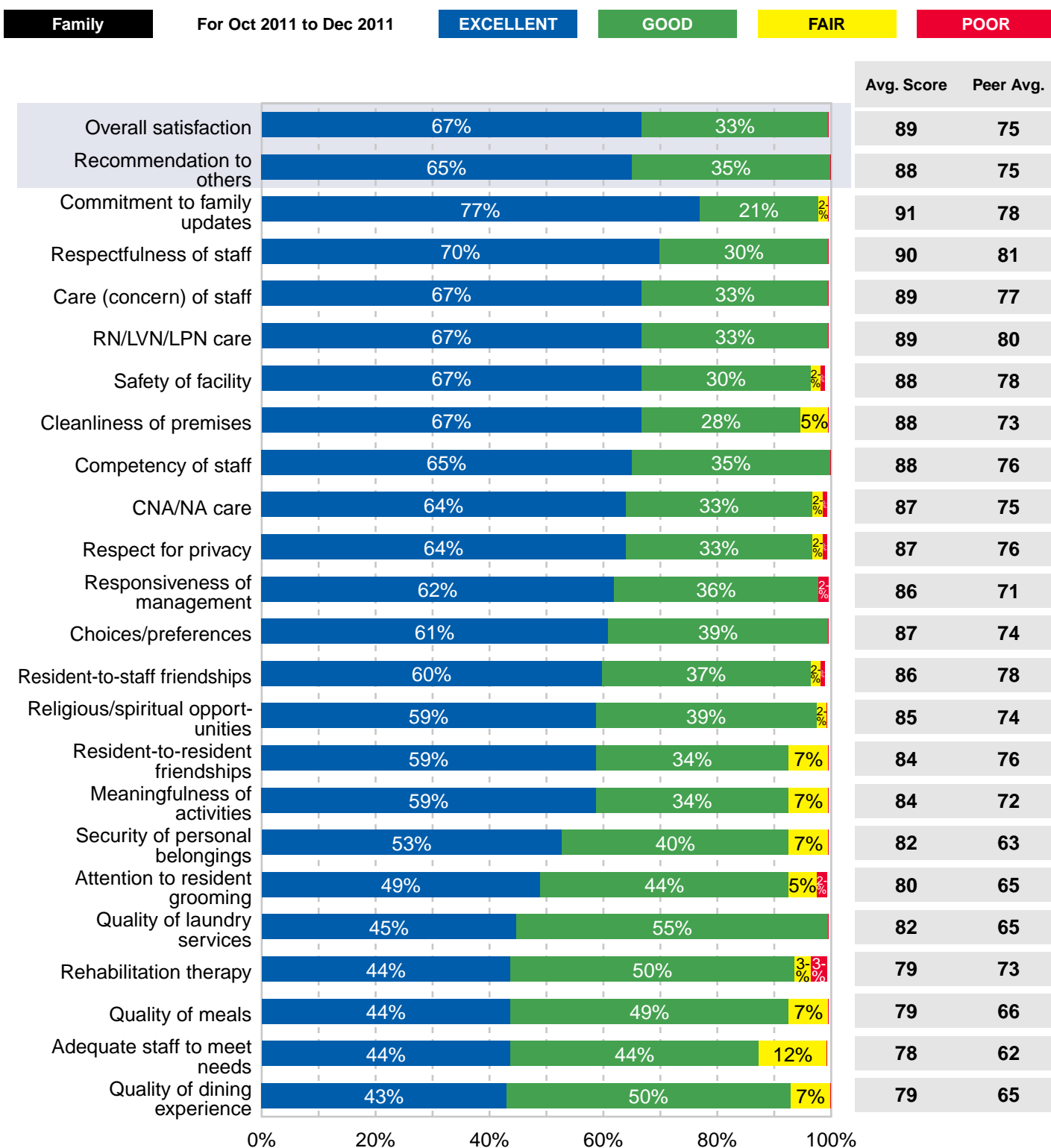
Results by item

"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)



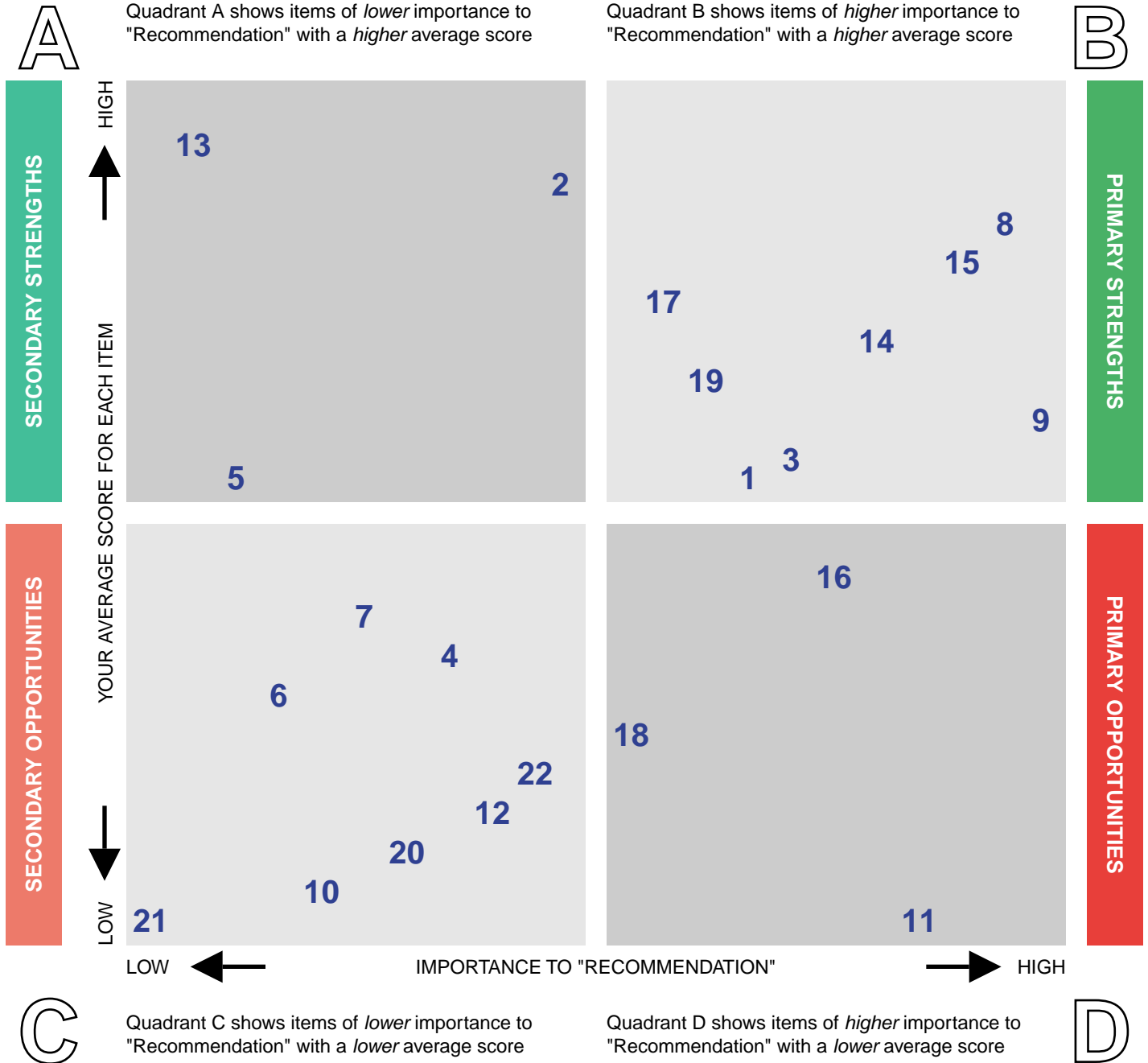
The percentile rank of the average score on the satisfaction items is plotted against the percentile rank of the average "importance" score on each item and the question:

- **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 Oct 2011 to Dec 2011



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Family

For Oct 2011 to Dec 2011

A

SECONDARY STRENGTHS

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

- Q5 Resident-to-staff friendships
- Q2 Respectfulness of staff
- Q13 Commitment to family updates

B

PRIMARY STRENGTHS

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

- Q9 CNA/NA care
- Q3 Respect for privacy
- Q1 Choices/preferences
- Q15 Care (concern) of staff
- Q14 Competency of staff
- Q8 RN/LVN/LPN care
- Q19 Cleanliness of premises
- Q17 Safety of facility

C

SECONDARY OPPORTUNITIES

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

- Q22 Quality of laundry services
- Q12 Attention to resident grooming
- Q20 Quality of meals
- Q10 Rehabilitation therapy
- Q21 Quality of dining experience
- Q4 Resident-to-resident friendships
- Q6 Meaningfulness of activities
- Q7 Religious/spiritual opportunities

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.

Q11 Adequate staff to meet needs

Q16 Responsiveness of management

Q18 Security of personal belongings

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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 Oct 2011 to Dec 2011

Length of stay		Reason for choosing	
Less than 1 month	0%	Convenient location	58%
1 to 3 months	12%	Good reputation	28%
3 to 6 months	7%	Doctor or hospital	8%
6 months to 1 year	5%	Relative or friend	5%
1 to 3 years	29%	Insurance requirement	0%
3 or more years	46%	Other reason	3%

Person visiting most		Gender of resident	
Spouse	12%	Female	80%
Child	68%	Male	20%
Brother or sister	7%		

		Age of resident	
Grandchild	0%	19 or under	0%
Friend	0%	20 to 29	0%
Another person	12%	30 to 39	0%

How often visited			
Less than once a year	0%	40 to 49	0%
Once a year	0%	50 to 59	2%
Once every 3 months	5%	60 to 69	2%
Once a month or more	17%	70 to 79	12%
Once a week or more	59%	80 to 89	27%
Almost daily	20%	90 or older	56%

Homes visited		Relationship to resident	
None	53%	Spouse	8%
Only this one	10%	Child	73%
Two	20%	Brother or sister	8%
Three	13%	Grandchild	0%
Four	5%	Friend	0%
Five or more	0%	Other relationship	13%

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 Oct 2011 to Dec 2011			Quartiles					
	Your percent "Exc/Good"	Your percentile rank	90th percentile	Lowest score		Median	Highest score		
Quality of laundry services	100%	92	94	0	63	75	86	100	
Attention to resident grooming	93%	92	91	0	64	74	83	100	
Security of personal belongings	93%	92	91	0	60	71	82	100	
Quality of dining experience	93%	90	93	0	66	75	85	100	
Adequate staff to meet needs	88%	89	89	0	58	70	80	100	
Responsiveness of management	98%	89	100	0	73	82	90	100	
Quality of meals	93%	88	94	0	67	76	86	100	
CNA/NA care	98%	85	100	0	77	86	93	100	
Commitment to family updates	98%	83	100	0	80	88	95	100	
Cleanliness of premises	95%	82	100	0	75	85	92	100	
Religious/spiritual opportunities	98%	82	100	0	79	88	94	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	
Rehabilitation therapy	94%	81	100	0	75	85	92	100	
Care (concern) of staff	100%	81	100	0	82	90	96	100	
Respect for privacy	98%	81	100	0	83	90	96	100	
Meaningfulness of activities	93%	80	100	0	75	84	91	100	
Competency of staff	100%	79	100	0	83	90	96	100	
Resident-to-staff friendships	98%	77	100	0	85	91	97	100	
Safety of facility	98%	76	100	0	85	92	97	100	
RN/LVN/LPN care	100%	75	100	0	86	92	100	100	
Respectfulness of staff	100%	71	100	0	88	94	100	100	
Resident-to-resident friendships	93%	63	100	0	83	90	96	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.

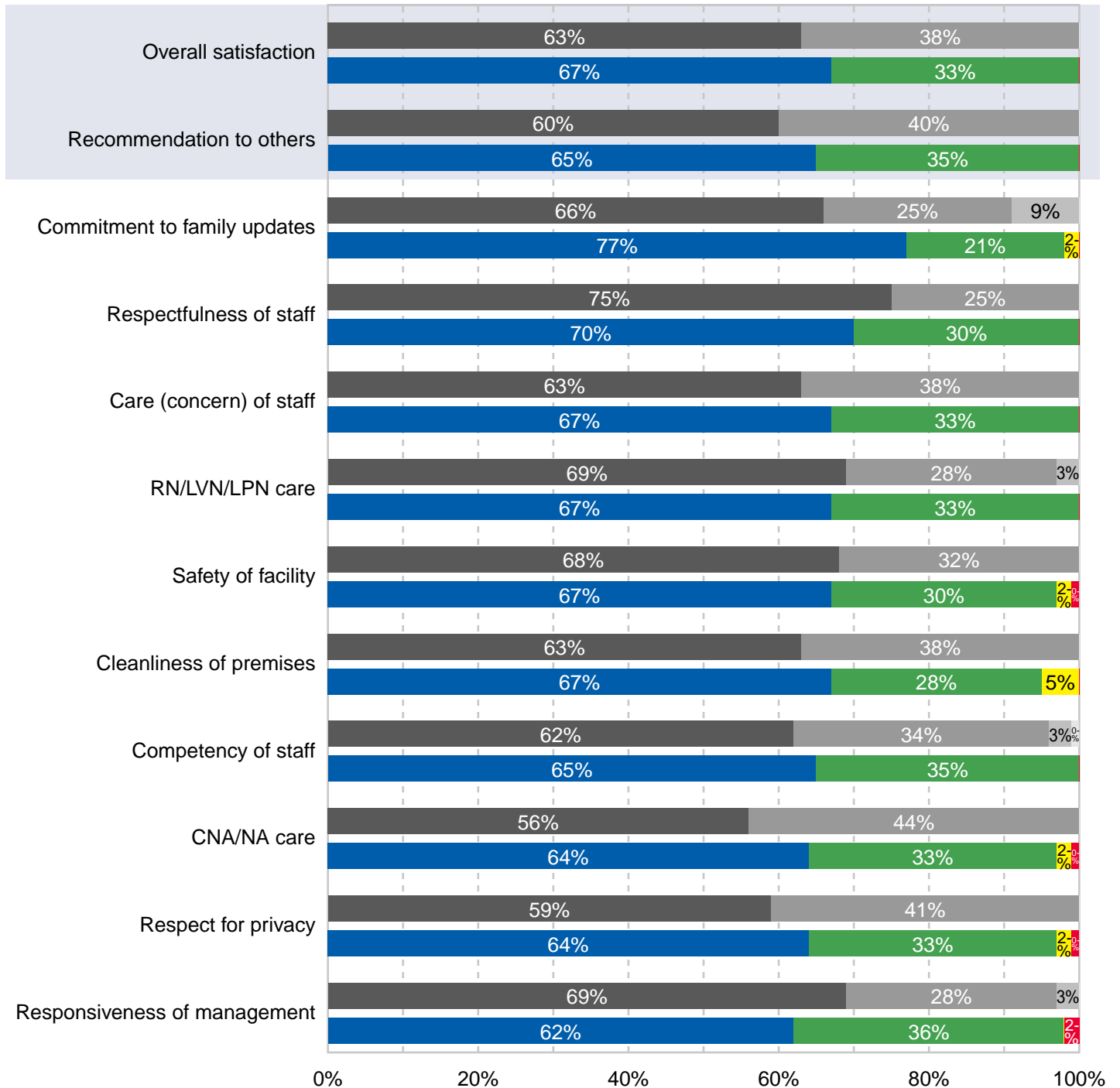
Peer group: **National Database**

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

Family	For Oct 2011 to Dec 2011			Quartiles					
	Your average "score"	Your percentile rank	90th percentile	Lowest score		Median	Highest score		
Security of personal belongings	82	96	77	0	56	63	70	100	
Choices/preferences	87	95	83	0	68	73	79	100	
Overall satisfaction	89	95	86	0	68	75	81	100	
Quality of laundry services	82	94	78	0	57	65	72	100	
Commitment to family updates	91	94	89	0	72	79	84	100	
Respect for privacy	87	94	85	0	70	76	80	100	
Cleanliness of premises	88	94	85	0	67	73	80	100	
Responsiveness of management	86	93	83	0	65	71	78	100	
Competency of staff	88	93	86	0	70	76	82	100	
Attention to resident grooming	80	93	78	0	58	65	71	100	
Care (concern) of staff	89	93	88	0	71	78	83	100	
Quality of dining experience	79	93	77	17	59	65	71	100	
CNA/NA care	87	93	86	0	68	75	81	100	
Safety of facility	88	92	88	33	72	78	83	100	
Recommendation to others	88	92	87	0	68	75	82	100	
Adequate staff to meet needs	78	92	76	0	55	62	69	100	
Religious/spiritual opportunities	85	91	85	0	67	74	80	100	
Meaningfulness of activities	84	91	83	0	67	72	78	100	
RN/LVN/LPN care	89	90	89	33	74	80	85	100	
Respectfulness of staff	90	90	90	0	75	81	86	100	
Quality of meals	79	90	79	0	59	67	73	100	
Resident-to-resident friendships	84	86	85	0	70	76	81	100	
Resident-to-staff friendships	86	86	87	0	72	78	83	100	
Rehabilitation therapy	79	74	84	0	67	73	79	100	

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)

Family	For May 2008 to Jul 2008	EXCELLENT	GOOD	FAIR	POOR
	For Oct 2011 to Dec 2011	EXCELLENT	GOOD	FAIR	POOR



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CpLast-E/G/FP

Family

