

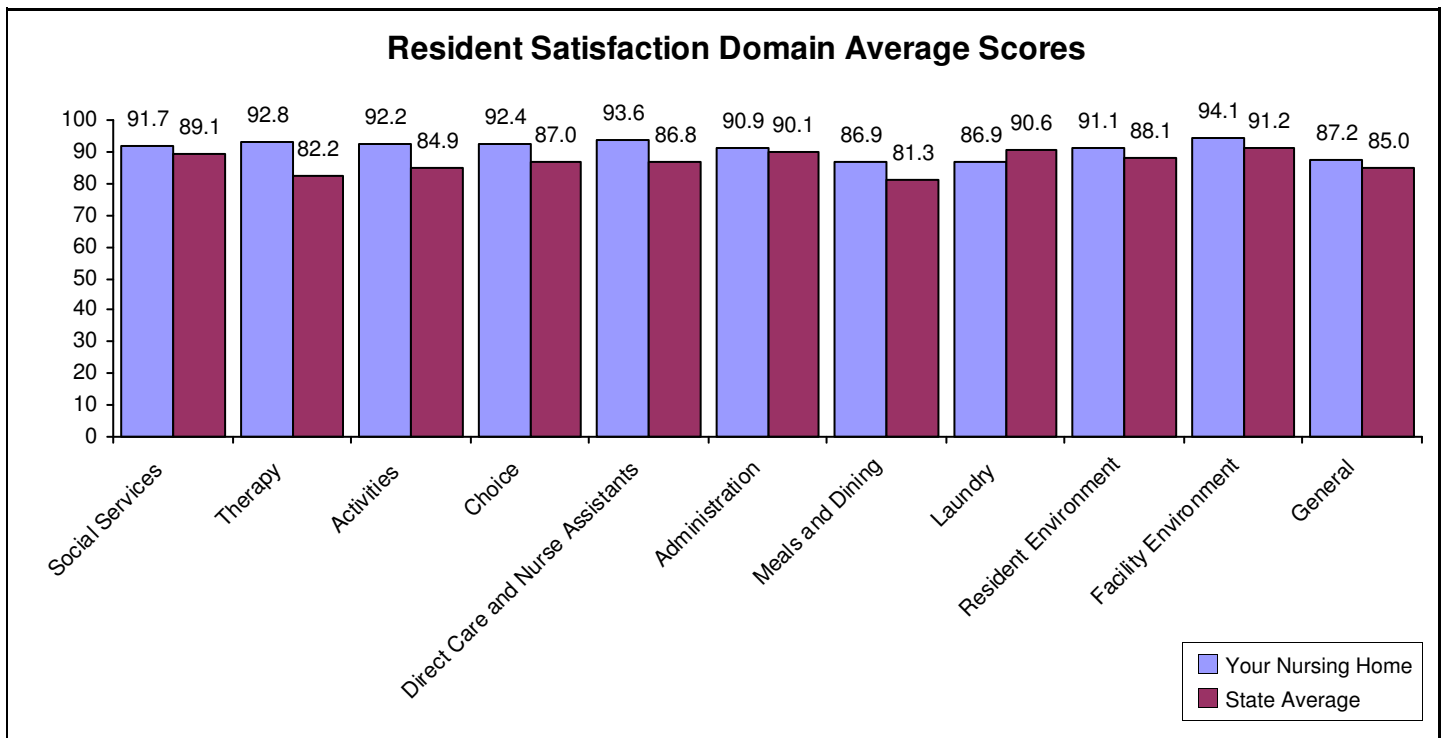


Ohio Department of Aging

Nursing Home Resident Satisfaction Survey 2007

ISABELLE RIDGWAY CARE CTR

	Your Average	State Average	State Low	State High
OVERALL SATISFACTION SCORE	91.1	86.3	58.7	99.3



These measurements are based upon the Ohio Nursing Home Resident Survey. Vital Research, LLC, gathered data by face-to-face interviews from nursing home residents using trained interviewers living in Ohio. These data reflect your quality of care as reported by your residents.

Profile of Residents

Number of Completed Interviews Required to Meet +/- 10% Margin of Error: 25

Number of Completed Interviews: 25 Total Number of Interviews (completed + incomplete): 25

Statewide Completed Interviews: 22994 Statewide Total Interviews (completed + incomplete): 23414

	<u>Nursing Home</u>		<u>Statewide</u>	
	n	Average	n	Average
Average Age of Resident in Years	26	76.1	27407	78.9
Gender	n	Percent	n	Percent
Male	10	38.5%	8326	30.4%
Female	16	61.5%	19081	69.6%
Interview Status				
Not Interviewed	1	3.8%	3993	14.6%
Incomplete	0	0.0%	420	1.5%
Complete	25	96.2%	22994	83.9%
Reason Why Resident was Not Interviewed				
Deceased	1	100.0%	245	6.1%
Discharged/Moved	0	0.0%	601	15.1%
Hospitalized/Ill	0	0.0%	267	6.7%
Language Barrier	0	0.0%	95	2.4%
Unable to Locate	0	0.0%	14	0.4%
Asleep	0	0.0%	95	2.4%
Out of Facility	0	0.0%	82	2.1%
Refused	0	0.0%	758	19.0%
Unable to Respond to Questions	0	0.0%	1727	43.3%
Other/Unknown	0	0.0%	109	2.7%
Reason Why Interview is Incomplete				
Resident Fatigue	0	0.0%	45	10.7%
Unable to Respond to Questions	0	0.0%	196	46.7%
Refusal to Continue	0	0.0%	81	19.3%
Necessary Clinical Care	0	0.0%	4	1.0%
Resident Illness	0	0.0%	9	2.1%
Other/Unknown	0	0.0%	85	20.2%
Assistance with Interview				
Family Member	0	0.0%	274	79.7%
Volunteer	0	0.0%	27	7.8%
Custodian/Guardian	0	0.0%	9	2.6%
Other	0	0.0%	34	9.9%
How Long Have You Been At This Facility?				
More Than Three Months	22	95.7%	18392	80.3%
Less Than Three Months	1	4.3%	4521	19.7%

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

Resident Satisfaction

100=Yes, always, 67=Yes, sometimes, 33=No, hardly ever, 0=No, never

Your
Average State
Average State
Low State
High

SOCIAL SERVICES

Does the Social Worker follow-up and respond quickly to your concerns?	85.1	84.3	47.7	100.0
Does the Social Worker treat you with respect?	96.7	94.0	58.8	100.0
Overall, are you satisfied with the quality of the Social Worker in the facility?	93.4	90.1	47.7	100.0
Social Services Domain Score	91.7	89.1	55.5	100.0

THERAPY

Does the physical therapist spend enough time with you?	95.6	83.1	0.0	100.0
Does the occupational therapist spend enough time with you?	89.0	80.7	0.0	100.0
Therapy Domain Score	92.8	82.2	0.0	100.0

ACTIVITIES

Do you have enough to do here?	92.8	79.4	49.3	100.0
Are you satisfied with the spiritual activities they offer here?	97.1	86.3	38.8	100.0
Are the activities here things that you like to do?	83.5	76.7	35.9	100.0
Does the activities staff treat you with respect?	95.8	94.6	64.2	100.0
Overall, are you satisfied with the activities they offer here?	94.3	86.0	47.2	100.0
Activities Domain Score	92.2	84.9	55.1	100.0

CHOICE

Can you go to bed when you like?	96.0	89.5	48.8	100.0
Can you decide when to get up in the morning?	82.7	75.2	21.5	100.0
Can you decide what clothing to wear?	94.5	89.6	60.8	100.0
Can you fix up your room with personal items so it looks like home?	96.0	90.1	0.0	100.0
Can you decide when to keep your door open or closed?	96.0	87.0	48.4	100.0
Do the people who work here leave you alone if you don't want to do anything?	90.8	89.3	39.8	100.0
Do the people who work here let you do the things you want to do for yourself?	90.8	88.8	57.6	100.0
Choice Domain Score	92.4	87.0	55.5	100.0

DIRECT CARE AND NURSE ASSISTANTS

Does a staff person check on you to see if you are comfortable?	90.8	78.1	40.1	100.0
During the week, is a staff person available to help you if you need it?	96.0	89.0	47.3	100.0
During the weekends, is a staff person available to help you if you need it?	96.0	83.4	44.0	100.0

Resident Satisfaction

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Your Average State Average State Low State High

DIRECT CARE AND NURSE ASSISTANTS (CONTINUED)

During the evening and night, is a staff person available to help you if you need it?	93.1	86.2	43.2	100.0
Do the people who work here know what you like and don't like?	89.4	79.4	29.3	100.0
Do you get your medications on time?	94.7	92.3	66.7	100.0
Are the nurse aides gentle when they take care of you?	94.7	91.4	63.9	100.0
Do the nurse aides treat you with respect?	97.4	93.0	67.0	100.0
Do the nurse aides spend enough time with you?	89.4	83.2	48.6	100.0
Overall, are you satisfied with the nurse aides who care for you?	94.7	90.2	57.7	100.0
Direct Care and Nurse Assistants Domain Score	93.6	86.8	57.1	100.0

ADMINISTRATION

Is the administration available to talk with you?	84.4	86.7	33.2	100.0
Does the administration treat you with respect?	98.1	94.1	34.9	100.0
Overall, are you satisfied with the administration here?	90.3	90.7	16.6	100.0
Administration Domain Score	90.9	90.1	28.2	100.0

MEALS AND DINING

Is the food here tasty?	81.5	75.0	39.4	100.0
Are the foods served at the right temperature?	82.8	81.7	42.5	100.0
Can you get the foods you like?	85.7	74.0	27.6	100.0
Do you get enough to eat?	98.6	93.7	54.0	100.0
Overall, are you satisfied with the food here?	87.6	81.5	37.9	100.0
Meals and Dining Domain Score	86.9	81.3	44.6	99.2

LAUNDRY

Do you get your clothing back from the laundry?	83.4	89.0	62.3	100.0
Does your clothing come back from the laundry in good condition?	90.3	92.4	57.3	100.0
Laundry Domain Score	86.9	90.6	62.1	100.0

RESIDENT ENVIRONMENT

Can you get outdoors when you want to?	76.4	80.8	0.0	100.0
Is your room a comfortable temperature?	94.7	87.8	57.7	100.0
Can you find places to talk with your visitors in private?	97.4	88.7	40.1	100.0
Is your room quiet enough?	97.4	91.2	48.5	100.0
Are you satisfied with your room?	89.4	91.0	57.7	100.0
Resident Environment Domain Score	91.1	88.1	50.5	100.0

Resident Satisfaction

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FACILITY ENVIRONMENT

Is the facility clean enough?	97.3	94.7	39.3	100.0
Are your belongings safe here?	88.1	87.0	47.4	100.0
Are you satisfied with the safety and security of this facility?	97.4	92.0	48.6	100.0
Facility Environment Domain Score	94.1	91.2	46.5	100.0

GENERAL

Overall, do the staff and residents help each other and get along?	85.7	88.1	60.6	100.0
Are the people who work here friendly?	94.7	92.0	66.8	100.0
Do the people who work here explain your daily care to you?	76.0	72.6	27.3	100.0
Would you recommend this facility to a family member or friend?	92.5	85.1	26.2	100.0
Overall, do you like this facility?	89.0	86.6	34.5	100.0
General Domain Score	87.2	85.0	49.8	100.0

OVERALL SATISFACTION SCORE

91.1 86.3 58.7 99.3

Resident Satisfaction - A Closer Look

	Always	Some- times	Hardly Ever	Never	Does Not Apply/ Know
SOCIAL SERVICES					
Does the Social Worker follow-up and respond quickly to your concerns?	52%	24%	0%	4%	20%
Does the Social Worker treat you with respect?	90%	10%	0%	0%	0%
Overall, are you satisfied with the quality of the Social Worker in the facility?	85%	10%	5%	0%	0%
THERAPY					
Does the physical therapist spend enough time with you?	52%	8%	0%	0%	40%
Does the occupational therapist spend enough time with you?	24%	12%	0%	0%	64%
ACTIVITIES					
Do you have enough to do here?	76%	12%	4%	0%	8%
Are you satisfied with the spiritual activities they offer here?	84%	8%	0%	0%	8%
Are the activities here things that you like to do?	52%	40%	4%	0%	4%
Does the activities staff treat you with respect?	92%	4%	4%	0%	0%
Overall, are you satisfied with the activities they offer here?	79%	17%	0%	0%	4%
CHOICE					
Can you go to bed when you like?	92%	4%	4%	0%	0%
Can you decide when to get up in the morning?	64%	24%	8%	4%	0%
Can you decide what clothing to wear?	80%	16%	0%	0%	4%
Can you fix up your room with personal items so it looks like home?	88%	12%	0%	0%	0%
Can you decide when to keep your door open or closed?	88%	12%	0%	0%	0%
Do the people who work here leave you alone if you don't want to do anything?	72%	28%	0%	0%	0%
Do the people who work here let you do the things you want to do for yourself?	72%	28%	0%	0%	0%
DIRECT CARE AND NURSE ASSISTANTS					
Does a staff person check on you to see if you are comfortable?	72%	28%	0%	0%	0%
During the week, is a staff person available to help you if you need it?	92%	4%	4%	0%	0%
During the weekends, is a staff person available to help you if you need it?	88%	12%	0%	0%	0%
During the evening and night, is a staff person available to help you if you need it?	76%	20%	0%	0%	4%
Do the people who work here know what you like and don't like?	76%	16%	8%	0%	0%
Do you get your medications on time?	84%	16%	0%	0%	0%
Are the nurse aides gentle when they take care of you?	88%	8%	4%	0%	0%

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

Resident Satisfaction - A Closer Look

	Always	Some- times	Hardly Ever	Never	Does Not Apply/ Know
DIRECT CARE AND NURSE ASSISTANTS (CONTINUED)					
Do the nurse aides treat you with respect?	92%	8%	0%	0%	0%
Do the nurse aides spend enough time with you?	76%	16%	8%	0%	0%
Overall, are you satisfied with the nurse aides who care for you?	84%	16%	0%	0%	0%
ADMINISTRATION					
Is the administration available to talk with you?	44%	20%	0%	4%	32%
Does the administration treat you with respect?	94%	6%	0%	0%	0%
Overall, are you satisfied with the administration here?	71%	29%	0%	0%	0%
MEALS AND DINING					
Is the food here tasty?	44%	56%	0%	0%	0%
Are the foods served at the right temperature?	48%	52%	0%	0%	0%
Can you get the foods you like?	52%	40%	0%	0%	8%
Do you get enough to eat?	92%	4%	0%	0%	4%
Overall, are you satisfied with the food here?	60%	36%	0%	0%	4%
LAUNDRY					
Do you get your clothing back from the laundry?	60%	24%	12%	0%	4%
Does your clothing come back from the laundry in good condition?	75%	21%	4%	0%	0%
RESIDENT ENVIRONMENT					
Can you get outdoors when you want to?	56%	20%	12%	8%	4%
Is your room a comfortable temperature?	84%	16%	0%	0%	0%
Can you find places to talk with your visitors in private?	92%	8%	0%	0%	0%
Is your room quiet enough?	92%	8%	0%	0%	0%
Are you satisfied with your room?	68%	32%	0%	0%	0%
FACILITY ENVIRONMENT					
Is the facility clean enough?	88%	8%	0%	0%	4%
Are your belongings safe here?	64%	36%	0%	0%	0%
Are you satisfied with the safety and security of this facility?	92%	8%	0%	0%	0%
GENERAL					
Overall, do the staff and residents help each other and get along?	52%	40%	0%	0%	8%
Are the people who work here friendly?	84%	16%	0%	0%	0%
Do the people who work here explain your daily care to you?	56%	20%	20%	4%	0%
Would you recommend this facility to a family member or friend?	72%	12%	4%	0%	12%
Overall, do you like this facility?	67%	33%	0%	0%	0%

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