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# **2017 Resident Satisfaction Survey Results**

**Victoria Manor**

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**SIENNA SENIOR LIVING**

**Provided by:**



**19 County Road 168  
Oxford, MS 38655**

**[www.promatura.com](http://www.promatura.com)**



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# **2017 Resident Satisfaction Survey Results**

## **Executive Summary**

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## Summary of Results

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### Overall Satisfaction Score

Average of Positive Responses for  
“Quality of Life, Quality of Services, and Willingness to Recommend”

2016	2017
89%	92%

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Note: 2016 Scores are on 5-Point Scale while 2017 Scores are on 4-Point Scale

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### Survey Response Rate

	2016	2017
Surveys Distributed	100	115
Surveys Received	96	115
Response Rate	96%	100%

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## What Drives Satisfaction

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We found that Recreation Respect was a big piece of what drove resident satisfaction this year.

You should continue to focus on providing great service in this area along with raising the bar wherever it is required.

## Summary of Results

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### Top 3 Items with Positive Responses

	2016	2017
1. Spiritual Frequency	4.89	3.92
2. Housekeeping Timely	4.77	3.90
3. Spiritual Quality	4.91	3.88

Note: 2016 Scores are on 5-Point Scale while 2017 Scores are on 4-Point Scale

### Top 3 Items for Improvement

	2016	2017
1. Management Availability	4.71	3.11
2. Feel at Home	4.13	3.31
3. Quality of Life	4.25	3.36

Note: 2016 Scores are on 5-Point Scale while 2017 Scores are on 4-Point Scale



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# **2017 Resident Satisfaction Survey Results**

## **Report**

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## Introduction

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This report summarizes the results of the Sienna Senior Living Resident Satisfaction Survey conducted by ProMatura Group, LLC, for Victoria Manor.

The survey instrument included 46 questions addressing specific Service Areas and 10 Overall Satisfaction questions. Residents answered the Service Area questions using a 5-point Improvement Scale, and the Overall Satisfaction questions using a 5-point Agreement Scale and a 5-point Satisfaction Scale.

The survey also included space for respondents to provide comments on each Service Area and Overall Satisfaction; these comments are included in a separate file accompanying this report.

The survey questions and scales used are listed on the following page. The scales changed from a 5-point scale in 2016 to a 4-point scale in 2017.

# Service Area Questions & Categories

## SERVICE AREA QUESTIONS

Question	Service Area (Category)	Scale Used
Respect shown by the reception staff Responsiveness of the reception staff	RECEPTION	IMPROVEMENT SCALE*  4 = Needs No Improvement 3 = Needs Minimal Improvement 2 = Needs Some Improvement 1 = Needs Extensive Improvement
Respect shown by the housekeeping staff Timely delivery of housekeeping services Quality of housekeeping services	HOUSEKEEPING	
Respect shown by the laundry staff Timely delivery of laundry services Quality of laundry services	LAUNDRY	
Respect shown by the maintenance staff Timely delivery of maintenance services Quality of maintenance services	MAINTENANCE	
Respect shown by the dining room staff Timely delivery of dining room service Quality of service in the dining room Quality of the food Variety of food on menu Overall dining experience	DINING & MEALS	
Respect shown by the care staff Timely delivery of services by care staff Quality of services provided by care staff	CARE STAFF	

\*New scale used in 2017



# Service Area Questions & Categories

## SERVICE AREA QUESTIONS

Question	Service Area (Category)	Scale Used
Timely administration of medication Quality of medication administration services	MEDICATION SERVICES	IMPROVEMENT SCALE*  4 = Needs No Improvement 3 = Needs Minimal Improvement 2 = Needs Some Improvement 1 = Needs Extensive Improvement
Respect shown by the Management Team Availability of the Management Team Leadership shown by the Management Team The Management Team's responsiveness to concerns	MANAGEMENT TEAM	
Hairdressing services Optometry services Foot care services Dentistry services Physiotherapy services Occupational therapy services Attending physician services Nurse practioner services Pharmacy services Assistive device (i.e. wheelchair) services	CONTRACTED SERVICES	
Respect shown by the recreation program staff Feeling of being welcomed by the recreation staff Assistance provided to attend recreation programs Variety of recreation programs Quality of recreation programs	RECREATIONAL PROGRAMS	
Frequency of spiritual programs Variety of spiritual programs Quality of spiritual programs	SPIRITUAL PROGRAMS	
Quality of exercise programs Frequency of exercise programs	EXERCISE PROGRAMS	

\*New scale used in 2017

## Service Area Questions & Categories

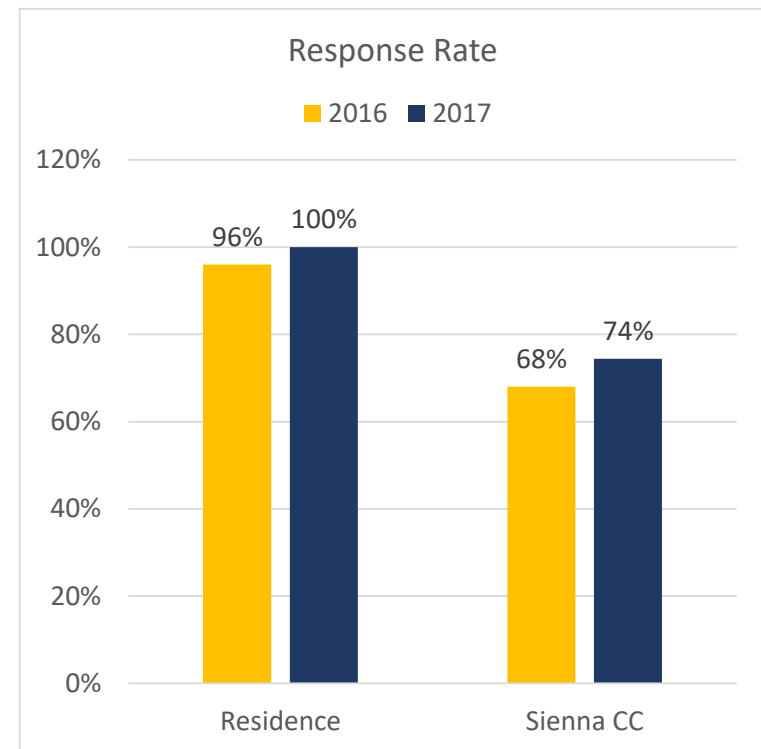
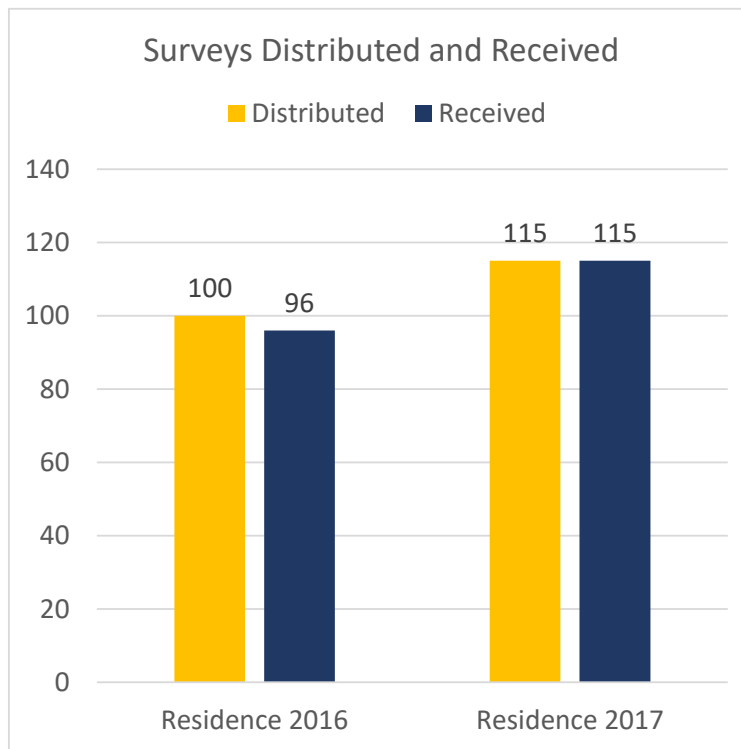
### OVERALL SATISFACTION QUESTIONS

Question	Scale Used
I have made friends with other residents.	AGREEMENT SCALE*  4 = Strongly Agree 3 = Agree 2 = Disagree 1 = Strongly Disagree
The staff is friendly.	
I feel safe and secure here.	
My privacy is respected.	
I feel "at home".	
This community appears to run smoothly.	
I am willing to recommend this community to others.	
The staff is competent to do their job.	
I am satisfied with my quality of life here.	
I am satisfied with the quality of services provided.	

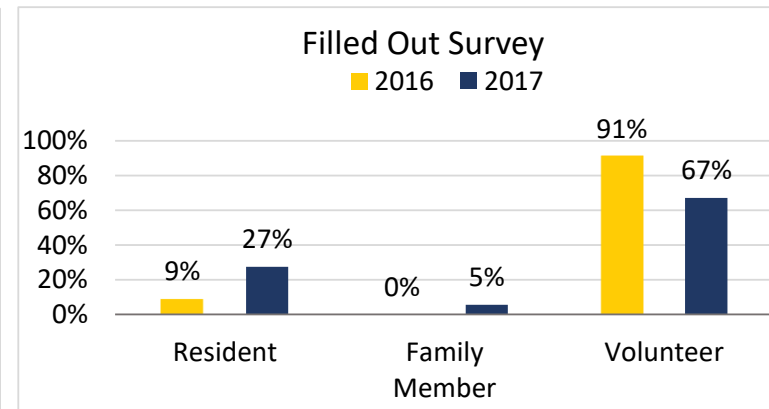
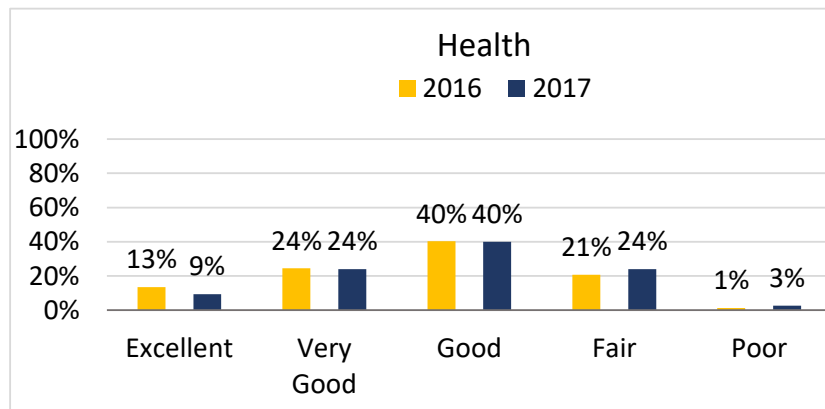
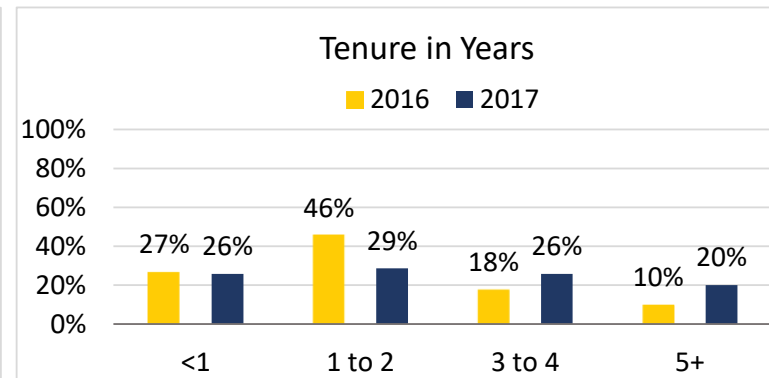
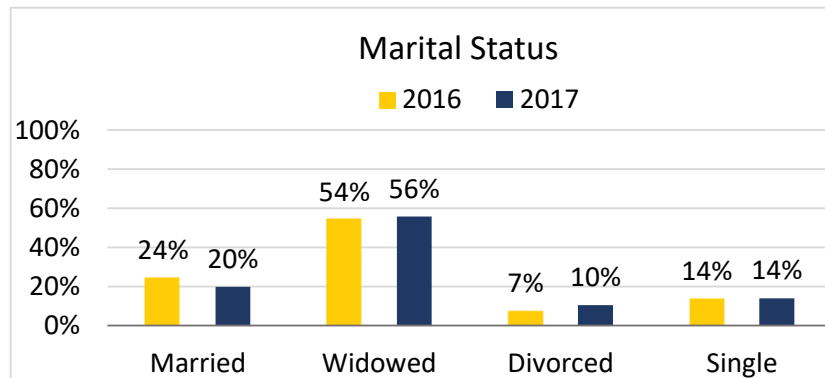
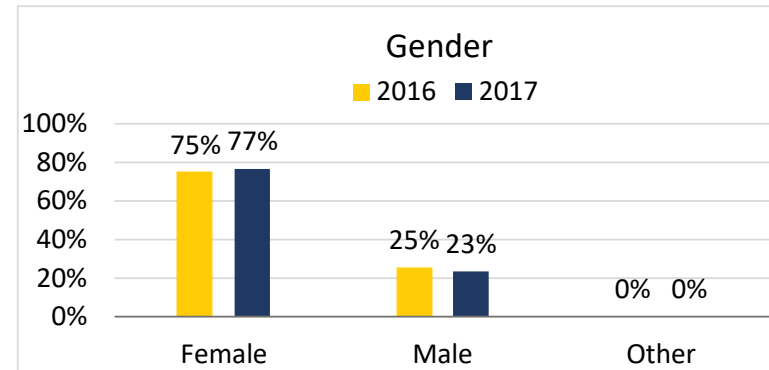
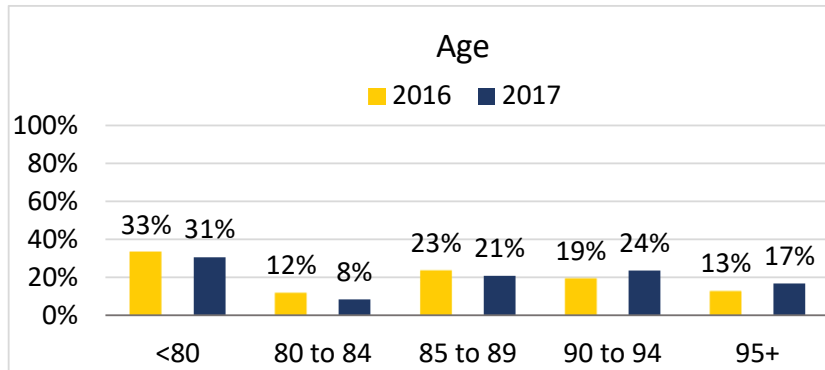
\*New scale used in 2017

## Survey Response Rate

A total of 115 surveys were distributed to Victoria Manor residents and 115 were completed for a response rate of 100%. The average response rate among all Sienna Care Communities is 74%.



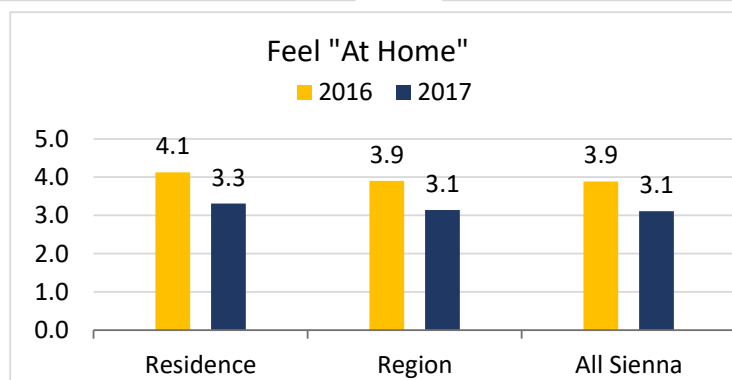
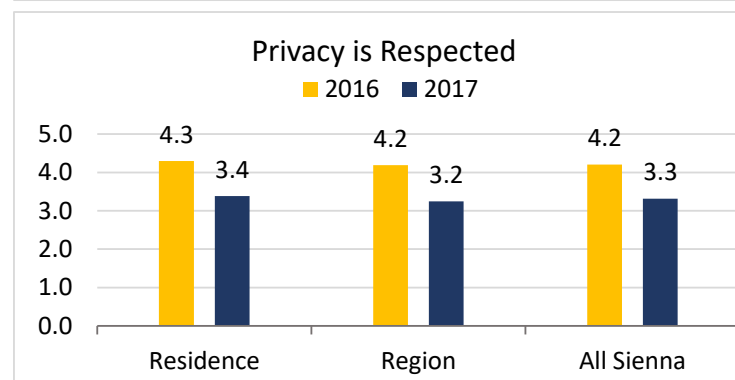
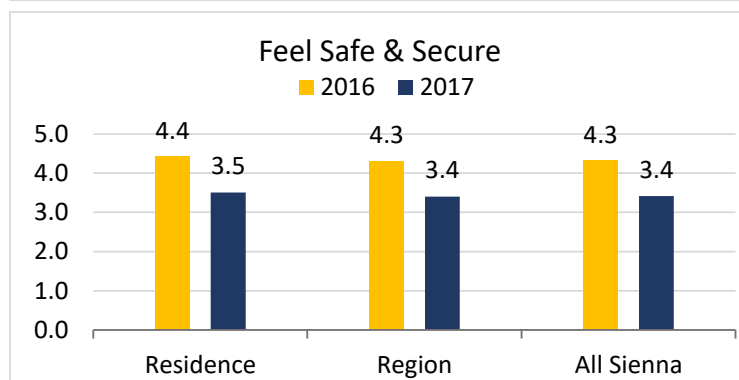
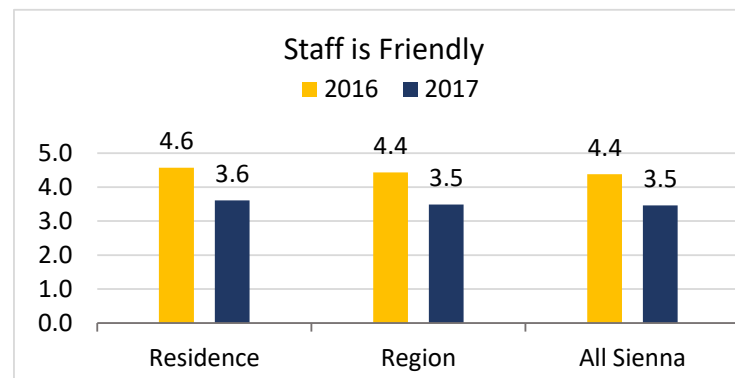
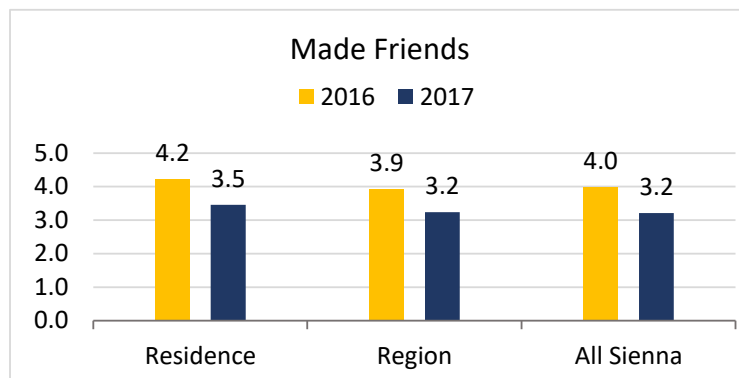
# Demographic Profile



# Overall Satisfaction Score

**Note:** 2016 Scores on 5-Point Scale  
2017 Scores on 4-Point Scale

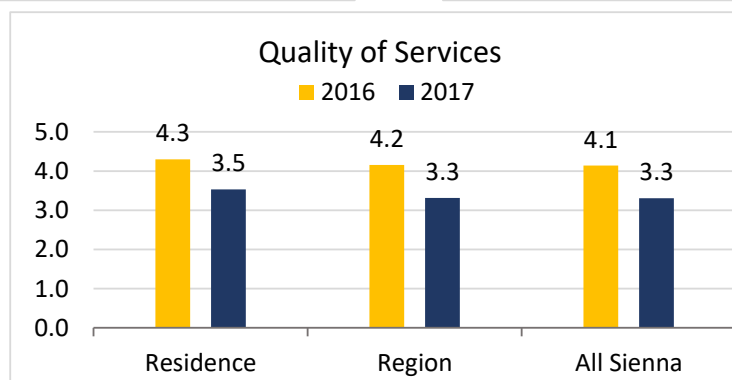
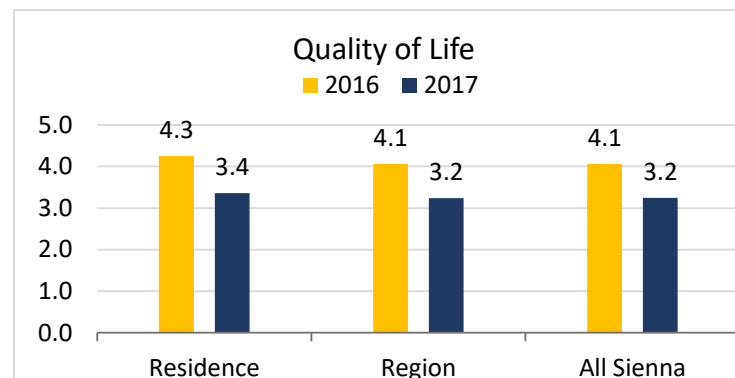
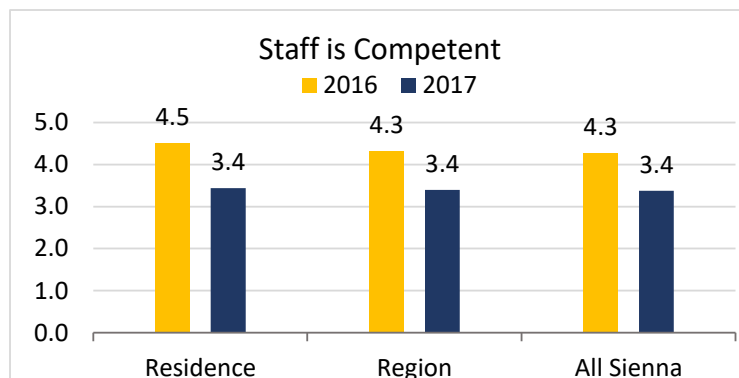
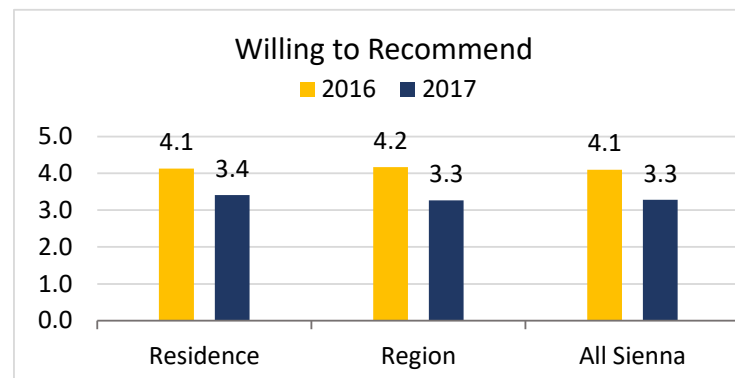
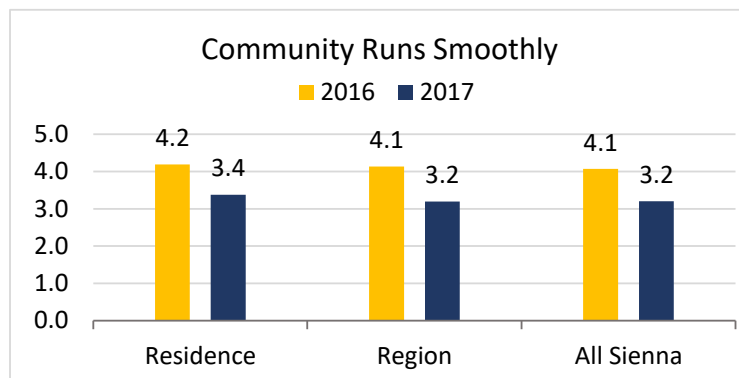
**Score of 4 is Best in 2017**  
**Score of 5 is Best in 2016**



# Overall Satisfaction Score

**Note: 2016 Scores on 5-Point Scale**  
**2017 Scores on 4-Point Scale**

**Score of 4 is Best in 2017**  
**Score of 5 is Best in 2016**

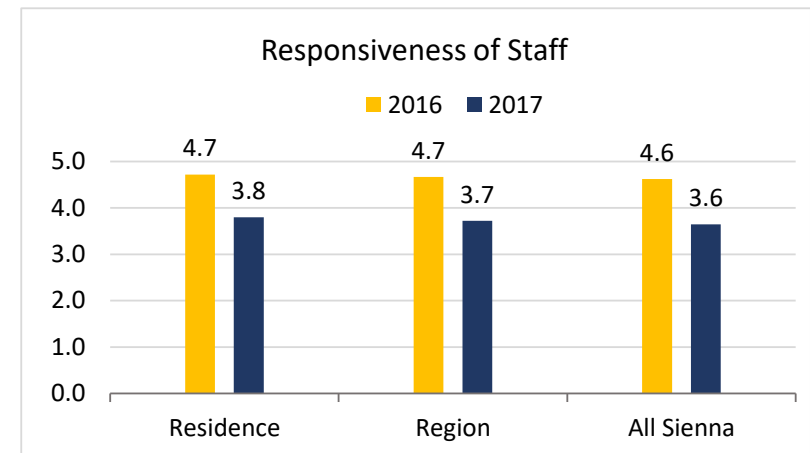
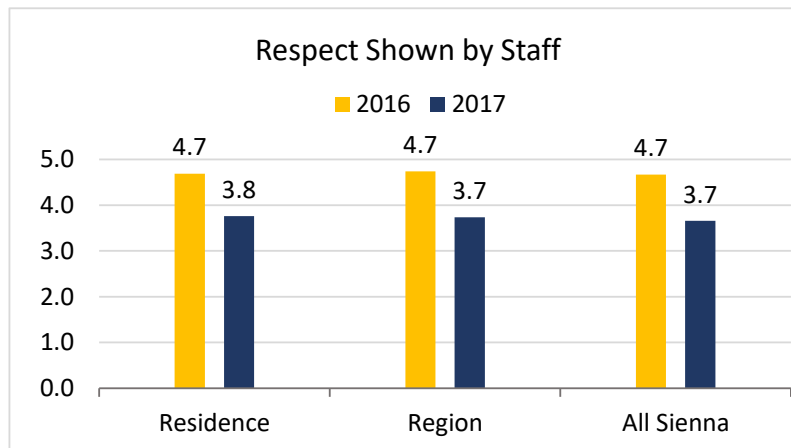


# Service Area Scores

**Note:** 2016 Scores on 5-Point Scale  
2017 Scores on 4-Point Scale

## Reception Staff

Score of 4 is Best in 2017  
Score of 5 is Best in 2016

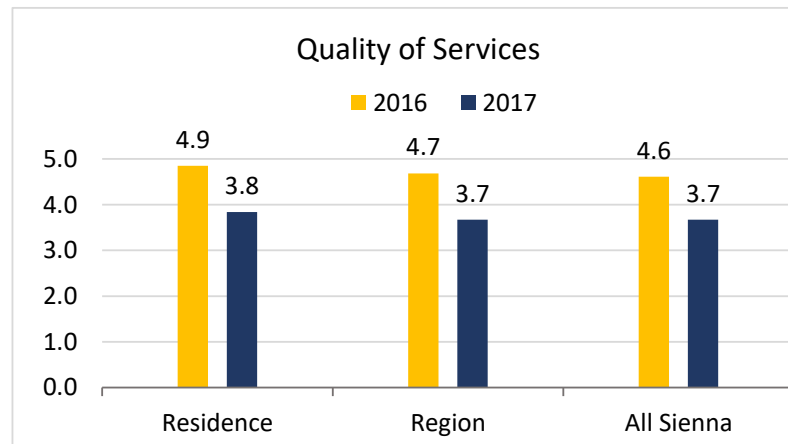
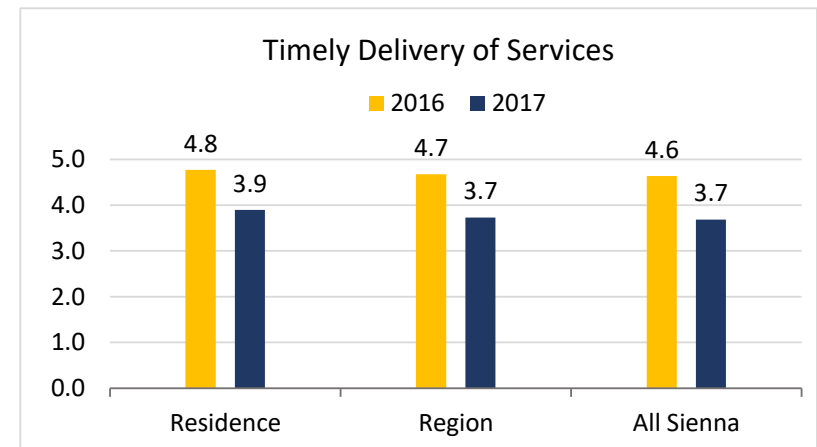
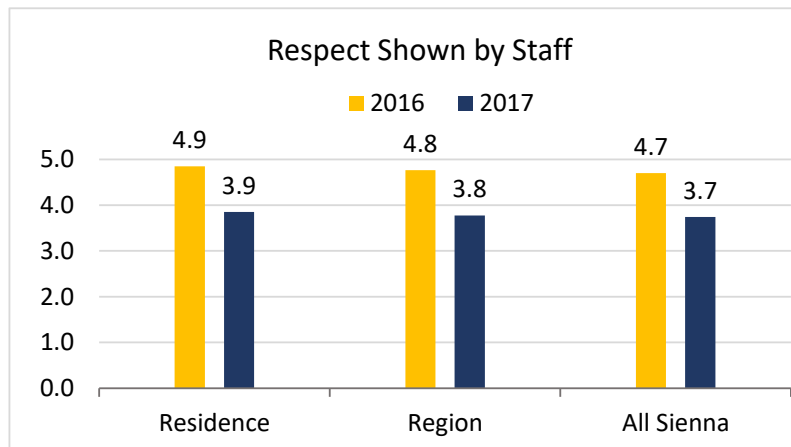


# Service Area Scores

**Note:** 2016 Scores on 5-Point Scale  
2017 Scores on 4-Point Scale

## Housekeeping

Score of 4 is Best in 2017  
Score of 5 is Best in 2016



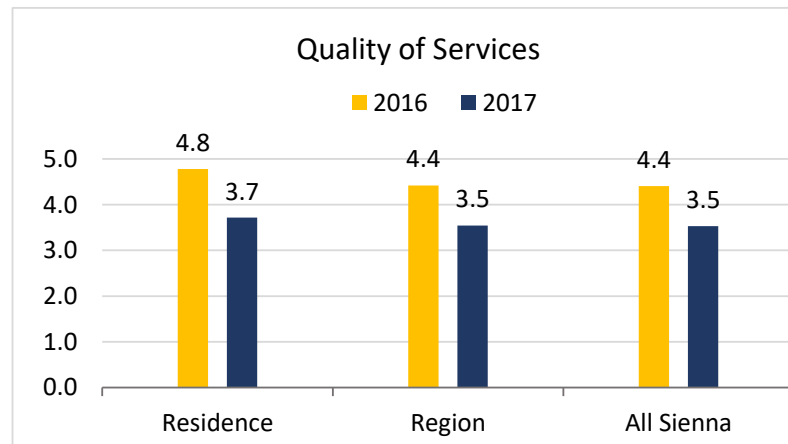
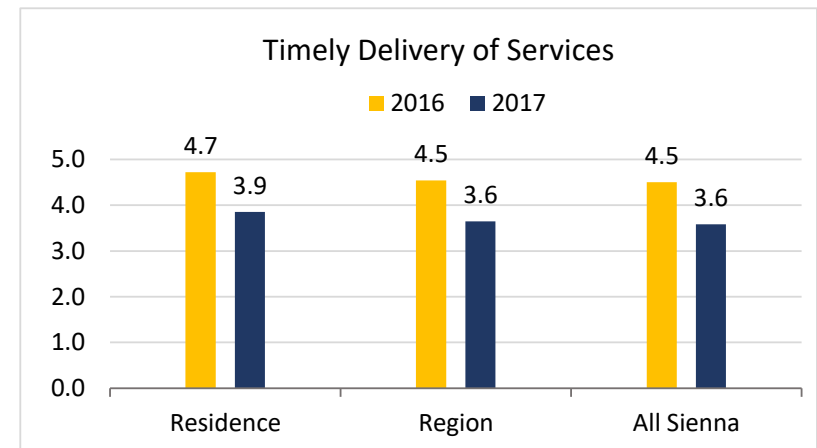
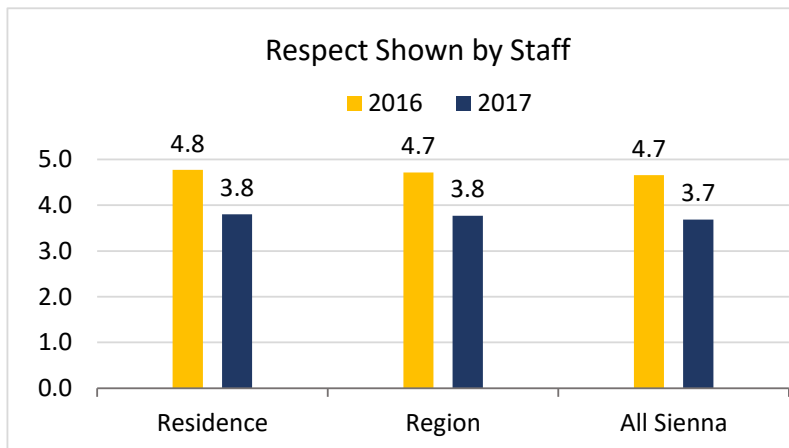


# Service Area Scores

**Note:** 2016 Scores on 5-Point Scale  
2017 Scores on 4-Point Scale

## Laundry

Score of 4 is Best in 2017  
Score of 5 is Best in 2016

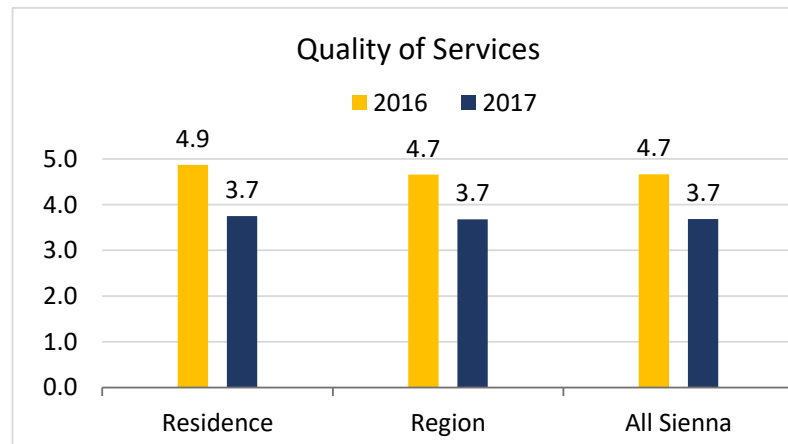
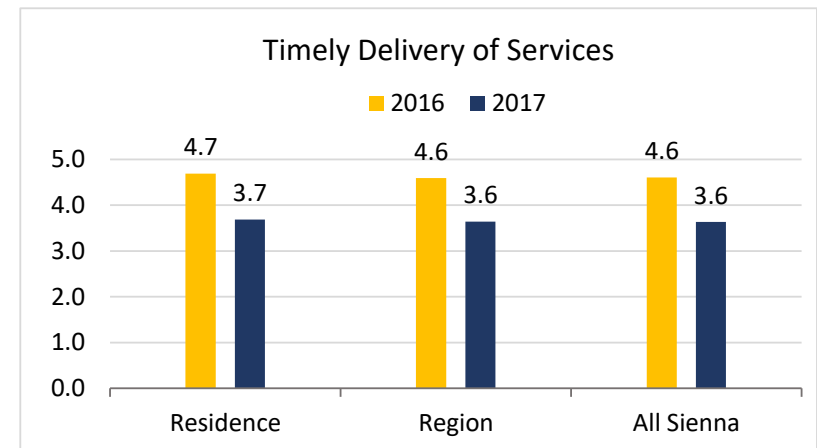
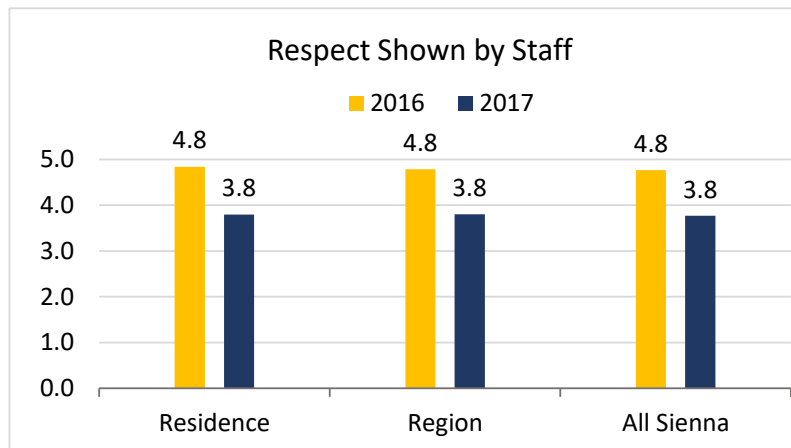


# Service Area Scores

**Note:** 2016 Scores on 5-Point Scale  
2017 Scores on 4-Point Scale

## Maintenance

Score of 4 is Best in 2017  
Score of 5 is Best in 2016

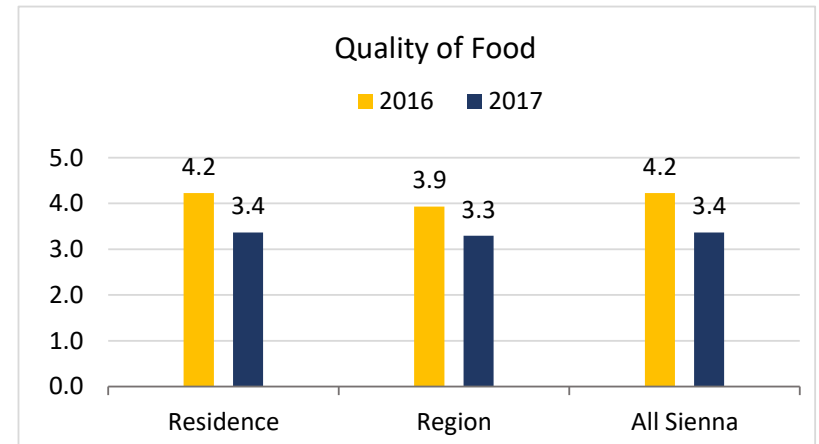
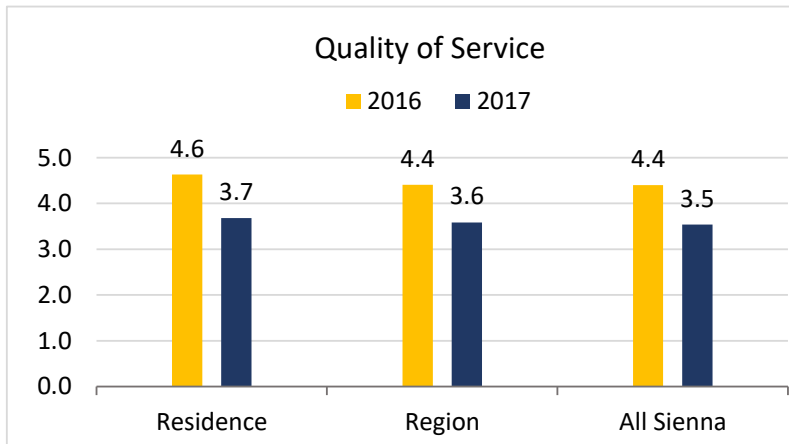
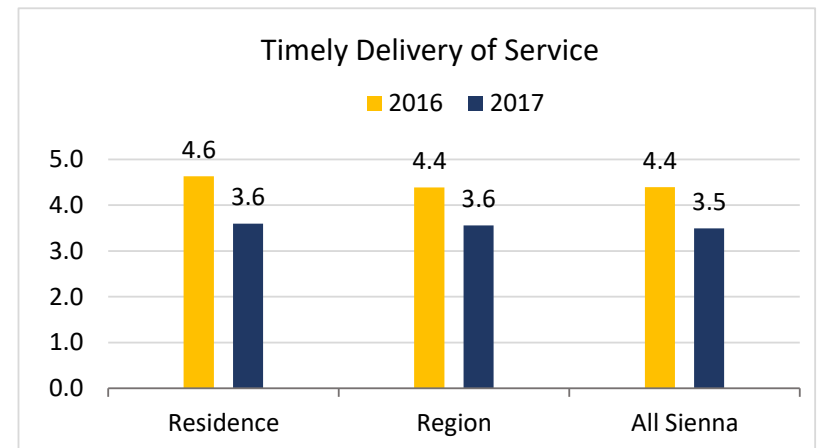
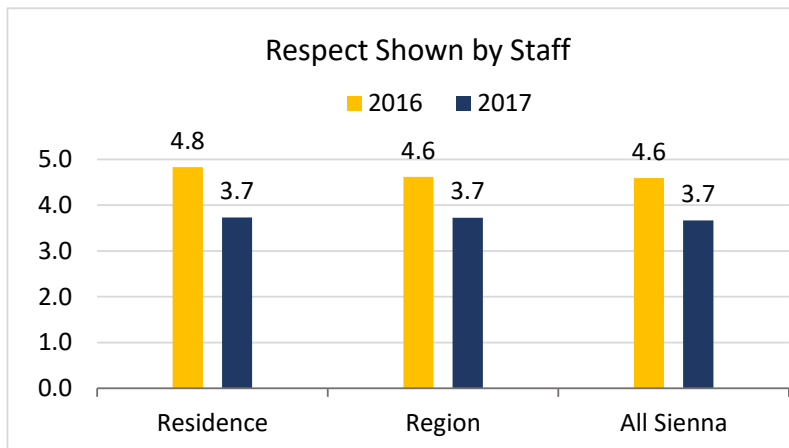


# Service Area Scores

**Note:** 2016 Scores on 5-Point Scale  
2017 Scores on 4-Point Scale

## Dining (Page 1 of 2)

Score of 4 is Best in 2017  
Score of 5 is Best in 2016

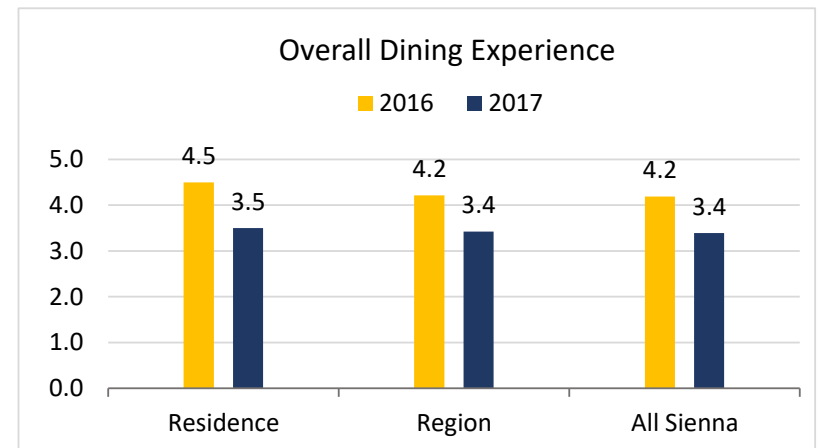
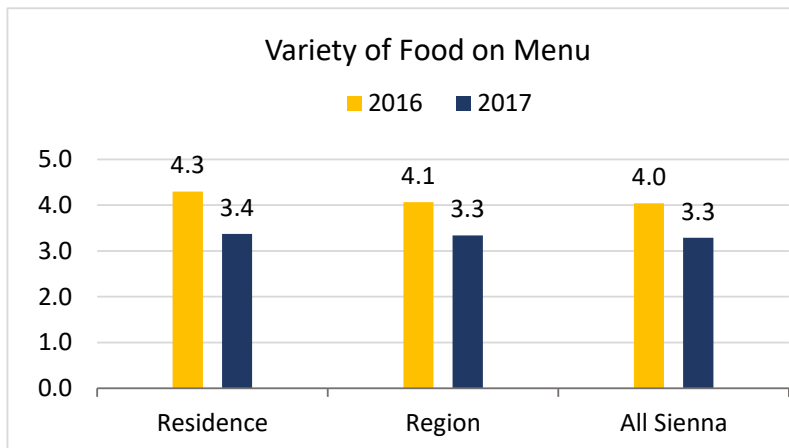


# Service Area Scores

**Note:** 2016 Scores on 5-Point Scale  
2017 Scores on 4-Point Scale

## Dining (Page 2 of 2)

Score of 4 is Best in 2017  
Score of 5 is Best in 2016

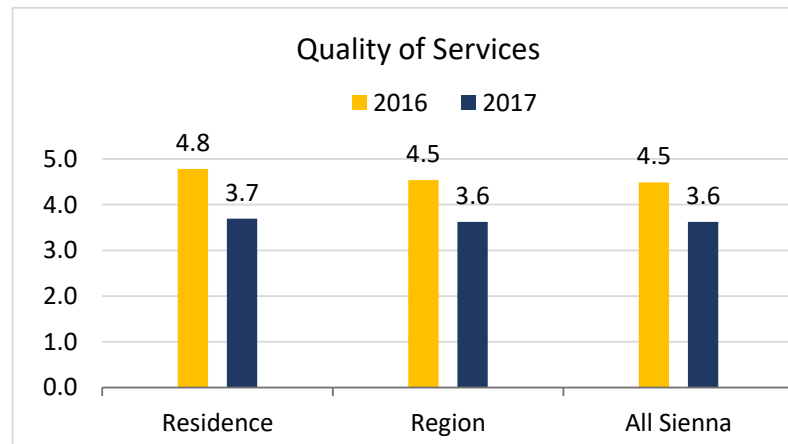
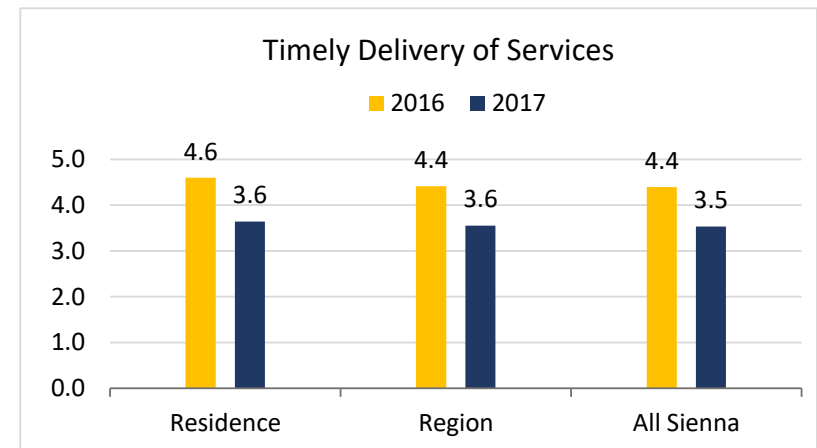
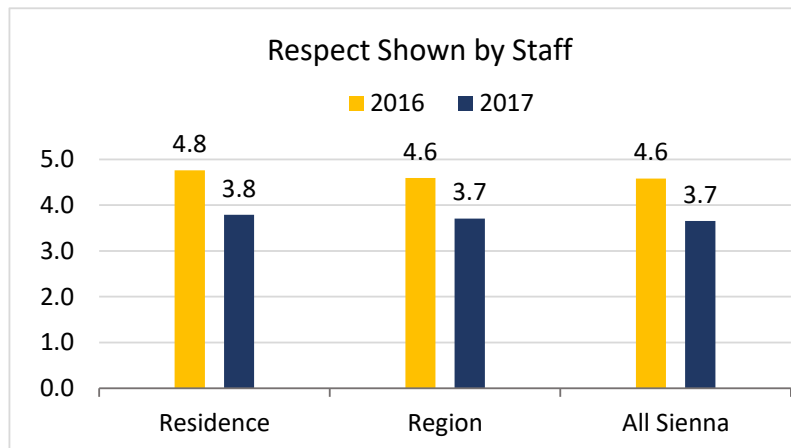


# Service Area Scores

**Note:** 2016 Scores on 5-Point Scale  
2017 Scores on 4-Point Scale

## Care Staff

Score of 4 is Best in 2017  
Score of 5 is Best in 2016

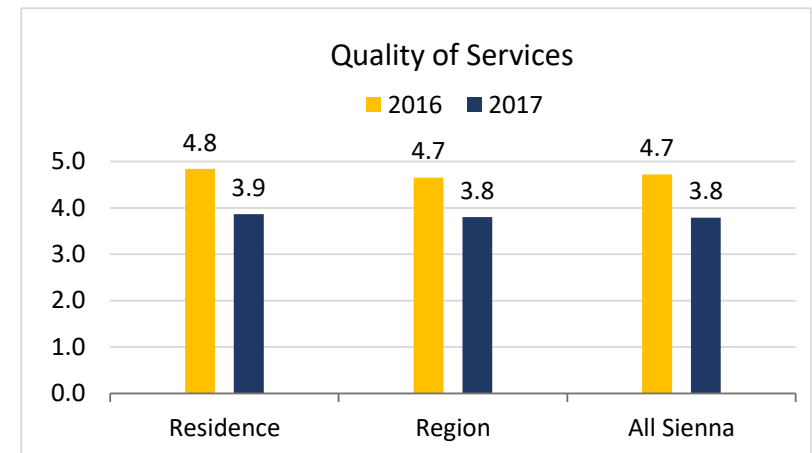
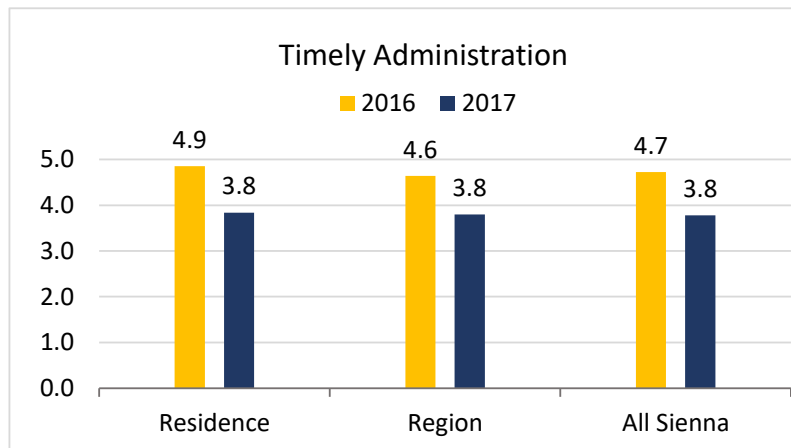


# Service Area Scores

**Note:** 2016 Scores on 5-Point Scale  
2017 Scores on 4-Point Scale

## Medication Services

Score of 4 is Best in 2017  
Score of 5 is Best in 2016

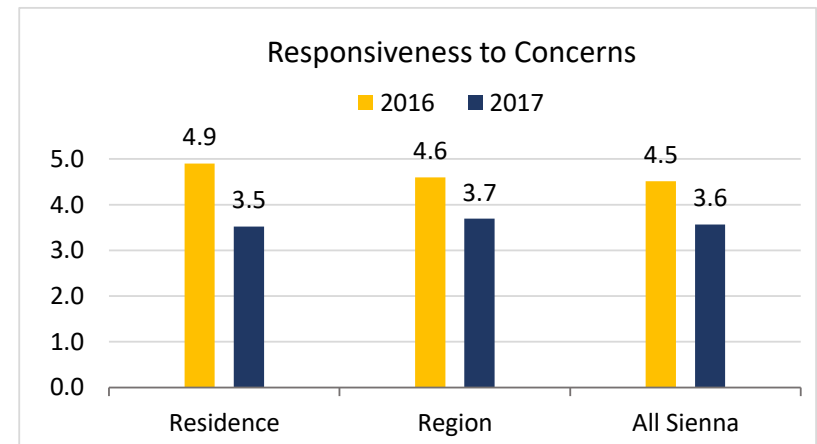
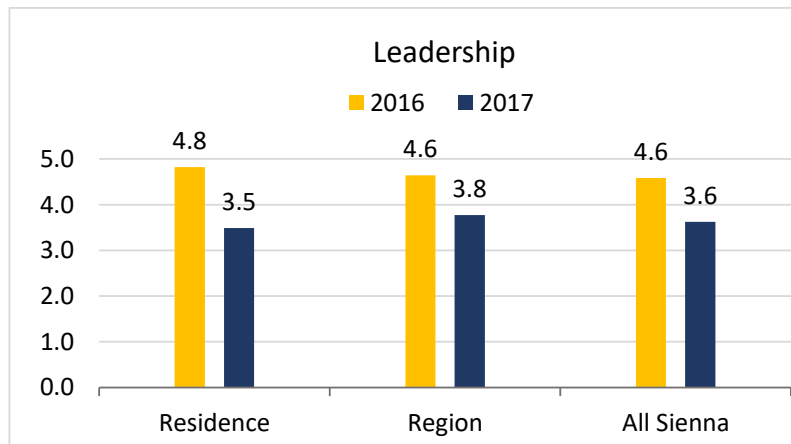
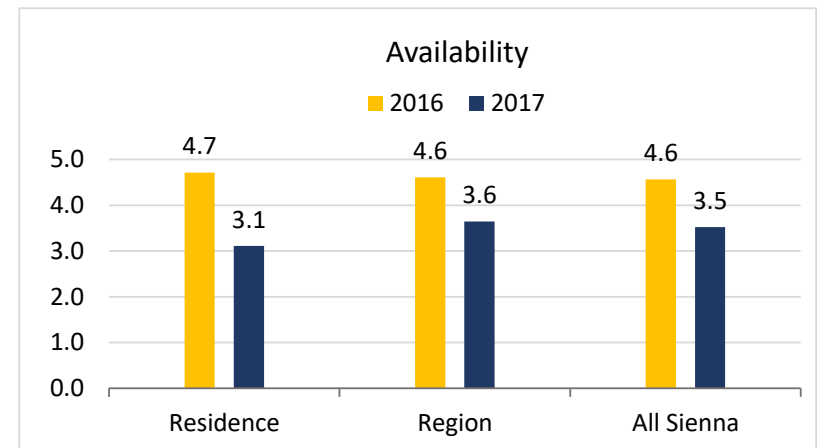
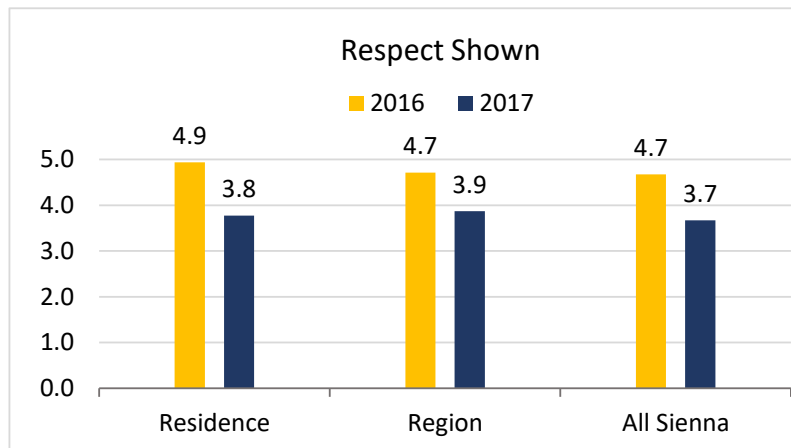


# Service Area Scores

**Note:** 2016 Scores on 5-Point Scale  
2017 Scores on 4-Point Scale

## Management Team

Score of 4 is Best in 2017  
Score of 5 is Best in 2016

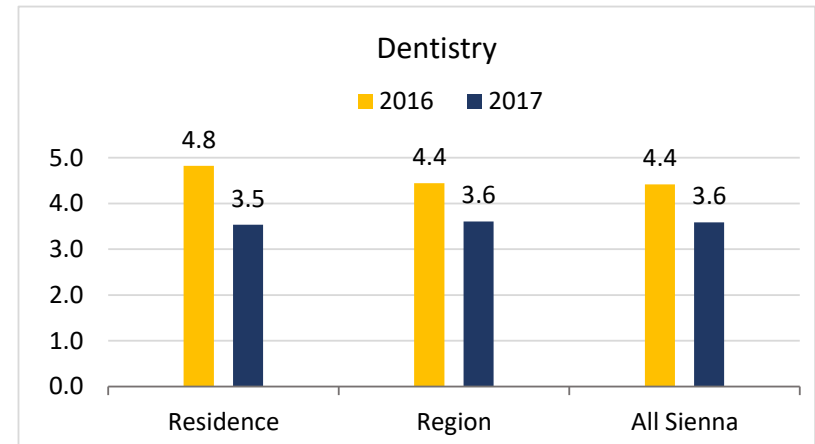
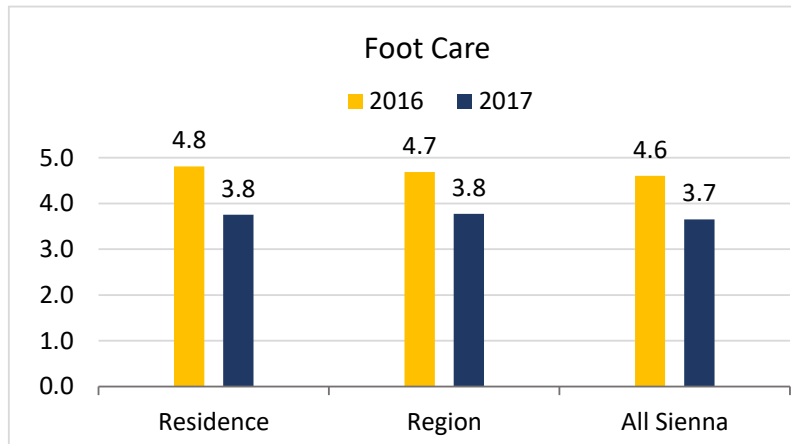
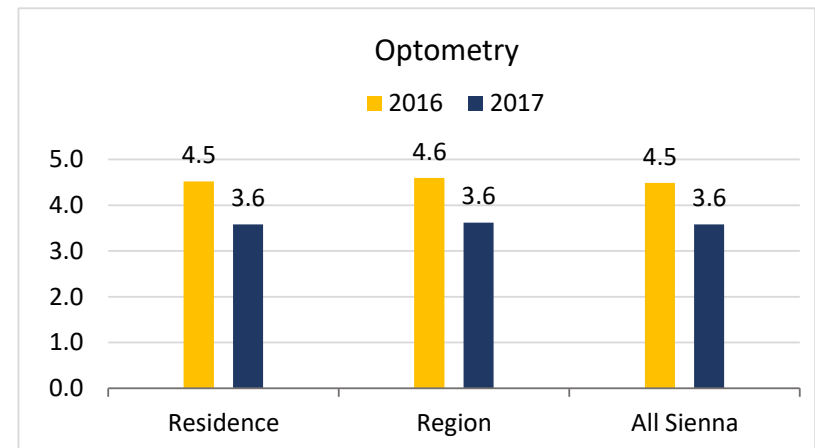
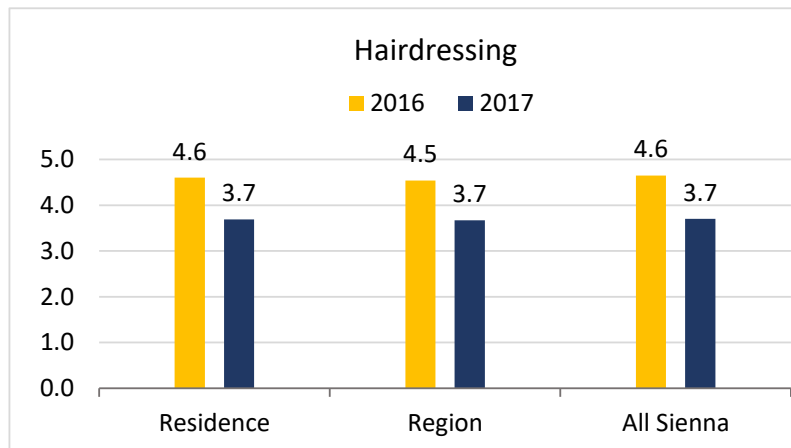


# Service Area Scores

## Contracted Services (Page 1 of 3)

**Note:** 2016 Score on 5-Point Scale  
2017 Scores on 4-Point Scale

Score of 4 is Best in 2017  
Score of 5 is Best in 2016





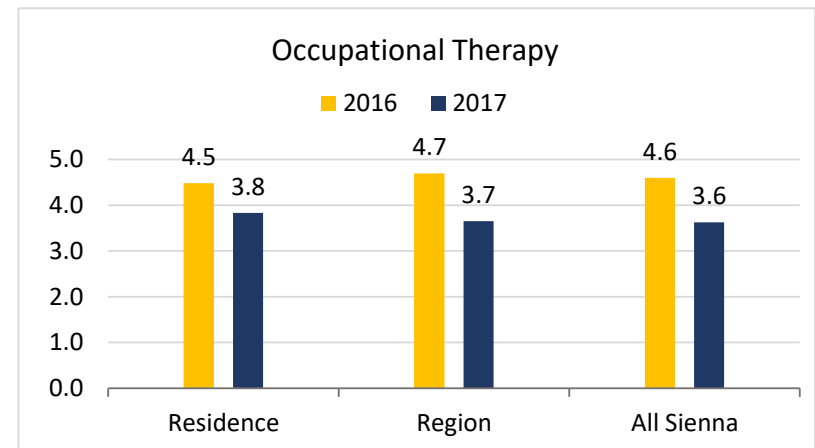
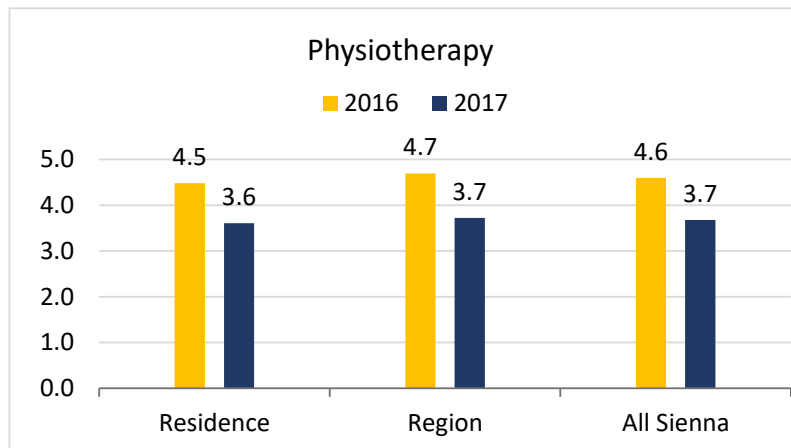
# Service Area Scores

## Contracted Services (Page 2 of 3)

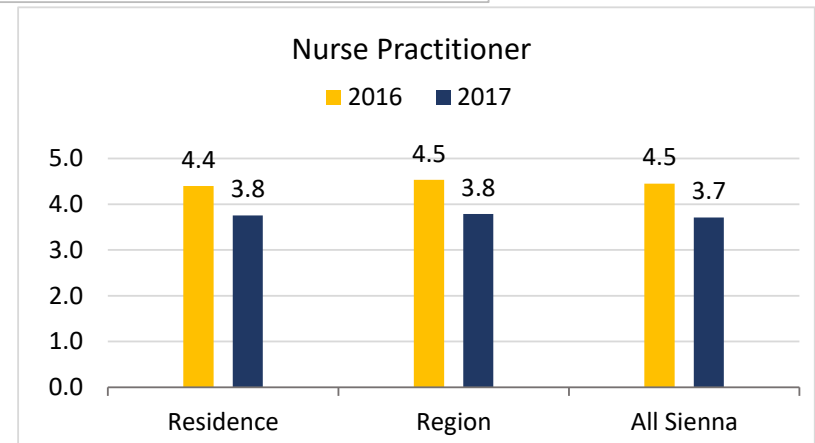
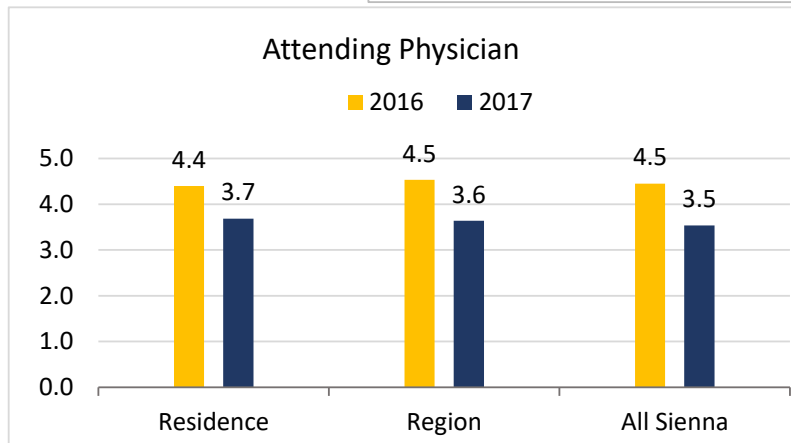
**Note:** 2016 Score on 5-Point Scale  
2017 Scores on 4-Point Scale

Score of 4 is Best in 2017  
Score of 5 is Best in 2016

*\*2016 average is for **Physiotherapy** and **Occupational Therapy** combined.*



*\*2016 average is for **Attending Physician** and **Nurse Practitioner** combined.*

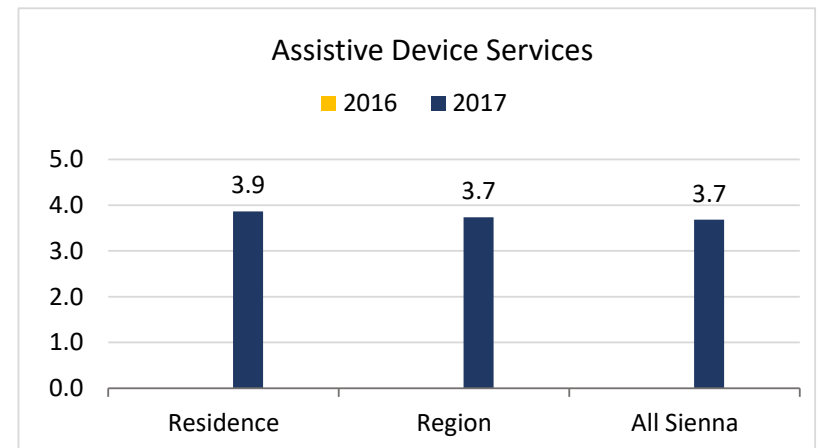
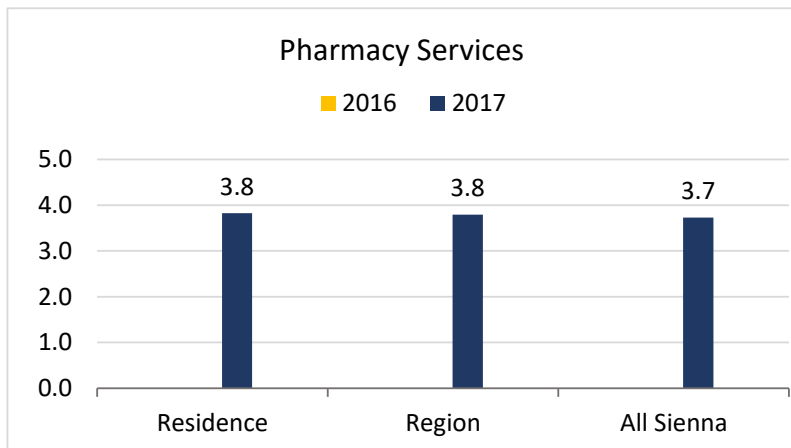


# Service Area Scores

## Contracted Services (Page 3 of 3)

**Note:** 2016 Score on 5-Point Scale  
2017 Scores on 4-Point Scale

**Score of 4 is Best in 2017**  
**Score of 5 is Best in 2016**

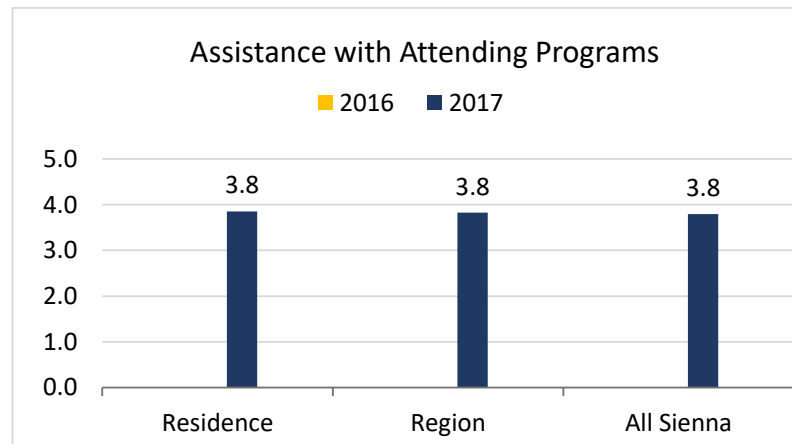
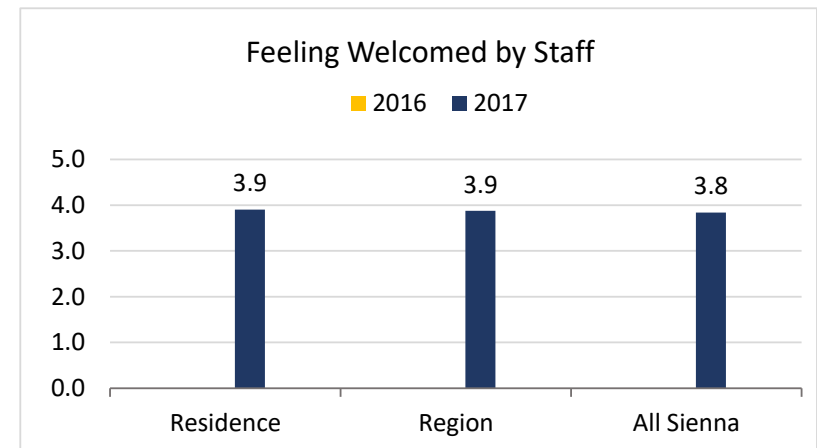
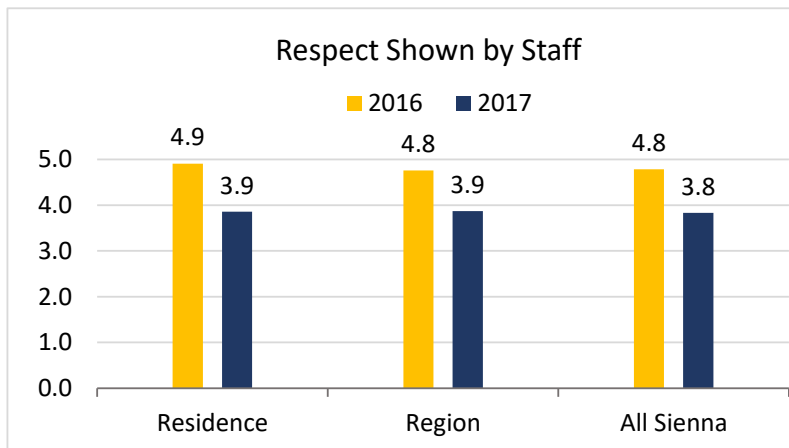


# Service Area Scores

## Recreation Programs (Page 1 of 2)

**Note:** 2016 Score on 5-Point Scale  
2017 Scores on 4-Point Scale

**Score of 4 is Best in 2017**  
**Score of 5 is Best in 2016**

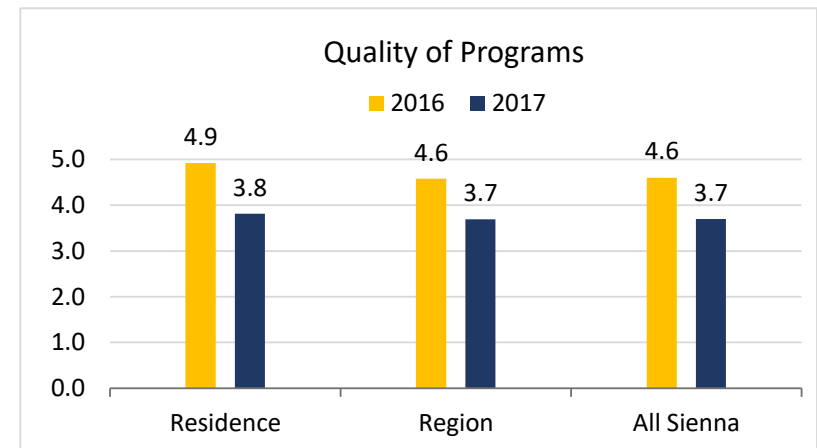
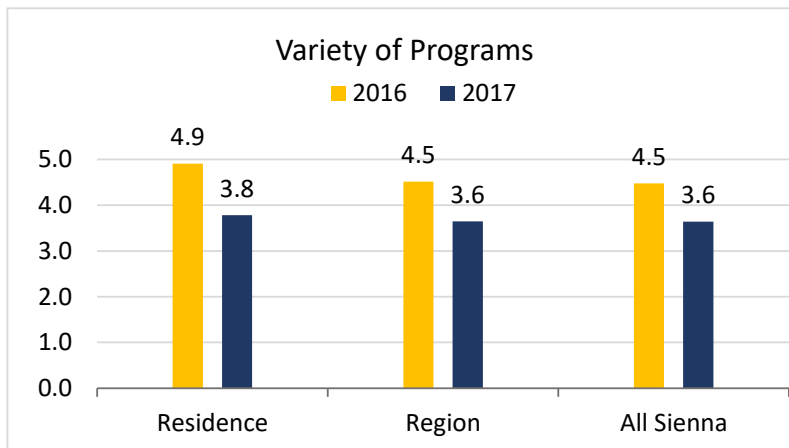


# Service Area Scores

## Recreation Programs (Page 2 of 2)

**Note:** 2016 Score on 5-Point Scale  
2017 Scores on 4-Point Scale

**Score of 4 is Best in 2017**  
**Score of 5 is Best in 2016**

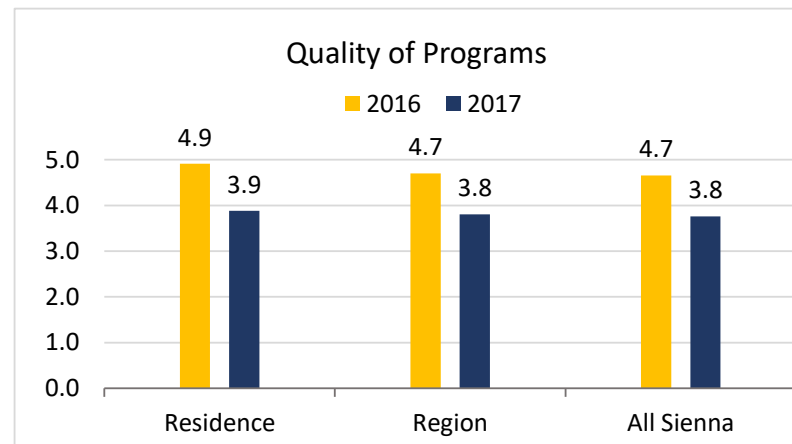
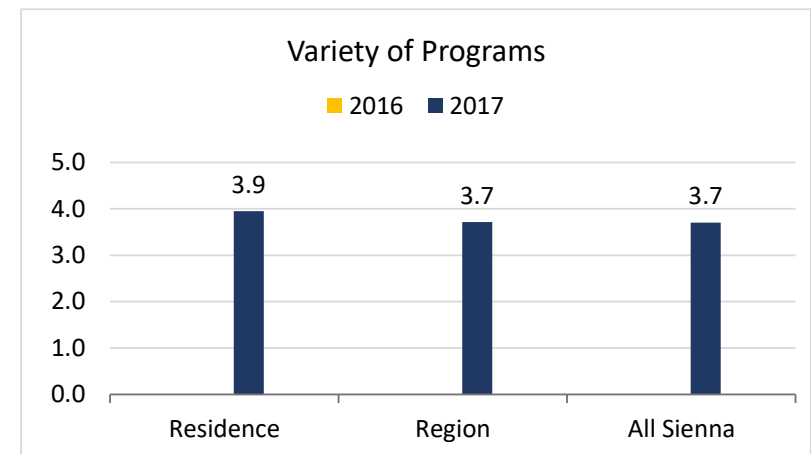
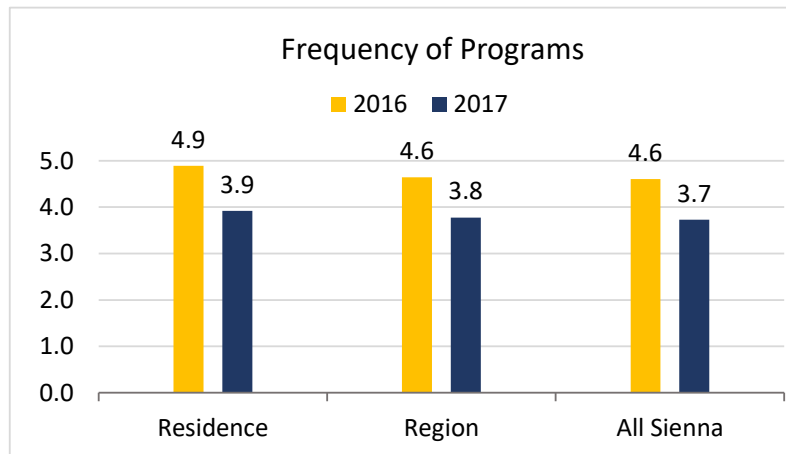


# Service Area Scores

**Note:** 2016 Score on 5-Point Scale  
2017 Scores on 4-Point Scale

## Spiritual Programs

Score of 4 is Best in 2017  
Score of 5 is Best in 2016

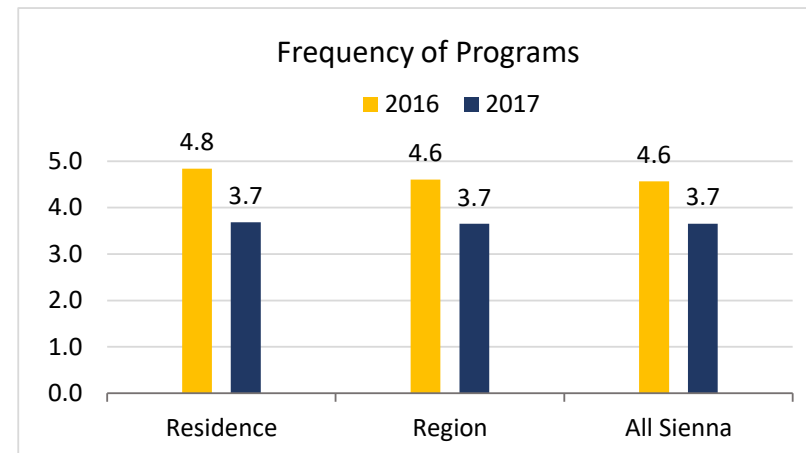
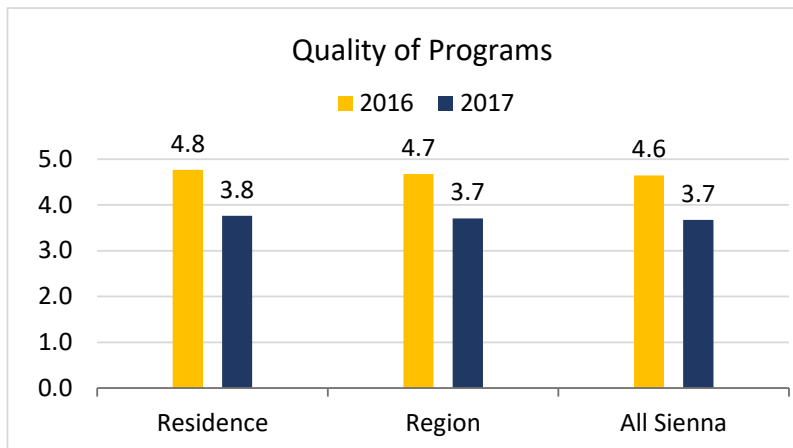


# Service Area Scores

**Note:** 2016 Score on 5-Point Scale  
2017 Scores on 4-Point Scale

## Exercise Programs

Score of 4 is Best in 2017  
Score of 5 is Best in 2016



## Drivers of Satisfaction Scenario

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Drivers of Satisfaction are the areas that have the greatest impact on the survey respondents' overall satisfaction with your Community. Any improvement you can make in these areas over the next year should increase overall customer satisfaction. These drivers were calculated specifically for Victoria Manor.

Your Drivers of Satisfaction can be found on page 31 to 33 of this report. A careful review of the Drivers of Satisfaction specific to your community will be important, as this will be your main area of focus for the coming year in regards to your survey action plan.

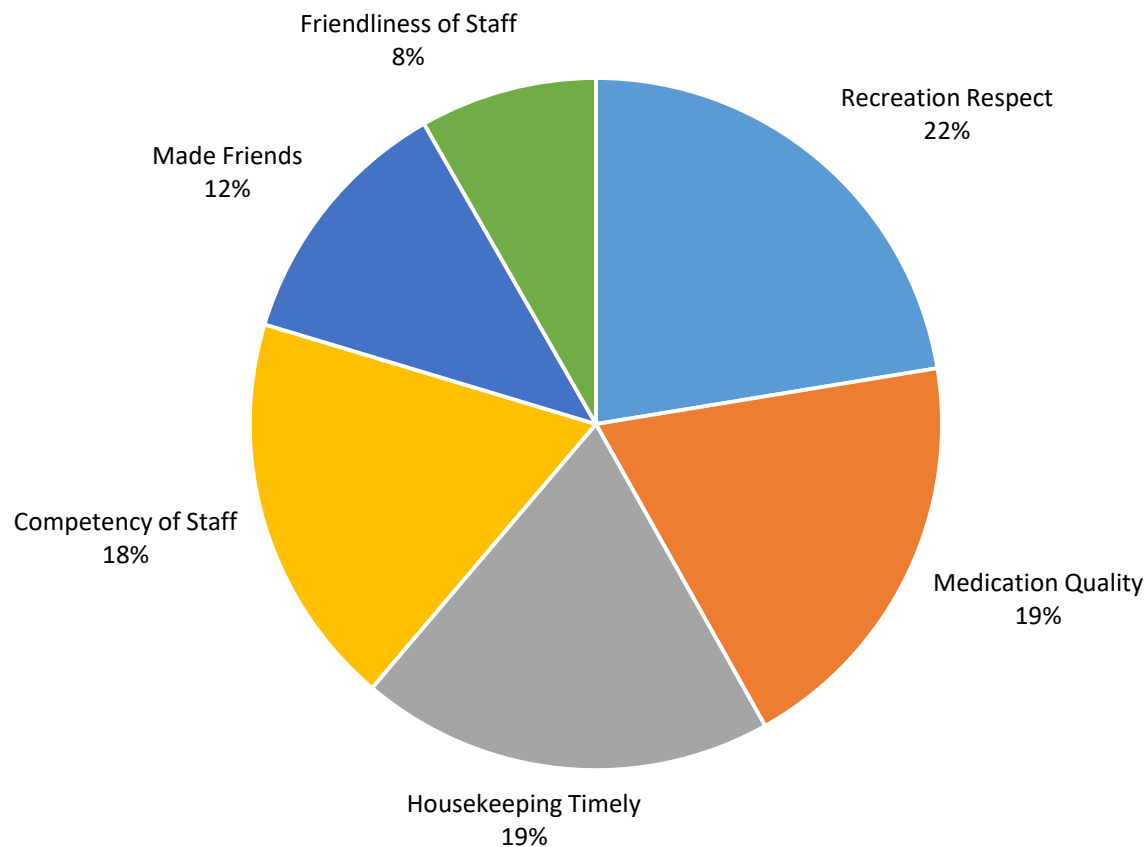
While your scores in each area are important, focusing on the Drivers of Satisfaction will have the most significant impact. Where scores are lower than average, it would be necessary to work to bring them higher. Even where scores are good or higher than average, you will want to both maintain your current practice and see where you can improve, knowing these areas are extra important to residents.

## Drivers of Overall Satisfaction

### Aggregate of Overall Satisfaction Questions

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The chart below shows the primary drivers of overall satisfaction among residents of Victoria Manor. The chart does not tell us how your community performed in these areas, but it shows what is impacting overall satisfaction the most (either positively or negatively). Refer back to the Average Score pages to see how you scored in each of these areas. Any improvement in the areas shown in the chart should also improve your residents' overall satisfaction with Victoria Manor.





## Top 5 Drivers of Overall Satisfaction

### Individual Overall Satisfaction Questions

The tables below and on the following page show the **top 5 services areas** that are driving satisfaction for each of the 10 overall satisfaction questions. Refer back to the Average Score pages to see how you scored in each of these areas. Any improvement in the service areas shown for a particular question should also improve your scores for that question.

Made Friends	
Services	Impact
Care Staff Timely	43%
Care Staff Quality	23%
Care Staff Respect	17%
Recreation Welcomed	10%
Recreation Respect	7%

Feel Safe & Secure	
Services	Impact
Care Staff Respect	36%
Recreation Respect	20%
Care Staff Timely	19%
Care Staff Quality	13%
Dining Respect	12%

Residence Runs Smoothly	
Services	Impact
Recreation Respect	56%
Medication Timely	20%
Recreation Assistance	13%
Recreation Quality	7%
Care Staff Timely	5%

Staff is Friendly	
Services	Impact
Care Staff Timely	47%
Recreation Welcomed	23%
Care Staff Quality	18%
Recreation Quality	7%
Recreation Assistance	6%

Feel at Home	
Services	Impact
Recreation Quality	44%
Care Staff Timely	34%
Recreation Respect	14%
Care Staff Respect	4%
Housekeeping Timely	4%

Willing to Recommend	
Services	Impact
Medication Quality	40%
Recreation Assistance	28%
Housekeeping Timely	13%
Recreation Welcomed	11%
Recreation Respect	7%

## Top 5 Drivers of Overall Satisfaction

### Individual Overall Satisfaction Questions

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Privacy Respected	
Services	Impact
Recreation Welcomed	66%
Medication Timely	13%
Dining Respect	9%
Medication Quality	7%
Recreation Respect	5%

Quality of Services	
Services	Impact
Housekeeping Quality	35%
Recreation Respect	20%
Recreation Welcomed	18%
Care Staff Respect	16%
Recreation Quality	11%

Staff is Competent	
Services	Impact
Care Staff Respect	56%
Dining Respect	19%
Care Staff Quality	13%
Recreation Variety	9%
Care Staff Timely	4%

Quality of Life	
Services	Impact
Housekeeping Timely	47%
Care Staff Timely	30%
Recreation Respect	14%
Care Staff Quality	5%
Recreation Welcomed	4%