2017 Family Satisfaction Survey Results

Victoria Manor

SIENNA SENIOR LIVING

Provided by:

ProMatura

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2017 Family Satisfaction Survey Results

Executive Summary

Summary of Results

Overall Satisfaction Score Among Family

**Average of Positive Responses for
"Quality of Life, Quality of Services, and Willingness to Recommend"**

2016	2017
82%	85%

Survey Response Rate Among Family

	2016	2017
Surveys Distributed	166	166
Surveys Received	76	76
Response Rate	46%	46%

What Drives Satisfaction Among Family Members

We found that Runs Smoothly was a big piece of what drove family 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 Among Family

Top 3 Items with Positive Responses - Family		
	2016	**2017**
1. Friendliness of Staff	4.47	4.49
2. Comfortable Approaching Staff	4.35	4.40
3. Feel Welcome	4.32	4.36

Top 3 Items for Improvement - Family		
	2016	**2017**
1. Made Friends	3.70	3.56
2. Feel at Home	3.71	3.83
3. Communication from Residence	3.90	3.99

2017 Resident Satisfaction Survey Results

Report

Introduction

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

The survey instrument included 20 Overall Satisfaction questions. Family members answered the questions using a 5-point Agreement Scale and a 5-point Satisfaction Scale.

The survey also included space for respondents to provide comments; these comments are included in a separate file accompanying this report.

The survey questions and scales used are listed on the following page.

Overall Satisfaction Questions

OVERALL SATISFACTION QUESTIONS

Question	Scale Used
My family member has made friends with other residents at this care community.	
I feel that my family member feels safe and secure in this care community.	
I feel my family member feels "at home" in this care community.	
This care community appears to run smoothly.	
I would recommend this care community to others.	
The staff is friendly in this care community.	AGREEMENT SCALE
The staff appear to be competent to do their job.	
I am satisfied with the level of communication from the care community.	
I feel comfortable approaching the staff with my concerns.	5 = Strongly Agree
The staff are responsive to my concerns.	4 = Agree
The atmosphere at this care community (landscaping, noise level, odour, etc.) is pleasant.	3 = Neutral
I feel welcome when I visit my family member at this care community.	2 = Disagree
I am happy my family member and/or I chose this care community.	1 = Strongly Disagree
I am satisfied with the leadership team at this care community.	
I feel supported because of how the staff relate to me.	
I have a sense of connection with staff and feel seen, heard and valued.	
I feel accepted by the staff.	
Staff understand my feelings.	

Overall Satisfaction Questions

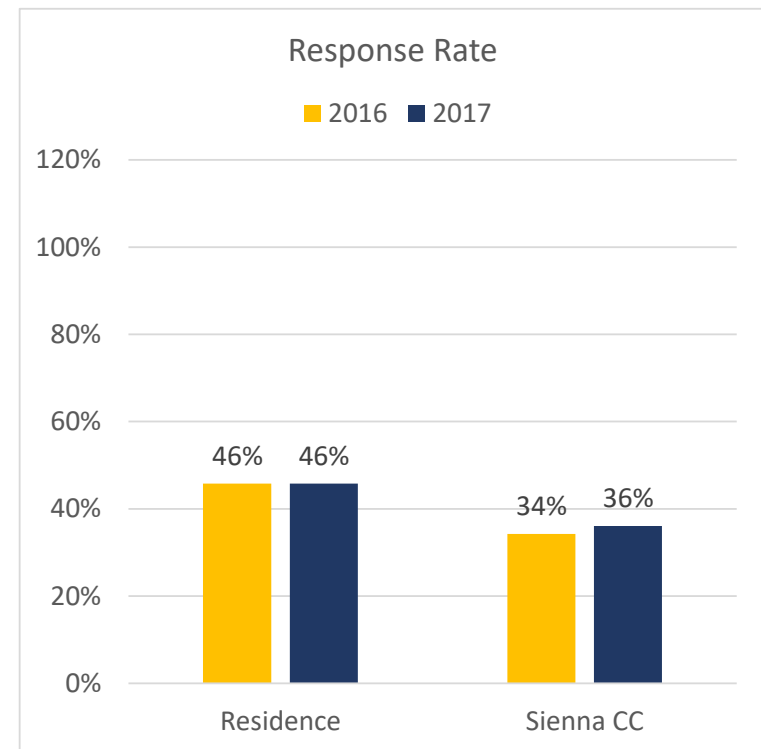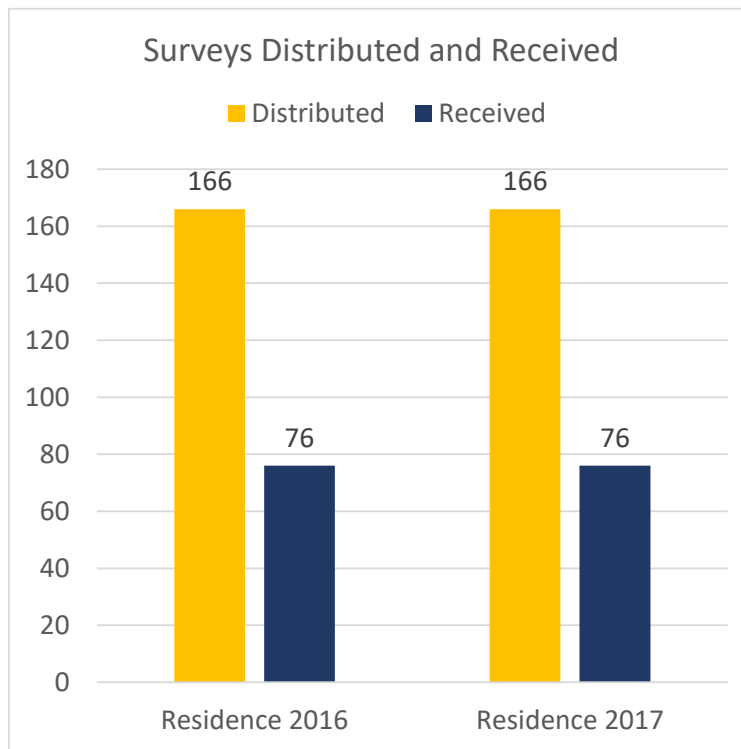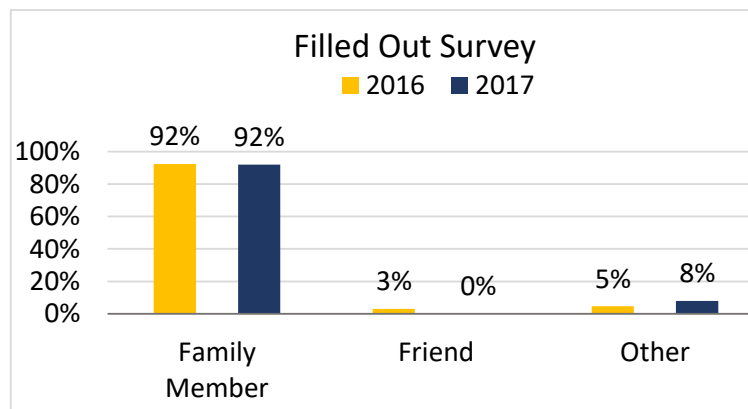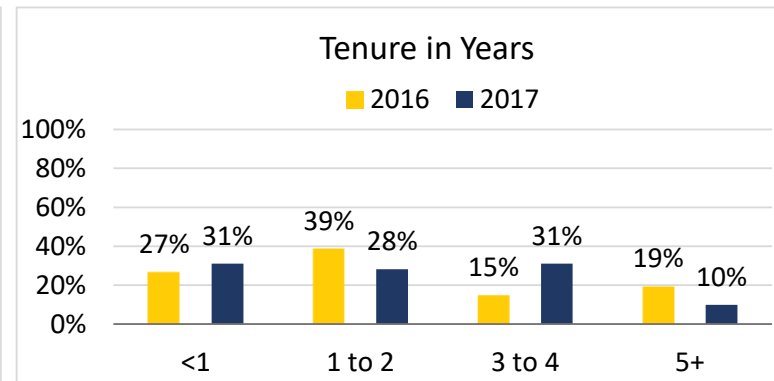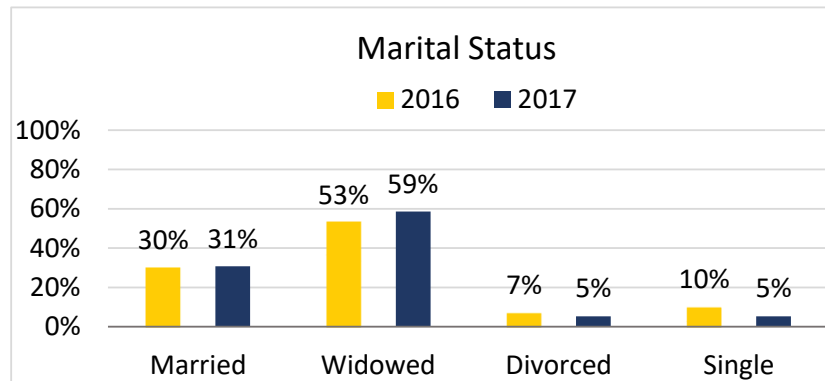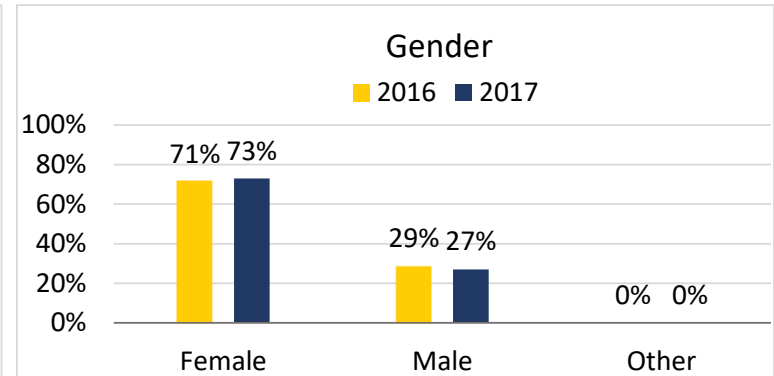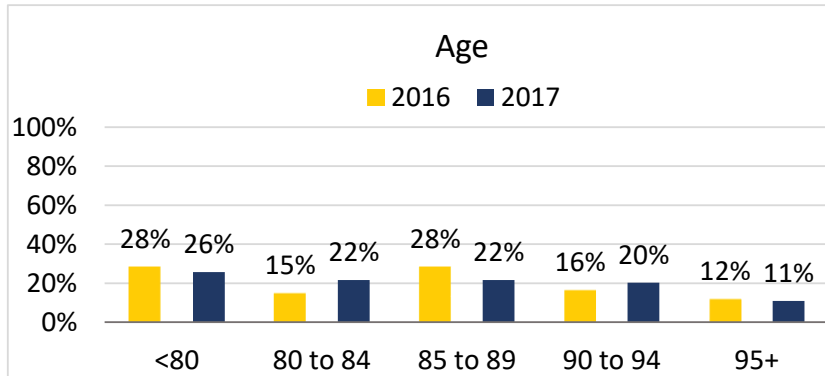## OVERALL SATISFACTION QUESTIONS

Question	Scale Used
My family member's quality of life at this care community.	SATISFACTION SCALE 5 = Very Satisfied 4 = Satisfied 3 = Neutral 2 = Dissatisfied 1 = Very Dissatisfied
The quality of services at this care community.	

Survey Response Rate

A total of 166 surveys were distributed to Victoria Manor family members and 76 were completed for a response rate of 46%. The average response rate among all Sienna Care Communities is 36%.
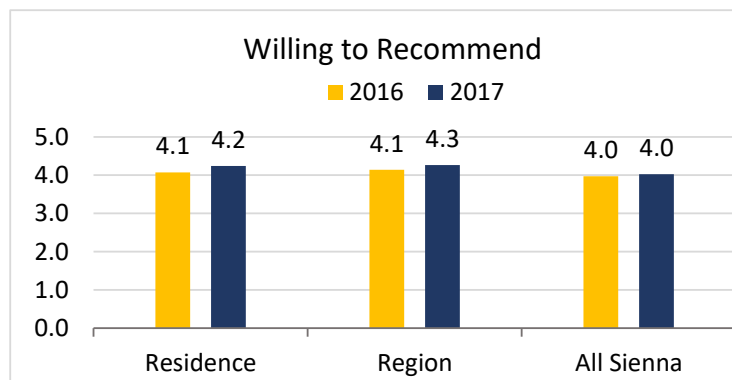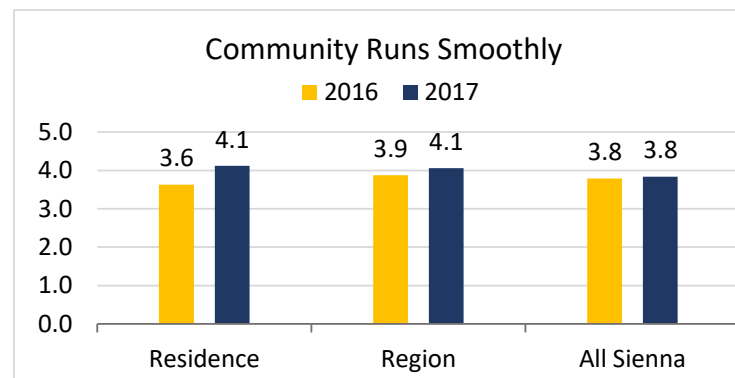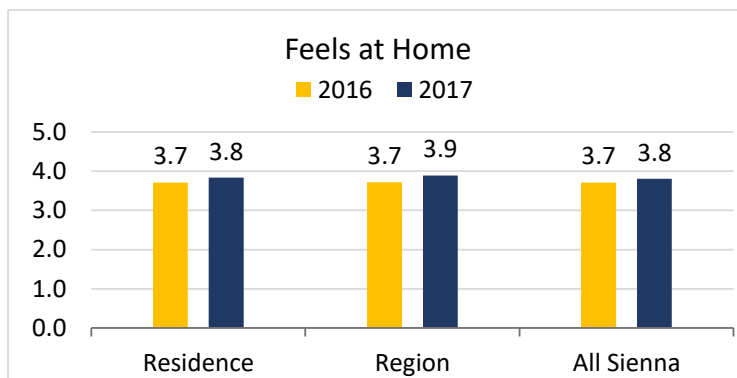

Surveys Distributed and Received

- Distributed
- Received

Response Rate

- 2016
- 2017

Demographic Profile

Age
2016 / 2017

Age	2016	2017
<80	28%	26%
80 to 84	15%	22%
85 to 89	28%	22%
90 to 94	16%	20%
95+	12%	11%

Gender
2016 / 2017

Gender	2016	2017
Female	71%	73%
Male	29%	27%
Other	0%	0%

Marital Status
2016 / 2017

Marital Status	2016	2017
Married	30%	31%
Widowed	53%	59%
Divorced	7%	5%
Single	10%	5%

Tenure in Years
2016 / 2017

Tenure in Years	2016	2017
<1	27%	31%
1 to 2	39%	28%
3 to 4	15%	31%
5+	19%	10%

Filled Out Survey
2016 / 2017

Filled Out Survey	2016	2017
Family Member	92%	92%
Friend	3%	0%
Other	5%	8%
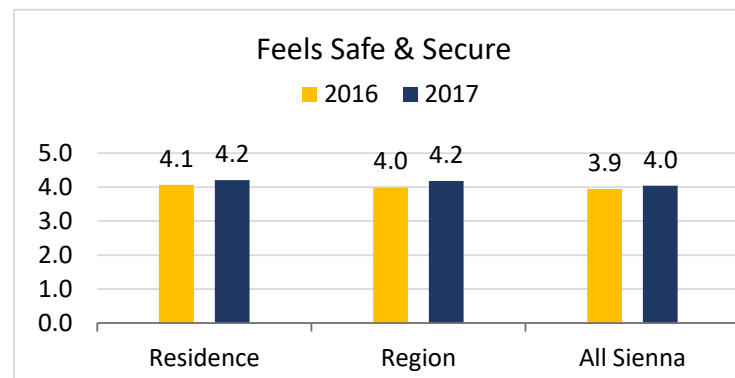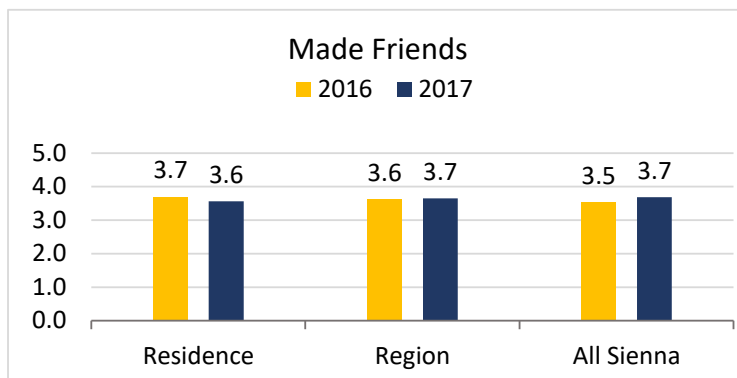
Overall Satisfaction Scores

Score of 5 is Best

Overall Satisfaction Scores

Score of 5 is Best

Staff is Friendly
2016 ■ 2017
	Residence	Region	All Sienna
2016	4.5	4.5	4.3
2017	4.5	4.5	4.4

Staff is Competent
2016 ■ 2017
	Residence	Region	All Sienna
2016	4.2	4.2	4.1
2017	4.3	4.4	4.1

Communication from Community
2016 ■ 2017
	Residence	Region	All Sienna
2016	3.9	4.1	3.9
2017	4.0	4.2	4.0

Comfortable Approaching Staff with Concerns
2016 ■ 2017
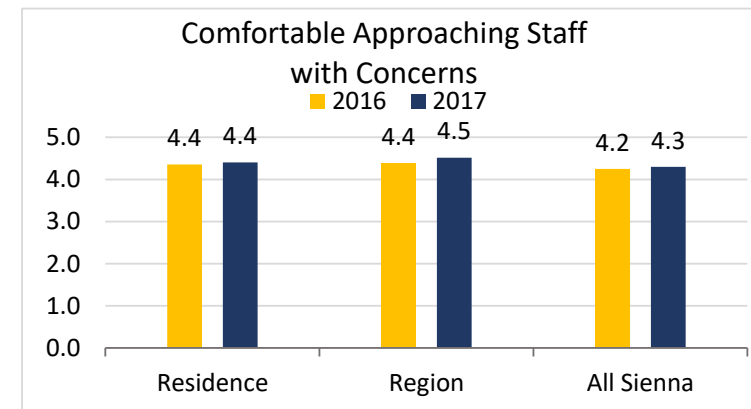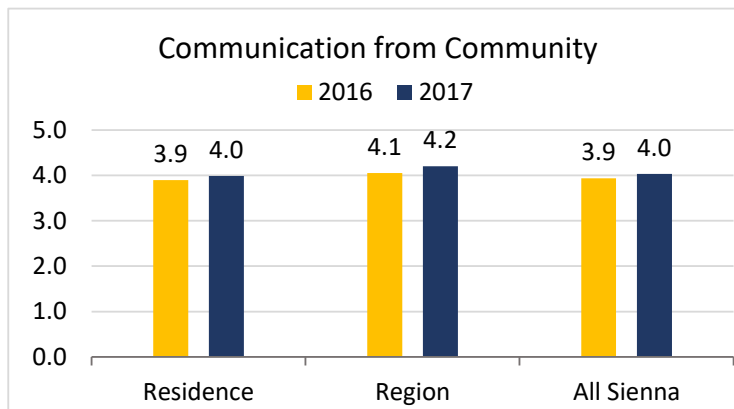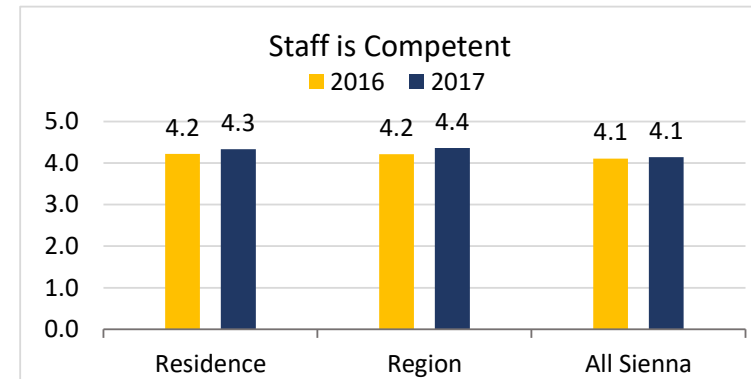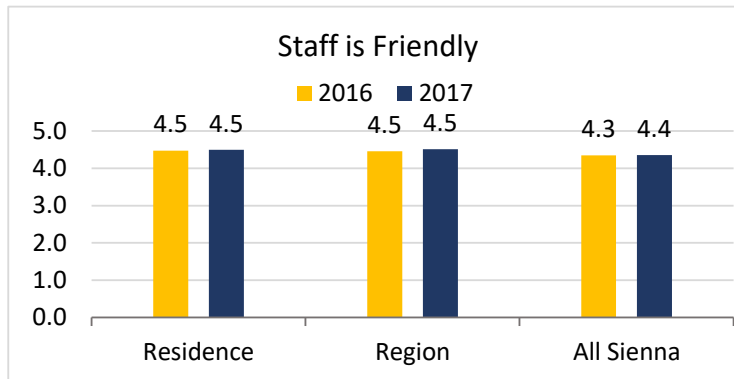|	Residence	Region	All Sienna
2016	4.4	4.4	4.2
2017	4.4	4.5	4.3

Overall Satisfaction Scores

Score of 5 is Best

Staff Are Responsive to My Concerns

■ 2016 ■ 2017

	Residence	Region	All Sienna
2016	4.2	4.3	4.1
2017	4.2	4.4	4.2

Atmosphere at this Community

■ 2016 ■ 2017

	Residence	Region	All Sienna
2016	4.1	3.9	3.8
2017	4.2	3.9	3.8

Feel Welcome

■ 2016 ■ 2017

	Residence	Region	All Sienna
2016	4.3	4.4	4.3
2017	4.4	4.5	4.3

Happy We Chose this Community

■ 2016 ■ 2017

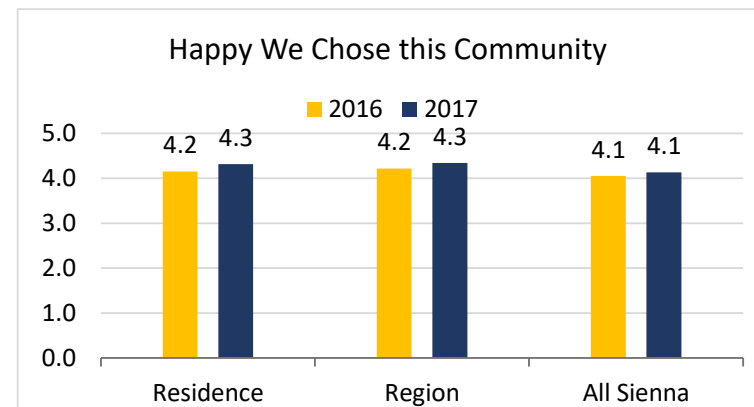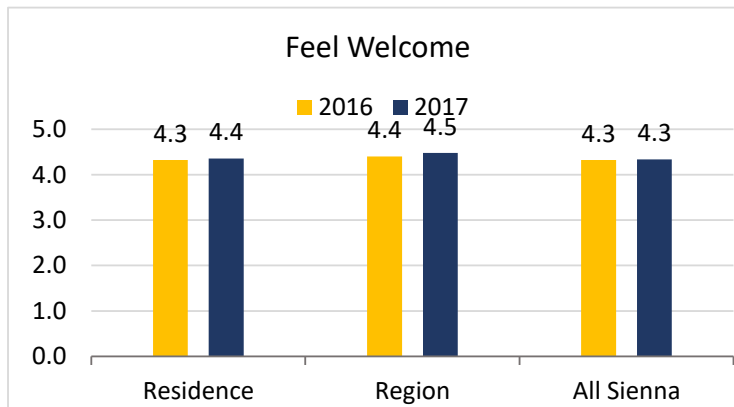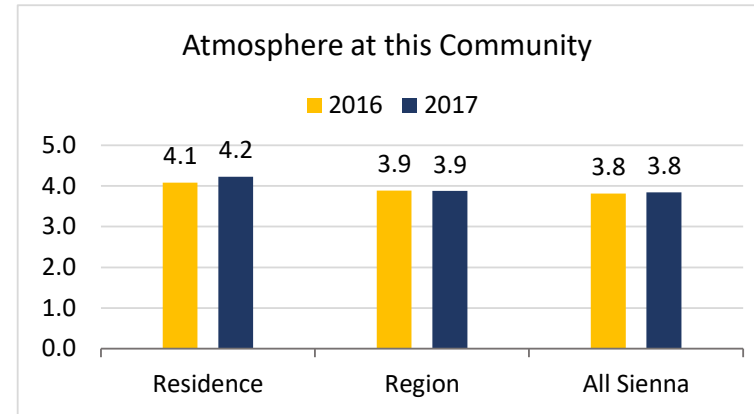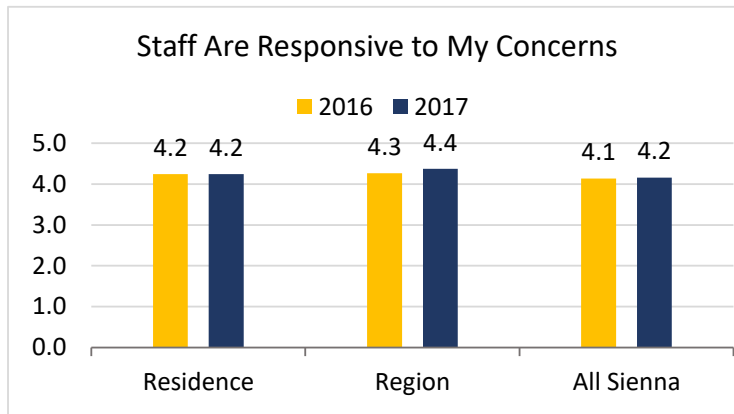|	Residence	Region	All Sienna
2016	4.2	4.2	4.1
2017	4.3	4.3	4.1

Overall Satisfaction Scores

Score of 5 is Best

Leadership Team

■ 2016 ■ 2017

	Residence	Region	All Sienna
2016	4.0	4.1	3.9
2017	4.1	4.2	4.0

Feel Supported by How Staff Relate to Me

■ 2016 ■ 2017

	Residence	Region	All Sienna
2016	4.1	4.2	4.1
2017	4.3	4.3	4.2

Have Sense of Connection with Staff

■ 2016 ■ 2017

	Residence	Region	All Sienna
2016	4.1	4.2	4.1
2017	4.2	4.3	4.1

Feel Accepted by Staff

■ 2016 ■ 2017

	Residence	Region	All Sienna
2016	4.2	4.3	4.2
2017	4.3	4.4	4.2

Staff Understand My Feelings

■ 2016 ■ 2017

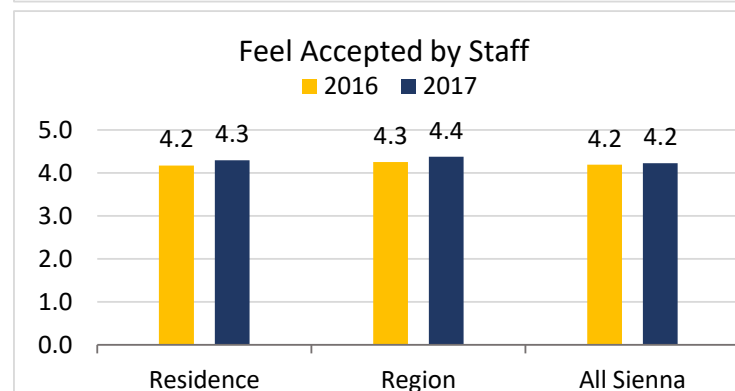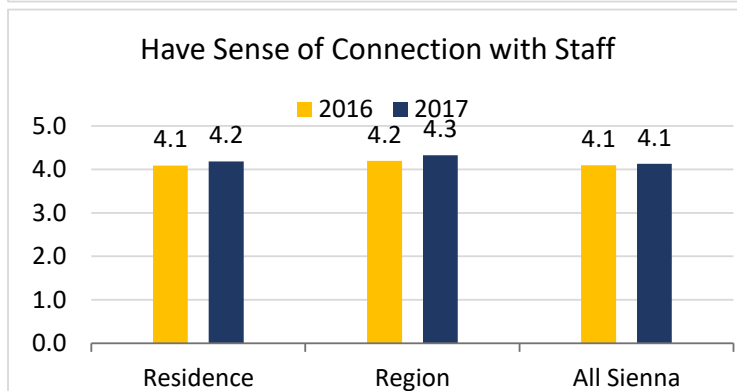|	Residence	Region	All Sienna
2016	4.1	4.2	4.1
2017	4.2	4.3	4.1

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Overall Satisfaction Scores

Score of 5 is Best

Satisfaction with Quality of Life

- 2016
- 2017

	Residence	Region	All Sienna
2016	4.0	4.0	4.0
2017	4.2	4.2	4.0

Satisfaction with Quality of Services

- 2016
- 2017

	Residence	Region	All Sienna
2016	4.2	4.1	4.0
2017	4.3	4.2	4.0

Drivers of Satisfaction Scenario

Drivers of Satisfaction are the areas that have the greatest impact on the survey respondents' overall satisfaction within 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 17 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

The chart below shows the primary drivers of overall satisfaction among family members 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.

Atmosphere Pleasant 7%
Happy We Chose Here 8%
Competency of Staff 16%
Feel Safe & Secure 17%
Runs Smoothly 28%
Feel Supported by Staff 24%