



Archie Hendricks Sr, Skilled Nursing Facility

“Caring For Mind, Body & Spirit”

Archie Hendricks Sr. Skilled Nursing Facility Resident Satisfaction Survey Summary of Results October 2009 through January 1, 2010

There are 24 questions included in the quarterly resident satisfaction survey instrument. For the purpose of summarizing the responses over the past year, those 24 questions have been divided into 8 broader categories.

The percentages indicate the percent of individuals responding that they “Strongly Agree” and/or “Agree” with the statement that follows.

The categories and their corresponding questions are as follows:

Initial contact and admission process

The occupancy / move in process was courteous, clear and timely

- 100% 1. My initial contact with Archie Hendricks was positive and helpful
- 100% 2. Staff that we encountered on the day of admission was helpful and supportive

Activities of Daily Living (ADLs) and Physical Needs

Residents receive the assistance needed / desired to be appropriately groomed and dressed.

- 100% 6. When needed, staff assist residents with their activities of daily living
- 94.7% 8. Residents are appropriately groomed and dressed (where applicable)

Dignity, Emotional / Spiritual Needs, Recreation

Residents are treated with dignity and respect by the staff

- 100% 3. Residents are treated with dignity and respect by staff
- 94.7% 9. The spiritual needs of the resident are being met
- 94.7% 12. Overall, staff members are pleasant and courteous
- 94.7% 24. Activity Programs offered are appropriate, of sufficient variety, and benefit to the resident

Food and Dining Experience

The food selection is good and the dining experience enjoyable

- 89.5% 19. A sufficient variety of choices of meals is offered
- 79% 20. The meals are generally tasty and flavorful
- 94.7% 21. The meals are generally served in a timely and appropriate manner



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Physical Plant and Environment

Resident suites / apartments / rooms are clean and neat.

- 94.7% 17. Resident's rooms are clean and neat
- 94.7% 18. The buildings and common areas are kept neat and clean
- 94.7% 22. The outside grounds are attractive
- 94.7% 23. The interior/exterior of the building is kept in good repair

Residents personal clothing is laundered and returned appropriately

- 84.2% 16. The laundry service does a good job of laundering and returning clothes to the resident

Medications

Residents receive medication in a timely manner

- 100% 7. Medication administration occurs in a timely manner

Responsiveness of Staff

Staff members are available and responsive to resident / family needs and concerns

- 100% 4. Staff is responsive in meeting the individual needs of residents and family members
- 100% 5. Personnel respond to resident needs in a timely manner and concerns are resolved
- 100% 10. Social Service staff is available and responsive in attempting to meet the needs of resident and family members
- 100% 11. Physicians, Nurses and Care staff are responsive and take time to listen to the residents and family members
- 84.21% 13. Concerns / complaints / requests are responded to in a timely manner