

2010/ 2011 J-H Skilled Family Member Satisfaction Survey Outcomes

	<u>2010</u>	<u>2009</u>
<u>Respondents:</u>	75/51%	(75 /46%)
<u>Overall Mean Score:</u>	3.6	(3.4)
2 nd floor:	3.7	(3.4)
L3:	3.4	(3)
D3:	3.4	(3.3)

Four point scale: 1 being Poor – 4 being Excellent

Percentage Response by Respondent (Good/ Excellent Responses):

98% (91%)

Would you recommend J-H to a friend or a relative?:

Yes	70	(68)
No	0	(1)
No Response	5	(6)

Strengths

1. Wellness Center	3.9
2. Staff's response to medical crisis or emergency	3.8
3. Quality of special events (picnic, holidays, etc)	3.8
4. Therapies	3.8
5. Overall experience with J-H	3.8
6. Business office's availability and customer service	3.8
7. Overall friendliness and caring attitude of staff	3.8

Comments

Everyone knows Mom's name.

The location being so near to my home is wonderful.

Staff has an excellent attitude, always helpful.

The physical layout that allows sitting with family members in a very personal, cozy environment is great.

The pleasant surroundings, the gift shop, the lovely gardens and flowers, the outdoor spaces for sitting and visiting, and the necessary care that is provided – thank you all.

I always feels welcome and know that my loved one is in good hands.