



FOCUS ON EXCELLENCE

Satisfaction Survey Report of
Oklahoma's Nursing Facilities

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BACKGROUND AND METHODOLOGY

The Oklahoma Health Care Authority (OHCA) conducts the “Focus on Excellence” program, a voluntary, incentive-based payment and quality reporting system for SoonerCare participating nursing facilities.

OHCA contracted with Applied Marketing Research to conduct an annual mail satisfaction study among approximately 9,200 nursing facility residents, 7,000 residents’ family members or others responsible and 18,000 nursing facility employees as part of the “Focus on Excellence” program. Response rates for these three groups are shown in the appropriate sections of this report.

Survey packets were created and distributed by mail to all appropriate participants. Employees were also given the option of completing a web-based survey tool. A web-ex training session and a toll-free phone number were established for nursing facility employees completing the survey or helping others to complete the survey. Family members and residents were also given the toll-free information number.

Surveys were mailed between October 4-9, 2013 and returned directly to Applied Marketing Research for data entry, tabulation and analysis.

Each nursing facility was given a summary report detailing how the facility scored on various attributes in comparison to the statewide averages as well as providing the minimum overall satisfaction/recommendation score needed to receive an incentive.

This report contains the statewide results of the study for all three surveys: residents, family members and employees.



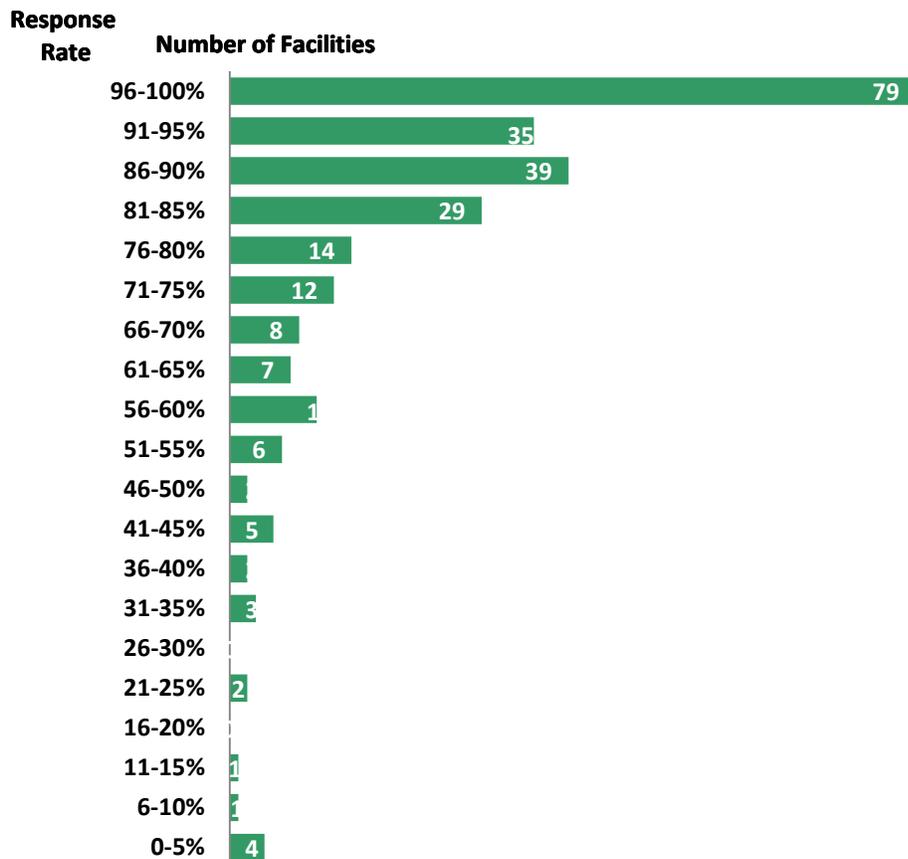
RESIDENT SATISFACTION SURVEY RESULTS



RESIDENT SURVEY RESPONSE RATES

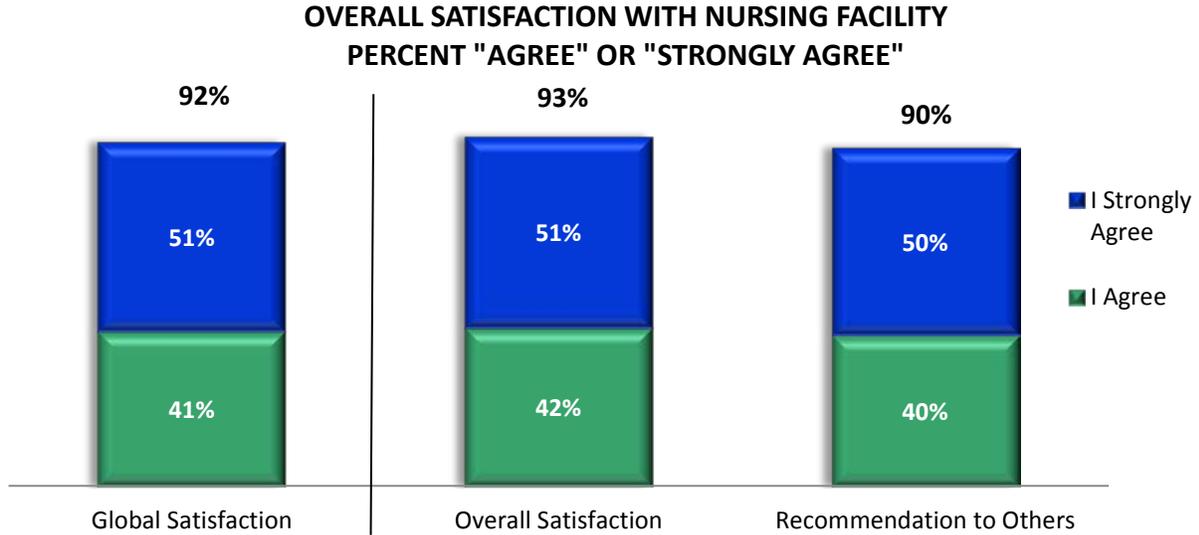
Response Rates by Survey Time Period

Participation	Survey Time Period				
	Fall 2013	Fall 2012	Spring 2011	Fall 2010	Spring 2010
Resident Response Rate	83%	82%	75%	79%	79%
Number of Participating Facilities	255	263	285	270	270
Number of Resident Surveys Received	7,416	7,174	7,209	7,170	7,341



RESIDENT SATISFACTION

GLOBAL SATISFACTION



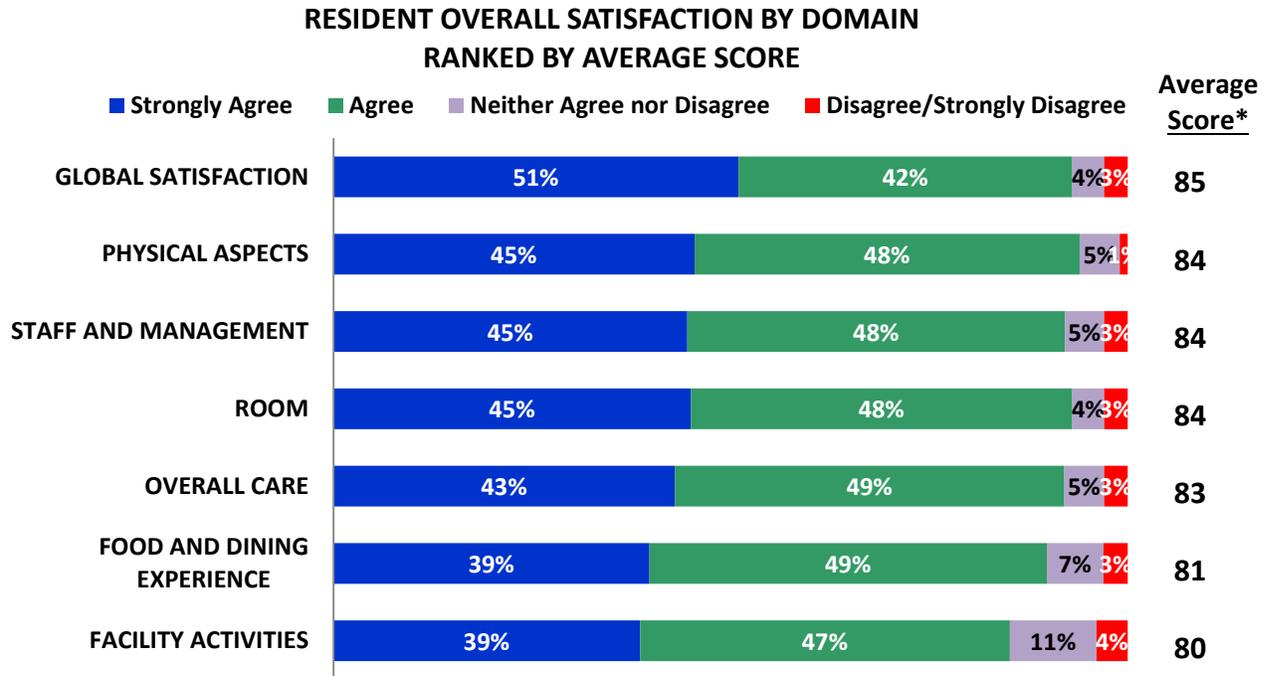
NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: 10b) Overall, I am satisfied with this nursing facility. 10a) I would recommend this nursing facility to family, friends, or others as a place to consider for nursing care.



RESIDENT SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN



* Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the following statement: overall, I am satisfied with [the physical aspects], [the staff and management], [my room], [the care], [activities], [my dining experience] at this facility.



RESIDENT SATISFACTION

ITEMS RANKED BY PERCENT WHO “STRONGLY AGREE”

RESIDENT SATISFACTION ITEMS RANKED BY PERCENT "STRONGLY AGREE"

■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree / Strongly Disagree

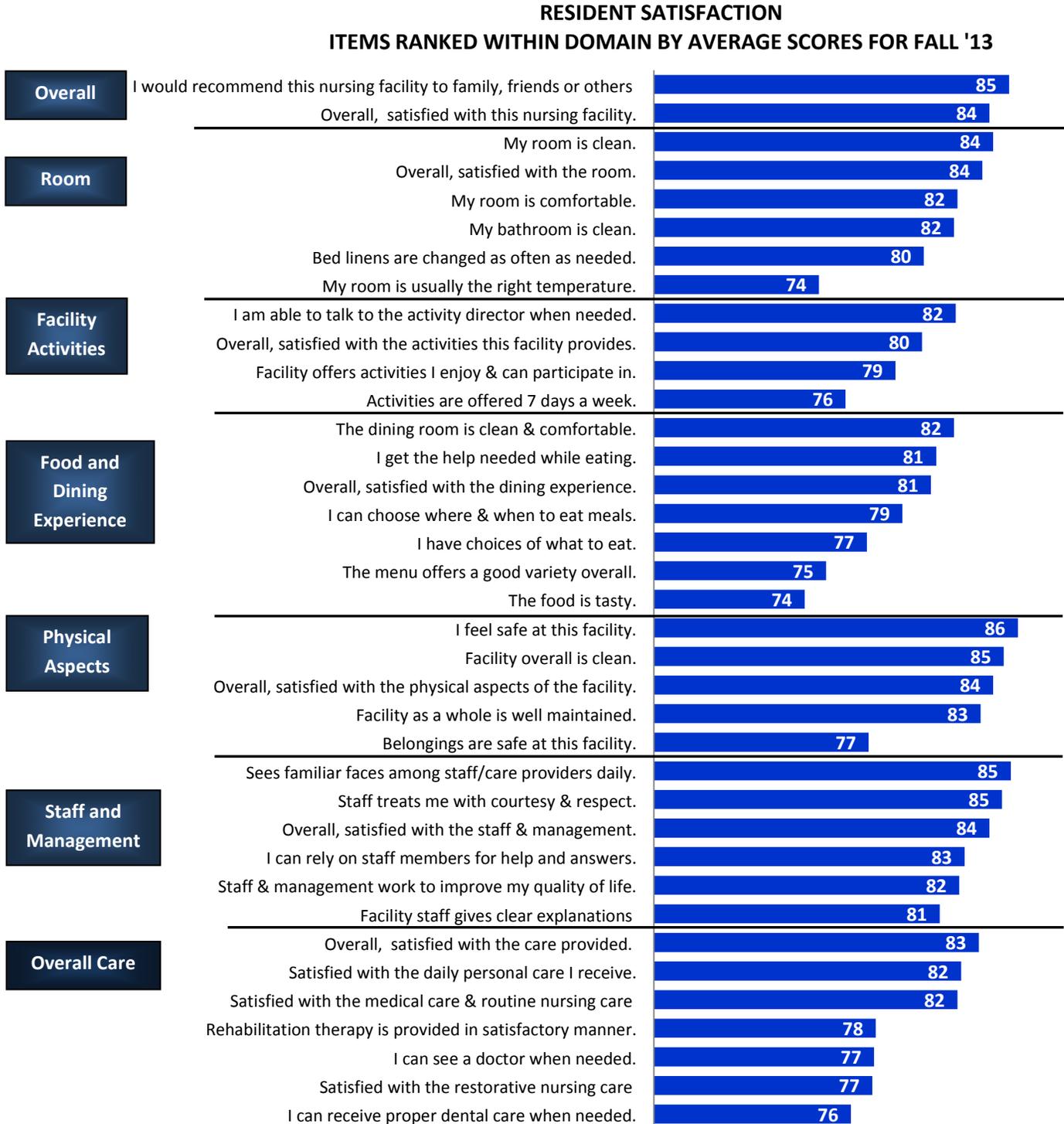
Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree / Strongly Disagree
Overall, I am satisfied with this nursing facility.	51%	42%	4%	3%
I would recommend this nursing facility to family, friends or others.	50%	40%	6%	4%
I feel safe at this facility.	50%	45%	3%	2%
I see familiar faces among the staff and care providers daily.	48%	46%	4%	2%
The staff treats me with courtesy and respect.	47%	46%	5%	2%
The facility overall is clean.	46%	48%	4%	2%
Overall, I am satisfied with the staff and management.	45%	48%	5%	3%
Overall, I am satisfied with the physical aspects of the facility.	45%	48%	5%	2%
Overall, I am satisfied with my room.	45%	48%	4%	3%
My room is clean.	45%	49%	4%	2%
The facility as a whole is well maintained.	44%	48%	5%	3%
Overall, I am satisfied with the care provided to me at this facility.	43%	49%	5%	3%
I can rely on staff members for help and answers.	43%	47%	6%	4%
I am able to talk to the activity director when needed.	43%	45%	9%	2%
The staff and management work to improve my quality of life.	42%	48%	8%	3%
My bathroom is clean.	42%	48%	7%	4%
My room is comfortable.	42%	49%	5%	4%
I am satisfied with the medical care & routine nursing care.	41%	51%	5%	4%
I am satisfied with the daily personal care I receive.	41%	52%	5%	3%
The dining room is clean and comfortable.	41%	48%	8%	2%
My bed linens are changed as often as needed.	41%	47%	6%	6%
The facility staff gives me clear explanations.	40%	48%	8%	4%
Overall, I am satisfied with the dining experience.	39%	49%	7%	4%
I get the help I need while eating.	39%	48%	9%	3%
I can choose where and when to eat meals.	39%	47%	7%	7%
Overall, I am satisfied with the activities this facility provides.	39%	47%	11%	4%
My belongings are safe at this facility.	38%	44%	8%	10%
The facility offers activities that I enjoy and can participate in.	37%	45%	13%	5%
When rehab. is ordered, it is provided in a satisfactory manner.	36%	42%	19%	3%
I can see a doctor when needed.	36%	47%	10%	7%
I am satisfied with the restorative nursing care I receive.	35%	43%	19%	3%
I have choices of what I want to eat.	35%	48%	9%	8%
Activities are offered 7 days a week.	35%	43%	15%	8%
I can receive proper dental care when needed.	33%	45%	16%	6%
The menu offers a good variety overall.	33%	47%	10%	11%
My room is usually the right temperature.	33%	46%	9%	12%
I like the food.	31%	45%	13%	11%

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement:



RESIDENT SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES



RESIDENT SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

		AVERAGE SCORES
OVERALL	I would recommend this nursing facility to family, friends or others	84
	Overall, satisfied with this nursing facility.	85
ROOM	My room is clean.	84
	Overall, satisfied with the room.	84
	My room is comfortable.	82
	My bathroom is clean.	82
	Bed linens are changed as often as needed.	80
	My room is usually the right temperature.	74
FACILITY ACTIVITIES	I am able to talk to the activity director when needed.	82
	Overall, satisfied with the activities this facility provides.	80
	Facility offers activities I enjoy & can participate in.	79
	Activities are offered 7 days a week.	76
FOOD AND DINING EXPERIENCE	The dining room is clean & comfortable.	82
	I get the help needed while eating.	81
	Overall, satisfied with the dining experience.	81
	I can choose where & when to eat meals.	79
	I have choices of what to eat.	77
	The menu offers a good variety overall.	75
	The food is tasty.	74
PHYSICAL ASPECTS	I feel safe at this facility.	86
	Facility overall is clean.	85
	Overall, satisfied with the physical aspects of the facility.	84
	Facility as a whole is well maintained.	83
	Belongings are safe at this facility.	77
STAFF AND MANAGEMENT	Sees familiar faces among staff/care providers daily.	85
	Staff treats me with courtesy & respect.	85
	Overall, satisfied with the staff & management.	84
	I can rely on staff members for help and answers.	83
	Staff & management work to improve my quality of life.	82
	Facility staff gives clear explanations	81
OVERALL CARE	Overall, satisfied with the care provided.	83
	Satisfied with the daily personal care I receive.	82
	Satisfied with the medical care & routine nursing care	82
	Rehabilitation therapy is provided in satisfactory manner.	78
	I can see a doctor when needed.	77
	Satisfied with the restorative nursing care	77
	I can receive proper dental care when needed.	76



RESIDENT SATISFACTION

AVERAGE SCORES (2012 VS. 2013)

		2012 Average Score	2013 Average Score
OVERALL	I would recommend this nursing facility to family, friends or others	84	84
	Overall, satisfied with this nursing facility.	85	85
ROOM	My room is clean.	84	84
	Overall, satisfied with the room.	83	84
	My room is comfortable.	82	82
	My bathroom is clean.	82	82
	Bed linens are changed as often as needed.	81	80
	My room is usually the right temperature.	75	74
FACILITY ACTIVITIES	I am able to talk to the activity director when needed.	83	82
	Overall, satisfied with the activities this facility provides.	80	80
	Facility offers activities I enjoy & can participate in.	79	79
	Activities are offered 7 days a week.	76	76
FOOD AND DINING EXPERIENCE	The dining room is clean & comfortable.	82	82
	I get the help needed while eating.	81	81
	Overall, satisfied with the dining experience.	80	81
	I can choose where & when to eat meals.	79	79
	I have choices of what to eat.	77	77
	The menu offers a good variety overall.	75	75
PHYSICAL ASPECTS	The food is tasty.	73	74
	I feel safe at this facility.	86	86
	Facility overall is clean.	85	85
	Overall, satisfied with the physical aspects of the facility.	84	84
	Facility as a whole is well maintained.	84	83
STAFF AND MANAGEMENT	Belongings are safe at this facility.	77	77
	Sees familiar faces among staff/care providers daily.	85	85
	Staff treats me with courtesy & respect.	85	85
	Overall, satisfied with the staff & management.	84	84
	I can rely on staff members for help and answers.	83	83
	Staff & management work to improve my quality of life.	82	82
OVERALL CARE	Facility staff gives clear explanations	81	81
	Overall, satisfied with the care provided.	83	83
	Satisfied with the daily personal care I receive.	82	82
	Satisfied with the medical care & routine nursing care	82	82
	Rehabilitation therapy is provided in satisfactory manner.	78	78
	I can see a doctor when needed.	78	77
OVERALL CARE	Satisfied with the restorative nursing care	77	77
	I can receive proper dental care when needed.	77	76

81 = Significantly higher than 2013 at 95% Confidence Level



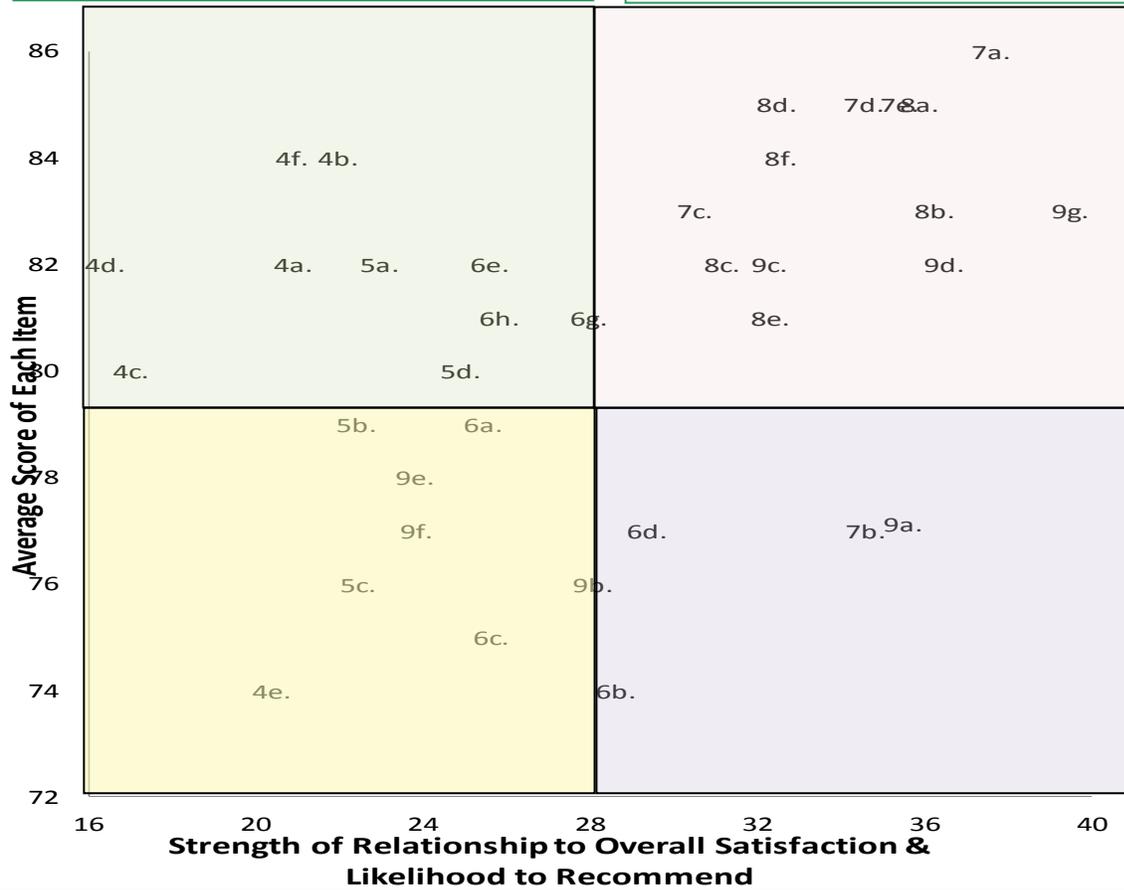
RESIDENT SATISFACTION

QUADRANT ANALYSIS

The relationship to overall satisfaction and likelihood to recommend was derived using correlation analysis

The upper left-hand quadrant shows items with a weaker relationship to Recommendation/Satisfaction with a higher than average score

The upper right-hand quadrant shows items with a strong relationship to Recommendation/Satisfaction with a higher than average score



The bottom left-hand quadrant shows items with a weaker relationship to Recommendation/Satisfaction with a lower than average score

The bottom right-hand quadrant shows items with a strong relationship to Recommendation/Satisfaction and a lower than average score

RESIDENT SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND AREAS OF CONCERN

SECONDARY STRENGTHS

Items with average scores above the midline that have a weaker relationship with "Satisfaction/Recommendation"

- 4b. The resident's room is clean.
- 5a. Resident is able to talk to the activity director when needed.
- 4a. Resident's room is comfortable.
- 6e. The dining room is clean & comfortable.
- 4c. Bed linens are changed as often as needed.
- 6g. The resident gets the help needed while eating.
- 5d. Overall, satisfied with the activities this facility provides.
- 6h. Overall, satisfied with the dining experience.
- 4f. Overall, satisfied with resident's room.
- 4d. Resident's bathroom is clean.

PRIMARY STRENGTHS

Items with average scores above the midline that have a strong relationship with "Satisfaction/Recommendation"

- 7a. The resident feels safe at this facility.
- 7d. Facility overall is clean.
- 8d. Staff treats the resident with courtesy & respect.
- 7c. Facility as a whole is well maintained.
- 8f. Overall, satisfied with the staff & management.
- 9g. Overall, satisfied with the care provided.
- 8b. Resident can rely on staff members for help and answers.
- 9c. Satisfied with the daily personal care he/she receives.
- 9d. Satisfied with the medical care & routine nursing care
- 8c. Staff & management work to improve my quality of life.
- 8e. Facility staff gives clear explanations
- 8a. I see familiar faces among the staff and care providers daily.
- 7e. Overall satisfied with physical aspects of facility.

AREAS OF SECONDARY CONCERN

Items with average scores below the midline that have a weaker relationship with "Satisfaction/Recommendation"

- 4e. Resident's room is usually the right temperature.
- 5b. Facility offers activities I enjoy & can participate in.
- 5c. Activities are offered 7 days a week.
- 6a. The resident can choose where & when to eat meals.
- 6c. The menu offers a good variety overall.
- 9e. Rehabilitation therapy is provided in satisfactory manner.
- 9f. Satisfied with the restorative nursing care.

AREAS OF PRIMARY CONCERN

Items with average scores below the midline that have a strong relationship with "Satisfaction/Recommendation"

- 6b. The resident likes the food.
- 6d. The resident has choices of what to eat.
- 7b. Belongings are safe at this facility.
- 9a. Resident can see a doctor when needed.
- 9b. Resident can receive proper dental care when needed.



RESIDENT SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION

RESIDENTS			
Gender of resident		Age of resident	
Male	28%	Under 45	2%
Female	59%	45 - 54	6%
		55 - 64	14%
		65 - 74	22%
		75 - 84	27%
		85 - 94	23%
		95 or over	3%
			72%

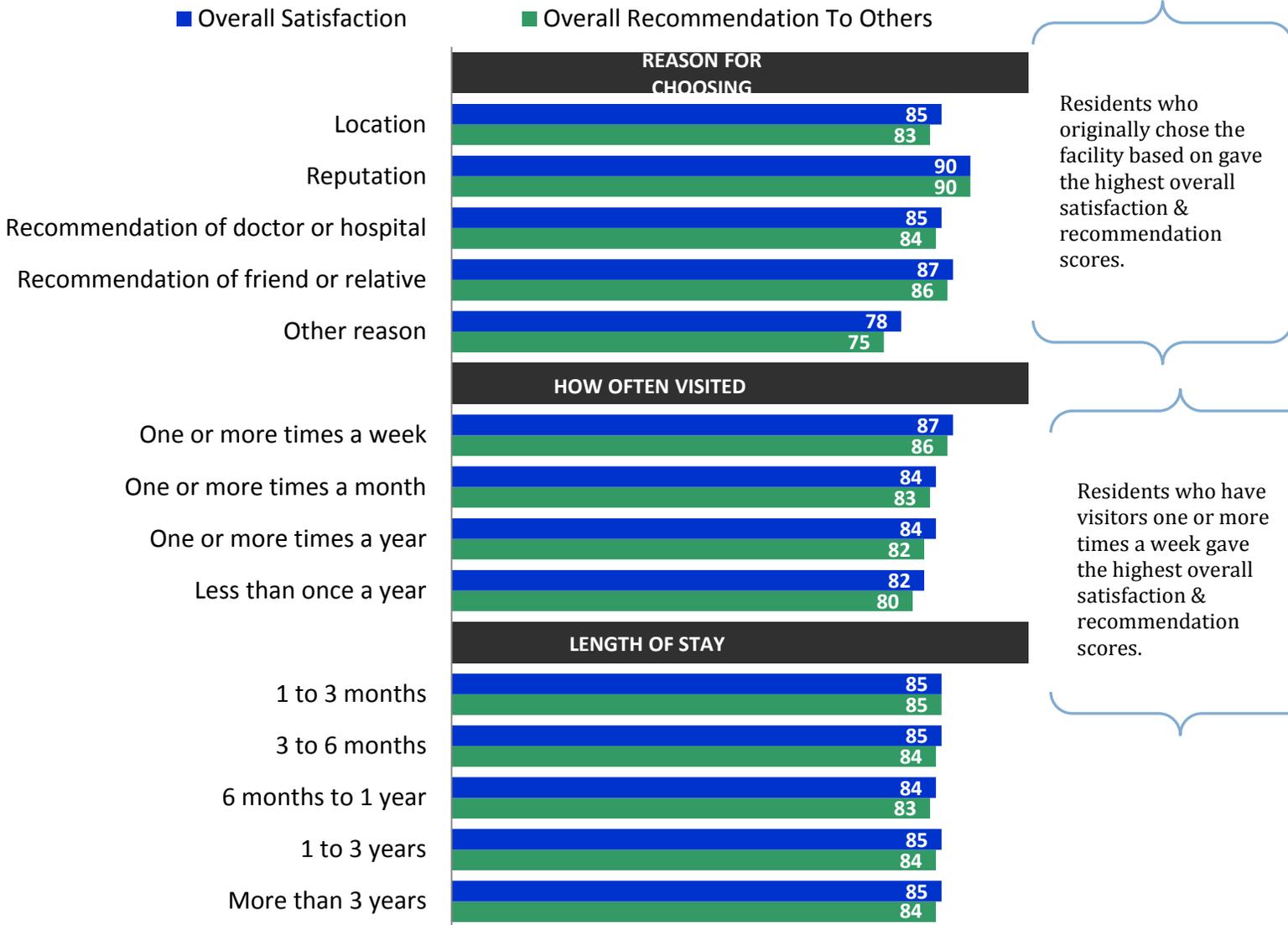
FACILITY CHOICE			
Reason for choosing		Length of stay	
Location	25%	Less than 1 month	1%
Reputation	12%	1 to 3 months	5%
Recommendation of doctor or hospital	24%	3 to 6 months	10%
Recommendation of friend or relative	22%	6 months to 1 year	16%
Other reason	13%	1 to 3 years	35%
		More than 3 years	29%
			64%

VISITORS			
Person visiting most		How often visited	
Spouse	8%	One or more times a week	52%
Adult child/child	40%	One or more times a month	26%
Brother or sister	15%	One or more times a year	11%
Other family member	18%	Less than once a year	5%
Friend	13%		
			78%

Assistance with survey	
Without assistance	31%
Family member	6%
Staff member	55%
A friend	2%
Another resident	1%
Other	4%



RESIDENT SATISFACTION DEMOGRAPHIC DIFFERENCES IN AVERAGE SCORES FOR “OVERALL SATISFACTION” AND “RECOMMENDATION TO OTHERS”



Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: 10b) Overall, I am satisfied with this nursing facility. 10a) I would recommend this nursing facility to family, friends, or others as a place to consider for nursing care.



RESIDENT SATISFACTION

SKILLED NURSING RESIDENT SATISFACTION SURVEY

1a. What is the most important reason why you or your family selected this facility?
1b. How long have you lived in this nursing facility?
1c. Who visits you most often?
1d. How often does this person visit you?
2. What is your age?
3. What is your gender?
4a. My room is comfortable.
4b. My room is clean.
4c. My bed linens are changed as often as needed.
4d. My bathroom is clean.
4e. My room is usually the right temperature.
4f. Overall, I am satisfied with my room.
5a. I am able to talk to the activity director when I need to.
5b. The facility offers activities that I both enjoy and can participate in.
5c. Activities are offered 7 days a week.
5d. Overall, I am satisfied with the activities this facility provides.
6a. I can choose where and when to eat my meals.
6b. The food is tasty.
6c. The menu offers a good variety overall.
6d. I have choices of what I want to eat.
6e. The dining room area is clean and comfortable.
6g. I get the help I need while eating.
6h. Overall, I am satisfied with my dining experience.
7a. I feel safe at this facility.
7b. I feel that my belongings are safe at this facility.
7c. The facility as a whole is well maintained.
7d. The facility overall is clean.
7e. Overall, I am satisfied with the physical aspects of the facility.
8a. I see familiar faces among the staff and care providers daily.
8b. I can rely on staff members for help and answers.
8c. The staff and management work to improve my quality of life.
8d. The staff treats me with courtesy and respect.
8e. I receive clear explanations about things I need or want to know.
8f. Overall, I am satisfied with the staff and management.
9a. I can see a doctor when needed.
9b. I can receive proper dental care when needed.
9c. I am satisfied with the daily personal care I receive.
9d. I am satisfied with the medical care and routine nursing care I receive.
9e. When rehabilitation therapy is ordered for me, it is provided in a satisfactory manner.
9f. I am satisfied with the restorative nursing care I receive.
9g. Overall, I am satisfied with the care provided to me at this facility.
10a. I would recommend this nursing facility to family, friends or others as a place to consider for nursing care.
10b. Overall, I am satisfied with this nursing facility.



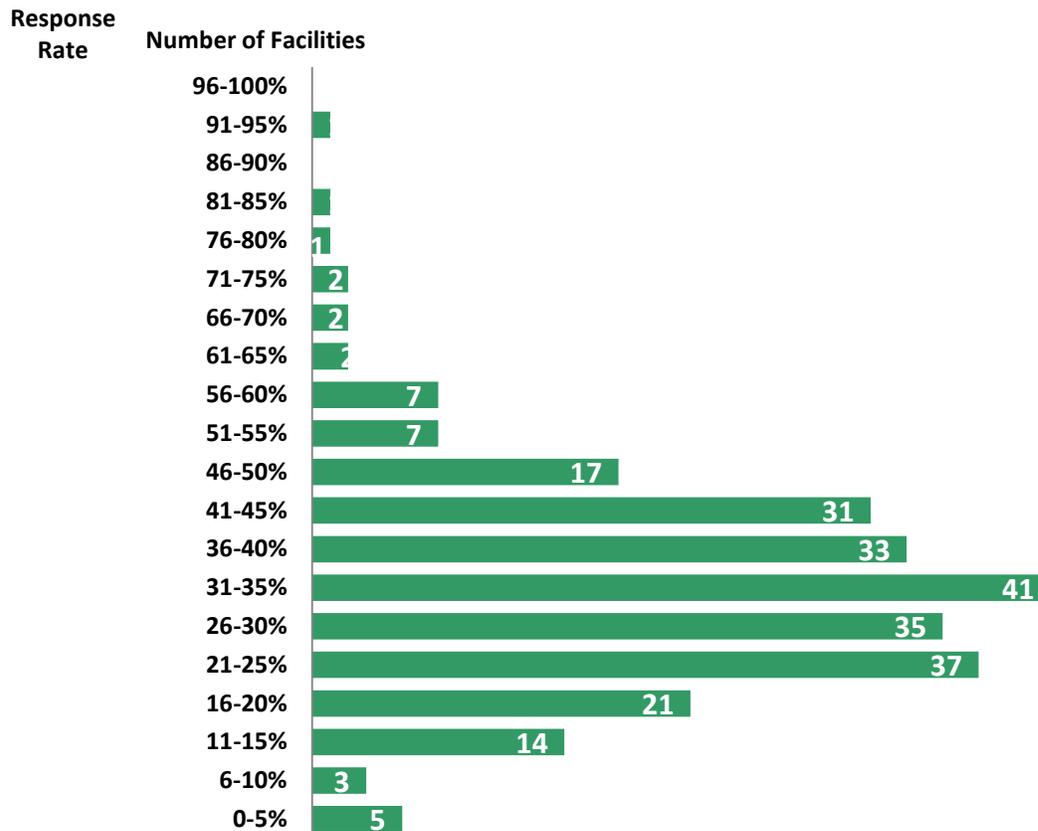
Family Member Satisfaction Survey Results



FAMILY MEMBER SURVEY RESPONSE RATES

Response Rates by Survey Time Period

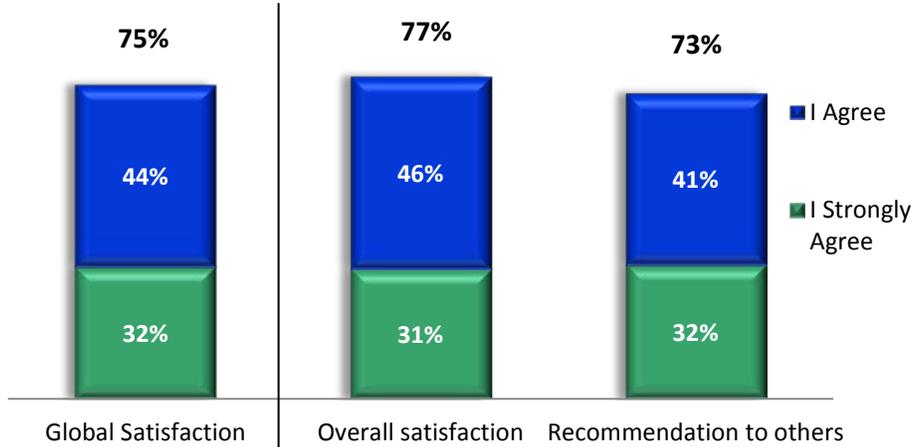
Participation	Survey Time Period				
	Fall 2013	Fall 2012	Spring 2011	Fall 2010	Spring 2010
Family Member Response Rate	33%	35%	37%	42%	43%
Number of Participating Facilities	256	263	287	278	280
Number of Family Member Surveys Received	2,333	2,435	2,920	3,430	3,434



FAMILY MEMBER SATISFACTION

GLOBAL SATISFACTION

OVERALL SATISFACTION WITH NURSING FACILITY PERCENT "AGREE" OR "STRONGLY AGREE"



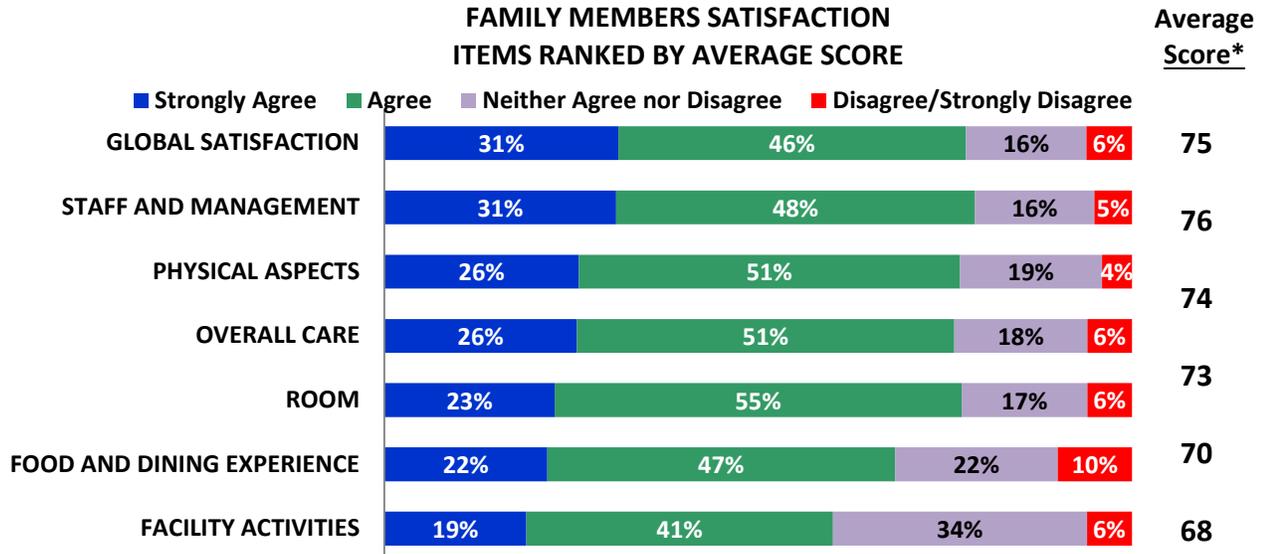
NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: 10b) Overall, the resident is satisfied with this nursing facility. 10a) The resident would recommend this nursing facility to family, friends, or others as a place to consider for nursing care.



FAMILY MEMBER SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN



* Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the following statement: Overall, the resident is satisfied with [the physical aspects], [the staff and management], [my room], [the care], [activities], [my dining experience] at this facility.



FAMILY MEMBER SATISFACTION

ITEMS RANKED BY PERCENT WHO "STRONGLY AGREE"

FAMILY MEMBERS SATISFACTION ITEMS RANKED BY PERCENT "STRONGLY AGREE"

■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree / Strongly Disagree

Item	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree / Strongly Disagree
Resident would recommend facility to family, friends, others.	32%	41%	19%	8%
Overall, the resident is satisfied with this nursing facility.	31%	46%	16%	6%
Resident sees familiar faces among the staff & care providers daily.	38%	53%	7%	3%
The staff treats the resident with courtesy and respect.	38%	50%	8%	4%
The facility staff gives the resident clear explanations.	35%	47%	11%	7%
The resident feels safe at this facility.	32%	52%	12%	3%
Staff & management work to improve resident's quality of life.	32%	46%	16%	7%
The resident can rely on staff members for help and answers.	31%	47%	15%	7%
Overall, the resident is satisfied with the staff and management.	31%	48%	16%	5%
The facility overall is clean.	30%	55%	10%	5%
The resident's bed linens are changed as often as needed.	29%	51%	13%	7%
The facility as a whole is well maintained.	29%	52%	13%	7%
The resident's room is clean.	28%	54%	10%	8%
The dining room is clean and comfortable.	28%	57%	12%	4%
The resident gets the help he/she needs while eating.	28%	50%	14%	8%
Overall, resident is satisfied with physical aspects of the facility.	26%	51%	19%	4%
The resident can see a doctor when needed.	26%	53%	13%	8%
Overall, the resident is satisfied with the care provided to him/her.	26%	51%	18%	6%
The resident's room is comfortable.	25%	56%	12%	7%
Resident is satisfied with medical & routine nursing care.	25%	53%	16%	6%
The resident's bathroom is clean.	23%	52%	17%	8%
Overall, the resident is satisfied with the room.	23%	55%	17%	6%
Overall, the resident is satisfied with the dining experience.	22%	47%	22%	10%
The resident is satisfied with the daily personal care he/she receives.	22%	47%	20%	11%
When rehab. is ordered, it is provided in a satisfactory manner.	22%	42%	30%	6%
The resident is able to talk to the activity director when needed.	21%	40%	30%	8%
The resident is satisfied with the restorative nursing care.	21%	43%	30%	6%
The resident's room is usually the right temperature.	20%	58%	13%	9%
The facility offers activities the resident enjoys & can participate in.	20%	43%	28%	9%
The menu offers a good variety overall.	20%	47%	22%	11%
The resident's belongings are safe at this facility.	20%	43%	20%	17%
Activities are offered 7 days a week.	19%	38%	33%	9%
Overall, resident is satisfied with activities facility provides.	19%	41%	34%	6%
The resident can choose where and when to eat meals.	18%	37%	26%	20%
The resident likes the food.	18%	45%	25%	12%
The resident can receive proper dental care when needed.	18%	38%	32%	12%
The resident has choices of what he/she wants to eat.	17%	38%	27%	18%



FAMILY MEMBER SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

Overall

Room

Facility Activities

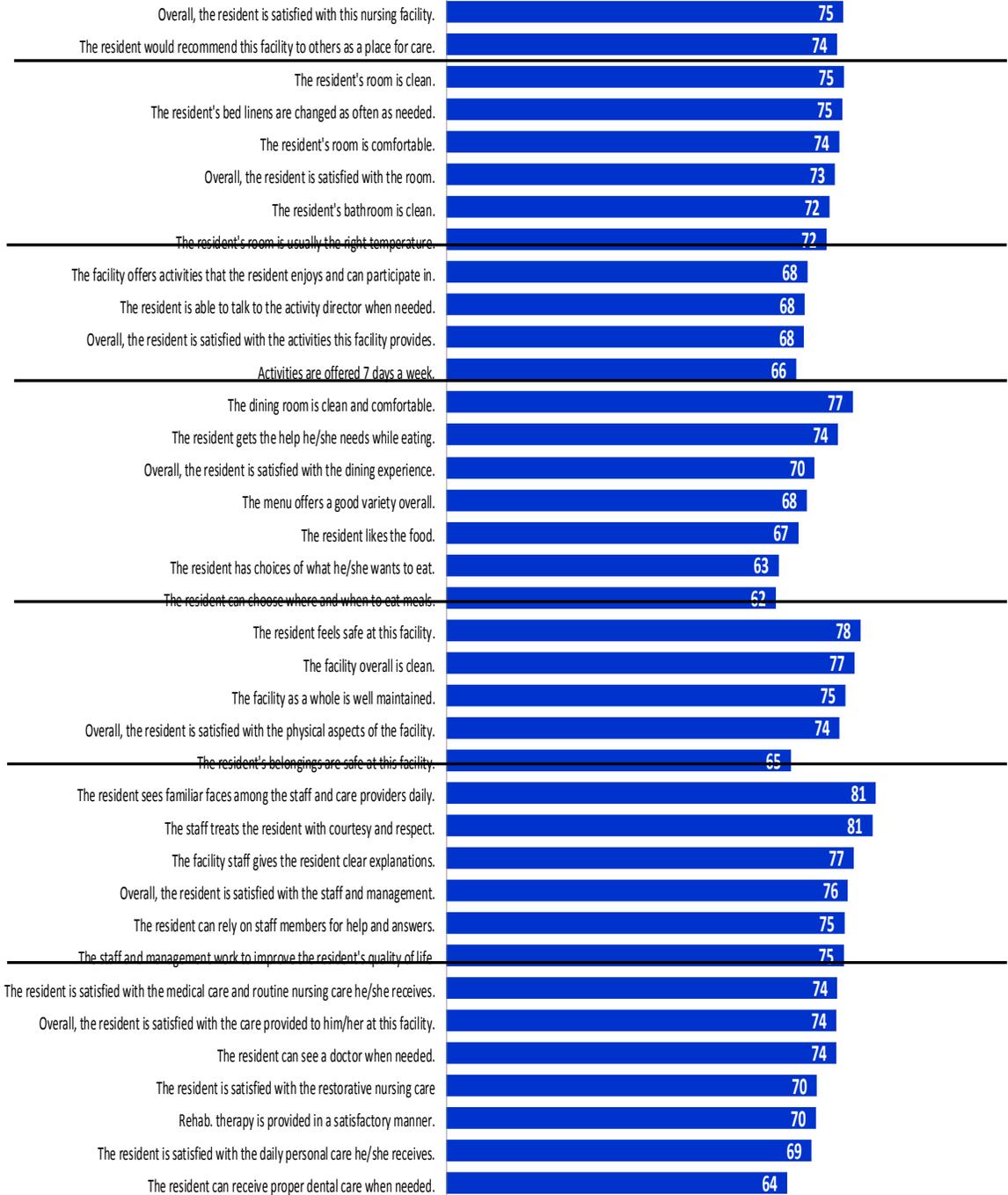
Food and Dining Experience

Physical Aspects

Staff and Management

Overall Care

FAMILY MEMBERS SATISFACTION
ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES



FAMILY MEMBER SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

		AVERAGE SCORES
OVERALL	Overall, the resident is satisfied with this nursing facility.	75
	The resident would recommend this facility to others as a place for care.	74
ROOM	The resident's room is clean.	75
	The resident's bed linens are changed as often as needed.	75
	The resident's room is comfortable.	74
	Overall, the resident is satisfied with the room.	73
	The resident's bathroom is clean.	72
	The resident's room is usually the right temperature.	72
FACILITY ACTIVITIES	The facility offers activities that the resident enjoys and can participate in.	68
	The resident is able to talk to the activity director when needed.	68
	Overall, the resident is satisfied with the activities this facility provides.	68
	Activities are offered 7 days a week.	66
FOOD AND DINING EXPERIENCE	The dining room is clean and comfortable.	77
	The resident gets the help he/she needs while eating.	74
	Overall, the resident is satisfied with the dining experience.	70
	The menu offers a good variety overall.	68
	The resident likes the food.	67
	The resident has choices of what he/she wants to eat.	63
PHYSICAL ASPECTS	The resident can choose where and when to eat meals.	62
	The resident feels safe at this facility.	78
	The facility overall is clean.	77
	The facility as a whole is well maintained.	75
	Overall, the resident is satisfied with the physical aspects of the facility.	74
STAFF AND MANAGEMENT	The resident's belongings are safe at this facility.	65
	The resident sees familiar faces among the staff and care providers daily.	81
	The staff treats the resident with courtesy and respect.	81
	The facility staff gives the resident clear explanations.	77
	Overall, the resident is satisfied with the staff and management.	76
	The resident can rely on staff members for help and answers.	75
OVERALL CARE	The staff and management work to improve the resident's quality of life.	75
	The resident is satisfied with the medical care and routine nursing care he/she receives.	74
	The resident can see a doctor when needed.	74
	Overall, the resident is satisfied with the care provided to him/her at this facility.	74
	Rehab. therapy is provided in a satisfactory manner.	70
	The resident is satisfied with the daily personal care he/she receives.	70
	The resident is satisfied with the restorative nursing care	69
The resident can receive proper dental care when needed.	64	



FAMILY MEMBER SATISFACTION

AVERAGE SCORES (2012 VS. 2013)

		2012 Average	2013 Average
OVERALL	Overall, the resident is satisfied with this nursing facility.	76	75
	The resident would recommend this facility to others as a place for care.	74	74
ROOM	The resident's room is usually the right temperature.	73	72
	The resident's bathroom is clean.	74	72
	Overall, the resident is satisfied with the room.	75	73
	The resident's room is comfortable.	76	74
	The resident's bed linens are changed as often as needed.	75	75
	The resident's room is clean.	76	75
FACILITY ACTIVITIES	Activities are offered 7 days a week.	66	66
	Overall, the resident is satisfied with the activities this facility provides.	69	68
	The resident is able to talk to the activity director when needed.	68	68
	The facility offers activities that the resident enjoys and can participate in.	69	68
FOOD AND DINING EXPERIENCE	The dining room is clean and comfortable.	77	77
	The resident gets the help he/she needs while eating.	75	74
	Overall, the resident is satisfied with the dining experience.	70	70
	The menu offers a good variety overall.	70	68
	The resident likes the food.	68	67
	The resident has choices of what he/she wants to eat.	63	63
	The resident can choose where and when to eat meals.	62	62
PHYSICAL ASPECTS	The resident feels safe at this facility.	79	78
	The facility overall is clean.	78	77
	The facility as a whole is well maintained.	76	75
	Overall, the resident is satisfied with the physical aspects of the facility.	75	74
STAFF AND MANAGEMENT	The resident's belongings are safe at this facility.	66	65
	The resident sees familiar faces among the staff and care providers daily.	81	81
	The staff treats the resident with courtesy and respect.	81	81
	The facility staff gives the resident clear explanations.	77	77
	Overall, the resident is satisfied with the staff and management.	76	76
	The resident can rely on staff members for help and answers.	76	75
OVERALL CARE	The staff and management work to improve the resident's quality of life.	76	75
	The resident is satisfied with the medical care and routine nursing care he/she receives.	75	74
	The resident can see a doctor when needed.	75	74
	Overall, the resident is satisfied with the care provided to him/her at this facility.	75	74
	Rehab. therapy is provided in a satisfactory manner.	71	70
	The resident is satisfied with the daily personal care he/she receives.	70	69
	The resident is satisfied with the restorative nursing care	70	70
The resident can receive proper dental care when needed.	65	64	

 = **Significantly higher than 2013 at 95% Confidence Level**



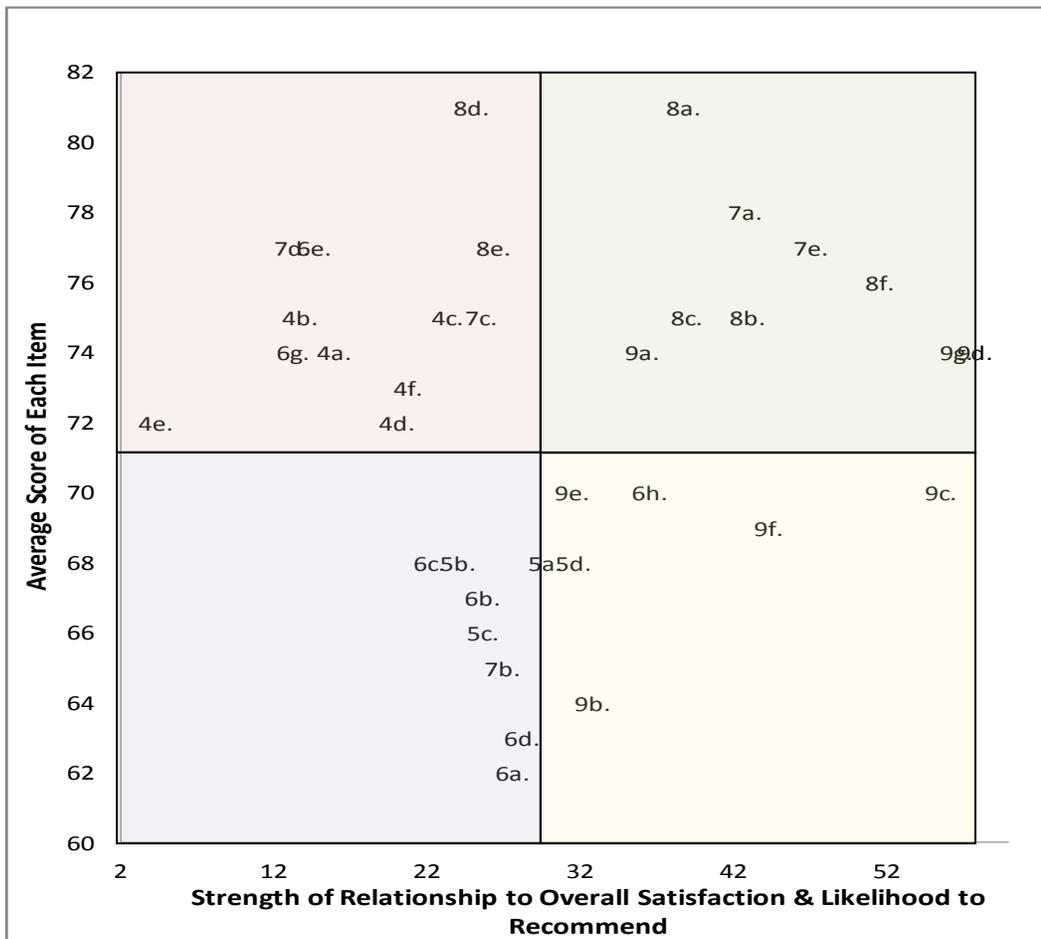
FAMILY MEMBER SATISFACTION

QUADRANT ANALYSIS

The relationship to overall satisfaction and likelihood to recommend was derived using correlation analysis.

The upper left-hand quadrant shows items with a weaker relationship to Recommendation/Satisfaction with a higher than average score.

The upper right-hand quadrant shows items with a strong relationship to Recommendation/Satisfaction with a higher than average score.



The bottom left-hand quadrant shows items with a weaker relationship to Recommendation/Satisfaction with a lower than average score.

The bottom right-hand quadrant shows items with a strong relationship to Recommendation/ Satisfaction and a lower than average score.



FAMILY MEMBER SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND AREAS OF CONCERN

SECONDARY STRENGTHS

Items with average scores above the midline that have a weaker relationship with "Satisfaction/Recommendation"

- 6e. The dining room is clean and comfortable.
- 4b. The resident's room is clean.
- 8e. The facility staff gives the resident clear explanations of things we need or want to know about.
- 4a. The resident's room is comfortable.
- 4c. The resident's bed linens are changed as often as needed.
- 6g. The resident gets the help he/she needs while eating.
- 4d. The resident's bathroom is clean.
- 4e. The resident's room is usually the right temperature.
- 4f. Overall, the resident is satisfied with the room.
- 7d. The facility overall is clean.
- 7c. The facility as a whole is well maintained.
- 8d. The staff treats the resident with courtesy and respect.

PRIMARY STRENGTHS

Items with average scores above the midline that have a strong relationship with "Satisfaction/Recommendation"

- 7a. The resident feels safe at this facility.
- 9a. The resident can see a doctor when needed.
- 7e. Overall, the resident is satisfied with the physical aspects of the facility.
- 8a. The resident sees familiar faces among the staff and care providers daily.
- 8c. The staff and management work to improve the resident's quality of life.
- 8f. Overall, the resident is satisfied with the staff and management.
- 8b. The resident can rely on staff members for help and answers.
- 9d. The resident is satisfied with the medical care and routine nursing care he/she receives.
- 9g. Overall, the resident is satisfied with the care provided to him/her at this facility.

AREAS OF SECONDARY CONCERN

Items with average scores below the midline that have a weaker relationship with "Satisfaction/Recommendation"

- 5b. The facility offers activities that the resident enjoys and can participate in.
- 6c. The menu offers a good variety overall.
- 5a. The resident is able to talk to the activity director when needed.
- 6b. The resident likes the food.
- 7b. The resident's belongings are safe at this facility.
- 5c. Activities are offered 7 days a week.
- 6d. The resident has choices of what he/she wants to eat.
- 6a. The resident can choose where and when to eat meals.

AREAS OF PRIMARY CONCERN

Items with average scores below the midline that that have a strong relationship with "Satisfaction/Recommendation"

- 9c. The resident is satisfied with the daily personal care he/she receives.
- 6h. Overall, the resident is satisfied with the dining experience.
- 9f. The resident is satisfied with the restorative nursing care he/she receives.
- 9b. The resident can receive proper dental care when needed.
- 5d. Overall, the resident is satisfied with the activities this facility provides.
- 9e. When rehabilitation therapy is ordered for the resident, it is provided in manner.



FAMILY MEMBER SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION

FAMILY MEMBERS

Gender of family members	
Male	23%
Female	70%
No Answer	7%

Age of family members	
Under 45	1%
45 - 54	2%
55 - 64	5%
65 - 74	11%
75 - 84	29%
85 - 94	41%
95 or over	10%

81%

FACILITY CHOICE

Reason for choosing	
Location	46%
Reputation	16%
Recommendation of doctor or hospital	11%
Recommendation of friend or relative	13%
Other reason	13%

62%

Length of stay	
Less than 1 month	1%
1 to 3 months	5%
3 to 6 months	8%
6 months to 1 year	14%
1 to 3 years	40%
More than 3 years	31%

71%

VISITORS

Person visiting most	
Spouse	14%
Adult child/child	48%
Friend / Neighbor	2%
Other family member	28%
Legal guardian	7%

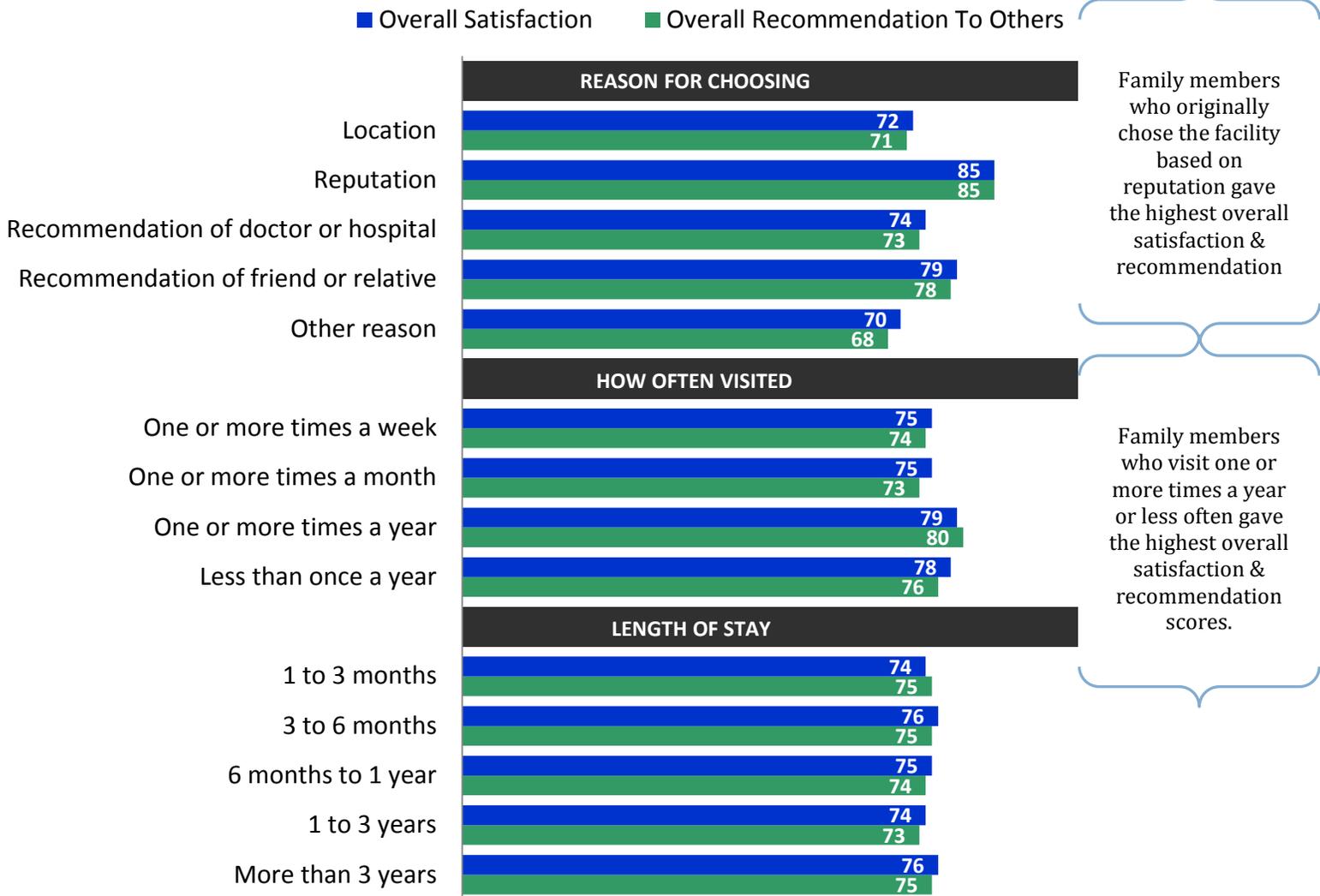
How often visited	
One or more times a week	73%
One or more times a month	17%
One or more times a year	7%
Less than once a year	1%

90%



FAMILY MEMBER SATISFACTION

AVERAGE SCORES FOR “OVERALL SATISFACTION” AND “RECOMMENDATION TO OTHERS” BY DEMOGRAPHICS



Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: 10b) Overall, the resident is satisfied with this nursing facility. 10a) The resident would recommend this nursing facility to family, friends, or others as a place to consider for nursing care.



FAMILY MEMBER SATISFACTION

SKILLED NURSING FAMILY MEMBER SATISFACTION SURVEY REFERENCES

1a. What is the most important reason this facility was selected?
1b. How long has the resident lived in this nursing facility?
1c. What is your relationship to the resident of this nursing facility?
1d. How often do you visit this resident?
2. What is the resident's age?
3. What is the resident's gender?
4a. The resident's room is comfortable.
4b. The resident's room is clean.
4c. The resident's bed linens are changed as often as needed.
4d. The resident's bathroom is clean.
4e. The resident's room is usually the right temperature.
4f. Overall, the resident is satisfied with the room.
5a. The resident is able to talk to the activity director when needed.
5b. The facility offers activities that the resident both enjoys and can participate in.
5c. Activities are offered 7 days a week.
5d. Overall, the resident is satisfied with the activities this facility provides.
6a. The resident can choose where and when to eat meals.
6b. The resident likes the food.
6c. The menu offers a good variety overall.
6d. The resident has choices of what he/she wants to eat.
6f. The dining room is clean and comfortable.
6g. The resident gets the help he/she needs while eating.
6h. Overall, the resident is satisfied with the dining experience.
7a. The resident feels safe at this facility.
7b. The resident's belongings are safe at this facility.
7c. The facility as a whole is well maintained.
7d. The facility overall is clean.
7e. Overall, the resident is satisfied with the physical aspects of the facility.
8a. The resident sees familiar faces among the staff and care providers daily.
8b. The resident can rely on staff members for help and answers.
8c. The staff and management work to improve the resident's quality of life.
8d. The staff treats the resident with courtesy and respect.
8e. The facility staff gives the resident and me clear explanations of things we need or want to know about.
8f. Overall, the resident is satisfied with the staff and management.
9a. The resident can see a doctor when needed.
9b. The resident can receive proper dental care when needed.
9c. The resident is satisfied with the daily personal care he/she receives.
9d. The resident is satisfied with the medical care and routine nursing care he/she receives.
9e. When rehabilitation therapy is ordered for the resident, it is provided in a satisfactory manner.
9f. The resident is satisfied with the restorative nursing care he/she receives.
9g. Overall, the resident is satisfied with the care provided to him/her at this facility.
10a. The resident would recommend this nursing facility to family, friends or others as a place to consider for nursing care.
10b. Overall, the resident is satisfied with this nursing facility.



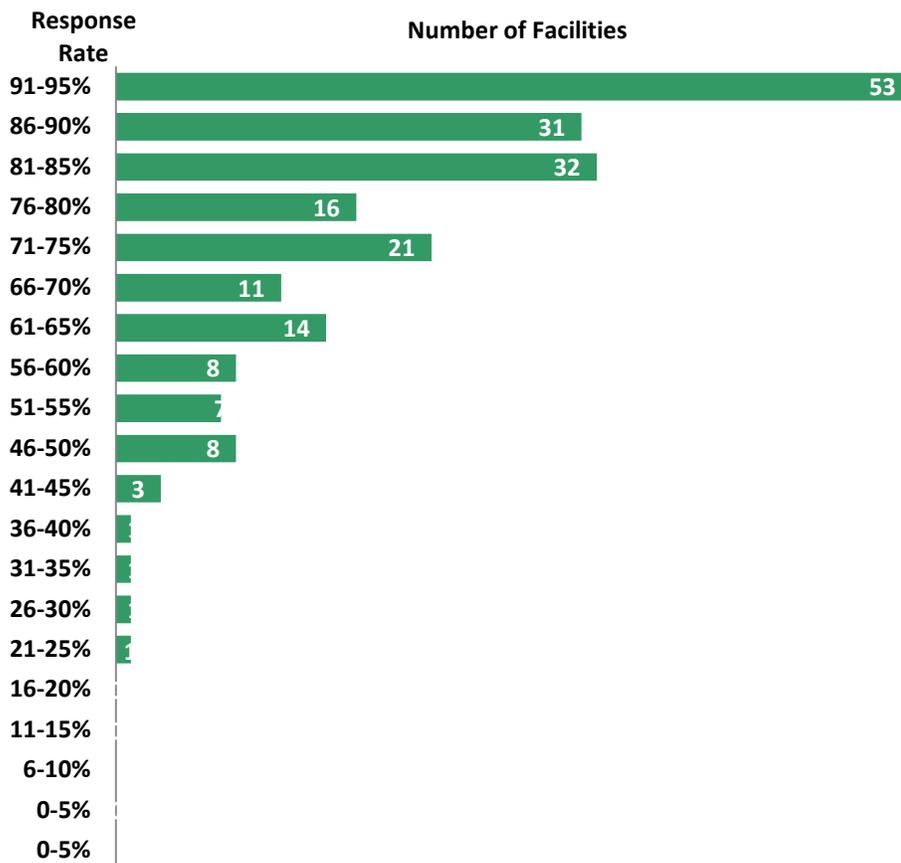
Employee Satisfaction Survey Results



EMPLOYEE SURVEY RESPONSE RATES

Response Rates by Survey Time Period

Participation	Fall 2013			Fall 2012	Spring 2011	Fall 2010	Spring 2010
	Paper	Web	Combined				
Employee Response Rate	81%	50%	81%	80%	76%	80%	81%
Number of Participating Facilities	261	7	261	262	288	281	283
Number of Employee Surveys Received	17,898	13	17,924	14,124	15,930	16,463	16,485



EMPLOYEE SATISFACTION

GLOBAL SATISFACTION

OVERALL SATISFACTION WITH NURSING FACILITY PERCENT "AGREE" OR "STRONGLY AGREE"



NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

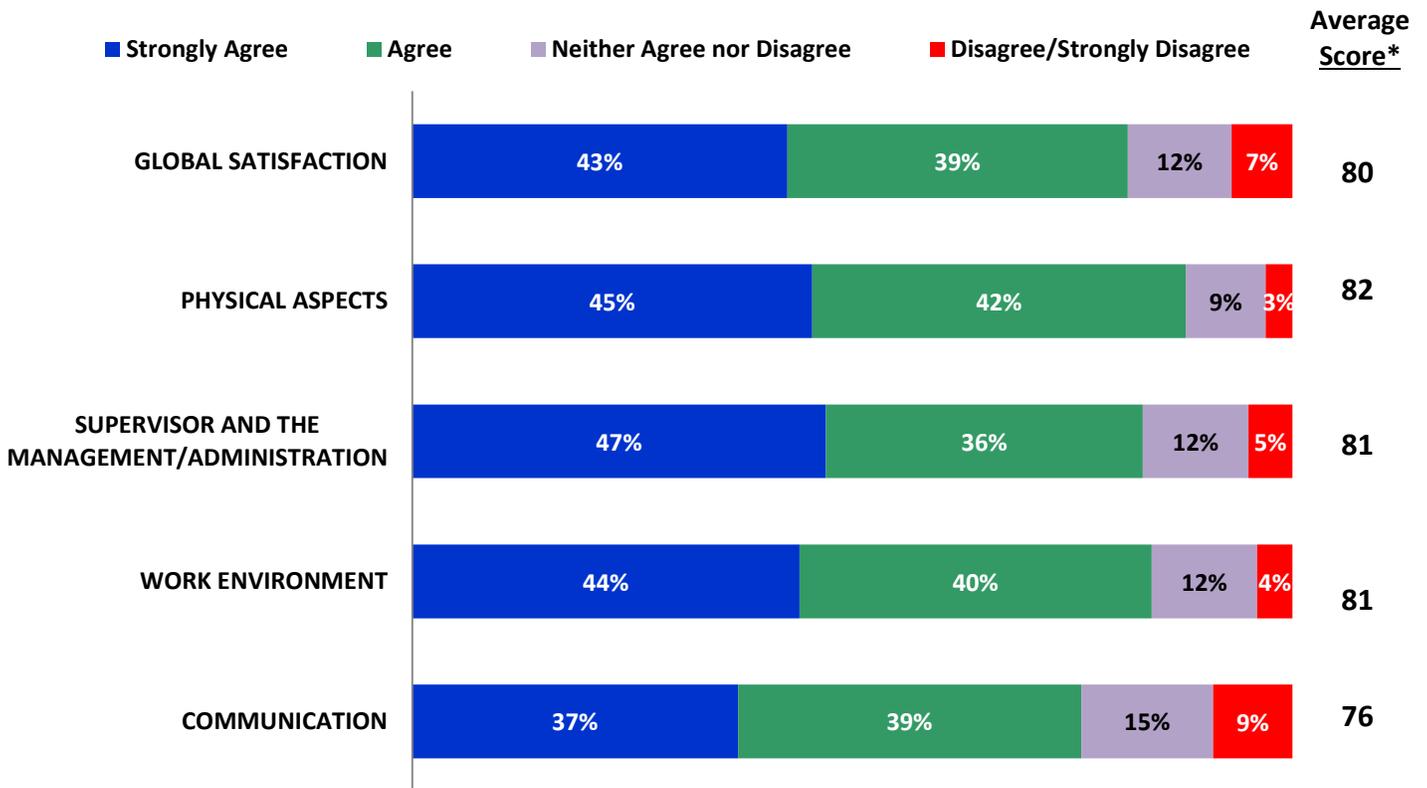
Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: 10a) I would recommend this facility to family, friends, or others as a place to consider as a nursing care facility. 10b) I would recommend this facility to others as a place to work. 10c) I probably will be working at this facility one year from now. 10d) Overall, I am satisfied with my job at this nursing facility.



EMPLOYEE SATISFACTION

GLOBAL SATISFACTION AND RATINGS BY DOMAIN

**EMPLOYEE OVERALL SATISFACTION BY DOMAIN
RANKED BY AVERAGE SCORE**



Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

NOTE: The Global Satisfaction score was not derived directly from an item in the survey, but is the average of the scores for the "overall satisfaction" and "recommendation to others" items.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the following statement: Overall, I am satisfied with [the physical aspects], [my supervisors and management], [the work environment], [the communication] at this facility.



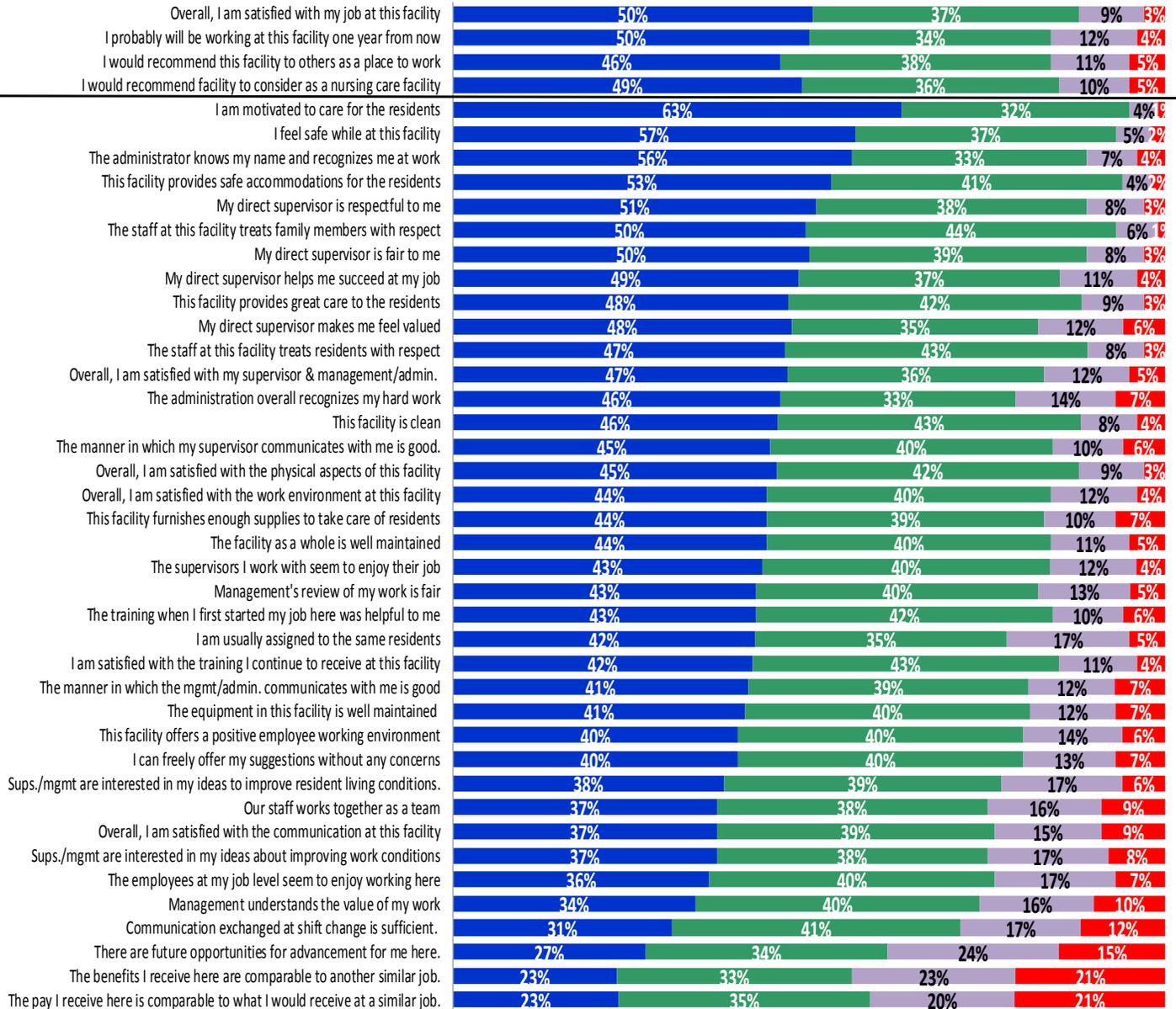
EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT WHO "STRONGLY AGREE"

EMPLOYEE SATISFACTION

ITEMS RANKED BY PERCENT "STRONGLY AGREE"

■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree / Strongly Disagree



EMPLOYEE SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

EMPLOYEE SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

Overall

Overall, I am satisfied with my job at this facility	84
I probably will be working at this facility one year from now	82
I would recommend this facility as a nursing care facility	82
I would recommend this facility to others as a place to work	81

Physical Aspects

I feel safe while at this facility	87
This facility provides safe accommodations for the residents	86
This facility is clean	82
Overall, I am satisfied with the physical aspects of this facility	82
The facility as a whole is well maintained	80
This facility furnishes enough supplies to take care of residents	79
The equipment in this facility is well maintained	78

Communication

I am satisfied with the training I continue to receive at this facility	80
The manner in which my supervisor communicates with me is good	80
The training I received when I first started my job here was helpful	80
The manner in which the mgmt/admin. communicates with me is good	78
I can freely offer my suggestions without any concerns	77
Sups./mgmt. are interested in my ideas about improving resident...	77
Overall, I am satisfied with the communication at this facility	76
Sups./mgmt. are interested in my ideas about improving work...	76
The communication that is exchanged at shift change is sufficient	72

Supervisors/ Mgmt./Admin

The administrator knows my name and recognizes me at work	85
My direct supervisor is respectful to me	84
My direct supervisor is fair to me	84
My direct supervisor helps me succeed at my job	82
Overall, I am satisfied with my sup. and the mgmt/admin.	81
My direct supervisor makes me feel valued	81
Mgmt's review of my work is fair	80
The admin. overall recognizes my hard work	79
Mgmt. understands the value of my work	73

Work Environment & Motivations

I am motivated to care for the residents	89
The staff at this facility treats family members with respect	85
This facility provides great care to the residents	84
The staff at this facility treats residents with respect	83
Overall, I am satisfied with the work environment at this facility	81
The supervisors I work with seem to enjoy their job	81
This facility offers a positive employee working environment	79
I am usually assigned to the same residents	78
The employees at my job level seem to enjoy working here	76
Our staff works together as a team	76
There are future opportunities for advancement for me here	67
The pay I receive is comparable to a similar job	63
The benefits I receive are comparable to a similar job	62



EMPLOYEE SATISFACTION

ITEMS RANKED WITHIN DOMAIN BY AVERAGE SCORES

	AVERAGE SCORES	
OVERALL	Overall, I am satisfied with my job at this facility	84
	I probably will be working at this facility one year from now	82
	I would recommend this facility to family, friends or others as a place to consider	82
	I would recommend this facility to others as a place to work	81
PHYSICAL ASPECTS	I feel safe while at this facility	87
	This facility provides safe accommodations for the residents	86
	This facility is clean	82
	Overall, I am satisfied with the physical aspects of this facility	82
	The facility as a whole is well maintained	80
	This facility furnishes enough supplies to take care of residents	79
COMMUNICATION	The equipment in this facility is well maintained	78
	The manner in which my supervisor communicates with me is good	80
	I am satisfied with the training I continue to receive at this facility	80
	The training I received when I first started my job here was helpful to me	80
	The manner in which the mgmt/admin. communicates with me is good	78
	I can freely offer my suggestions without any concerns	77
	Supervisors and mgmt. are interested in my ideas about improving living conditions for residents	77
	Supervisors and mgmt. are interested in my ideas about improving work conditions	76
SUPERVISOR AND THE MANAGEMENT/ADMINISTRATION	Overall, I am satisfied with the communication at this facility	76
	The amount of communication that is exchanged at shift change is sufficient for me	72
	The administrator knows my name and recognizes me at work	85
	My direct supervisor is respectful to me	84
	My direct supervisor is fair to me	84
	My direct supervisor helps me succeed at my job	82
	Overall, I am satisfied with my supervisor and the mgmt/adm of this facility	81
	My direct supervisor makes me feel valued	81
	Mgmt's review of my work is fair	80
	The admin. overall recognizes my hard work	79
WORK ENVIRONMENT	Mgmt. understands the value of my work	73
	I am motivated to care for the residents	89
	The staff at this facility treats family members with respect	85
	This facility provides great care to the residents	84
	The staff at this facility treats residents with respect	83
	Overall, I am satisfied with the work environment at this facility	81
	The supervisors I work with seem to enjoy their job	81
	This facility offers a positive employee working environment	79
	I am usually assigned to the same residents	78
	The employees at my job level seem to enjoy working here	76
	Our staff works together as a team	76
	There are future opportunities for advancement for me here	67
The pay I receive is comparable to a similar job	63	
The benefits I receive are comparable to a similar job	62	



EMPLOYEE SATISFACTION

AVERAGE SCORES (2012 VS. 2013)

		2012 Average Score	2013 Average Score
OVERALL	Overall, I am satisfied with my job at this facility	84	84
	I probably will be working at this facility one year from now	82	82
	I would recommend this facility to family, friends or others as a place to consider as a nursing care facility	82	82
	I would recommend this facility to others as a place to work	82	81
PHYSICAL ASPECTS	I feel safe while at this facility	88	87
	This facility provides safe accommodations for the residents	86	86
	This facility is clean	83	82
	Overall, I am satisfied with the physical aspects of this facility	83	82
	The facility as a whole is well maintained	81	80
	This facility furnishes enough supplies to take care of residents	80	79
	The equipment in this facility is well maintained	79	78
COMMUNICATION	The manner in which my supervisor communicates with me is good	80	80
	I am satisfied with the training I continue to receive at this facility	81	80
	The training I received when I first started my job here was helpful to me	80	80
	The manner in which the mgmt/admin. communicates with me is good	78	78
	I can freely offer my suggestions without any concerns	78	77
	Supervisors and mgmt. are interested in my ideas about improving living conditions for residents	77	77
	Supervisors and mgmt. are interested in my ideas about improving work conditions	76	76
	Overall, I am satisfied with the communication at this facility	76	76
	The amount of communication that is exchanged at shift change is sufficient for me	71	72
SUPERVISOR AND THE MANAGEMENT/ADMINISTRATI ON	The administrator knows my name and recognizes me at work	85	85
	My direct supervisor is respectful to me	84	84
	My direct supervisor is fair to me	83	84
	My direct supervisor helps me succeed at my job	82	82
	Overall, I am satisfied with my supervisor and the mgmt/adm of this facility	81	81
	My direct supervisor makes me feel valued	81	81
	Mgmt's review of my work is fair	80	80
	The admin. overall recognizes my hard work	78	79
	Mgmt. understands the value of my work	74	73
WORK ENVIRONMENT	I am motivated to care for the residents	89	89
	The staff at this facility treats family members with respect	86	85
	This facility provides great care to the residents	84	84
	The staff at this facility treats residents with respect	83	83
	Overall, I am satisfied with the work environment at this facility	81	81
	The supervisors I work with seem to enjoy their job	80	81
	This facility offers a positive employee working environment	78	79
	I am usually assigned to the same residents	78	78
	The employees at my job level seem to enjoy working here	76	76
	Our staff works together as a team	75	76
	There are future opportunities for advancement for me here	67	67
	The pay I receive is comparable to a similar job	63	63
	The benefits I receive are comparable to a similar job	61	62

= Significantly higher than other year at 95% Confidence Level



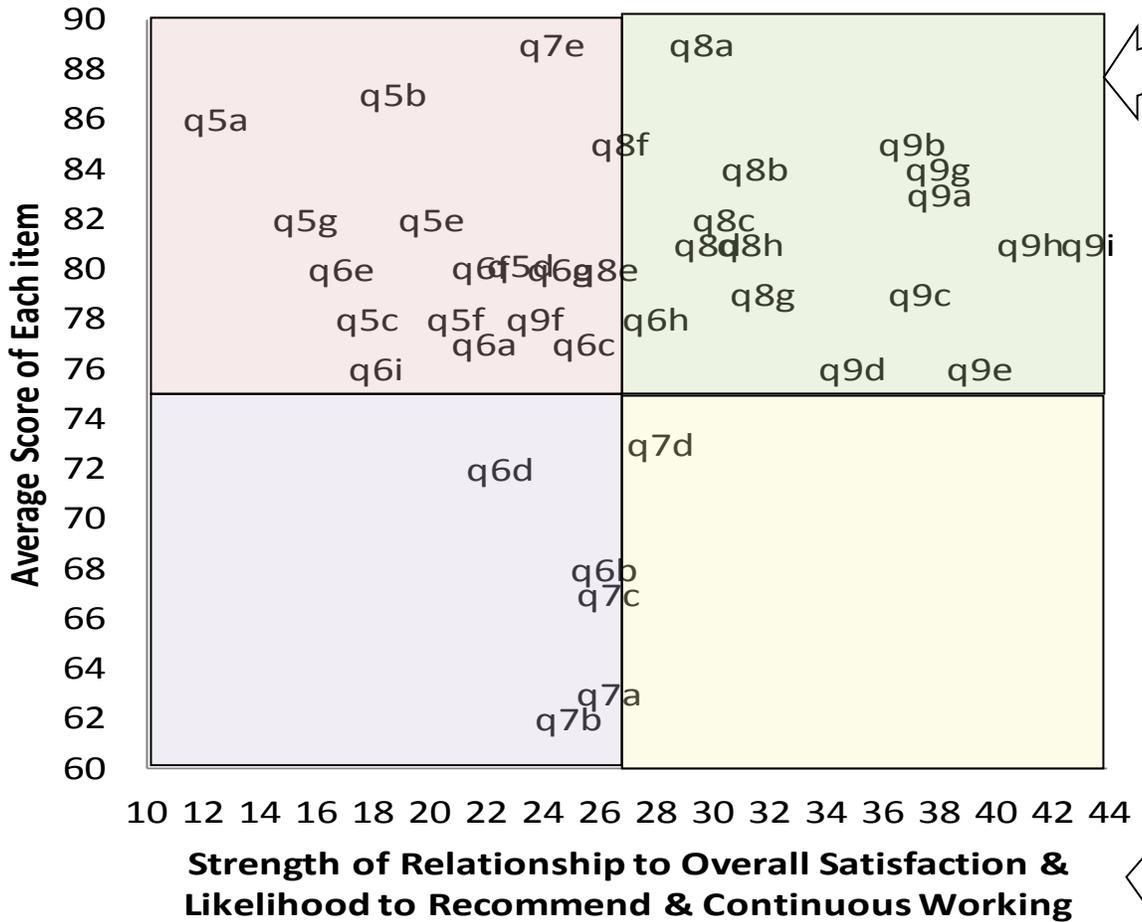
EMPLOYEE SATISFACTION

QUADRANT ANALYSIS

The relationship to overall satisfaction and likelihood to recommend was derived using correlation analysis.

The upper left-hand quadrant shows items with a weaker relationship to Recommendation/Satisfaction with a higher than average score.

The upper right-hand quadrant shows items with a stronger relationship to Recommendation/Satisfaction with a higher than average score.



The bottom left-hand quadrant shows items with a weaker relationship to Recommendation/Satisfaction with a lower than average score.

The bottom right-hand quadrant shows items with a stronger relationship to Recommendation/Satisfaction and a lower than average score.



EMPLOYEE SATISFACTION

QUADRANT ANALYSIS: STRENGTHS AND AREAS OF CONCERN

SECONDARY STRENGTHS

Items with average scores above the midline that have a weaker relationship with "Satisfaction/Recommendation"

- 7e. I am motivated to care for the residents.
- 5a. This facility provides safe accommodations for the residents.
- 8f. The administrator knows my name and recognizes me at work.
- 6c. Supervisors/mngmnt are interested in my ideas to improve living conditions.
- 6a. I can freely offer my suggestions without any concerns.
- 6e. The manner in which my supervisor communicates with me is good
- 5e. This facility is clean.
- 6f. The training I received when I first started my job here was helpful to me.
- 6g. I am satisfied with the training I continue to receive at this facility.
- 5f. This facility furnishes enough supplies to take care of residents.
- 5c. The equipment in this facility is well maintained.
- 6i. Overall, I am satisfied with the communication at this facility.
- 9f. I am usually assigned to the same residents.
- 5b. I feel safe while at this facility.
- 5d. The facility as a whole is well maintained.
- 5g. Overall, I am satisfied with the physical aspects of this facility.
- 8e. Management's review of my work is fair.

PRIMARY STRENGTHS

Items with average scores above the midline that have a strong relationship with "Satisfaction/Recommendation"

- 8a. My direct supervisor is fair to me.
- 8c. My direct supervisor helps me succeed at my job.
- 8d. My direct supervisor makes me feel valued.
- 8h. Overall, I am satisfied with my supervisor and the mgmt/admin of this facility.
- 9c. Facility offers a positive work environment.
- 9b. The staff at this facility treats family members with respect.
- 9g. This facility provides great care to the residents.
- 8g. The administration overall recognizes my hard work.
- 9a. The staff at this facility treats residents with respect.
- 6h. The manner in which the management/administration communicates with me is good.
- 9i. Overall, I am satisfied with the work environment at this facility.
- 8b. My direct supervisor is respectful to me.
- 9e. The employees at my job level seem to enjoy working here.
- 9d. Our staff works together as a team.
- 9h. Overall, I am satisfied with the work environment at this facility.

AREAS OF SECONDARY CONCERN

Items with average scores below the midline that have a weaker relationship with "Satisfaction/Recommendation"

- 7a. Pay I receive is similar to what I would receive elsewhere for same job.
- 7b. Benefits I receive are similar to what I would receive elsewhere for same job
- 7c. I believe that there are future opportunities for advancement for me at this facility.
- 6d. The amount of communication that is exchanged at shift change is sufficient for me.
- 6b. Supervisors and management are interested in my ideas about improving work conditions.

AREAS OF PRIMARY CONCERN

Items with average scores below the midline that that have a strong relationship with "Satisfaction/Recommendation"

- 7d. Management understands the value of my work.



EMPLOYEE SATISFACTION

DEMOGRAPHICS AND BACKGROUND INFORMATION

EMPLOYEE				
Age of employee		65%	Gender of employee	
Under 25	18%		Male	12%
25 to 34	25%		Female	81%
35 to 44	21%		No answer	7%
45 to 54	19%			
55 - 64	13%			
65 or over	4%			

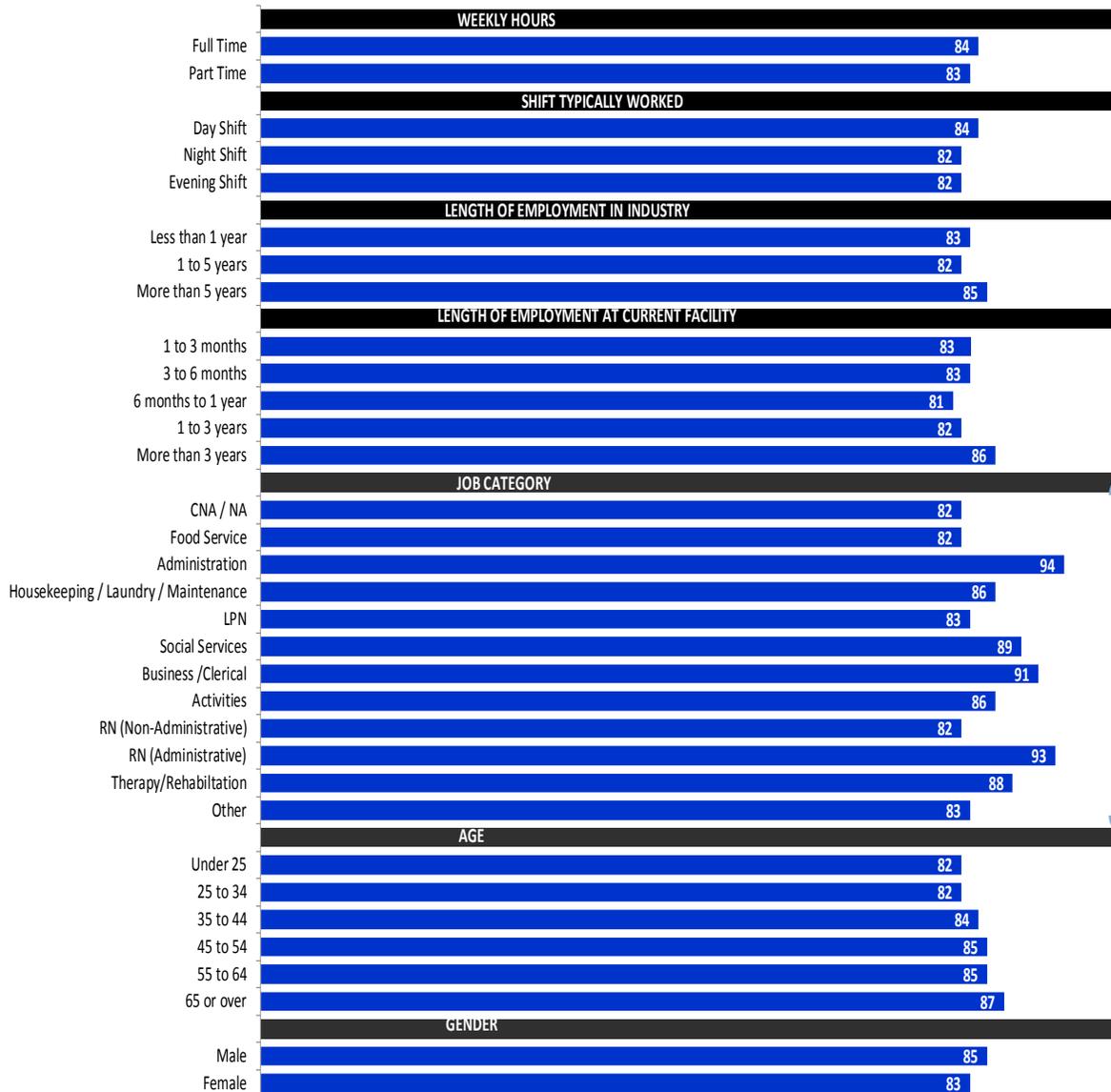
POSITION				
Job Category		65%	Shift typically worked	
CNA / NA	41%		Day Shift	62%
Food Service	12%		Night Shift	14%
Administration	3%		Evening Shift	18%
Housekeeping / Laundry / Maintenance	12%		Other	5%
LPN	15%			
Social Services	2%			
Business / Clerical	2%			
Activities	1%			
RN (Non-Administrative)	3%			
RN (Administrative)	2%			
Therapy / Rehabilitation	1%			
Other	5%			

WORK HISTORY				
Length of employment at current nursing facility		60%	Length of employment in nursing homes	
Less than 1 month	4%		Less than 1 year	20%
1 to 3 months	9%		1 to 5 years	32%
3 to 6 months	12%		More than 5 years	47%
6 months to 1 year	14%			
1 to 3 years	26%			
More than 3 years	34%			



EMPLOYEE SATISFACTION

AVERAGE SCORES FOR “OVERALL SATISFACTION” BY DEMOGRAPHICS



Those in administrative positions and social workers gave the highest overall satisfaction & recommendation scores.

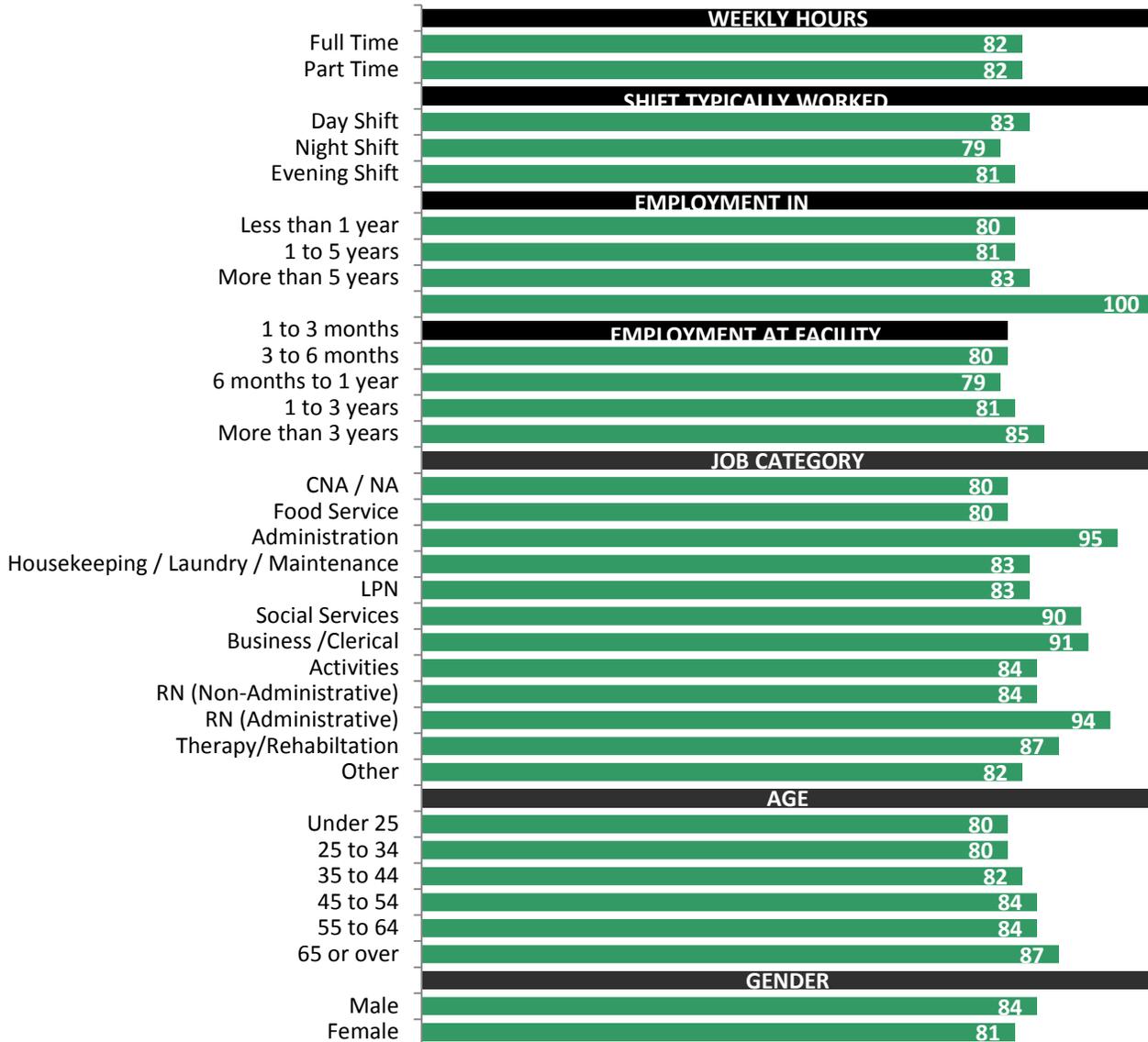
Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: Overall, I am satisfied with my job at this nursing facility.



EMPLOYEE SATISFACTION

AVERAGE SCORES FOR “RECOMMENDATION TO OTHERS FOR CARE” BY DEMOGRAPHICS



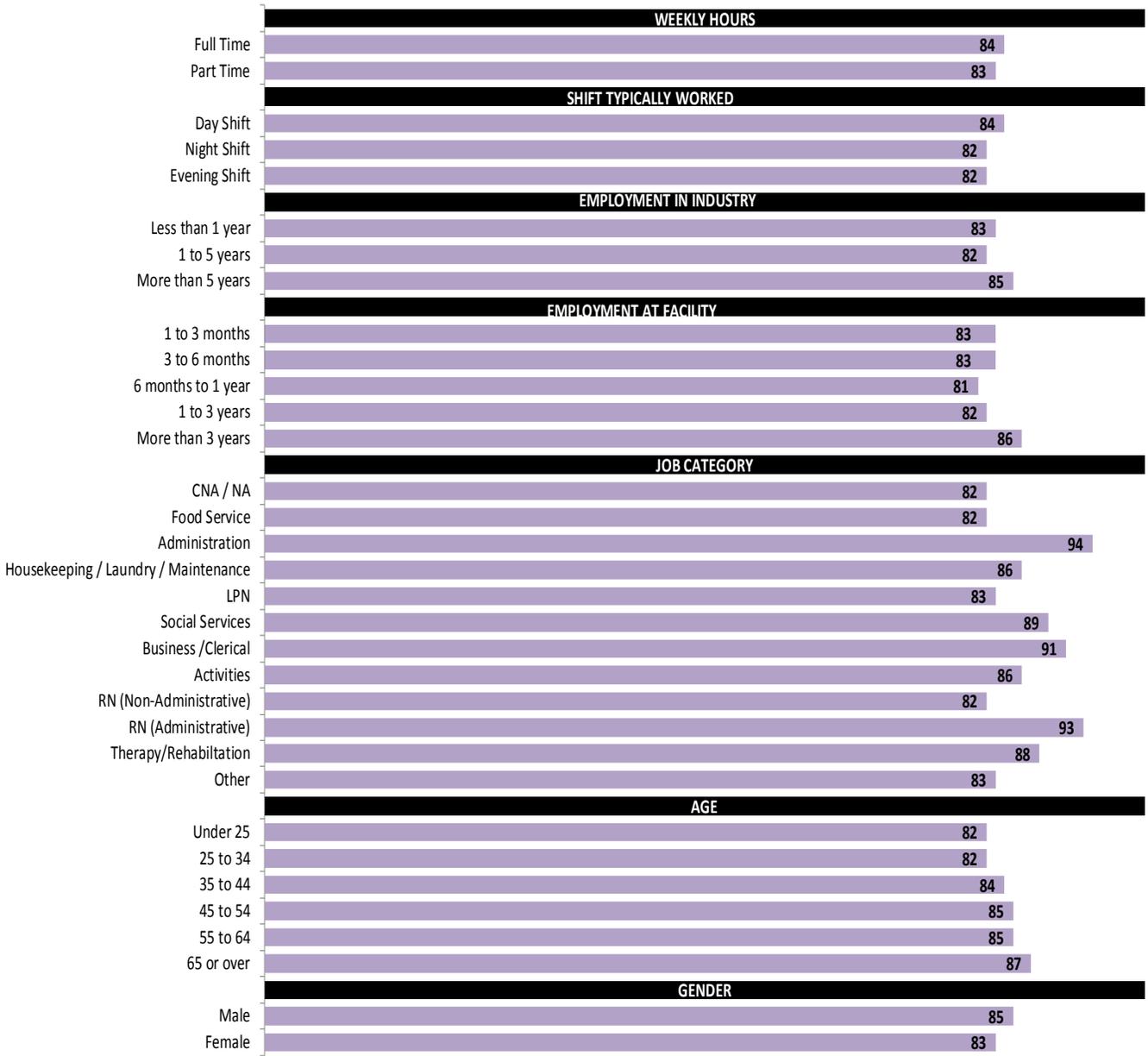
Average score: This number is relative to a 100-point maximum score. It is derived by taking all survey responses -- from Strongly Agree to Strongly Disagree -- and weighting the percentages proportionately to produce an average across the response scale.

Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: I would recommend this facility to family, friends, or others as a place to consider as a nursing care.



EMPLOYEE SATISFACTION

AVERAGE SCORES FOR “RECOMMENDATION TO OTHERS AS A PLACE TO WORK” BY DEMOGRAPHICS



Q. Would you say you strongly agree, somewhat agree, neither agree nor disagree, disagree or strongly disagree with the statement: I would recommend this facility to family, friends, or others as a place to work.



EMPLOYEE SATISFACTION

SKILLED NURSING EMPLOYEE SATISFACTION SURVEY REFERENCES

1a. I currently work at this facility full time/part time.
1b. I normally work on the day/night/evening shift.
1c. I have worked in nursing homes for...
1d. How long have you worked at this nursing facility?
2. What is your job title?
3. Which of the following categories includes your age?
4. What is your gender?
5a. This facility provides <u>safe</u> accommodations for the <u>residents</u> .
5b. I feel safe while at this facility.
5c. The <u>equipment</u> in this facility is well maintained.
5d. The facility as a whole is well maintained.
5e. This facility is clean.
5f. This facility furnishes enough supplies to take care of residents.
5g. Overall, I am satisfied with the physical aspects of this facility.
6a. I can freely offer my suggestions without any concerns.
6b. Supervisors and management are interested in my ideas about improving work conditions.
6c. Supervisors and management are interested in my ideas about improving <u>living</u> conditions for residents.
6d. The amount of communication that is exchanged at <u>shift change</u> is sufficient for me.
6e. The manner in which my <u>supervisor</u> communicates with me is good.
6f. The training I received when I first started my job here was helpful to me.
6g. I am satisfied with the training I continue to receive at this facility.
6h. The manner in which the <u>management/administration</u> communicates with me is good.
6i. Overall, I am satisfied with the communication at this facility.
7a. The <u>pay</u> I receive at this facility is about the same as what I would receive at a similar job.
7b. The <u>benefits</u> I receive at this facility are about the same as I would receive at a similar job.
7c. I believe that there are future opportunities for advancement for me at this facility.
7d. Management understands the value of my work.
7e. I am motivated to care for the residents.
8a. My direct supervisor is fair to me.
8b. My direct supervisor is respectful to me.
8c. My direct supervisor helps me succeed at my job.
8d. My direct supervisor makes me feel valued.
8e. Management's review of my work is fair.
8f. The administrator knows my name and recognizes me at work.
8g. The administration overall recognizes my hard work.
8h. Overall, I am satisfied with my supervisor and the management/administration of this facility.
9a. The staff at this facility treats residents with respect.
9b. The staff at this facility treats family members with respect.
9c. This facility offers a positive employee working environment.
9d. Our staff works together as a team.
9e. The employees at my job level seem to enjoy working here.
9f. I am usually assigned to the same residents.
9g. This facility provides great care to the residents.
9h. The supervisors I work with seem to enjoy their job.
9i. Overall, I am satisfied with the work environment at this facility.
10a. I would recommend this facility to family, friends or others as a place to consider as a nursing care facility.
10b. I would recommend this facility to others as a place to work.
10c. I probably will be working at this facility one year from now.
10d. Overall, I am satisfied with my job at this facility.

