

2015 Resident and Family Satisfaction Survey Results



Background



- Between July and November 2015, NuStats Research Solutions conducted the Resident and Family Satisfaction Survey on behalf of Laguna Honda Hospital (LHH).
- NuStats is a survey science and research consulting firm with 30 years of research experience.
- The survey focused on customer satisfaction information to identify strengths and challenges in order to improve the delivery of services and the quality of life of residents at LHH.

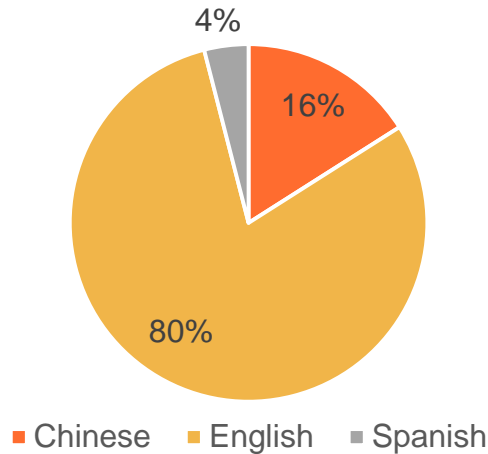




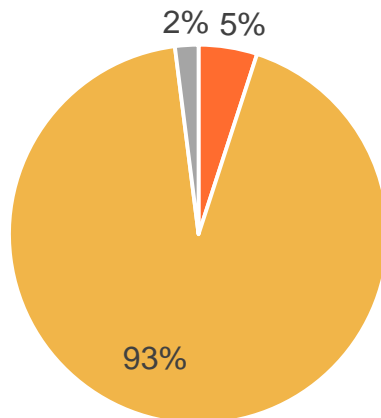
Background



Family Survey



Resident Survey



- 82% of residents completed the survey with a trained LHH volunteer.
- Families were mailed a survey and a postage paid envelope to return the completed survey.
- Surveys were available in English, Spanish, and Chinese.





Areas of Competency



Quality of Life

Aspects of life at LHH that celebrates resident's individuality and self-worth.



Quality of Service

Feel about meals, laundry, and general maintenance.

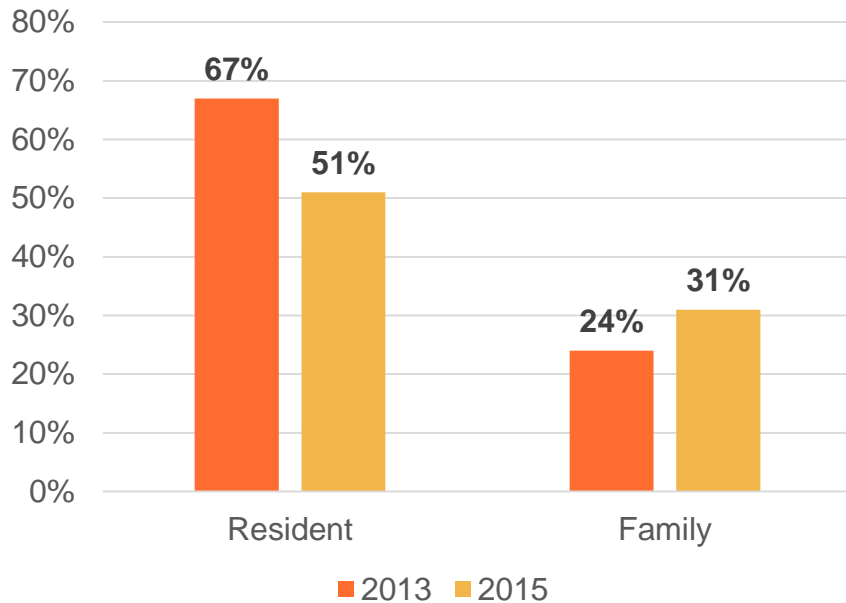
Quality of Care

Rate care practices at facility.





Survey Participation



- A total of 167 residents completed the survey from 327 who were selected* to participate.
 - 51% response rate
- A total of 158 families completed the survey from 502 who were sent the survey.
 - 31% response rate

*able to formulate an opinion based on MDS criteria.





Survey Participation



■ Residents

- Predominantly male (58%)
- Under the age of 70 (65%)
- English speakers (85%)
- Length of stay more than 3 year (38%)
- Live in semi-private room (52%)

■ Families

- Son/daughter of resident (42%)
- Brother/sister of resident (27%)
- Male resident (53%)
- Resident is 70+ years of age (55%)
- Resident speaks English (58%)
- Length of stay more than 3 years (55%)





Laguna Honda Score Card



- The following represent resident's excellent and good global satisfaction ratings and the highest rated areas:
 - Overall Satisfaction – 81%
 - Recommendation to others -75%
 - Safety - 86%
 - Promptness of maintenance services - 86%
 - Cleanliness of room and surroundings - 84%
 - Quality of Care provided by licensed nurses – 88%





Laguna Honda Score Card



- The following represent resident's excellent and good global satisfaction ratings and the lowest rated areas:
 - Meeting your communication needs – 66%
 - Responsiveness of management -66%
 - Meaningful activities - 65%
 - Enjoyable dining experience - 62%
 - Quality of meals- 58%





Laguna Honda Score Card



- The following represent family's excellent and good global satisfaction ratings and the highest rated areas:
 - Overall Satisfaction - 95%
 - Recommendation to others - 98%
 - Respect shown to the resident by staff – 96%
 - Respect for resident culture, race and/or ethnicity - 95%
 - Quality of care provided by licensed nurses – 95%
 - Opportunities for family to make decisions – 95%





Laguna Honda Score Card



- The following represent family's excellent and good global satisfaction ratings and the lowest rated areas:
 - Adequate number of nursing staff - 80%
 - Responsiveness of management - 80%
 - Quality of meals – 79%
 - Enjoyable dining experience - 79%
 - Security of personal belongings – 78%

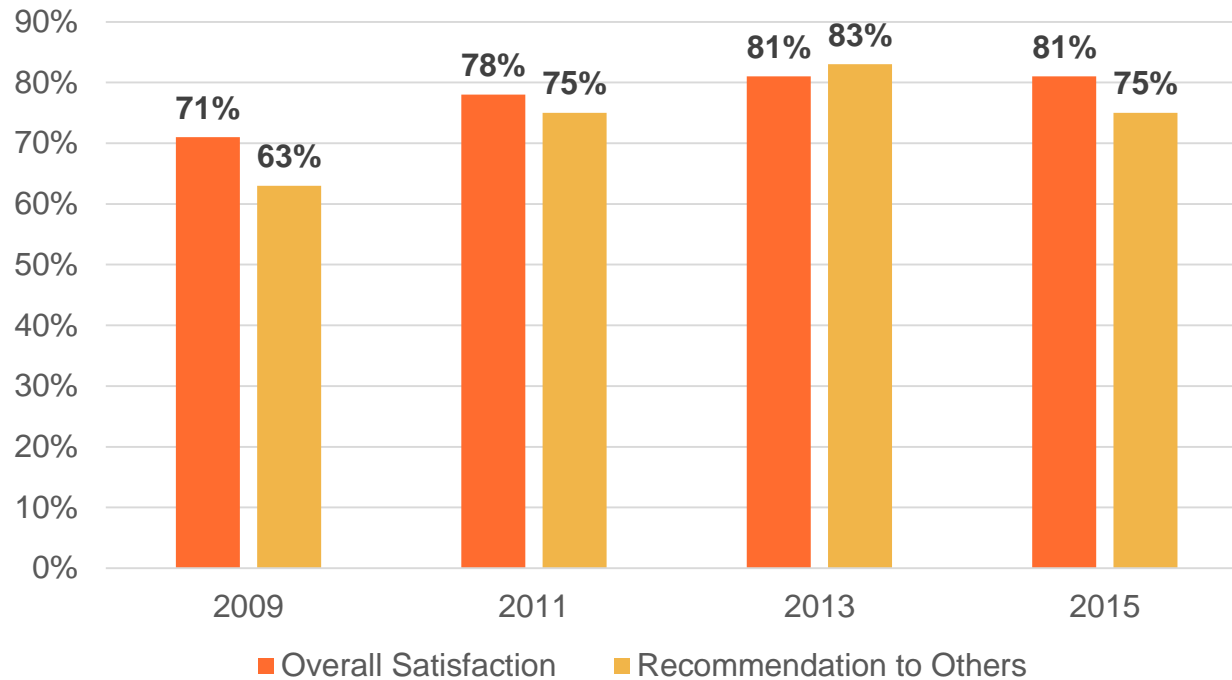




Resident Survey Results



- Comparison of 2009 to 2015 scores for overall satisfaction and recommendation to others.

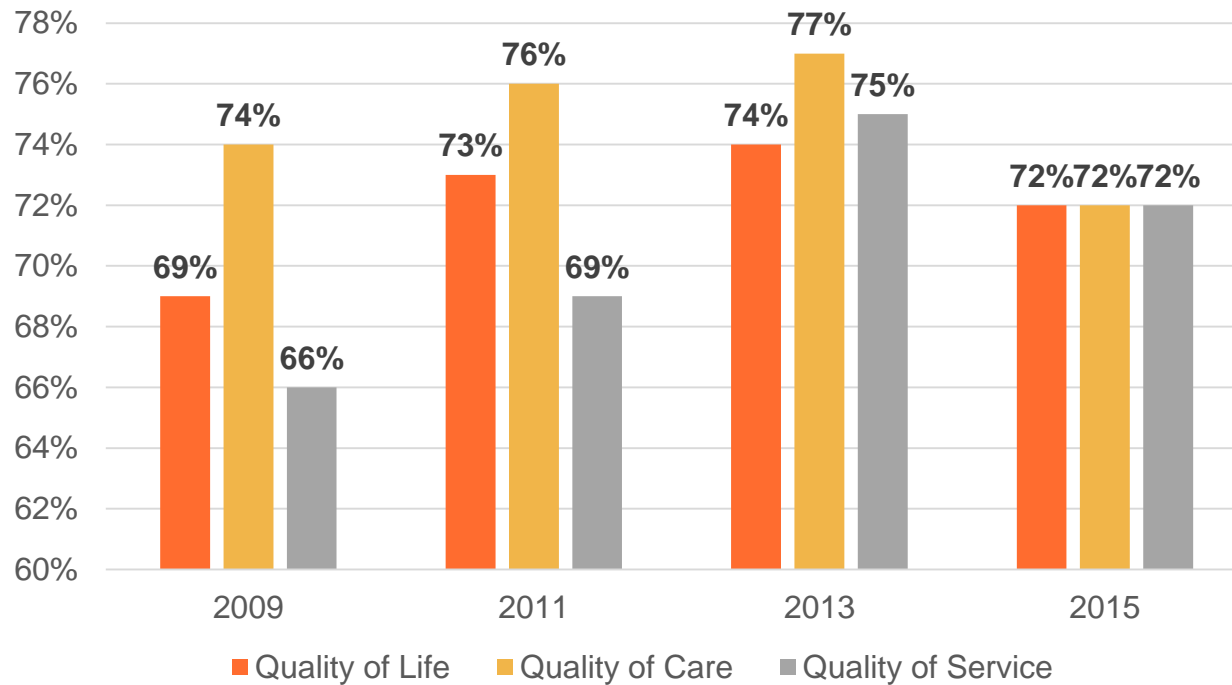




Resident Survey Results



- Comparison of 2009 to 2015 scores for Resident Survey categories.

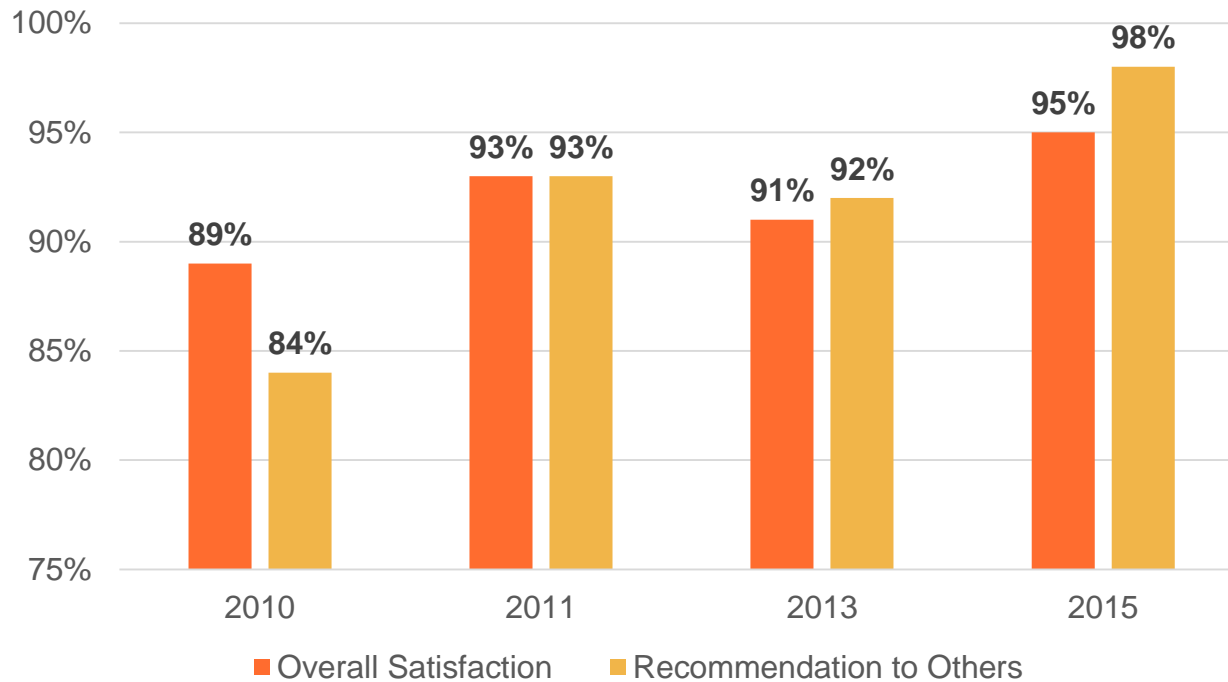




Family Survey Results



- Comparison of 2010 to 2015 scores for overall satisfaction and recommendation to others.

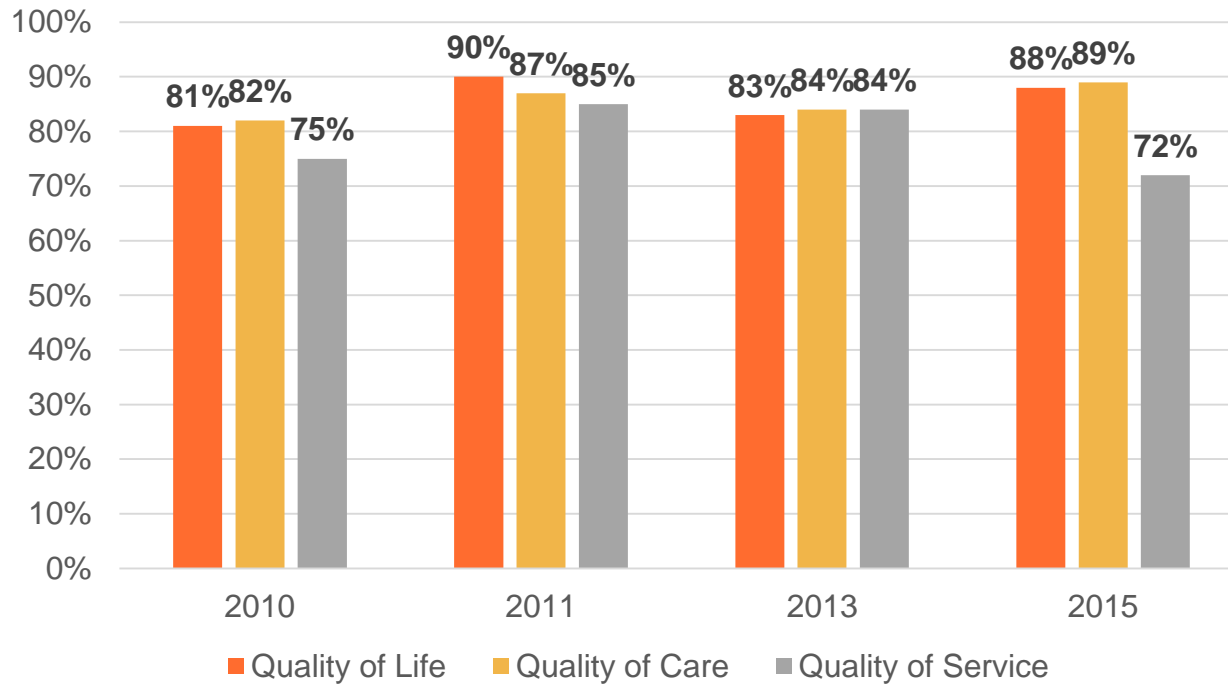




Family Survey Results



- Comparison of 2010 to 2015 scores for Family Survey categories.





Priority Agenda to Improve



■ Resident Recommendations

■ Quality of Care

- Provide an adequate number of nursing staff to meet care needs of the residents.
- Quality of care provided by nursing assistants (CNA/PCA/HHA).
- Competency of all staff.
- Staff's overall care and concern for the residents.

■ Quality of Service

- Responsiveness of management to suggestions and concerns.





Priority Agenda to Improve



■ Family Recommendations

■ Quality of Care

- Quality of care provided by rehabilitation staff.
- Custom question: Support for the resident's independence and self-reliance.
- Custom question: Offering the resident an adequate number of daily activities.

■ Quality of Service

- Responsiveness of management to suggestions and concerns.

■ Quality of Life

- Custom question: Making the resident feel part of the larger Laguna Honda Hospital community.





Plan of Action



- LHH has created 5 working groups based on it's strategic goals.





Plan of Action



- LHH strategic goals workgroups have begun to work as follows:
 - **Centers of Excellence** is responsible for addressing the quality of care and quality of life recommendations.
 - **Communication** is responsible for addressing the quality of service recommendation.
- Working groups are reviewing suggested improvements provided by 49 LHH leadership staff members.
- Between now and the next time the surveys will be conducted, improvement efforts will be implemented and monitored.
- Resident and Family Satisfaction Surveys are planned for completion in 2017.



