



# 2017 Resident and Family Satisfaction Survey Results

## Laguna Honda Hospital and Rehabilitation Center

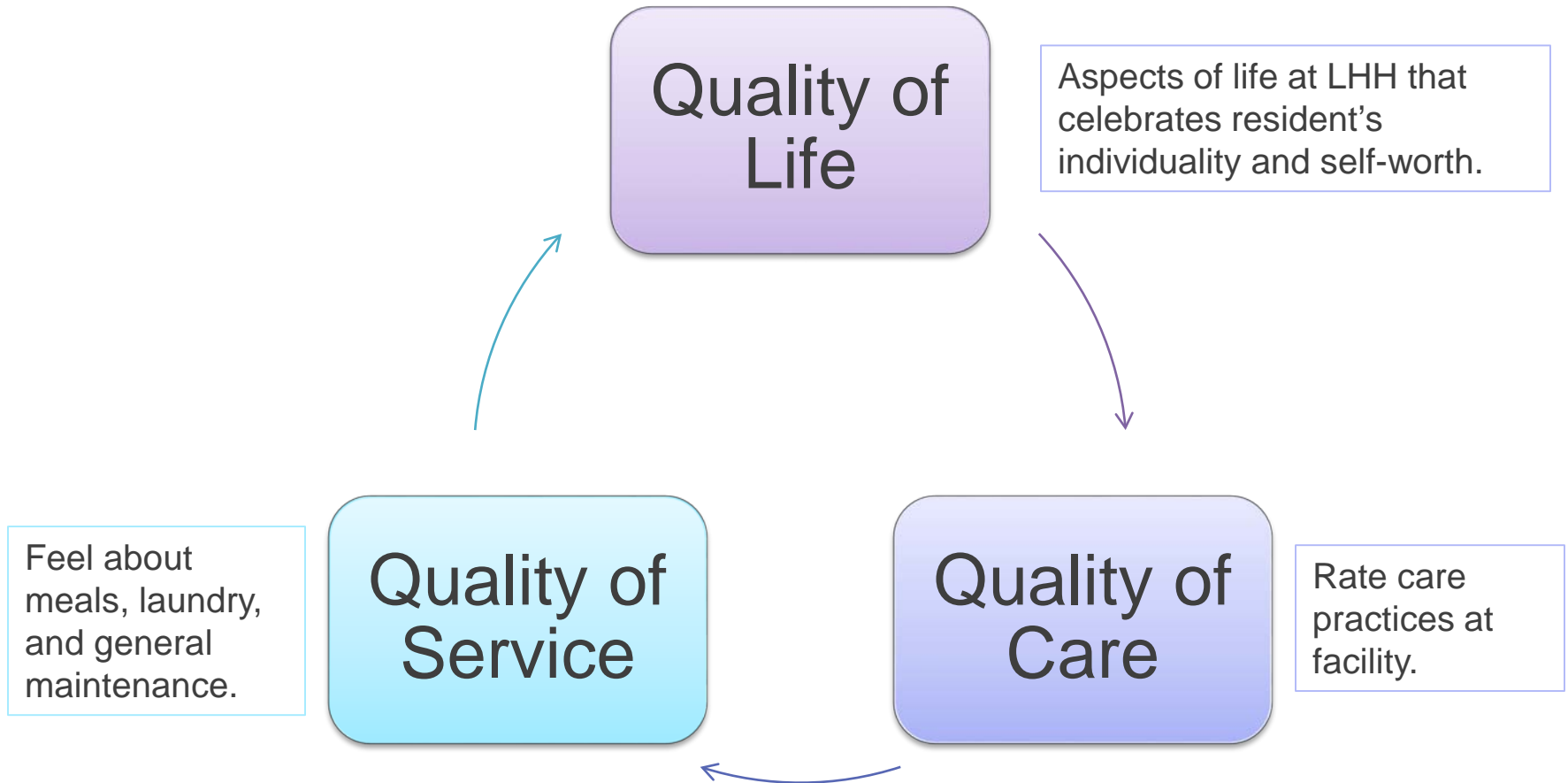
Nawz Z. Talai, Senior Administrative Analyst

# Background

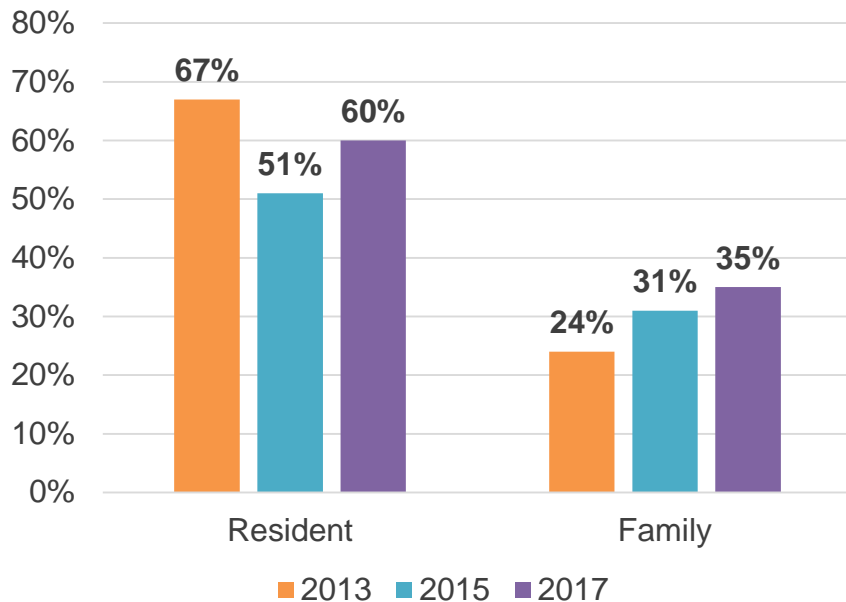


- Between July and November 2017, NuStats Research Solutions conducted the Resident and Family Satisfaction Survey on behalf of Laguna Honda Hospital (LHH).
- NuStats is a survey science and research consulting firm with 30 years of research experience.
- The survey focused on customer satisfaction information to identify strengths and challenges in order to improve the delivery of services and the quality of life of residents at LHH.

# Areas of Competency



# Survey Participation

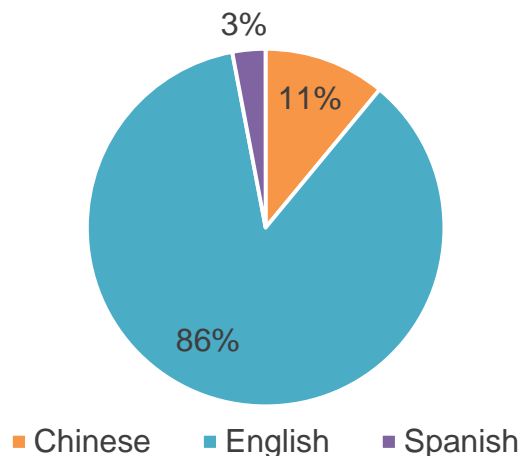


- A total of 184 residents completed the survey from 309 who were selected\* to participate.
  - 60% response rate
- A total of 217 families completed the survey from 615 who were sent the survey.
  - 35% response rate

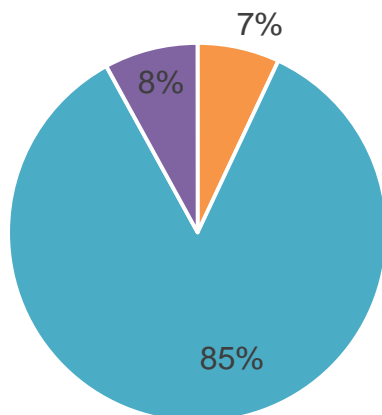
\*able to formulate an opinion based on MDS criteria.

# Survey Participation

## Family Survey



## Resident Survey



- 90% of residents (N=184) completed a survey electronically, using a hand-held tablet with a trained LHH volunteer.
- 10% completed a paper 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.

# Survey Participation

- Residents

- Predominantly male (62%)
- Between the age of 45 and 64 years (46%)
- English speakers (74%)
- Length of stay more than 3 years (38%)
- Live in semi-private room (50%)

- Families

- Son/daughter of resident (45%)
- Brother/sister of resident (31%)
- Female resident (56%)
- Resident is between 65 and 84 years of age (42%)
- Resident speaks English (58%)
- Length of stay more than 3 years (48%)

# Laguna Honda Score Card

- The following represent resident's excellent and good global satisfaction ratings and the highest rated areas:
  - Overall Satisfaction – 79%
  - Recommendation to others – 83%
  - Safety – 87%
  - Cleanliness of room and surroundings – 86%
  - Quality of Care provided by licensed nurses – 84%
  - Respect for culture – 80%

# Laguna Honda Score Card

- The following represent resident's excellent and good global satisfaction ratings and the lowest rated areas:
  - Staff's attention and communication to each resident – 71%
  - Service by social workers – 71%
  - Security of personal belongings – 70%
  - Quality of laundry services – 70%
  - Quality of meals – 59%



# Laguna Honda Score Card

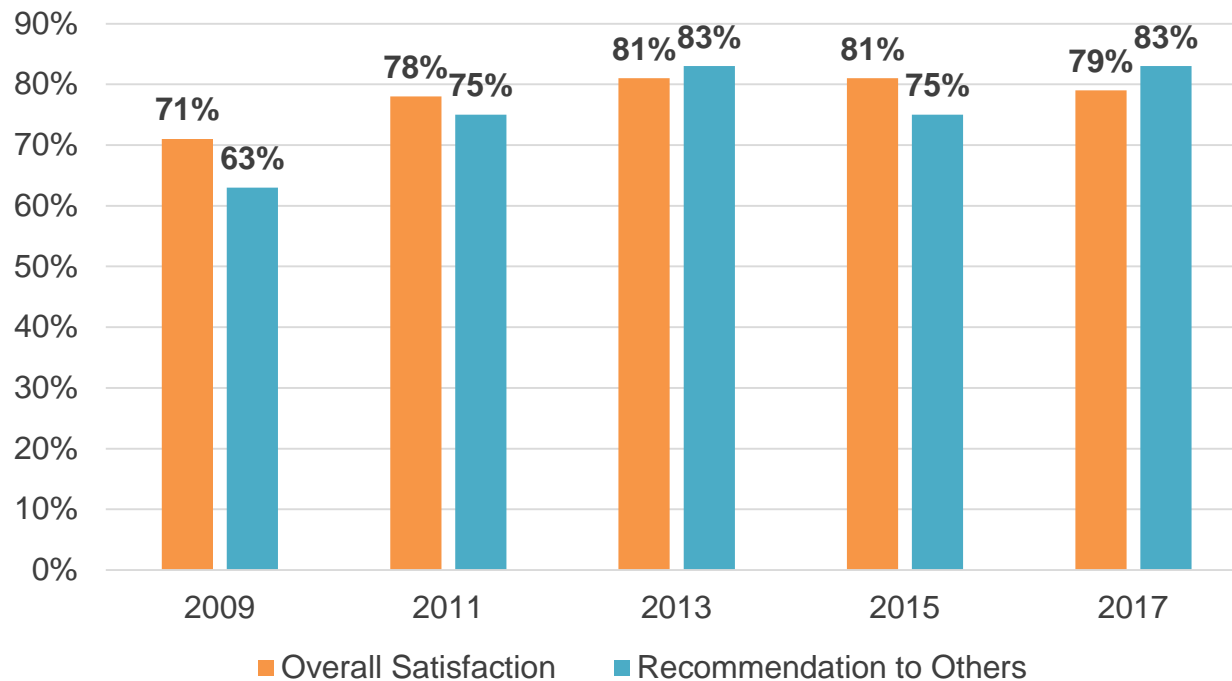
- The following represent family's excellent and good global satisfaction ratings and the highest rated areas:
  - Overall Satisfaction – 90%
  - Recommendation to others – 96%
  - Cleanliness – 93%
  - Opportunities for families to make decisions – 93%
  - Quality of Care provided by licensed nurses – 93%
  - Management of pain – 95%

# Laguna Honda Score Card

- The following represent family's excellent and good global satisfaction ratings and the lowest rated areas:
  - Community outings program – 81%
  - Quality of meals – 81%
  - Interaction with other residents at Laguna Honda – 79%
  - Quality of laundry services – 78%
  - Security of resident's personal belongings – 78%

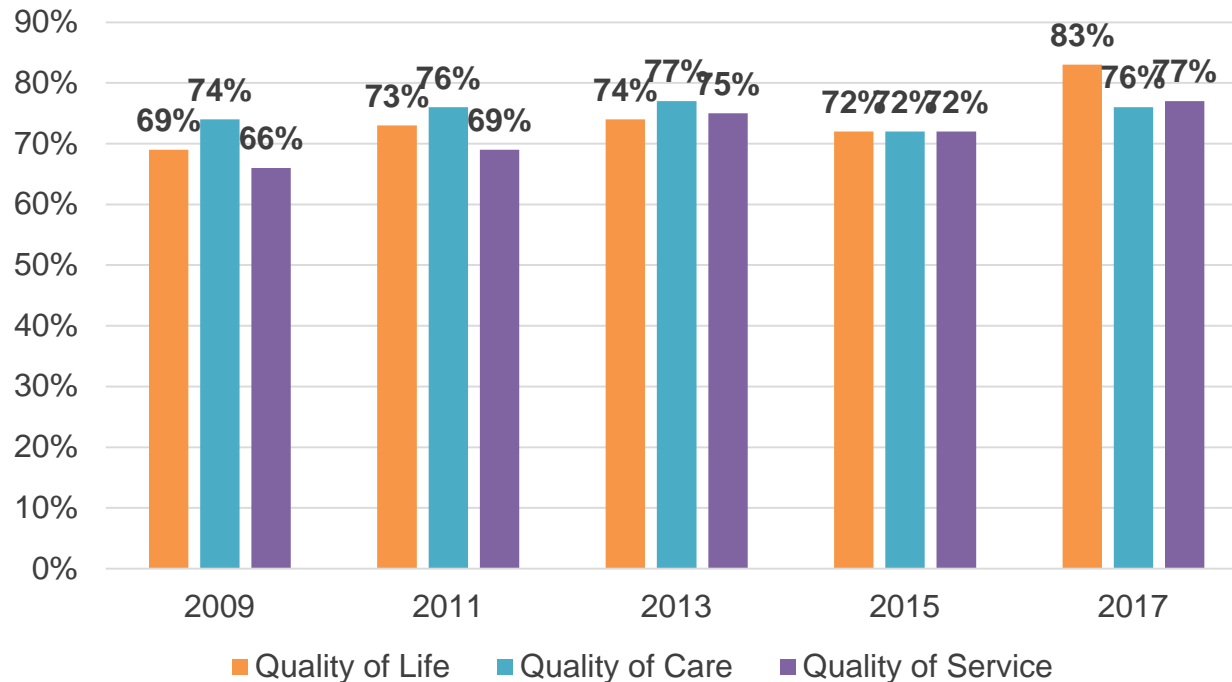
# Resident Survey Results

- Comparison of 2009 to 2017 scores for overall satisfaction and recommendation to others.



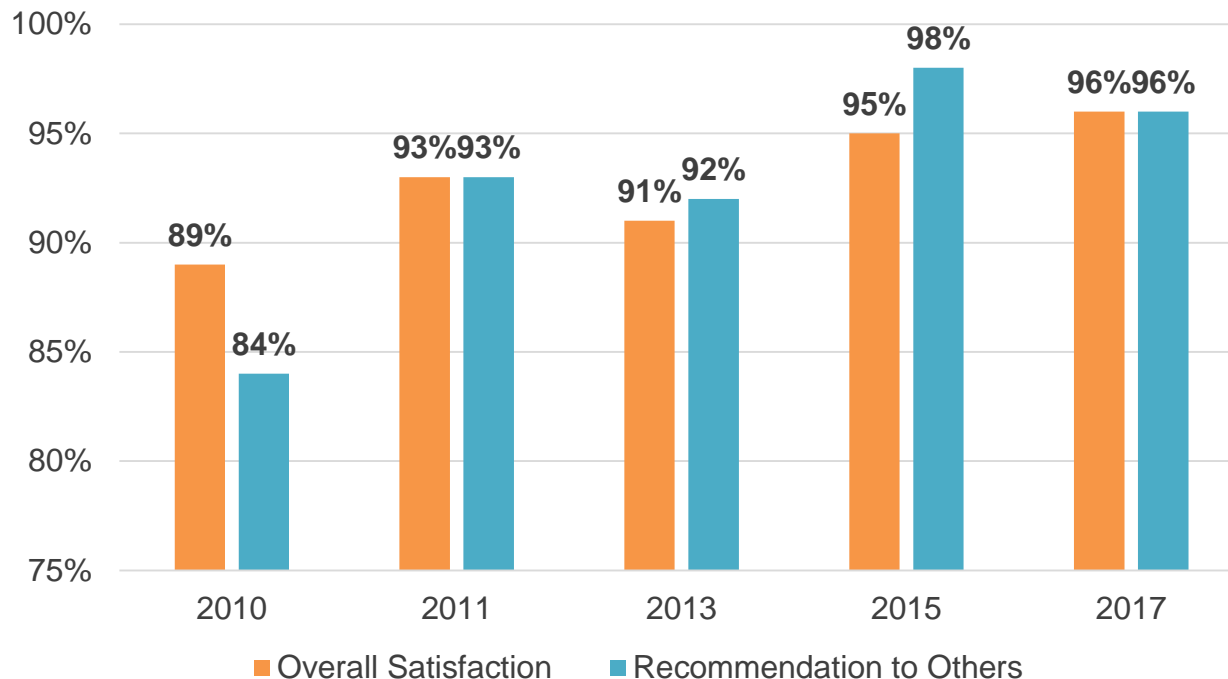
# Resident Survey Results

- Comparison of 2009 to 2017 scores for Resident Survey categories.



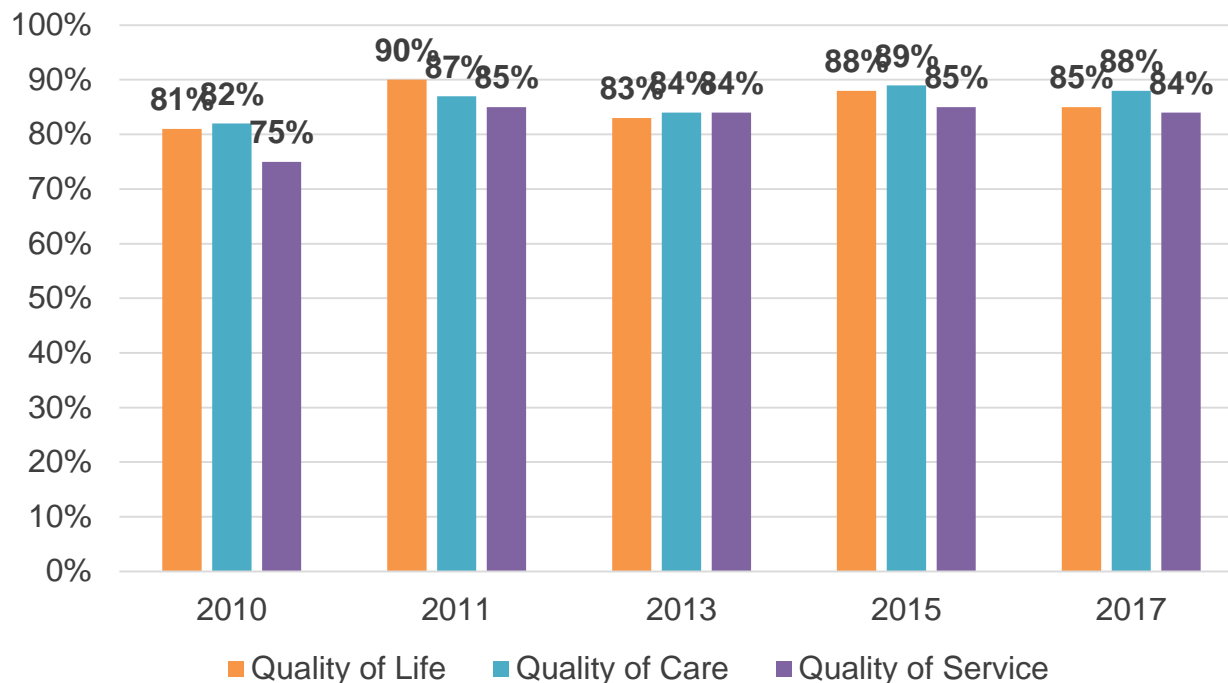
# Family Survey Results

- Comparison of 2010 to 2017 scores for overall satisfaction and recommendation to others.



# Family Survey Results

- Comparison of 2010 to 2017 scores for Family Survey categories.



# Priority Agenda to Improve

## Resident Recommendations

- Quality of Care
  - Quality of care provided by psychiatrists, psychologists and counseling staff
  - Attention and communication with each resident
  - Engagement of residents in care conferences and care planning
- Quality of Service
  - Management of concerns from residents
  - Quality of laundry services



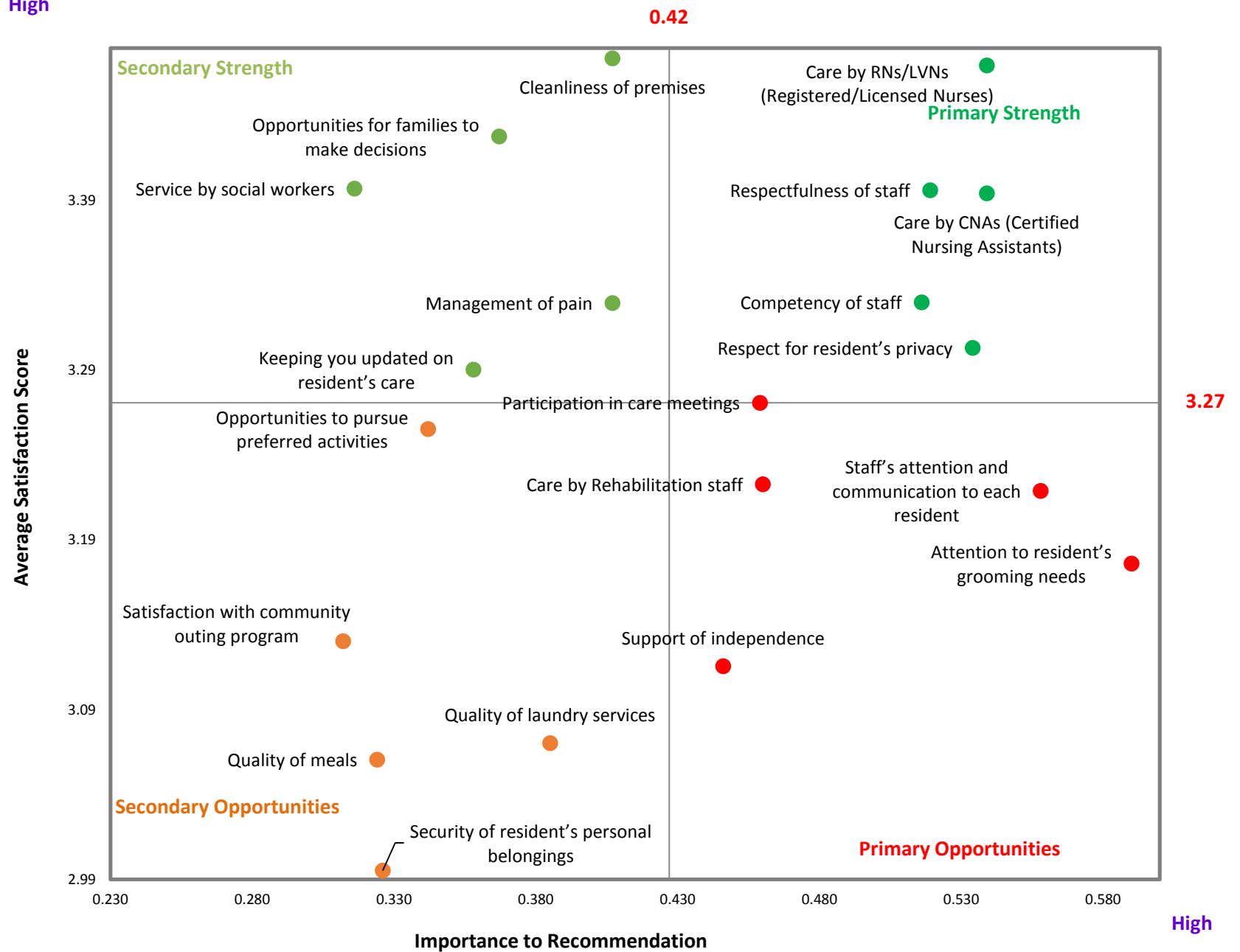


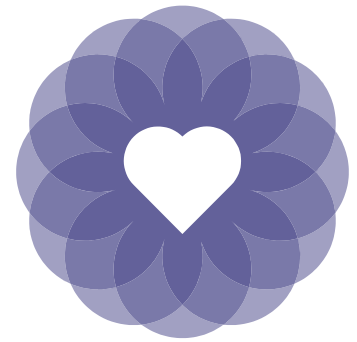
# Priority Agenda to Improve

## Family Recommendations

- Quality of Care
  - Support for the resident's independence
  - Engagement of residents in care conferences and care planning
  - Quality of care provided by rehabilitation staff
  - Attention and communication with each resident
- Quality of Service
  - Attention to resident's grooming needs

High





**Thank you.**

**Comments, questions and concerns.**