

**Every Moment Matters - 2023  
Resident Survey**

Prepared for:  
Home Name = Hawthorne

October 27, 2023



# What is Expected of You

It is important for you to understand your role and responsibilities in sharing survey results with your leader/team and Resident/Family Council and taking the necessary actions to improve the areas where you can do better.



## **READ**

Spend time reviewing your survey results.

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## **DISCUSS**

Discuss your results and communication plan with your leader/team and Resident/Family Council.

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## **SHARE**

Prepare/facilitate feedback and action planning sessions with your team.

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## **CONFIRM**

Debrief your leader on your feedback sessions and action plans.

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## **IMPLEMENT**

Incorporate action plans into your business goals to monitor the team's effort and results.

# How To Use This Report

## What is the purpose of my report?

The purpose of this report is to help you easily review the highlights of your data.

## What questions will this report help me answer?

- What are the key strengths in my area?
- What are the areas of opportunity that require monitoring or action planning?

## How do I use these scores?

The guide below can be used to interpret favorability scores (i.e., percentage of responses that are deemed favorable) at the index or item level.

### AGREEMENT RESPONSE OPTIONS

<div>5</div> <div>Strongly Agree</div> <div>The employee almost always agrees</div>	<div>4</div> <div>Agree</div> <div>The employee agrees with the question, but there is room for improvement</div>	<div>3</div> <div>Neither Agree Nor Disagree</div> <div>The employee agrees/ disagrees nearly as often with the question; neutral response</div>	<div>2</div> <div>Disagree</div> <div>The employee's expectation of the question is not met the majority of the time</div>	<div>1</div> <div>Strongly Disagree</div> <div>The employee's expectation of the question is almost never met</div>
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# Executive Summary

Response Rate



My Group

94%

( n=136 )



Overall

86%

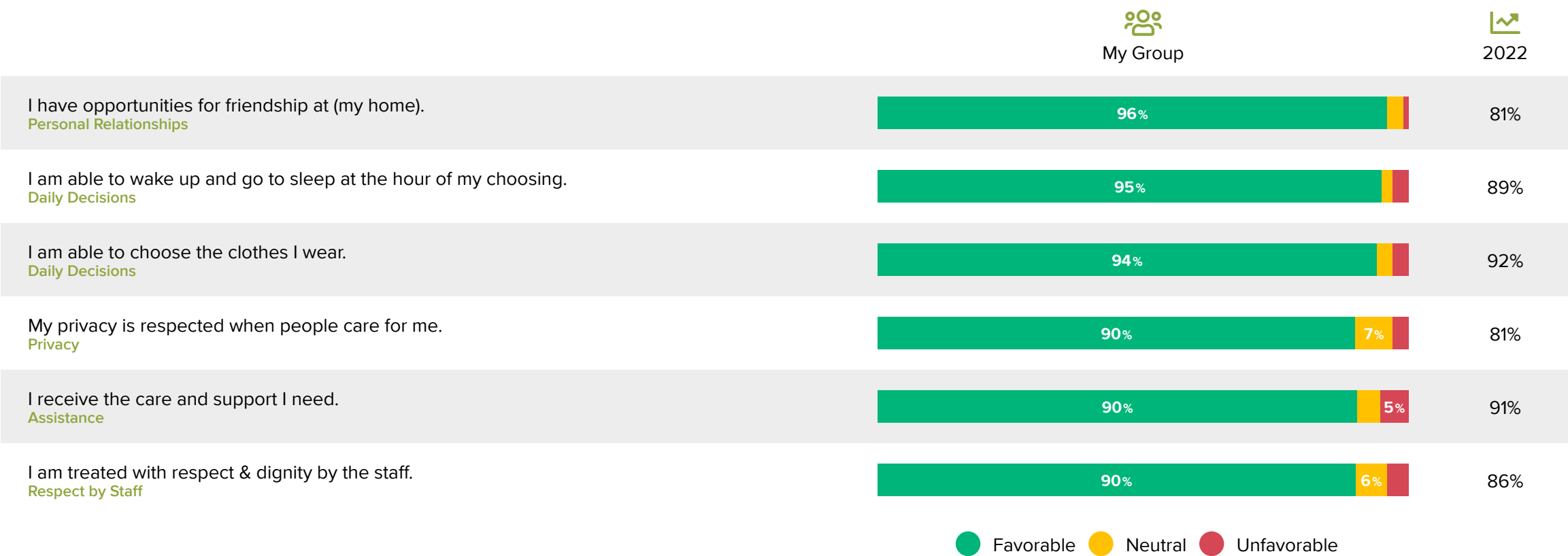
( n=2,439 )

Category Result		
	My Group	Overall
Personal Relationships	96%	82%
Privacy	90%	92%
Safety & Security	88%	91%
Staff Responsiveness	84%	78%
Personal Funds	81%	66%
Comfort	79%	79%
Activities	79%	71%
Assistance	78%	81%
Participation in Care	67%	78%
Food & Meals	66%	75%

Top 3 Scoring Questions		
	My Group	Overall
1 I have opportunities for friendship at (my home).	96%	82%
2 My privacy is respected when people care for me.	90%	92%
3 I receive the care and support I need.	90%	90%

Bottom 3 Scoring Questions		
	My Group	Overall
1 I enjoy some of my favourite foods.	56%	73%
2 When I need help, I get it right away.	66%	72%
3 I am involved in decisions surrounding my health and well-being.	67%	78%

# Favorability Report Questions



# Favorability Report Questions

MAKING *Every* MOMENT MATTER™



My Group



2022

Staff take the time to have a friendly conversation with me.  
**Staff Responsiveness**

89%

7%

91%

I feel safe and secure at (my home).  
**Safety & Security**

88%

7%

83%

Staff respect what I like and dislike.  
**Respect by Staff**

87%

10%

90%

I have enjoyable things to do in the evenings & on weekends.  
**Activities**

84%

10%

7%

69%

I can access my trust account whenever necessary.  
**Personal Funds**

81%

12%

7%

34%

Staff have enough time for me.  
**Staff Responsiveness**

80%

14%

6%

88%

 Favorable  Neutral  Unfavorable

# Favorability Report Questions

MAKING *Every* MOMENT MATTER™



My Group



2022

I feel at home at (my home).

Comfort

79%

10%

12%

69%

I can express my concerns and opinions without fear of reprisal.

Respect by Staff

79%

14%

7%

85%

I participate in meaningful activities.

Activities

75%

9%

16%

70%

I enjoy mealtimes.

Food & Meals

74%

18%

8%

82%

I have enough variety in my meals.

Food & Meals

67%

19%

13%

73%

I am involved in decisions surrounding my health and well-being.

Participation in Care

67%

30%

74%



Favorable



Neutral



Unfavorable

# Favorability Report Questions

  
My Group

  
2022

