

**Every Moment Matters - 2023
Resident Survey**

Prepared for:
Home Name = Sprucedale

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.



DISCUSS

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



SHARE

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



CONFIRM

Debrief your leader on your feedback sessions and action plans.



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

81%

(n=70)



Overall

86%

(n=2,439)

Category Result		
	My Group	Overall
Safety & Security	93%	91%
Privacy	91%	92%
Comfort	82%	79%
Personal Relationships	79%	82%
Assistance	79%	81%
Participation in Care	79%	78%
Staff Responsiveness	74%	78%
Food & Meals	71%	75%
Activities	69%	71%
Personal Funds	51%	66%

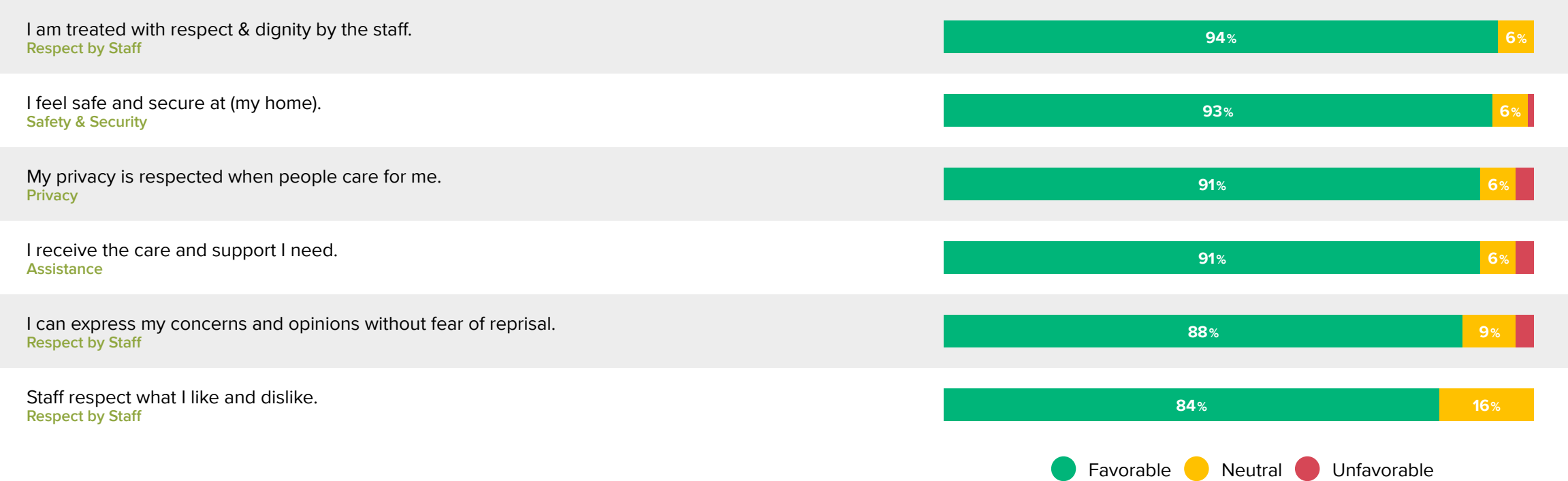
Top 3 Scoring Questions		
	My Group	Overall
1 I feel safe and secure at (my home).	93%	91%
2 My privacy is respected when people care for me.	91%	92%
3 I receive the care and support I need.	91%	90%

Bottom 3 Scoring Questions		
	My Group	Overall
1 I can access my trust account whenever necessary.	51%	66%
2 I have enjoyable things to do in the evenings & on weekends.	57%	68%
3 When I need help, I get it right away.	67%	72%

Favorability Report Questions



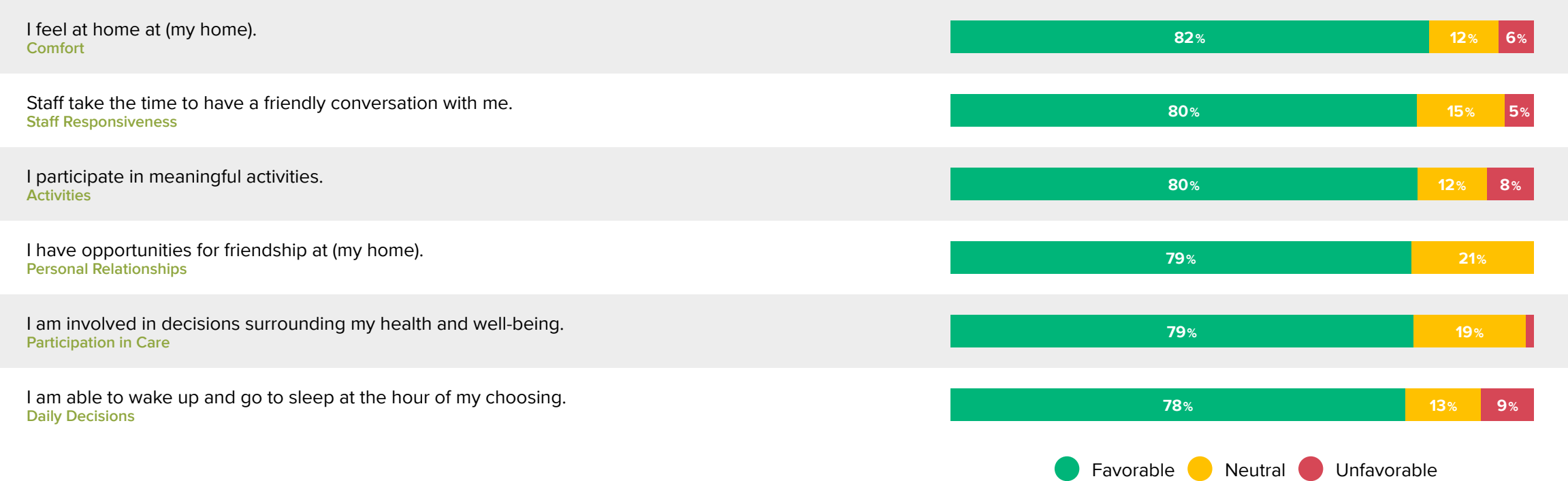
My Group



Favorability Report Questions



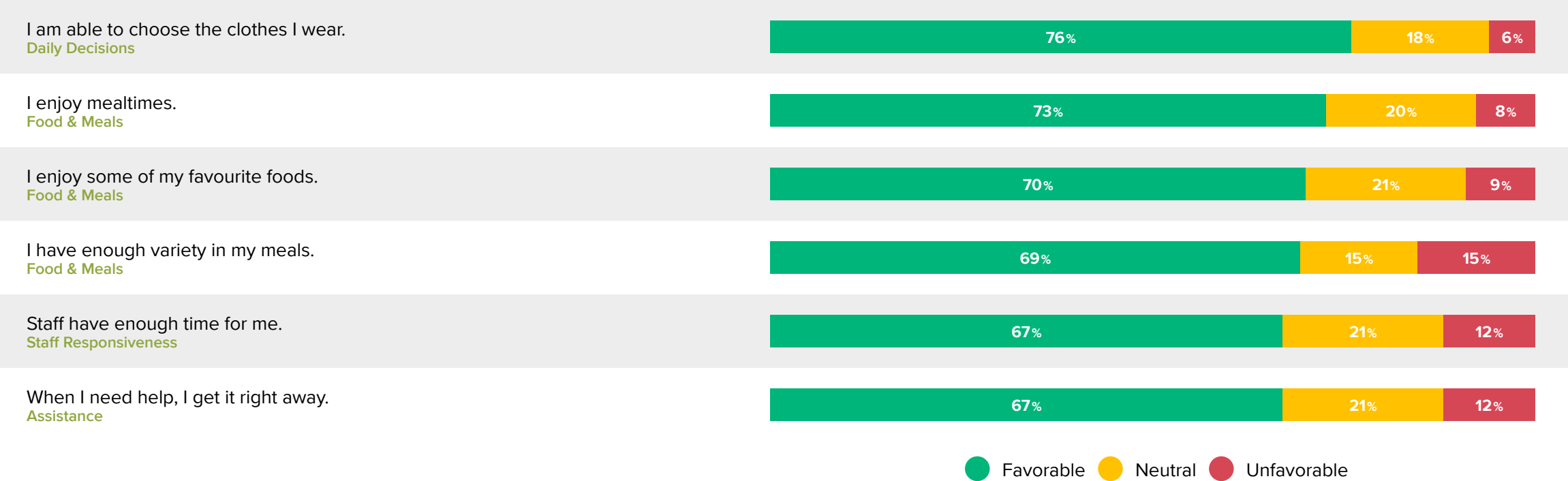
My Group



Favorability Report Questions



My Group



Favorability Report Questions


My Group

