

**Table 5**  
**Eastern Nebraska Veterans Home**  
**Summary of FAMILY Satisfaction Survey Responses**  
**2011**

Number of Survey Responses = 53

1. How are you related to this member? (N=51)			#	%
Spouse	20	39.2%		
Sibling	2	3.9%		
Child	9	17.6%		
Parent	3	5.9%		
Guardian	2	3.9%		
Power of Attorney	2	3.9%		
Other	13	25.5%		

1a. For those who were related in some "other" manner, what was that relationship? (N=13)			#	%
A child with power of attorney (POA)	6	46.2%		
A child who also is a guardian with POA	2	15.4%		
A spouse with POA	2	15.4%		
A nephew with POA	1	7.7%		
A sibling with POA	1	7.7%		
A parent with POA	1	7.7%		

	Less than 1 year	1 - 3 years	More than 3 years
2. How long has your member lived at this Veterans Home? (N=51)	13	23	15
Percent?	25.5%	45.1%	29.4%

	2+ times weekly	Weekly	Every 2 weeks	Monthly	Less than monthly
3. How often do you visit your member at this Veterans home? (N=46)	18	12	6	6	4
Percent?	39.1%	26.1%	13.0%	13.0%	8.7%

"Quality of Services" How would you rate . . .	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
4. The cleanliness of the facility? (N=53)	83.0%	17.0%	0%	0%	0%	0%
5. The cleanliness and maintenance of the grounds? (N=53)	77.4%	18.9%	3.8%	0%	0%	0%
6. The facility's method in addressing your concerns or complaints? (N=53)	69.8%	24.5%	3.8%	1.9%	0%	0%
7. The staff addressing members' needs first? (N=53)	64.2%	24.5%	9.4%	1.9%	0%	0%
8. The staff at knowing what your member's specialized need are? (N=53)	60.4%	28.3%	11.3%	0%	0%	0%
9. The quality of medical care provided to your member? (N=52)	67.3%	28.8%	3.8%	0%	0%	0%
10. Your confidence level in knowing your member is well-taken-care-of when you are not present? (N=53)	67.9%	24.5%	5.7%	1.9%	0%	0%
11. The number of staff present to meet your member's needs? (N=53)	45.3%	32.1%	11.3%	5.7%	5.7%	0%
12. Your confidence level that your member receives the help he/she needs to eat? (N=52)	55.8%	28.8%	9.6%	1.9%	0%	3.8%
13. Staff following up on your requests? (N=53)	66.0%	20.8%	9.4%	0%	1.9%	1.9%

"Communication" How would you rate staff at . . .	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
	14. Keeping you informed about your member's status within privacy limitations? (N=52)	71.2%	23.1%	5.8%		
15. Involving you in planning your member's care? (N=52)	65.4%	28.8%	3.8%	0%	0%	1.9%
16. Politeness and courteousness toward you? (N=52)	82.7%	17.3%	0%	0%	0%	0%
17. Keeping track of your member's personal belongings? (N=52)	48.1%	32.7%	11.5%	3.8%	3.8%	0%
18. Making you feel welcome? (N=52)	80.8%	19.2%	0%	0%	0%	0%
19. Appreciating your help? (N=50)	70.0%	22.0%	0%	0%	2.0%	6.0%
20. Maintaining communication with you? (N=51)	68.6%	23.5%	5.9%	2.0%	0%	0%

	YES		NO		UNSURE	
	#	%	#	%	#	%
	21. Do you know who to talk to in order to get information about your member? (N=50)	46	92.0%	1	2.0%	3
22. Do you fear your member might suffer negative consequences because of something you say or do? (N=51)	2	3.9%	46	90.2%	3	5.9%

	<b>"Living Environment"</b>					
	YES		NO		UNSURE	
	#	%	#	%	#	%
23. Does your member's room meet their individualized needs? (N=52)	51	98.1%	0	0%	1	1.9%
24. Does the facility layout meet your member's needs? (N=52)	52	100%	0	0%	0	0%
25. Are you encouraged to bring your member's personal things into the room as space allows? (N=51)	50	98.0%	1	2.0%	0	0%
26. Is there a comfortable, private place for you to visit with your member? (N=52)	50	96.2%	2	3.8%	0	0%
27. Do you feel the home offers sufficient activities for your family member to participate in? (N=50)	45	90.0%	4	8.0%	1	2.0%

How would you rate the facility with...	<b>"Member Care"</b>					
	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
28. Addressing your member in an appropriate manner? (N=51)	70.6%	29.4%	0%	0%	0%	0%
29. Being patient with your member? (N=51)	70.6%	25.5%	2.0%	0%	2.0%	0%
30. Treating your member with respect? (N=51)	68.6%	27.5%	2.0%	0%	2.0%	0%
31. Encouraging your member in maintaining his/her independence? (N=50)	60.0%	26.0%	4.0%	0%	6.0%	4.0%
32. Offering appropriate activities to your member? (N=51)	52.9%	29.4%	9.8%	0%	5.9%	2.0%
33. Providing a proper amount of time for your member to eat meals, with assistance from staff if needed? (N=50)	58.0%	24.0%	8.0%	4.0%	4.0%	2.0%
34. Keeping your member clean and well groomed? (N=50)	56.0%	32.0%	10.0%	2.0%	0%	0%
35. Assisting your member to the toilet when needed? (N=50)	50.0%	42.0%	0%	4.0%	2.0%	2.0%
36. Keeping your member physically comfortable? (N=51)	60.8%	35.3%	3.9%	0%	0%	0%



"Overall"	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
	37. Please rate this facility in terms of how well it is taking care of your member. (N=51)	68.6%	29.4%	2.0%		
38. Please rate this facility in terms of how well its staff respect the dignity of your member. (N=51)	74.5%	23.5%	2.0%	0%	0%	0%
39. Please rate this facility in terms of how well it is providing tender-loving-care to your member. (N=51)	60.8%	35.3%	3.9%	0%	0%	0%
40. Please rate the quality of care and services that this facility is providing to your member. (N=51)	66.7%	29.4%	3.9%	0%	0%	0%

	Improved	Remained the same	Declined
41. In the last year, has the quality of care and services provided to your member . . . ? (N=45)	9	35	1
Percent?	20.0%	77.8%	2.2%

	YES		NO		UNSURE	
	#	%	#	%	#	%
	42. Would you recommend this Veterans Home to others? (N=51)	48	94.1%	0	0%	3
43. Have you ever told other people that the quality care being provided at this Veterans Home is excellent? (N=50)	45	90.0%	4	8.0%	1	2.0%

	Always	MOST of the time	SOME of the time	Very Rarely	Never	
	44. Do you feel that your member is happy living at this Veterans Home? (N=49)	13	29	6	1	0
Percent?	26.5%	59.2%	12.2%	2.0%	0%	

