

Table 5
Norfolk Veterans Home
Summary of FAMILY Satisfaction Survey Responses
2010

Number of Survey Responses = 84

1. How are you related to this member? (N=82)	#	%
Spouse	18	22.0%
Sibling	5	6.1%
Child	26	31.7%
Parent	2	2.4%
Guardian	3	3.7%
Power of Attorney	6	7.3%
Other	22	29.3%

1a. For those who were related in some "other" manner, what was that relationship? (N=22)	#	%
A child with power of attorney (POA)	9	40.9%
A sibling with POA	5	22.7%
A spouse with POA	4	18.2%
A child who also is a guardian	1	4.5%
A guardian who also has POA	1	4.5%
A niece	1	4.5%
A spouse who also is a guardian	1	4.5%

	Less than 1 year	1 - 3 years	More than 3 years
2. How long has your member lived at this Veterans Home? (N=83)	24	25	34
Percent?	28.9%	30.1%	41.0%

	2+ times weekly	Weekly	Every 2 weeks	Monthly	Less than monthly	
3. How often do you visit your member at this Veterans home? (N=82)	27	16	15	8	16	
Percent?	32.9%	19.5%	18.3%	9.8%	19.5%	

"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=83)	84.3%	15.7%	0%	0%	0%	0%
5. The cleanliness and maintenance of the grounds? (N=83)	79.5%	20.5%	0%	0%	0%	0%
6. The facility's method in addressing your concerns or complaints? (N=82)	63.4%	35.4%	1.2%	0%	0%	0%
7. The staff addressing members' needs first? (N=82)	63.4%	32.9%	2.4%	0%	1.2%	0%
8. The staff at knowing what your member's specialized need are? (N=81)	66.7%	30.9%	2.5%	0%	0%	0%
9. The quality of medical care provided to your member? (N=82)	65.9%	31.7%	2.4%	0%	0%	0%
10. Your confidence level in knowing your member is well-taken-care-of when you are not present? (N=80)	65.0%	35.0%	0%	0%	0%	0%
11. The number of staff present to meet your member's needs? (N=81)	48.1%	44.4%	4.9%	0%	2.5%	0%
12. Your confidence level that your member receives the help he/she needs to eat? (N=82)	63.4%	29.3%	3.7%	0%	0%	3.7%
13. Staff following up on your requests? (N=82)	59.8%	36.6%	1.2%	0%	0%	2.4%

"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=75)	65.3%	29.3%	2.7%		
15. Involving you in planning your member's care? (N=74)	48.6%	43.2%	4.1%	1.4%	0%	2.7%
16. Politeness and courteousness toward you? (N=76)	80.3%	19.7%	0%	0%	0%	0%
17. Keeping track of your member's personal belongings? (N=77)	58.4%	35.1%	3.9%	1.3%	1.3%	0%
18. Making you feel welcome? (N=77)	71.4%	28.6%	0%	0%	0%	0%
19. Appreciating your help? (N=76)	59.2%	34.2%	1.3%	0%	2.6%	2.6%
20. Maintaining communication with you? (N=73)	64.4%	31.5%	2.7%	1.4%	0%	0%

	YES		NO		UNSURE	
	#	%	#	%	#	%
	21. Do you know who to talk to in order to get information about your member? (N=77)	72	93.5%	1	1.3%	4
22. <u>Do you fear your member might suffer negative consequences because of something you say or do?</u> (N=78)	4	5.1%	72	92.3%	2	2.6%

"Living Environment"	YES		NO		UNSURE	
	#	%	#	%	#	%
	23. Does your member's room meet their individualized needs? (N=78)	77	98.7%	1	1.3%	0
24. Does the facility layout meet your member's needs? (N=78)	77	98.7%	0	0%	1	1.3%
25. Are you encouraged to bring your member's personal things into the room as space allows? (N=78)	72	92.3%	2	2.6%	4	5.1%
26. Is there a comfortable, private place for you to visit with your member? (N=79)	78	98.7%	0	0%	1	1.3%
27. Do you feel the home offers sufficient activities for your family member to participate in? (N=78)	76	97.4%	0	0%	2	2.6%

"Member Care"	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
	How would you rate the facility with...					
28. Addressing your member in an appropriate manner? (N=79)	74.7%	25.3%	0%	0%	0%	0%
29. Being patient with your member? (N=78)	75.6%	23.1%	1.3%	0%	0%	0%
30. Treating your member with respect? (N=78)	75.6%	23.1%	1.3%	0%	0%	0%
31. Encouraging your member in maintaining his/her independence? (N=77)	62.3%	35.1%	1.3%	0%	1.3%	0%
32. Offering appropriate activities to your member? (N=77)	68.8%	29.9%	1.3%	0%	0%	0%
33. Providing a proper amount of time for your member to eat meals, with assistance from staff if needed? (N=76)	61.8%	28.9%	1.3%	0%	3.9%	3.9%
34. Keeping your member clean and well groomed? (N=77)	61.0%	27.3%	9.1%	0%	0%	2.6%
35. Assisting your member to the toilet when needed? (N=76)	60.5%	30.3%	2.6%	0%	1.3%	5.3%
36. Keeping your member physically comfortable? (N=77)	67.5%	32.5%	0%	0%	0%	0%

"Overall"	"Positive" ratings				Don't Know	Not Applicable
	Excellent	Good	"Negative" ratings			
			Fair	Poor		
37. Please rate this facility in terms of how well it is taking care of your member. (N=79)	73.4%	26.6%	0%	0%	0%	0%
38. Please rate this facility in terms of how well its staff respect the dignity of your member. (N=79)	74.7%	25.3%	0%	0%	0%	0%
39. Please rate this facility in terms of how well it is providing tender-loving-care to your member. (N=78)	71.8%	25.6%	1.3%	0%	1.3%	0%
40. Please rate the quality of care and services that this facility is providing to your member. (N=78)	71.8%	28.2%	0%	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=68)	12	56	0
Percent?	17.6%	82.4%	0%

	YES		NO		UNSURE	
	#	%	#	%	#	%
42. Would you recommend this Veterans Home to others? (N=78)	78	100%	0	0%	0	0%
43. Have you ever told other people that the quality care being provided at this Veterans Home is excellent? (N=79)	75	94.9%	2	2.5%	2	2.5%

	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=77)	27	40	7	2	1	
Percent?	35.1%	51.9%	9.1%	2.6%	1.3%	