

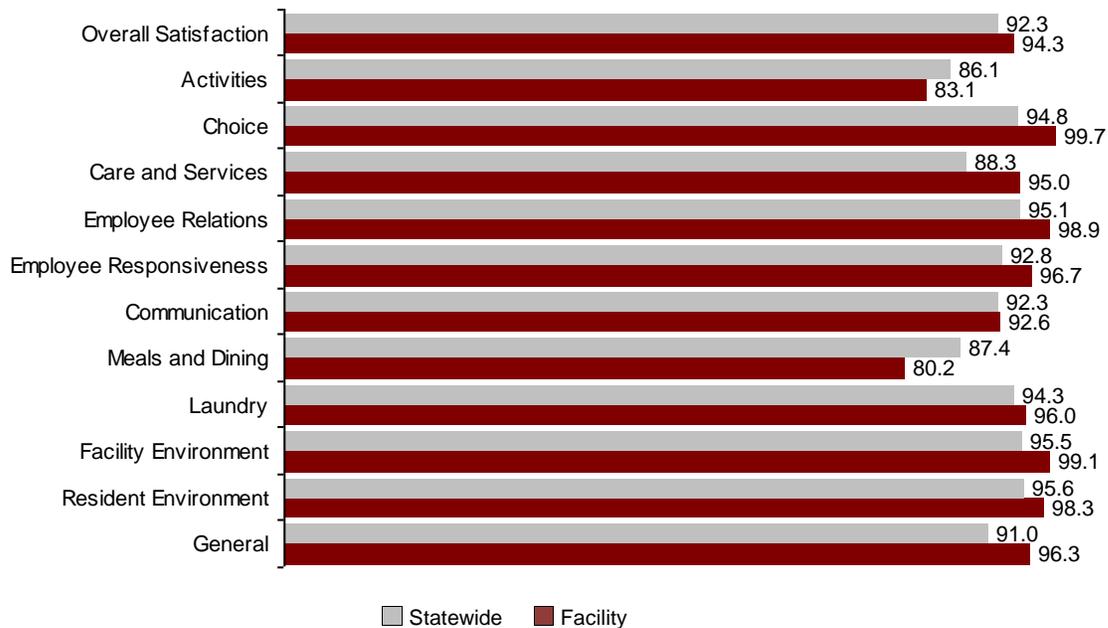
Sunset House

Residential Care Facility Resident Satisfaction Survey 2011

The Ohio Department of Aging (ODA) and the Office of the State Long-Term Care Ombudsman conducts a biennial satisfaction survey of residents in long-term care facilities to measure satisfaction with their quality of care and quality of life. The ODA contracted with Vital Research, LLC to administer the 2011 survey, which was developed by the Scripps Gerontology Center at Miami University of Ohio and the Margaret Blenkner Research Institute of Benjamin Rose in Cleveland, Ohio. The results are based on structured, face-to-face interviews with residents in each long-term care facility between September 2011 and January 2012.

This report reflects the quality of care at Sunset House, as reported by its residents.

| Statewide Comparisons | Facility | | Statewide | |
|-----------------------------------|-------------|-------------|-------------|-------------|
| | 2009 | 2011 | 2009 | 2011 |
| Overall Satisfaction Score | 93.3 | 94.3 | 92.1 | 92.3 |



Profile of Residents

Number of Completed Interviews Required to Meet +/- 10% Margin of Error: **23**

Number of Completed Interviews: **24**

Total Number of Interviews (completed + incomplete): **24**

Short-term Completed Interview **0**

Long-term Completed Interviews **24**

| | <u>Facility</u> | | <u>Statewide</u> | |
|--|-----------------|----------------|------------------|----------------|
| | n | Average | n | Average |
| Average Age of Resident in Years | 24 | 89.2 | 11,286 | 85.3 |
| Gender | n | Percent | n | Percent |
| Male | 7 | 29.2% | 3,027 | 26.8% |
| Female | 17 | 70.8% | 8,259 | 73.2% |
| Interview Status | | | | |
| Not Interviewed | 0 | 0.0% | 810 | 7.2% |
| Incomplete | 0 | 0.0% | 114 | 1.0% |
| Complete | 24 | 100.0% | 10,362 | 91.8% |
| Reason Why Resident was Not Interviewed | | | | |
| Deceased | 0 | 0.0% | 60 | 7.4% |
| Discharged/Moved | 0 | 0.0% | 57 | 7.0% |
| Hospitalized/Ill | 0 | 0.0% | 106 | 13.1% |
| Language Barrier | 0 | 0.0% | 9 | 1.1% |
| Unable to Locate | 0 | 0.0% | 7 | 0.9% |
| Asleep | 0 | 0.0% | 3 | 0.4% |
| Out of Facility | 0 | 0.0% | 44 | 5.4% |
| Refused | 0 | 0.0% | 331 | 40.8% |
| Unable to Respond to Questions | 0 | 0.0% | 172 | 21.2% |
| Other/Unknown | 0 | 0.0% | 23 | 2.8% |
| Reason Why Interview is Incomplete | | | | |
| Resident Fatigue | 0 | 0.0% | 9 | 7.9% |
| Unable to Respond to Questions | 0 | 0.0% | 61 | 53.5% |
| Refusal to Continue | 0 | 0.0% | 28 | 24.6% |
| Necessary Clinical Care | 0 | 0.0% | 0 | 0.0% |
| Resident Illness | 0 | 0.0% | 3 | 2.6% |
| Other/Unknown | 0 | 0.0% | 13 | 11.4% |
| Assistance with Interview | | | | |
| Family Member | 0 | 0.0% | 142 | 93.4% |
| Volunteer | 0 | 0.0% | 0 | 0.0% |
| Custodian/Guardian | 0 | 0.0% | 2 | 1.3% |
| Other | 0 | 0.0% | 8 | 5.3% |

Due to rounding, numbers may not add up to 100%.

Resident Satisfaction

Average scores were calculated by converting residents' responses to item scores so that the higher the value the more positive the response. The items were converted based on a scale of 0 to 100 where 100="Yes, always"; 67="Yes, sometimes"; 33="No, hardly ever"; and 0="No, never".

| | <u>Facility</u> | | <u>Statewide</u> | |
|---|-----------------|-------------|------------------|-------------|
| | 2009 | 2011 | 2009 | 2011 |
| ACTIVITIES | | | | |
| Do you have enough to do here? | 85.0 | 74.3 | 83.7 | 84.8 |
| Do you get enough information about the activities offered here? | 96.3 | 93.0 | 88.1 | 88.8 |
| Are you satisfied with the activities offered here? | 91.8 | 79.7 | 86.2 | 85.6 |
| Domain Scc | 91.0 | 83.1 | 85.8 | 86.1 |
| CHOICE | | | | |
| Can you go to bed when you like? | 98.5 | 100.0 | 96.3 | 96.0 |
| Do the employees leave you alone if you don't want to do anything? | 95.7 | 98.6 | 94.1 | 94.3 |
| Do the people who work here let you do the things you are able to do yourself? | 97.1 | 100.0 | 95.6 | 95.4 |
| Are you free to come and go as you are able? | 98.5 | 100.0 | 93.9 | 94.2 |
| Are the rules here reasonable? | 93.7 | 100.0 | 94.0 | 94.4 |
| Domain Scc | 96.7 | 99.7 | 94.8 | 94.8 |
| CARE AND SERVICES | | | | |
| Can you get snacks and drinks whenever you want to? | 93.0 | 92.1 | 84.3 | 85.9 |
| Do you get your medications on time? | 91.8 | 96.3 | 94.3 | 95.0 |
| Do the employees explain your care and services to you? | 76.9 | 92.4 | 82.4 | 85.1 |
| Do the employees who take care of you know what you like and don't like? | 89.0 | 98.5 | 85.2 | 87.5 |
| Domain Scc | 88.2 | 95.0 | 86.5 | 88.3 |
| EMPLOYEE RELATIONS | | | | |
| Are the employees courteous to you? | 95.7 | 98.6 | 95.7 | 95.6 |
| Can you depend on the employees? | 91.0 | 98.6 | 92.1 | 92.9 |
| Are the people who work here friendly? | 97.1 | 100.0 | 95.5 | 95.5 |
| Do the employees treat you with respect? | 98.6 | 98.6 | 96.2 | 96.4 |
| Domain Scc | 95.6 | 98.9 | 94.9 | 95.1 |
| EMPLOYEE RESPONSIVENESS | | | | |
| During the weekdays, is a staff person available to help you if you need it? ¹ | 93.4 | 97.1 | 94.1 | 94.6 |

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¹This question was modified from the previous reporting period, which may have changed the meaning of the question. The comparison results should be interpreted with caution.

*The average score could not be calculated because there were zero responses.

**New item in 2011

Sunset House

Resident Satisfaction

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| | <u>Facility</u> | | <u>Statewide</u> | |
|--|-----------------|-------------|------------------|-------------|
| | 2009 | 2011 | 2009 | 2011 |
| EMPLOYEE RESPONSIVENESS | | | | |
| At other times, is a staff person available to help you if you need it?* | n/a | 95.0 | n/a | 91.3 |
| Do you feel confident that the employees know how to do their jobs? ¹ | 98.5 | 97.1 | 92.0 | 92.9 |
| Domain Scc | 93.8 | 96.7 | 92.1 | 92.8 |
| COMMUNICATION | | | | |
| Are the people in charge available to talk with you? | 100.0 | 96.5 | 91.1 | 91.3 |
| Do the people in charge treat you with respect? | 96.7 | 100.0 | 96.9 | 96.7 |
| Would you feel comfortable speaking up when you have a problem? | 88.9 | 98.6 | 93.4 | 93.3 |
| Do you know who to go to here when you have a problem? | 91.7 | 82.6 | 89.0 | 89.9 |
| Do your problems get taken care of? | 100.0 | 92.6 | 90.2 | 90.1 |
| Domain Scc | 95.0 | 92.6 | 92.2 | 92.3 |
| MEALS AND DINING | | | | |
| Do you get enough to eat? | 98.6 | 97.2 | 96.7 | 96.2 |
| Is the food here tasty? | 85.0 | 64.0 | 82.3 | 82.3 |
| Can you get the foods you like? | 81.8 | 77.8 | 81.4 | 81.1 |
| Is your food served at the right temperature? | 87.0 | 80.6 | 84.9 | 84.9 |
| Do you like the way your meals are served here? | 90.6 | 80.5 | 92.4 | 91.9 |
| Domain Scc | 88.4 | 80.2 | 87.6 | 87.4 |
| LAUNDRY | | | | |
| Do you get your clothing back from the laundry? | 90.2 | 93.7 | 94.8 | 94.1 |
| Does your clothing come back from the laundry in good condition? | 98.1 | 98.4 | 94.9 | 94.6 |
| Domain Scc | 94.2 | 96.0 | 94.7 | 94.3 |
| FACILITY ENVIRONMENT | | | | |
| Do you like the location of this place? | 98.4 | 100.0 | 94.0 | 94.1 |
| Are the outside walkways and grounds well taken care of? | 98.5 | 100.0 | 96.5 | 96.5 |
| Does this place look attractive to you? | 94.0 | 100.0 | 95.3 | 95.5 |
| Is this place clean enough? | 100.0 | 100.0 | 97.0 | 96.7 |

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| | <u>Facility</u> | | <u>Statewide</u> | |
|--|-----------------|-------------|------------------|-------------|
| | 2009 | 2011 | 2009 | 2011 |
| FACILITY ENVIRONMENT | | | | |
| Is this place quiet when it should be? | 94.0 | 95.8 | 94.7 | 94.7 |
| Domain Scc | 96.8 | 99.1 | 95.6 | 95.5 |
| RESIDENT ENVIRONMENT | | | | |
| Do you have enough privacy in your room or apartment? | 97.1 | 98.6 | 96.3 | 96.4 |
| Are you satisfied with your room or apartment? | 94.0 | 98.6 | 95.5 | 95.0 |
| Do you feel safe here? | 95.7 | 98.6 | 97.0 | 97.0 |
| Is your personal property safe here? | 92.5 | 95.8 | 93.7 | 93.6 |
| Do you think this is a pleasant place for people to visit? | 96.9 | 100.0 | 96.5 | 96.5 |
| Domain Scc | 94.8 | 98.3 | 95.7 | 95.6 |
| GENERAL | | | | |
| Do you feel comfortable here? | 90.5 | 100.0 | 95.4 | 95.2 |
| Do you feel like you are getting your money's worth here? | 85.4 | 93.7 | 86.1 | 87.6 |
| Overall, do you like living here? | 90.9 | 93.0 | 89.3 | 89.3 |
| Would you recommend this place to a family member or friend? | 93.4 | 98.6 | 92.4 | 92.2 |
| Domain Scc | 90.2 | 96.3 | 91.0 | 91.0 |
| OVERALL SATISFACTION SCORE | | | | |
| | 93.3 | 94.3 | 92.1 | 92.3 |

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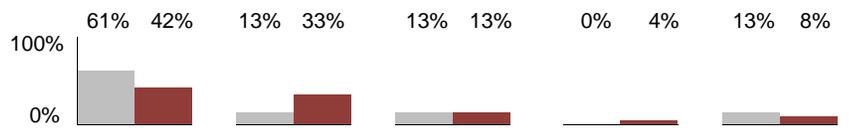
Resident Satisfaction - A Closer Look

2009 2011

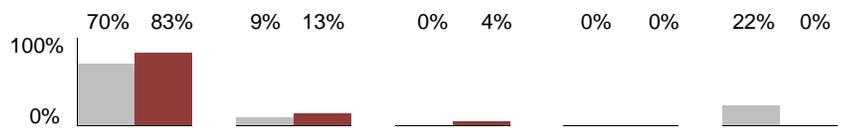
Always Sometimes Hardly Ever Never Does Not Apply/ Know

ACTIVITIES

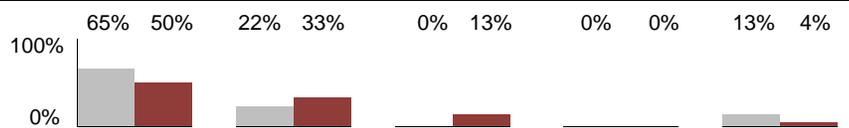
Do you have enough to do here?



Do you get enough information about the activities offered here?

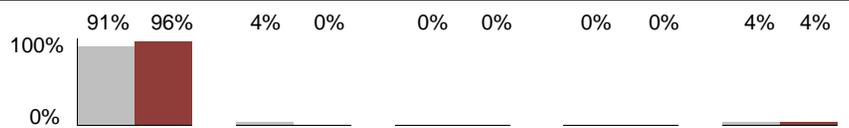


Are you satisfied with the activities offered here?

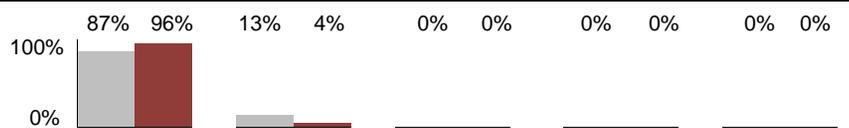


CHOICE

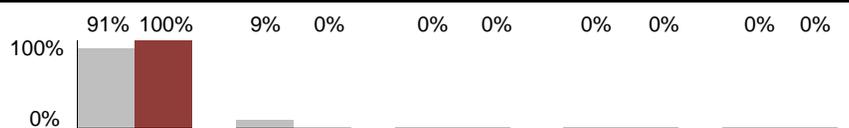
Can you go to bed when you like?



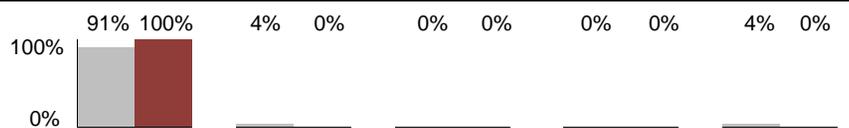
Do the employees leave you alone if you don't want to do anything?



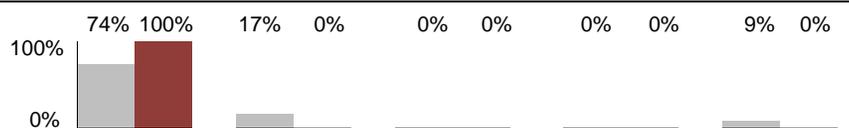
Do the people who work here let you do the things you are able to do yourself?



Are you free to come and go as you are able?



Are the rules here reasonable?



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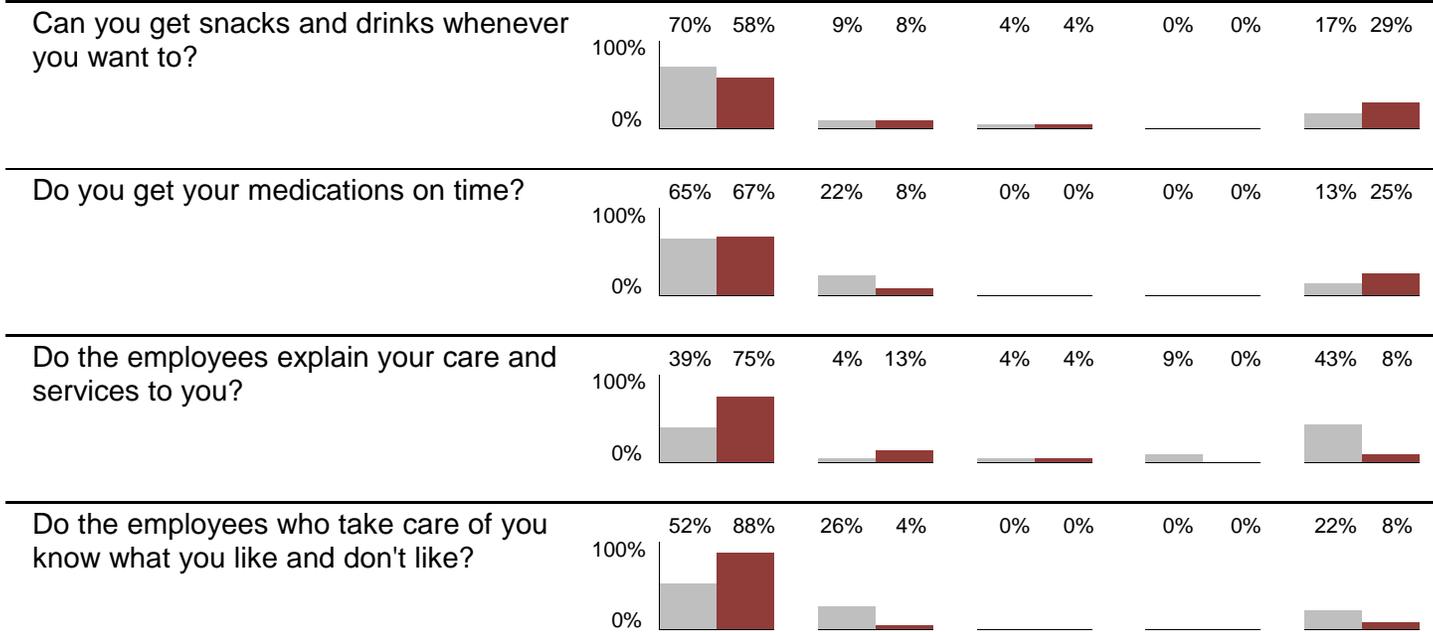
Sunset House

Resident Satisfaction - A Closer Look

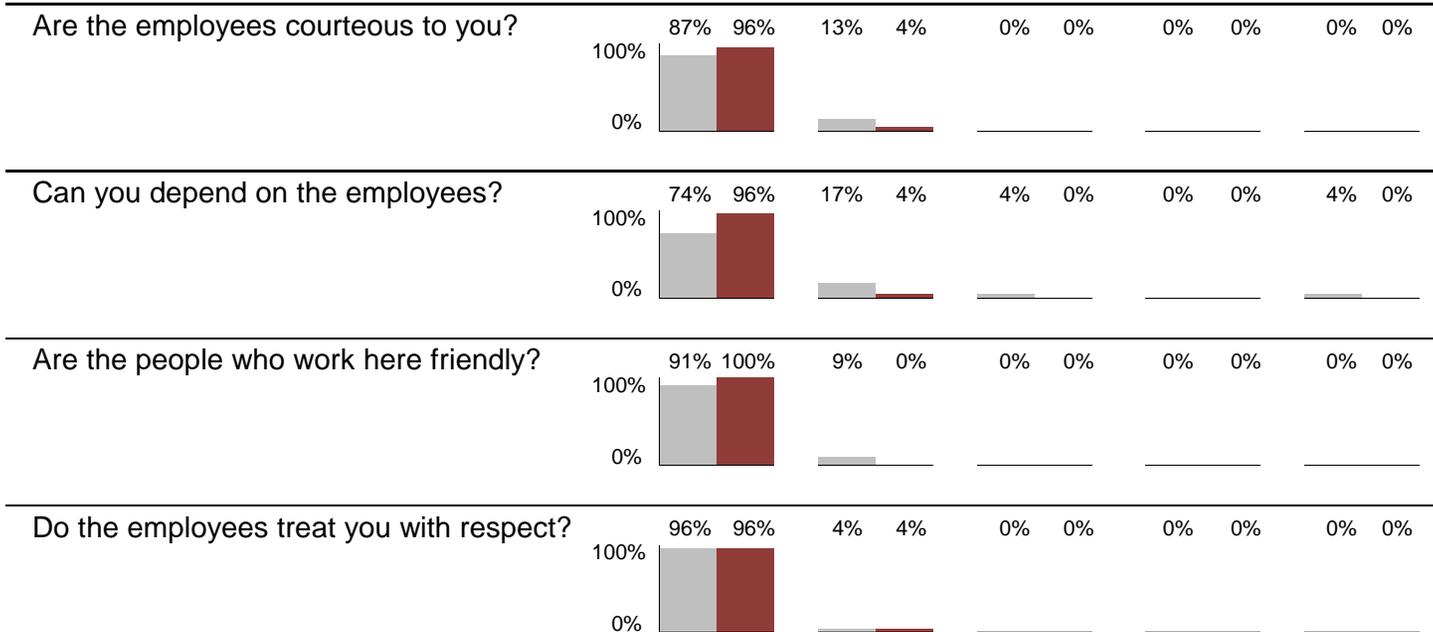
2009 2011

Always Sometimes Hardly Ever Never Does Not Apply/ Know

CARE AND SERVICES



EMPLOYEE RELATIONS



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**New item in 2011

Sunset House

Resident Satisfaction - A Closer Look

■ 2009 ■ 2011

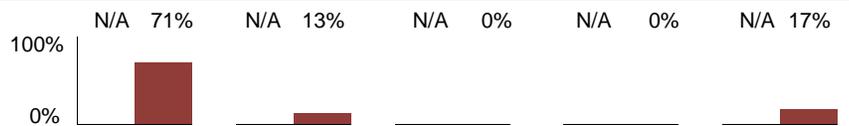
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EMPLOYEE RESPONSIVENESS

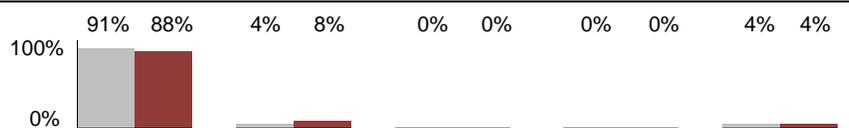
During the weekdays, is a staff person available to help you if you need it?¹



At other times, is a staff person available to help you if you need it?^{**}

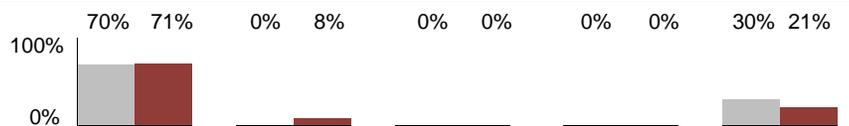


Do you feel confident that the employees know how to do their jobs?¹

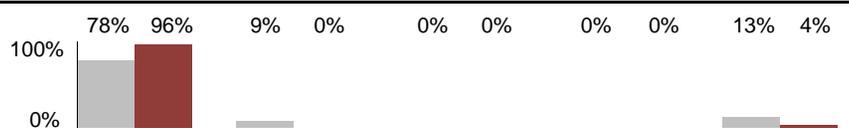


COMMUNICATION

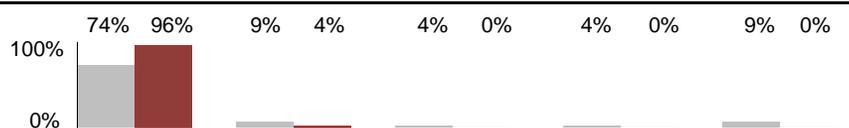
Are the people in charge available to talk with you?



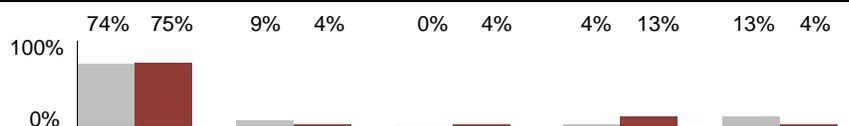
Do the people in charge treat you with respect?



Would you feel comfortable speaking up when you have a problem?



Do you know who to go to here when you have a problem?



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Sunset House

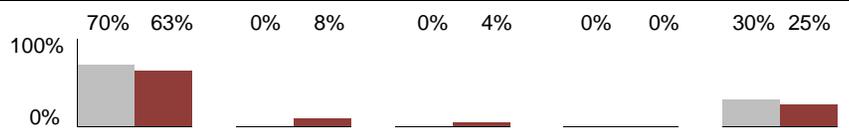
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2009 2011

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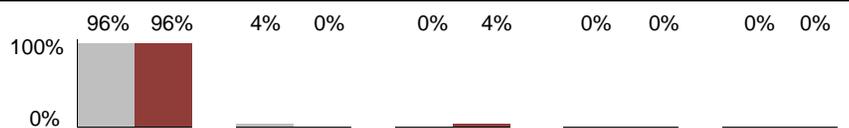
COMMUNICATION

Do your problems get taken care of?

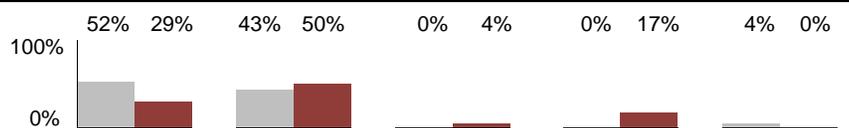


MEALS AND DINING

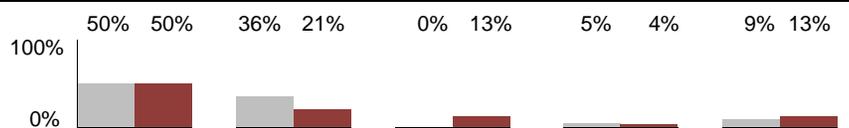
Do you get enough to eat?



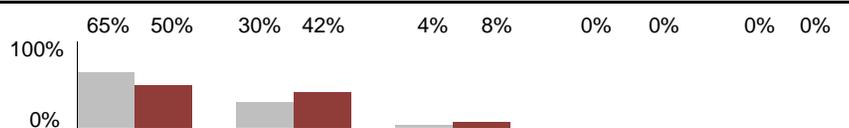
Is the food here tasty?



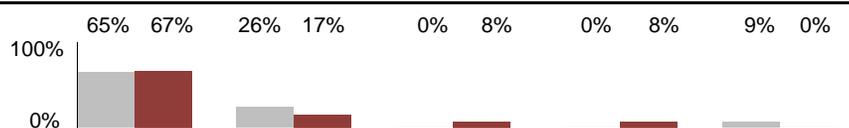
Can you get the foods you like?



Is your food served at the right temperature?



Do you like the way your meals are served here?



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Sunset House

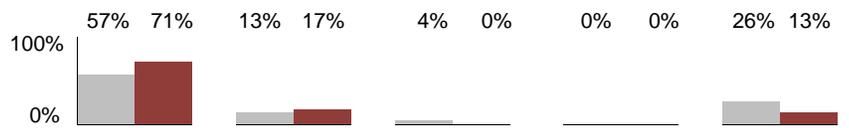
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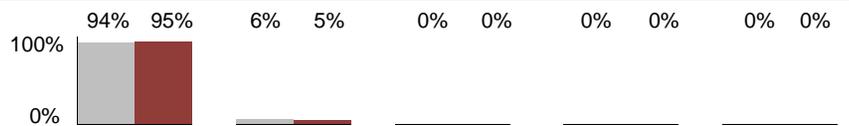
LAUNDRY

Always Sometimes Hardly Ever Never Does Not Apply/ Know

Do you get your clothing back from the laundry?

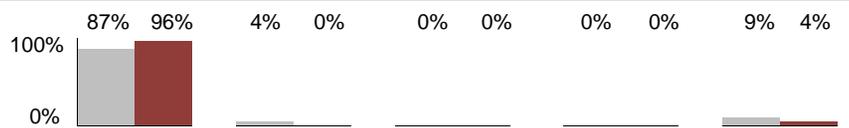


Does your clothing come back from the laundry in good condition?

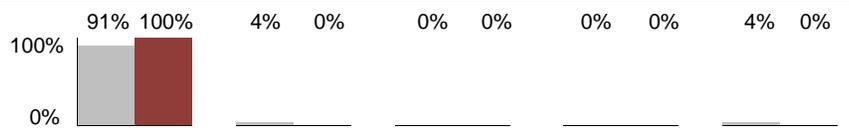


FACILITY ENVIRONMENT

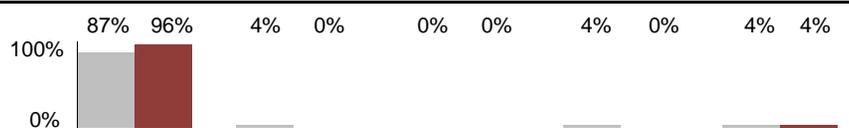
Do you like the location of this place?



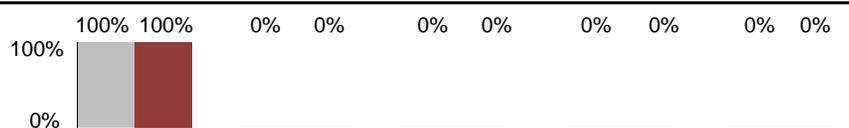
Are the outside walkways and grounds well taken care of?



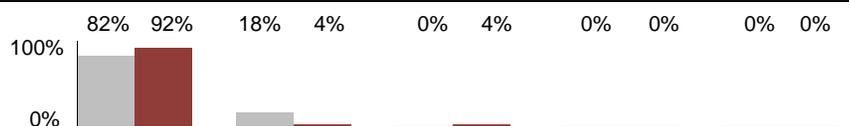
Does this place look attractive to you?



Is this place clean enough?



Is this place quiet when it should be?



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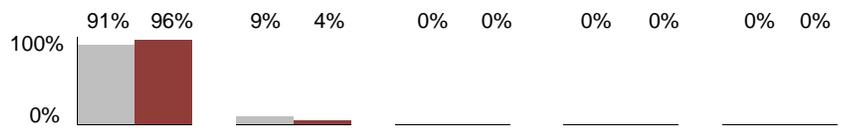
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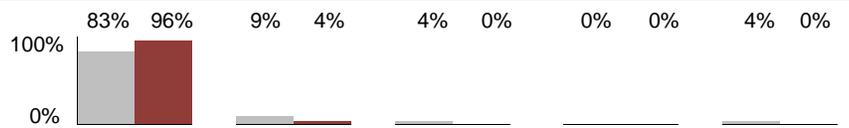
Always Sometimes Hardly Ever Never Does Not Apply/ Know

RESIDENT ENVIRONMENT

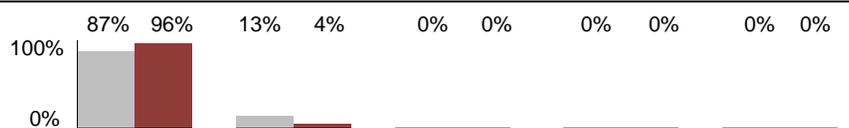
Do you have enough privacy in your room or apartment?



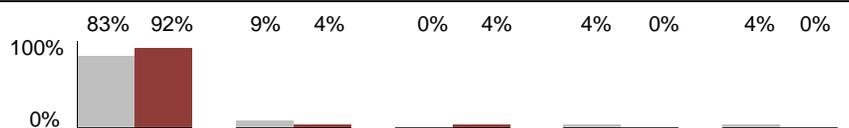
Are you satisfied with your room or apartment?



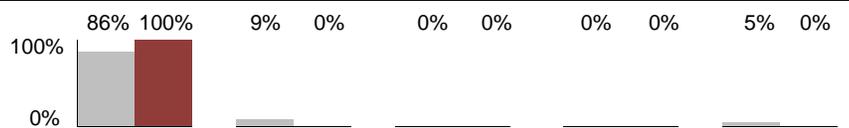
Do you feel safe here?



Is your personal property safe here?

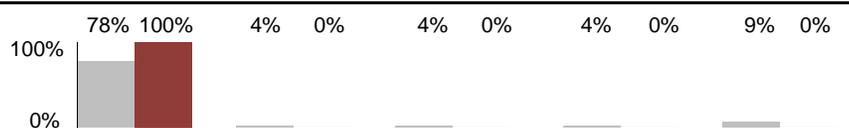


Do you think this is a pleasant place for people to visit?

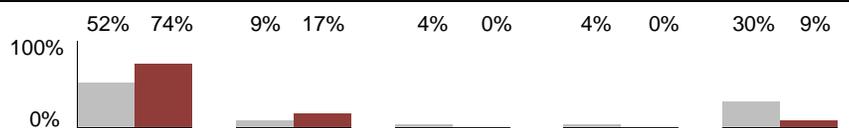


GENERAL

Do you feel comfortable here?



Do you feel like you are getting your money's worth here?



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■ 2009 ■ 2011

GENERAL

Always

Sometimes

Hardly
Ever

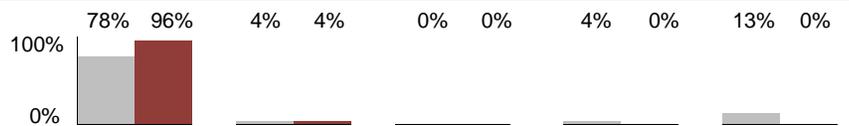
Never

Does Not
Apply/
Know

Overall, do you like living here?



Would you recommend this place to a family member or friend?



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