



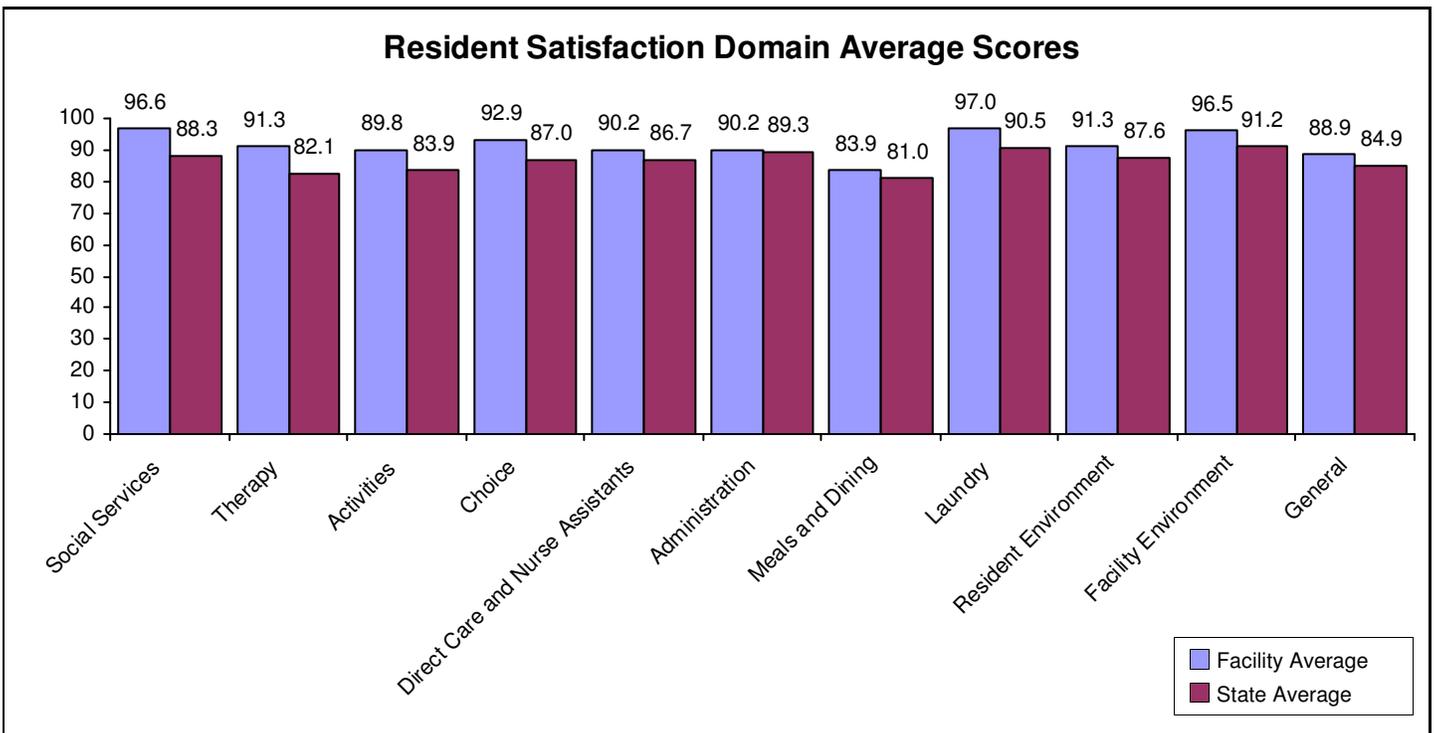
Ohio Department of Aging

Nursing Home

Resident Satisfaction Survey 2009

CIRCLEVILLE CARE & REHABILITATION CENTER

	<u>Facility Average</u>		<u>State Average</u>	
	2007	2009	2007	2009
OVERALL SATISFACTION SCORE	81.3	90.8	86.3	85.9



These measurements are based upon the Ohio Nursing Home Resident Survey. Vital Research, LLC, gathered data by face-to-face interviews from nursing home residents using trained interviewers living in Ohio. These data reflect the quality of care as reported by residents of the facility.

Profile of Residents

Number of Completed Interviews Required to Meet +/- 10% Margin of Error: 25

Number of Completed Interviews: 25 Total Number of Interviews (completed + incomplete): 26

Statewide Completed Interviews: 22822 Statewide Total Interviews (completed + incomplete): 23462

	<u>Facility</u>		<u>Statewide</u>	
	n	Average	n	Average
Average Age of Resident in Years	36	79.2	28406	78.6
Gender	n	Percent	n	Percent
Male	9	25.0%	8927	31.4%
Female	27	75.0%	19483	68.6%
Interview Status				
Not Interviewed	10	27.8%	4950	17.4%
Incomplete	1	2.8%	640	2.3%
Complete	25	69.4%	22822	80.3%
Reason Why Resident was Not Interviewed				
Deceased	0	0.0%	252	5.1%
Discharged/Moved	1	10.0%	961	19.4%
Hospitalized/Ill	1	10.0%	355	7.2%
Language Barrier	0	0.0%	88	1.8%
Unable to Locate	2	20.0%	81	1.6%
Asleep	0	0.0%	176	3.6%
Out of Facility	0	0.0%	116	2.3%
Refused	2	20.0%	975	19.7%
Unable to Respond to Questions	4	40.0%	1803	36.4%
Other/Unknown	0	0.0%	143	2.9%
Reason Why Interview is Incomplete				
Resident Fatigue	0	0.0%	72	11.3%
Unable to Respond to Questions	1	100.0%	347	54.2%
Refusal to Continue	0	0.0%	137	21.4%
Necessary Clinical Care	0	0.0%	6	0.9%
Resident Illness	0	0.0%	11	1.7%
Other/Unknown	0	0.0%	67	10.5%
Assistance with Interview				
Family Member	0	0.0%	319	90.9%
Volunteer	0	0.0%	2	0.6%
Custodian/Guardian	0	0.0%	6	1.7%
Other	0	0.0%	24	6.8%
How Long Have You Been At This Facility?				
More Than Three Months	22	88.0%	18304	79.1%
Less Than Three Months	3	12.0%	4850	20.9%

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

Resident Satisfaction

100=Yes, always, 67=Yes, sometimes, 33=No, hardly ever, 0=No, never

Facility Average		State Average	
2007	2009	2007	2009

SOCIAL SERVICES

Does the Social Worker follow-up and respond quickly to your concerns?	83.4	93.8	84.3	83.2
Does the Social Worker treat you with respect?	100.0	100.0	94.0	93.5
Overall, are you satisfied with the quality of the Social Worker in the facility?	95.3	95.9	90.1	89.6
Social Services Domain Score	92.9	96.6	89.1	88.3

THERAPY

Does the physical therapist spend enough time with you?	74.5	93.1	83.1	83.2
Does the occupational therapist spend enough time with you?	89.0	92.9	80.7	81.2
Therapy Domain Score	77.2	91.3	82.2	82.1

ACTIVITIES

Do you have enough to do here?	60.1	83.4	79.4	78.8
Are you satisfied with the spiritual activities they offer here?	76.9	94.0	86.3	85.4
Are the activities here things that you like to do?	55.6	84.2	76.7	75.5
Does the activities staff treat you with respect?	89.6	100.0	94.6	93.9
Overall, are you satisfied with the activities they offer here?	82.5	87.6	86.0	85.5
Activities Domain Score	72.0	89.8	84.9	83.9

CHOICE

Can you go to bed when you like?	93.4	95.5	89.5	89.4
Can you decide when to get up in the morning?	92.1	88.4	75.2	75.9
Can you decide what clothing to wear?	92.0	94.2	89.6	89.3
Can you fix up your room with personal items so it looks like home?	75.1	97.0	90.1	88.9
Can you decide when to keep your door open or closed?	84.1	86.0	87.0	86.5
Do the people who work here leave you alone if you don't want to do anything?	86.7	98.5	89.3	88.4
Do the people who work here let you do the things you are able to do yourself? ¹	95.5	95.2	88.8	90.2
Choice Domain Score	88.4	92.9	87.0	87.0

DIRECT CARE AND NURSE ASSISTANTS

Does a staff person check on you to see if you are comfortable?	66.7	76.6	78.1	78.6
During the week, is a staff person available to help you if you need it?	89.4	91.7	89.0	88.4
During the weekends, is a staff person available to help you if you need it?	76.3	86.8	83.4	83.5

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.

Resident Satisfaction

100=Yes, always, 67=Yes, sometimes, 33=No, hardly ever, 0=No, never

	Facility Average		State Average	
	2007	2009	2007	2009
DIRECT CARE AND NURSE ASSISTANTS (CONTINUED)				
During the evening and night, is a staff person available to help you if you need it?	82.0	84.2	86.2	86.8
Do the people who work here know what you like and don't like?	64.8	79.8	79.4	78.6
Do you get your medications on time?	78.9	90.3	92.3	91.6
Are the nurse aides gentle when they take care of you?	95.7	100.0	91.4	90.6
Do the nurse aides treat you with respect?	93.1	98.7	93.0	92.1
Do the nurse aides spend enough time with you?	76.5	89.4	83.2	82.8
Overall, are you satisfied with the nurse aides who care for you?	91.4	96.0	90.2	89.6
Direct Care and Nurse Assistants Domain Score	82.6	90.2	86.8	86.7
ADMINISTRATION				
Is the administration available to talk with you?	70.9	83.4	86.7	85.4
Does the administration treat you with respect?	81.3	96.3	94.1	93.9
Overall, are you satisfied with the administration here?	80.0	90.8	90.7	90.4
Administration Domain Score	77.5	90.2	90.1	89.3
MEALS AND DINING				
Is the food here tasty?	72.6	76.5	75.0	74.9
Are the foods served at the right temperature?	62.6	93.4	81.7	80.9
Can you get the foods you like?	62.1	69.7	74.0	74.3
Do you get enough to eat?	91.4	94.7	93.7	93.3
Overall, are you satisfied with the food here?	73.7	82.0	81.5	81.0
Meals and Dining Domain Score	72.6	83.9	81.3	81.0
LAUNDRY				
Do you get your clothing back from the laundry?	74.6	94.0	89.0	89.5
Does your clothing come back from the laundry in good condition?	86.3	100.0	92.4	92.0
Laundry Domain Score	80.4	97.0	90.6	90.5
RESIDENT ENVIRONMENT				
Can you get outdoors when you want to?	81.8	86.7	80.8	79.1
Is your room a comfortable temperature?	87.6	88.1	87.8	87.4
Can you find places to talk with your visitors in private?	89.5	92.8	88.7	88.4
Is your room quiet enough?	93.1	92.0	91.2	90.8
Are you satisfied with your room?	91.4	94.5	91.0	91.0
Resident Environment Domain Score	88.2	91.3	88.1	87.6

Resident Satisfaction

100=Yes, always, 67=Yes, sometimes, 33=No, hardly ever, 0=No, never

	<u>Facility Average</u>		<u>State Average</u>	
	2007	2009	2007	2009
FACILITY ENVIRONMENT				
Is the facility clean enough?	94.5	93.4	94.7	94.6
Are your belongings safe here?	71.9	96.7	87.0	87.3
Are you satisfied with the safety and security of this facility?	85.6	100.0	92.0	91.8
Facility Environment Domain Score	86.1	96.5	91.2	91.2
GENERAL				
Overall, do the staff and residents help each other and get along?	89.0	92.5	88.1	88.3
Are the people who work here friendly?	89.0	93.4	92.0	91.4
Do the people who work here explain your daily care to you?	60.6	63.6	72.6	72.6
Would you recommend this facility to a family member or friend?	72.7	95.9	85.1	84.5
Overall, do you like this facility?	77.8	96.0	86.6	86.8
General Domain Score	78.6	88.9	85.0	84.9
OVERALL SATISFACTION SCORE				
	81.3	90.8	86.3	85.9

Resident Satisfaction - A Closer Look

		Always	Some- times	Hardly Ever	Never	Does Not Apply/ Know
SOCIAL SERVICES						
Does the Social Worker follow-up and respond quickly to your concerns?	2009:	52%	12%	0%	0%	36%
	2007:	36%	16%	0%	4%	44%
Does the Social Worker treat you with respect?	2009:	100%	0%	0%	0%	0%
	2007:	100%	0%	0%	0%	0%
Overall, are you satisfied with the quality of the Social Worker in the facility?	2009:	88%	13%	0%	0%	0%
	2007:	86%	14%	0%	0%	0%
THERAPY						
Does the physical therapist spend enough time with you?	2009:	60%	16%	0%	0%	24%
	2007:	44%	4%	12%	8%	32%
Does the occupational therapist spend enough time with you?	2009:	44%	12%	0%	0%	44%
	2007:	16%	8%	0%	0%	76%
ACTIVITIES						
Do you have enough to do here?	2009:	60%	24%	12%	0%	4%
	2007:	32%	20%	8%	20%	20%
Are you satisfied with the spiritual activities they offer here?	2009:	80%	4%	0%	4%	12%
	2007:	52%	24%	8%	8%	8%
Are the activities here things that you like to do?	2009:	52%	48%	0%	0%	0%
	2007:	24%	24%	20%	16%	16%
Does the activities staff treat you with respect?	2009:	100%	0%	0%	0%	0%
	2007:	62%	29%	0%	0%	10%
Overall, are you satisfied with the activities they offer here?	2009:	67%	29%	4%	0%	0%
	2007:	57%	24%	5%	5%	10%
CHOICE						
Can you go to bed when you like?	2009:	80%	4%	4%	0%	12%
	2007:	84%	12%	4%	0%	0%
Can you decide when to get up in the morning?	2009:	72%	8%	12%	0%	8%
	2007:	76%	24%	0%	0%	0%
Can you decide what clothing to wear?	2009:	83%	8%	4%	0%	4%
	2007:	84%	12%	0%	4%	0%

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

Resident Satisfaction - A Closer Look

		Always	Some- times	Hardly Ever	Never	Does Not Apply/ Know
CHOICE (CONTINUED)						
Can you fix up your room with personal items so it looks like home?	2009:	84%	0%	4%	0%	12%
	2007:	40%	24%	12%	4%	20%
Can you decide when to keep your door open or closed?	2009:	60%	8%	0%	8%	24%
	2007:	67%	8%	4%	8%	13%
Do the people who work here leave you alone if you don't want to do anything?	2009:	84%	4%	0%	0%	12%
	2007:	68%	24%	8%	0%	0%
Do the people who work here let you do the things you are able to do yourself? ¹	2009:	76%	4%	4%	0%	16%
	2007:	76%	12%	0%	0%	12%
DIRECT CARE AND NURSE ASSISTANTS						
Does a staff person check on you to see if you are comfortable?	2009:	32%	60%	4%	0%	4%
	2007:	52%	16%	12%	20%	0%
During the week, is a staff person available to help you if you need it?	2009:	76%	16%	4%	0%	4%
	2007:	68%	12%	8%	0%	12%
During the weekends, is a staff person available to help you if you need it?	2009:	52%	24%	4%	0%	20%
	2007:	40%	32%	8%	4%	16%
During the evening and night, is a staff person available to help you if you need it?	2009:	52%	24%	8%	0%	16%
	2007:	64%	16%	12%	4%	4%
Do the people who work here know what you like and don't like?	2009:	36%	32%	0%	4%	28%
	2007:	25%	29%	4%	13%	29%
Do you get your medications on time?	2009:	76%	16%	0%	4%	4%
	2007:	40%	40%	8%	0%	12%
Are the nurse aides gentle when they take care of you?	2009:	96%	0%	0%	0%	4%
	2007:	80%	12%	0%	0%	8%
Do the nurse aides treat you with respect?	2009:	96%	4%	0%	0%	0%
	2007:	84%	8%	0%	4%	4%
Do the nurse aides spend enough time with you?	2009:	80%	12%	4%	4%	0%
	2007:	54%	29%	8%	8%	0%

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.

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

Resident Satisfaction - A Closer Look

Always Some-
times Hardly
Ever Never Does Not
Apply/
Know

DIRECT CARE AND NURSE ASSISTANTS (CONTINUED)

Overall, are you satisfied with the nurse aides who care for you?	2009:	88%	12%	0%	0%	0%
	2007:	75%	17%	4%	0%	4%

ADMINISTRATION

Is the administration available to talk with you?	2009:	44%	24%	0%	4%	28%
	2007:	33%	17%	8%	8%	33%
Does the administration treat you with respect?	2009:	94%	0%	6%	0%	0%
	2007:	69%	19%	0%	13%	0%
Overall, are you satisfied with the administration here?	2009:	78%	17%	6%	0%	0%
	2007:	69%	6%	6%	13%	6%

MEALS AND DINING

Is the food here tasty?	2009:	36%	52%	8%	0%	4%
	2007:	38%	42%	13%	4%	4%
Are the foods served at the right temperature?	2009:	80%	20%	0%	0%	0%
	2007:	33%	38%	13%	17%	0%
Can you get the foods you like?	2009:	24%	52%	16%	0%	8%
	2007:	25%	42%	4%	17%	13%
Do you get enough to eat?	2009:	88%	8%	4%	0%	0%
	2007:	71%	25%	0%	0%	4%
Overall, are you satisfied with the food here?	2009:	56%	28%	12%	0%	4%
	2007:	50%	33%	4%	13%	0%

LAUNDRY

Do you get your clothing back from the laundry?	2009:	72%	16%	0%	0%	12%
	2007:	33%	25%	8%	4%	29%
Does your clothing come back from the laundry in good condition?	2009:	100%	0%	0%	0%	0%
	2007:	71%	18%	12%	0%	0%

RESIDENT ENVIRONMENT

Can you get outdoors when you want to?	2009:	60%	12%	4%	4%	20%
	2007:	63%	13%	13%	4%	8%

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

Resident Satisfaction - A Closer Look

		Always	Some- times	Hardly Ever	Never	Does Not Apply/ Know
RESIDENT ENVIRONMENT (CONTINUED)						
Is your room a comfortable temperature?	2009:	68%	28%	4%	0%	0%
	2007:	67%	29%	4%	0%	0%
Can you find places to talk with your visitors in private?	2009:	76%	12%	4%	0%	8%
	2007:	58%	17%	4%	0%	21%
Is your room quiet enough?	2009:	84%	12%	0%	4%	0%
	2007:	79%	21%	0%	0%	0%
Are you satisfied with your room?	2009:	88%	4%	0%	4%	4%
	2007:	75%	17%	4%	0%	4%
FACILITY ENVIRONMENT						
Is the facility clean enough?	2009:	84%	12%	4%	0%	0%
	2007:	83%	17%	0%	0%	0%
Are your belongings safe here?	2009:	72%	8%	0%	0%	20%
	2007:	42%	13%	21%	4%	21%
Are you satisfied with the safety and security of this facility?	2009:	88%	0%	0%	0%	12%
	2007:	71%	17%	0%	8%	4%
GENERAL						
Overall, do the staff and residents help each other and get along?	2009:	68%	20%	0%	0%	12%
	2007:	71%	25%	4%	0%	0%
Are the people who work here friendly?	2009:	80%	20%	0%	0%	0%
	2007:	71%	25%	4%	0%	0%
Do the people who work here explain your daily care to you?	2009:	32%	28%	8%	16%	16%
	2007:	38%	17%	21%	17%	8%
Would you recommend this facility to a family member or friend?	2009:	84%	12%	0%	0%	4%
	2007:	58%	8%	8%	17%	8%
Overall, do you like this facility?	2009:	88%	12%	0%	0%	0%
	2007:	63%	17%	13%	8%	0%

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