



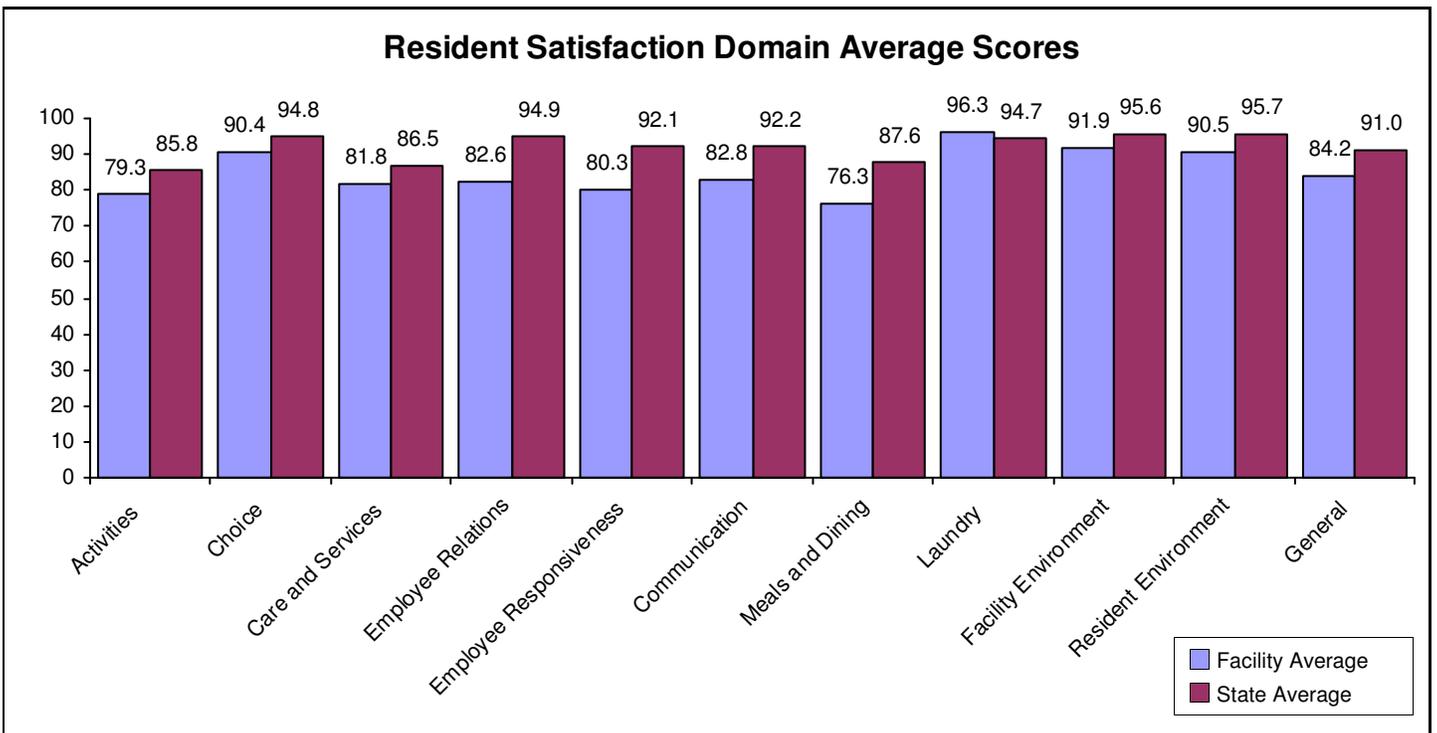
Ohio Department of Aging

Residential Care Facility

Resident Satisfaction Survey 2009

SUMNER ON RIDGEWOOD, INC

	<u>Facility Average</u>		<u>State Average</u>	
	2007	2009	2007	2009
OVERALL SATISFACTION SCORE	93.1	84.5	91.7	92.1



These measurements are based upon the Ohio Residential Care Facility Resident Survey. Vital Research, LLC, gathered data by face-to-face interviews from residential care 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: 16

Number of Completed Interviews: 16 Total Number of Interviews (completed + incomplete): 16

Statewide Completed Interviews: 9739 Statewide Total Interviews (completed + incomplete): 9813

	<u>Facility</u>		<u>Statewide</u>	
	n	Average	n	Average
Average Age of Resident in Years	20	90.2	10399	85.2
Gender	n	Percent	n	Percent
Male	4	20.0%	2798	26.9%
Female	16	80.0%	7603	73.1%
Interview Status				
Not Interviewed	4	20.0%	588	5.7%
Incomplete	0	0.0%	74	0.7%
Complete	16	80.0%	9739	93.6%
Reason Why Resident was Not Interviewed				
Deceased	0	0.0%	46	7.8%
Discharged/Moved	0	0.0%	62	10.5%
Hospitalized/Ill	0	0.0%	94	16.0%
Language Barrier	0	0.0%	5	0.9%
Unable to Locate	0	0.0%	8	1.4%
Asleep	0	0.0%	0	0.0%
Out of Facility	1	25.0%	30	5.1%
Refused	2	50.0%	207	35.2%
Unable to Respond to Questions	1	25.0%	119	20.2%
Other/Unknown	0	0.0%	17	2.9%
Reason Why Interview is Incomplete				
Resident Fatigue	0	0.0%	4	5.4%
Unable to Respond to Questions	0	0.0%	33	44.6%
Refusal to Continue	0	0.0%	21	28.4%
Necessary Clinical Care	0	0.0%	0	0.0%
Resident Illness	0	0.0%	0	0.0%
Other/Unknown	0	0.0%	16	21.6%
Assistance with Interview				
Family Member	0	0.0%	146	89.6%
Volunteer	0	0.0%	1	0.6%
Custodian/Guardian	0	0.0%	2	1.2%
Other	0	0.0%	14	8.6%
Survey Method				
Interviewed	20	100.0%	10238	98.4%
Self-Completed	0	0.0%	163	1.6%

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

ACTIVITIES

Do you have enough to do here?	83.3	71.4	83.9	83.7
Do you get enough information about the activities offered here?	90.2	84.5	89.1	88.1
Are you satisfied with the activities offered here?	87.6	78.6	84.6	86.2
Activities Domain Score	83.7	79.3	85.5	85.8

CHOICE

Can you go to bed when you like?	98.1	100.0	96.6	96.3
Do the employees leave you alone if you don't want to do anything?	96.1	91.8	94.5	94.1
Do the people who work here let you do the things you are able to do yourself? ¹	97.8	91.7	95.0	95.6
Are you free to come and go as you are able?	94.1	83.4	93.5	93.9
Are the rules here reasonable?	93.8	84.5	93.7	94.0
Choice Domain Score	95.4	90.4	94.6	94.8

CARE AND SERVICES

Can you get snacks and drinks whenever you want to? ¹	86.1	63.9	83.8	84.3
Do you get your medications on time?	94.9	95.6	95.1	94.3
Do the employees explain your care and services to you?	95.6	82.1	83.2	82.4
Do the employees who take care of you know what you like and don't like?	92.9	78.7	85.1	85.2
Care and Services Domain Score	90.8	81.8	86.4	86.5

EMPLOYEE RELATIONS

Are the employees courteous to you?	96.1	81.4	96.0	95.7
Can you depend on the employees?	96.1	80.1	92.4	92.1
Are the people who work here friendly? ¹	96.1	85.5	96.5	95.5
Do the employees treat you with respect?	96.1	83.4	96.8	96.2
Employee Relations Domain Score	96.1	82.6	95.4	94.9

EMPLOYEE RESPONSIVENESS

During the week, are employees available to help you if you need it?	95.3	82.3	94.4	94.1
During the weekend, are employees available to help you if you need it?	92.9	76.3	89.2	89.5
During the evening and night, are employees available to help you if you need it?	100.0	75.6	92.0	92.8

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Facility Average		State Average	
2007	2009	2007	2009

EMPLOYEE RESPONSIVENESS (CONTINUED)

Do you feel confident that the employees know how to do their jobs? ¹	87.6	82.3	91.4	92.0
Employee Responsiveness Domain Score	94.7	80.3	91.6	92.1

COMMUNICATION

Are the people in charge available to talk with you?	94.9	75.9	90.7	91.1
Do the people in charge treat you with respect?	97.5	83.4	97.2	96.9
Would you feel comfortable speaking up when you have a problem? ¹	97.9	91.1	88.2	93.4
Do you know who to go to here when you have a problem?	85.4	86.1	89.0	89.0
Do your problems get taken care of?	92.3	59.3	89.6	90.2
Communication Domain Score	96.5	82.8	90.8	92.2

MEALS AND DINING

Do you get enough to eat?	100.0	97.9	97.1	96.7
Is the food here tasty?	78.5	64.8	81.5	82.3
Can you get the foods you like?	80.1	68.8	80.6	81.4
Is your food served at the right temperature?	90.2	66.9	85.3	84.9
Do you like the way your meals are served here?	96.1	83.4	92.9	92.4
Meals and Dining Domain Score	89.4	76.3	87.4	87.6

LAUNDRY

Do you get your clothing back from the laundry?	89.0	96.3	93.6	94.8
Does your clothing come back from the laundry in good condition?	92.7	96.3	94.7	94.9
Laundry Domain Score	90.8	96.3	94.1	94.7

FACILITY ENVIRONMENT

Do you like the location of this place?	91.2	77.1	93.7	94.0
Are the outside walkways and grounds well taken care of?	98.1	97.6	96.2	96.5
Does this place look attractive to you?	96.1	95.9	94.8	95.3
Is this place clean enough? ¹	94.2	95.9	96.6	97.0
Is this place quiet when it should be?	96.1	95.9	94.9	94.7
Facility Environment Domain Score	95.1	91.9	95.1	95.6

RESIDENT ENVIRONMENT

Do you have enough privacy in your room or apartment?	96.1	97.9	96.3	96.3
Are you satisfied with your room or apartment?	96.1	83.4	95.4	95.5

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Resident Satisfaction

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Facility Average		State Average	
2007	2009	2007	2009

RESIDENT ENVIRONMENT (CONTINUED)

Do you feel safe here?	98.1	97.9	97.1	97.0
Are your belongings safe here?	83.3	80.1	93.4	93.7
Do you think this is a pleasant place for people to visit? ¹	91.7	91.2	95.1	96.5
Resident Environment Domain Score	93.3	90.5	95.4	95.7

GENERAL

Do you feel comfortable here?	96.1	93.3	95.6	95.4
Do you feel like you are getting your money's worth here?	90.5	83.4	84.7	86.1
Overall, do you like living here?	94.1	77.1	88.2	89.3
Would you recommend this place to a family member or friend?	94.1	87.5	92.4	92.4
General Domain Score	94.0	84.2	90.2	91.0

OVERALL SATISFACTION SCORE

93.1	84.5	91.7	92.1
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Resident Satisfaction - A Closer Look

		Always	Some- times	Hardly Ever	Never	Does Not Apply/ Know
ACTIVITIES						
Do you have enough to do here?	2009:	44%	19%	19%	6%	13%
	2007:	65%	12%	18%	0%	6%
Do you get enough information about the activities offered here?	2009:	63%	19%	13%	0%	6%
	2007:	82%	12%	0%	6%	0%
Are you satisfied with the activities offered here?	2009:	56%	13%	13%	6%	13%
	2007:	65%	24%	6%	0%	6%
CHOICE						
Can you go to bed when you like?	2009:	100%	0%	0%	0%	0%
	2007:	94%	6%	0%	0%	0%
Do the employees leave you alone if you don't want to do anything?	2009:	75%	25%	0%	0%	0%
	2007:	88%	12%	0%	0%	0%
Do the people who work here let you do the things you are able to do yourself? ¹	2009:	88%	6%	0%	6%	0%
	2007:	82%	6%	0%	0%	12%
Are you free to come and go as you are able?	2009:	63%	25%	13%	0%	0%
	2007:	94%	0%	0%	6%	0%
Are the rules here reasonable?	2009:	63%	25%	0%	6%	6%
	2007:	88%	0%	0%	6%	6%
CARE AND SERVICES						
Can you get snacks and drinks whenever you want to? ¹	2009:	38%	13%	6%	19%	25%
	2007:	59%	0%	6%	6%	29%
Do you get your medications on time?	2009:	81%	13%	0%	0%	6%
	2007:	65%	12%	0%	0%	24%
Do the employees explain your care and services to you?	2009:	56%	13%	6%	6%	19%
	2007:	76%	12%	0%	0%	12%
Do the employees who take care of you know what you like and don't like?	2009:	44%	38%	0%	6%	13%
	2007:	71%	6%	6%	0%	18%

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Resident Satisfaction - A Closer Look

		Always	Sometimes	Hardly Ever	Never	Does Not Apply/ Know
EMPLOYEE RELATIONS						
Are the employees courteous to you?	2009:	56%	38%	0%	6%	0%
	2007:	88%	12%	0%	0%	0%
Can you depend on the employees?	2009:	50%	38%	0%	6%	6%
	2007:	94%	0%	6%	0%	0%
Are the people who work here friendly? ¹	2009:	69%	25%	0%	6%	0%
	2007:	94%	0%	6%	0%	0%
Do the employees treat you with respect?	2009:	56%	25%	0%	6%	13%
	2007:	88%	12%	0%	0%	0%
EMPLOYEE RESPONSIVENESS						
During the week, are employees available to help you if you need it?	2009:	69%	13%	0%	13%	6%
	2007:	71%	12%	0%	0%	18%
During the weekend, are employees available to help you if you need it?	2009:	50%	25%	0%	13%	13%
	2007:	65%	18%	0%	0%	18%
During the evening and night, are employees available to help you if you need it?	2009:	56%	19%	6%	13%	6%
	2007:	82%	0%	0%	0%	18%
Do you feel confident that the employees know how to do their jobs? ¹	2009:	50%	38%	6%	0%	6%
	2007:	65%	24%	6%	0%	6%
COMMUNICATION						
Are the people in charge available to talk with you?	2009:	31%	31%	0%	6%	31%
	2007:	65%	12%	0%	0%	24%
Do the people in charge treat you with respect?	2009:	50%	19%	0%	6%	25%
	2007:	75%	6%	0%	0%	19%
Would you feel comfortable speaking up when you have a problem? ¹	2009:	80%	13%	7%	0%	0%
	2007:	88%	6%	0%	0%	6%
Do you know who to go to here when you have a problem?	2009:	63%	0%	6%	6%	25%
	2007:	76%	6%	0%	12%	6%
Do your problems get taken care of?	2009:	25%	13%	0%	19%	44%
	2007:	65%	6%	6%	0%	24%

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Resident Satisfaction - A Closer Look

		Always	Some-times	Hardly Ever	Never	Does Not Apply/ Know
MEALS AND DINING						
Do you get enough to eat?	2009:	94%	6%	0%	0%	0%
	2007:	100%	0%	0%	0%	0%
Is the food here tasty?	2009:	19%	63%	13%	6%	0%
	2007:	47%	41%	12%	0%	0%
Can you get the foods you like?	2009:	38%	38%	19%	6%	0%
	2007:	47%	29%	12%	0%	12%
Is your food served at the right temperature?	2009:	25%	63%	0%	13%	0%
	2007:	76%	18%	6%	0%	0%
Do you like the way your meals are served here?	2009:	56%	25%	0%	6%	13%
	2007:	94%	0%	6%	0%	0%
LAUNDRY						
Do you get your clothing back from the laundry?	2009:	50%	6%	0%	0%	44%
	2007:	35%	18%	0%	0%	47%
Does your clothing come back from the laundry in good condition?	2009:	89%	11%	0%	0%	0%
	2007:	78%	22%	0%	0%	0%
FACILITY ENVIRONMENT						
Do you like the location of this place?	2009:	69%	13%	0%	19%	0%
	2007:	65%	24%	0%	0%	12%
Are the outside walkways and grounds well taken care of?	2009:	81%	6%	0%	0%	13%
	2007:	94%	6%	0%	0%	0%
Does this place look attractive to you?	2009:	88%	13%	0%	0%	0%
	2007:	88%	12%	0%	0%	0%
Is this place clean enough? ¹	2009:	88%	13%	0%	0%	0%
	2007:	82%	18%	0%	0%	0%
Is this place quiet when it should be?	2009:	88%	13%	0%	0%	0%
	2007:	88%	12%	0%	0%	0%

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Resident Satisfaction - A Closer Look

		Always	Some-times	Hardly Ever	Never	Does Not Apply/ Know
RESIDENT ENVIRONMENT						
Do you have enough privacy in your room or apartment?	2009:	94%	6%	0%	0%	0%
	2007:	94%	0%	6%	0%	0%
Are you satisfied with your room or apartment?	2009:	63%	31%	0%	6%	0%
	2007:	94%	0%	6%	0%	0%
Do you feel safe here?	2009:	94%	6%	0%	0%	0%
	2007:	94%	6%	0%	0%	0%
Are your belongings safe here?	2009:	56%	25%	6%	6%	6%
	2007:	76%	0%	6%	12%	6%
Do you think this is a pleasant place for people to visit? ¹	2009:	69%	25%	0%	0%	6%
	2007:	76%	12%	6%	0%	6%
GENERAL						
Do you feel comfortable here?	2009:	88%	0%	0%	6%	6%
	2007:	94%	0%	6%	0%	0%
Do you feel like you are getting your money's worth here?	2009:	44%	13%	0%	6%	38%
	2007:	65%	12%	6%	0%	18%
Overall, do you like living here?	2009:	69%	13%	0%	19%	0%
	2007:	88%	6%	6%	0%	0%
Would you recommend this place to a family member or friend?	2009:	88%	0%	0%	13%	0%
	2007:	88%	6%	6%	0%	0%

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