



# 2012 Annual Satisfaction Survey Results

Park View Health Center sends out satisfaction surveys to our residents or their legal representatives on an annual basis. The purpose of the survey is two-fold:

- To measure resident/family satisfaction in relation to Park View's facility, services and staff.
- To identify trends in order to make improvements.

Of the 162 surveys sent out, 78 or 48% were returned.

## • *Of the responses:*

- **100%** noted they were "always" or "usually" pleased with the care they receive at PVHC.
- **99%** rated the care at PVHC between "8-10" (10 being the best).
- **100%** stated they would recommend PVHC to someone needing nursing home care.

## • *Some of the comments received:*

- Thank you for taking such good care of my mother.
- Everyone is so friendly and kind and are helpful, also. Can't wait for the nicer weather to go walking outdoors. With the teardown, I'm hoping we can go to the gardens and picnic area.
- (Resident) seems to be happy and gets the attention she enjoys. She also likes most activities. I've joined her on some occasions and have seen her interaction. She loves music and singing.
- The care our resident receives could not be improved upon. She is so well taken care of. She is always clean – as is her room. We are treated with utmost respect by staff, especially activities. Words are difficult to describe the wonderful "at home" life (resident) has at PV. The best way for me to express it is I told my children to get me on the list!
- The nursing staff has been exceptional. The best of the best.
- I feel the staff are doing a very excellent job.
- PVHC is a great model of how long term care should be run. Having had our mom at a different facility for a few years, we are now so happy of the great care she is receiving. We have seen her transform into the great person she always was. We asked her if she would like to move with us since she is improving and her answer was, "NO, I like it here!" Great job everyone!
- I'm so pleased my husband is at Park View. Coming from (another facility), PV is just so wonderful and beautiful. So refreshing. He is at home. Thanking all the staff.
- Massage therapy – YES!
- Dad has adjusted well and has a great relationship with staff in his neighborhood!
- I am in the nursing profession and I know how difficult a job it is to take care of the elderly. I feel all the staff at Parkside goes over and above to care for their patients. They are all very friendly to the patients and family members. I also had my mother and father on Woodside and Prairieside and I can say the same thing about those units! I know they answer any questions and keep me updated all the time! I thank each and

every one of them!! My mother always says how much she likes it there. That also makes me happy.

- I am very pleased with all staff at PV. I have always been made to feel welcome whenever I come. I have made many friends myself! Thanks to everyone!
- Park View definitely deserves the 5-star rating it recently obtained once again. The residents are taken care of by a dedicated, caring staff. The residents are treated with respect and great consideration of their needs. Thank you to everyone who works at Park View making it a true “home” away from home. (Housekeeping) does such a great job keeping my room clean and fresh! The entire facility is well cared for. Activities: (staff’s name) does an outstanding job providing fun, meaningful activities for everyone. The Activity Department plans many nice activities!
- The staff is very personable, helpful, friendly and upbeat. Their attention to Mom’s care is wonderful. My mom’s favorite thing here is the bath. She would so love it if she could have more per week. Personally, I think the building and surroundings are beautiful. You made such great use of the natural light! Love how bright it is! Mom did say however that when you have cookies – one is just not enough!
- My mother receives the best possible care! I would not consider putting her in any other facility!
- I love the flower gardens and going there on Tuesdays and receiving a bouquet. I also like going out for lunch and having dine-ins, too.
- My mother has always received the best of care with great compassion.
- Wonderful facility; great staff both on the neighborhood and in the Business Office. We have always been impressed by the care given to the residents. P.S. – My daughter loves being a CNA at PVHC. So the work environment seems good, also.