



2018 Annual Satisfaction Survey Results

Park View Health Center has been sending a 5-page satisfaction survey since 2012. It is sent to the own-decision-maker residents or the resident representatives.

The purpose of the survey is:

- To measure resident/family satisfaction in relation to Park View's facility, services, and staff.
- To identify trends for the purpose of improvements.

Of the **160** surveys sent out, **107** or **67%** were returned. *This is the highest return in the history of the survey.*

• **Of the responses:**

- **52%** are visited by their loved ones more than 50 times annually. *This is down from 54% last year and 67% in 2016.*
- **100%** noted staff welcome and accommodate visitors. *This has been maintained over the years.*
- **100%** (up from 95% last year and 87% in 2016) noted they are satisfied with the info received from staff, either in person or by phone.
- **100%** (up from 99% last year and 87% in 2016) noted they are satisfied with the timeliness of info received from staff.
- **99%** (up from 98% last year) noted staff explain things in a way that is easy to understand.
- **66%** (improved from last year's 57%) are **never** bothered with noise.
- **90%** (improved from last year's 84%) noted the food looks appetizing and tastes good.
- **93%** (up from 92% last year) noted satisfaction with the food served at PVHC.
- **99%** (up from 96% last year and 95% in 2016) noted their satisfaction with the Therapy Department.
- **100%** noted they are pleased with the care provided at PVHC. *100% has been maintained over the years in a majority of the surveys; there were two years where the percentages were 99%.*
- **100%** (maintained 100% since the beginning of the survey) stated they would recommend PVHC.

• **Some of the comments received:**

- Overall I am very pleased with the care my mother receives at PVHC. I feel very fortunate that she was able to get a bed here. Great staff. Great people.
- Wonderful care.
- Great facility; super staff!
- It is great to have massage therapy available!
- Keep up the good work!
- No concerns – I would highly recommend Park View for their living needs.
- Absolutely loves it there. Tells me we picked perfect place for her. Safe, happy, secure.
- Staff are great!
- Thank you for all that the entire Park View staff does. Each department always goes above and beyond to make every day a special day!
- I appreciate the care given to (resident's name) by all the staff. Thank you.

- Without the care you provide my loved one would not be here. We are very thankful for PVHC and its caregivers and management.
- My mother has been at PVHC a little over a year now and I wouldn't want her to be anywhere else! The care is top notch. CNAs are wonderful and the nurses, too. They really seem to care for all the residents. It makes the family members rest at ease that their loved one is being so well cared for!! Kim and Annie on Parkside 2N are the BEST!
- Pleased with the care (resident's name) receives. Food Service must be just fine – (resident's name) continues to gain weight!
- Social Worker Jim Decker is an outstanding man – his reflective listening and caring attitude is much appreciated. Caregivers on Parkside Two are remarkable. Facility staff works well with Ascension Hospice, the partnering is second to NONE for (resident's name)'s care. Thank you! May we please reserve a room(s) for (caregiver's name) and me in 25-30 years?
- Excellent care with special needs being met.
- Good food. Great facility. Wonderful staff.
- There is a lot of work here being done and (staff) are doing the job - is great. Thank you and God bless you all.
- Appreciate the care Dad is receiving! Thank you!
- I am content at PVHC because of the love, the kindness, the compassion and the concern of all the staff that work at PVHC. The RNs, the CNAs, the nurse practitioner, OT and PT, social activities staff, housekeeping. You name anyone, I'll say they are the BEST!!
- I'm so happy here.
- As you know, (resident's name) is usually not very vocal with things. I tell him to always ask if he needs anything, and hopefully he's letting you know about health concerns before they get too bad. I'm very pleased with PVHC since my dad came here almost 2 years ago. The facility is right at the top and all the staff have been very friendly every time I stop in. I am very happy with all the care and concern that is shown to my dad. It takes a special kind of person to work in facilities like PVHC and this place is filled with many.
- There has never been anything missing of my dad's. This is wonderful to know the staff is being honest and respectful of the few things my father has for belongings - be it stuffed animals, CDs, quarters in his drawer. Thank you!
- My mom always has a glass of water in her room but needs help drinking. If staff would give her a drink each time she is turned, would be a great help. More often would be better, if possible. Also, I am not sure of any movement/exercises she receives (this may be done early AM and I am not aware), but I think that would be beneficial for her to receive. I know she no longer qualifies for therapy, but more daily movement would be helpful. Thank you! I think you people and the facility are doing a great job!
- I think they do an awesome job. Thank you very much.
- PVHC is a wonderful place for rehab and to live long-term. As I stated, the OT & PT therapists are very nice. I never really exercise, but I wanted to challenge myself due to their positive encouragement. The hair salon is very good. I needed a haircut and color, and the beautician did a great job. I had a lot of compliments on the color. The nursing staff are the best. It takes special people to continue to be kind and compassionate, even when having to work 15 hr. shifts and turn around to come back the next day. I hope the Administration, County Board or whoever decides on staff realize in order to receive great survey results, you need great staff. You can't have staff that is tired or overworked to be compassionate at all times. Good health care staff is hard to find and keep. I have been in many hospitals and medical facilities, the staff is what I remember the most. PVHC will always be one of my favorites. Again, it's special people who can work in facilities like this. Please don't continue to make these people work to over-limits. I know everything is budget, but I would rather have myself or a family member at PVHC than a place where no one cares because of budget. Thank you for allowing me to express my feelings.
- The office staff is excellent; Social Services is outstanding.
- My room was more than I expected, but I loved every part of PVHC. You're the best!
- No complaints at all. Park View is such a nice facility. I enjoy having my mom living here.
- We are happy to have (resident's name) at Park View. I think she is quite content to be living here.
- I find the staff very helpful. It takes a while to understand how everything works. Raissa and Pat on WS2 have been very helpful. The music shows are fabulous. Please continue them.