



**Park View Health Center**  
*Over a Century of Quality Care*

## 2021 Annual Satisfaction Survey Results

Park View Health Center has been sending a multiple-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 **120** surveys sent out, **69** or **58%** were returned.

### • **Of the responses:**

- 100% stated "yes" staff welcome and accommodate visitors, when able.
- 96% responded they are "always" or "usually" satisfied with resident info timeliness & receipt.
- 98% responded that "always" or "usually" staff handle challenging situations in an appropriate manner.
- 97% answered they were "always" or "usually" satisfied with activities and leisure opportunities.
- 93% stated they are "always" or "usually" satisfied with the dining experience.
- 100% responded they "always" or "usually" are satisfied with access to personal funds & info on payments or expenses.
- 100% of those who answered stated they are "always" or "usually" pleased with the care.
- 100% stated they would recommend Park View to someone needing care.

### • **Some of the comments received:**

- Great place and staff!
- Park View is an excellent facility with caring, responsible staff. My wards are in good hands.
- Thank you so much for the great care provided to Mom – we truly appreciate it!
- (Resident) receives excellent care and this is the best nursing facility in meeting his needs!
- I did not consult with my mom prior to completing this. I feel doing so would only cause her agitation and anxiety. But your facility is head and shoulders better than the facility we had my dad at before his passing in 2012.
- Great place for loved ones. Care is exceptional. Thanks, and appreciation goes out to all the staff, Julie especially.
- Very nice, clean, friendly, professional.

- Communication with staff always professionally answered in an understanding way. Excellent nursing staff. Medical needs always met. Social needs always met – wonderful Activity Specialists. Transportation needs met, excellent and safe driver. Business Office staff always ready to greet in a friendly manner and answer questions for need. Hair salon always a friendly greeting and very happy when done.
- Love the staff and all they give of themselves to our loved ones. Thank you!
- I have had more trouble with my writing. It is too hard to for me to reach table-height-wise. We do not have good television reception here.
- My only complaint is my carrots are never cooked enough. They're too hard. I have no teeth and I need them softer. I love carrots!
- I'm sad to see all the good CNAs leave.
- Always happy with interactions with staff. I believe Mom receives wonderful care here. Thank you!
- Very caring performance by all.
- All the staff is just wonderful!
- I would like to thank everyone at Park View for the care that is given to my mom.
- The facility is wonderful and the staff – even better! Keep up the stellar work! Amazing!
- Everyone here has been really good to me.
- Thank you for doing such an amazing job every day! We appreciate all of the hard work and the extra effort over the last year.

- **Areas of focus:**

- Greater participation in decisions regarding daily choices/preferences
- Continued improvements in the dining experience
- More regularity in receiving drinks and snacks between meals