

SFHS 2011 Resident Satisfaction Survey Results for Franciscan Health Center		FHC	SFHS AVG
Number of Responses		21	588
Potential Survey Responses		76	1808
2011 % Response		28%	33%
2010 % Response		40%	27%
E n v i r o n m e n t	Facility free from unpleasant odors	4.15	4.23
	Feel Safe	4.35	4.37
	Room treated like my home	4.00	4.09
	Room and the facility clean	4.45	4.36
	Family comfortable visiting with me here	4.74	4.47
	Laundry returned promptly	3.70	3.99
	Room comfortable	4.25	4.20
C o m m / R e s p	Staff did what they said they would	3.84	4.05
	Staff ansare/wered questions I had	4.37	4.25
	Staff responded promptly when I asked	3.85	3.93
	Management responded to my concerns	4.35	4.14
	My money in the trust fund am/was avail	4.53	4.26
	My thoughts/opinions in planning my	4.16	4.15
F o o d	I am/was given a menu choice at each meal	4.39	4.25
	My special diet needs or requests are/were accommodated	4.00	4.11
	I enjoyed mealtimes	3.79	3.97
	The quality of the food served am/was good	3.85	3.99
M e d i c a l  C a r e	I felt my pain am/was managed effectively	4.00	4.18
	I am/was pleased with the quality of care I received	4.25	4.27
	I am/was able to see licensed nurses when needed	4.42	4.27
	I am/was able to see my physician when needed	3.79	4.02
	I determined when I woke up and when I go/went to bed	4.32	4.11
	I am/was allowed to choose to receive or refuse cares	4.11	4.14
R e l a t i o n s	Staff pay/paid attention to me when providing cares	4.50	4.31
	Caregivers are/were respectful, concerned and caring w	4.58	4.36
	Staff respected my privacy	4.53	4.30
	Staff knew me/the same staff are/were assigned consist	4.37	4.12
	Staff liked me	4.47	4.35
O t h e r	I would recommend this facility to others who need care	4.20	4.31
	I am/was satisfied with religious/spiritual activities offered	4.26	4.24
	There are/were activities offered that are/were interesting to me	4.47	4.08
	Staff go/went the extra mile to resolve problems	4.16	4.13
	The Admission and/or discharge process is/was satisfactory	4.47	4.29
Facility Overall Response 2011		4.09	4.13
Facility Overall Response 2010		4.31	4.24
Facility Overall Response 2009		4.11	4.25