

| SFHS 2011 Resident Satisfaction Survey Results for Heritage Manor | | Heritage Manor | SFHS AVG |
|---|---|----------------|----------|
| Number of Responses | | 53 | 588 |
| Potential Survey Responses | | 203 | 1808 |
| 2011 % Response | | 26% | 33% |
| 2010 % Response | | 33% | 27% |
| Environment | Facility free from unpleasant odors | 4.19 | 4.23 |
| | Feel Safe | 4.39 | 4.37 |
| | Room treated like my home | 3.98 | 4.09 |
| | Room and the facility clean | 4.29 | 4.36 |
| | Family comfortable visiting with me here | 4.30 | 4.47 |
| | Laundry returned promptly | 4.18 | 3.99 |
| | Room comfortable | 4.12 | 4.20 |
| Communication/Resps | Staff did what they said they would | 4.00 | 4.05 |
| | Staff answered/were questions I had | 4.06 | 4.25 |
| | Staff responded promptly when I asked | 3.85 | 3.93 |
| | Management responded to my concerns | 3.98 | 4.14 |
| | My money in the trust fund am/was avail | 4.57 | 4.26 |
| | My thoughts/opinions in planning my | 4.06 | 4.15 |
| Food | I am/was given a menu choice at each meal | 4.06 | 4.25 |
| | My special diet needs or requests are/were accommodated | 3.93 | 4.11 |
| | I enjoyed mealtimes | 3.94 | 3.97 |
| | The quality of the food served am/was good | 3.96 | 3.99 |
| Medical Care | I felt my pain am/was managed effectively | 4.15 | 4.18 |
| | I am/was pleased with the quality of care I received | 4.17 | 4.27 |
| | I am/was able to see licensed nurses when needed | 4.08 | 4.27 |
| | I am/was able to see my physician when needed | 3.89 | 4.02 |
| | I determined when I woke up and when I go/went to bed | 4.14 | 4.11 |
| | I am/was allowed to choose to receive or refuse cares | 3.93 | 4.14 |
| Relationships | Staff pay/paid attention to me when providing cares | 4.13 | 4.31 |
| | Caregivers are/were respectful, concerned and caring w | 4.27 | 4.36 |
| | Staff respected my privacy | 4.15 | 4.30 |
| | Staff knew me/the same staff are/were assigned consist | 3.88 | 4.12 |
| | Staff liked me | 4.23 | 4.35 |
| Other | I would recommend this facility to others who need care | 4.17 | 4.31 |
| | I am/was satisfied with religious/spiritual activities offered | 3.96 | 4.24 |
| | There are/were activities offered that are/were interesting to me | 3.98 | 4.08 |
| | Staff go/went the extra mile to resolve problems | 4.10 | 4.13 |
| | The Admission and/or discharge process is/was satisfactory | 4.19 | 4.29 |
| Facility Overall Response 2011 | | 4.03 | 4.13 |
| Facility Overall Response 2010 | | 4.22 | 4.24 |
| Facility Overall Response 2009 | | 4.23 | 4.25 |