Resident & Family Satisfaction Survey Tip Sheet

Why does a facility participate in the statewide survey?
The statewide survey is an opportunity for nursing facilities and residential care facilities to learn about their residents' opinions. Additionally, it is required by law.

Facilities will be provided with the overall resident satisfaction and domain scores and may use that information for quality improvement purposes, newsletters, or other materials. For residents and families, choosing a long-term care facility is a difficult decision. The more information people have about every long-term care facility, the better decisions they can make. By participating in standard satisfaction surveys, a facility broadens its opportunity to convey information to new consumers.

Facility Preparation Tips:
- Educate all employees of the survey process, timeframe, and facility standing.
- Mention the survey to residents or their families; use materials in the orientation packet to emphasize how important it is.
- Avoid scheduling off-site activities on dates the interviews are scheduled.
- Encourage residents to participate in the survey but if they or their guardians have serious concerns or seem anxious, let them know they don’t have to participate. The survey teams will respect that choice.
- Encourage family participation in advance of the biennial satisfaction survey for families, utilizing provided sample letters, postings, etc provided in the orientation materials.
- If asked for more information by residents, families, or administrators, give them the survey information website or refer them to the project manager.
- If you hear of any interviewers that act inappropriately (rude, frustrated, abusive, insensitive, etc.), get the person’s name or description and let the ODA or contractor’s coordinator know about it.

Interview your residents and families yourself on some regular basis using questions from the survey used by ODA
- Both short and long term residents
  - Have a routine process for follow up of issues of concern
- Include residents with dementia
  - Inclusion of residents with dementia not only strengthens the reliability of the results, but also it is ethical to try to include all residents’ perspectives.
- Avoid pairing resident/family and interviewer if there are known personality conflicts.
- Perform initial satisfaction feedback encounter shortly after admission, and subsequent timely follow-up calls.

http://aging.ohio.gov/services/ombudsman/2012familysurvey.aspx

Educate Family Members
- Meet with families individually
- Call families to see how things are going
- Use a bulletin board in an area well trafficked by visitors to inform them about new programs and services the facility is offering. It also can point out specific actions taken due to visitor feedback and alert visitors about future events, as well as what they can do to help out.
- Interview families periodically using questions from the family satisfaction survey, such as during care planning conferences, as appropriate.
Resident Participation

- Be mindful of the key drivers in resident satisfaction: positive resident experiences, staff competency, management responsiveness and providing choices and preferences.
- Give residents more input into decisions about their care and facility operations such as activity planning and menu planning, give staff feedback for performance.
- Improve accountability, review care practices, provide additional support for addressing resident/family expectations, address physician communications issues.
- Promote a sense of community within your home.
- Use questions as topics for activity sessions or resident council meetings.

How can each employee help improve resident/family satisfaction?

- Be familiar with the process, aware of which survey is being conducted, and know where your facility ranks.
- Know the needs, preferences and expectations of residents and families.
- Recognize that feelings of guilt, grief, uncertainty and stress affect how residents and families express their concerns.
- Listen to and encourage residents and families to share ideas, recommendations and concerns.
- Report concerns and problems as soon as they arise to the appropriate staff and/or leadership.
- Follow through on what you say you will do.
- Follow up with residents and families to see if their problems were resolved.
- Find ways for residents/families to participate in planning his or her care or treatment.
- Build relationships by orientating new staff to the residents and families they will be working with.
- If residents or families express that they are not happy with how a problem was solved, refer them to management. Management should also be notified by the employee.
- Encourage residents and families to attend resident and family councils.

RESIDENTS RANK WHAT THEY FEEL IS IMPORTANT AS FOLLOWS:

1. Care (concern) of staff
2. Competency of staff
3. Safety of facility
4. Quality of RN/LPN care
5. Responsiveness of management
6. Respectfulness of staff
7. Quality of STNA care
8. Adequate staff to meet needs
9. Attention to resident grooming

Source: Advancing Excellence

Facility Information on the LTC Consumer Guide

- Almost 10,000 visitors a month use the Long-Term Care Consumer Guide at www.ltcohio.org for information on finding quality long-term care for themselves and their loved ones. Hits on the site increase dramatically when the satisfaction survey results are announced.
- Visit the Long-Term Care Consumer Guide at www.ltcohio.org to view the information available about your facility. Be sure to check both nursing and AL, if you have both on your campus.
- If information is outdated or missing, email consumerguide@age.state.oh.us for instructions on how to update the site.

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