



Sanborn Gratiot
MEMORIAL HOME

**Resident Satisfaction Survey
2014**

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This report is the annual Sanborn Gratiot Memorial Home summary regarding resident satisfaction for Fiscal Year 2014. It represents our efforts to implement the resident satisfaction process.

METHOD

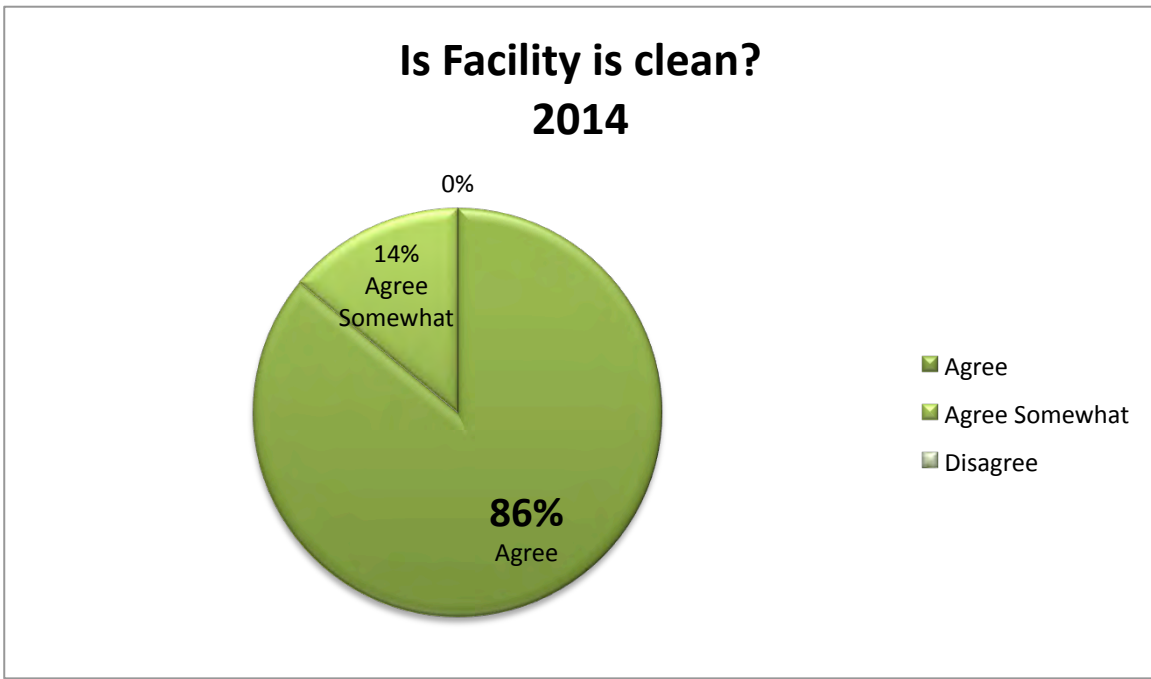
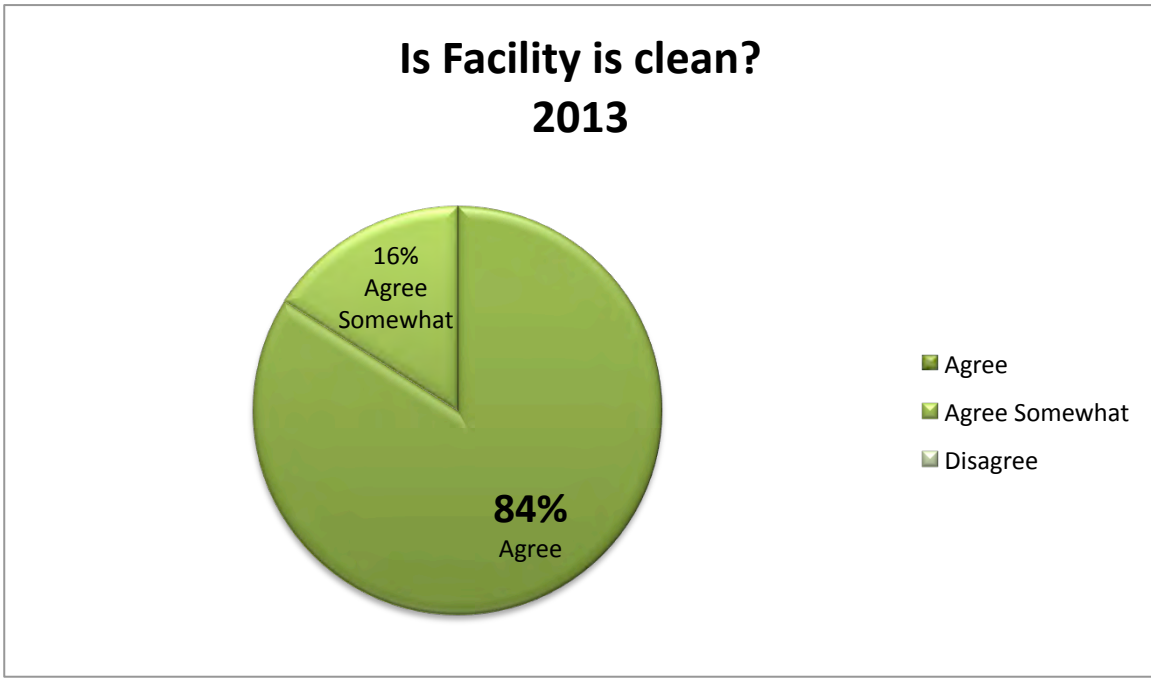
In October 2014, the annual Sanborn Gratiot Memorial Home Resident Satisfaction Survey was conducted. All persons served and family or friends of persons served were asked to complete a survey questionnaire regarding their satisfaction. The survey was administered to persons who reside at Sanborn Gratiot Memorial Home from Myna Reynolds, a Baker College student.

Sanborn Gratiot Memorial Home contracted with a new external party to conduct the surveys with the individuals currently residing at Sanborn Gratiot Memorial Home. Surveys were administered in person to all the individuals willing to participate.

The Surveyor met with the individuals at Sanborn Gratiot Memorial Home.

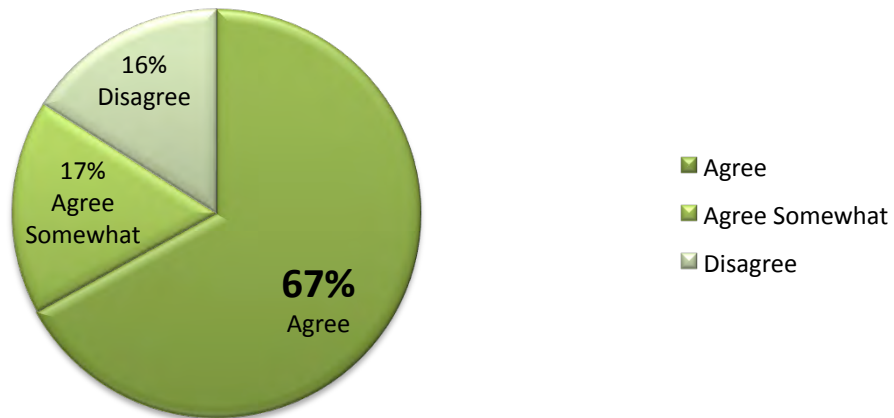
Guardians and/or family members to individuals residing at Sanborn Gratiot Memorial Home were mailed the surveys.

Throughout Sanborn Gratiot Memorial Home, 17 of the 25 residents completed the surveys. 5 of the 23 relatives and or family members who were mailed the survey completed and returned the survey. A grand total of 22 participated in the 2014 Resident Satisfaction Survey.

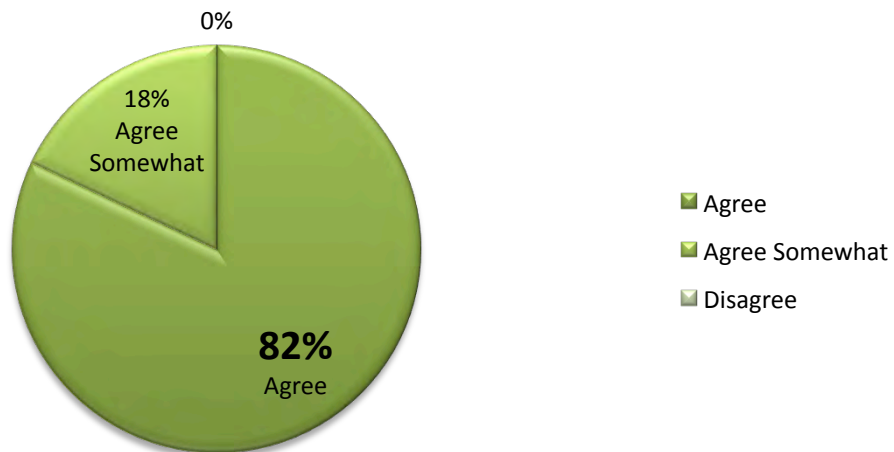


There was a slight increase in the response to “*The facility clean?*” 84% agreed in 2013 and 86% agreed in 2014.

**Equipment/Furnishings are in good repair?
2013**



**Equipment/Furnishings are in good repair?
2014**



A 15% increase from 2013 to 2014, agreed that the “*Equipment and Furnishings are in good repair?*” Comments as follows:

- “Sanborn is an old building and needs lots of updating. The front and the porch are remodeled and beautiful. The dining, office and entrance is in need of updating”
- “The pictures in the hall are a great addition”
- “Pictures on south wing walls similar to other areas in Sanborn”

- “Fundraising to have windows and screens repaired or replaced”
- “Would like to see the TV in the living room area more user friendly and to be able to watch TV not just games and movies”
- “A full time maintenance person to do the small repairs, painting, yard work”
- “Some air conditioning for summer”
- “Needs a generator in case the lights go out”
- “Better Mattresses”
- “Personal bathrooms”
- “Get rid of the carpet, not walker friendly”

**My relative/friend/self feels safe and secure
at Sanborn?
2013**

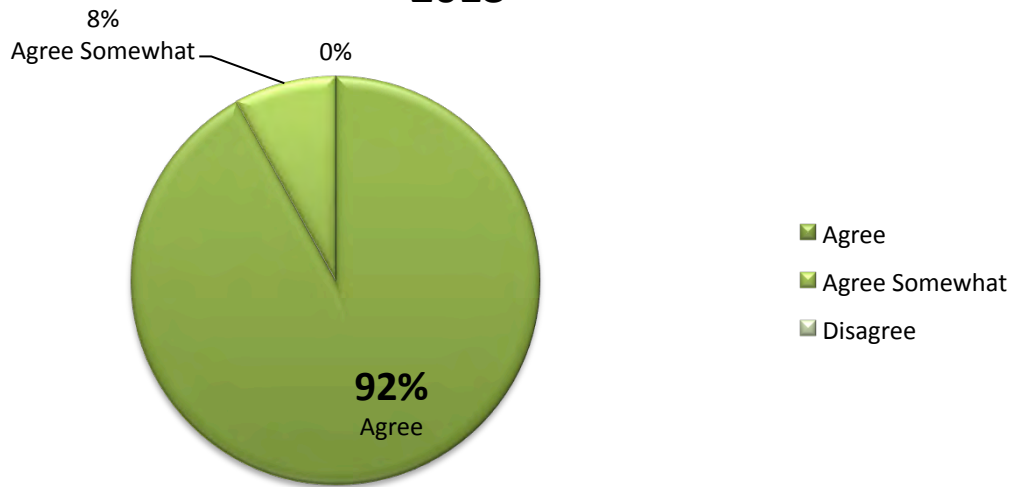


**My relative/friend/self feels safe and secure
at Sanborn?
2014**

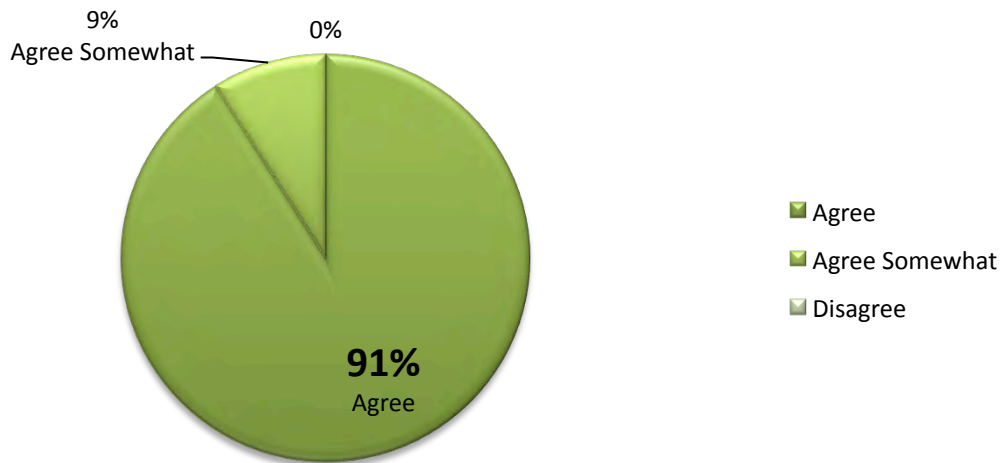


100% agreed both in 2013 and 2014 that “*My relative/friend/self feels safe and secure at Sanborn?*”

Sanborn is a comfortable place to live?
2013

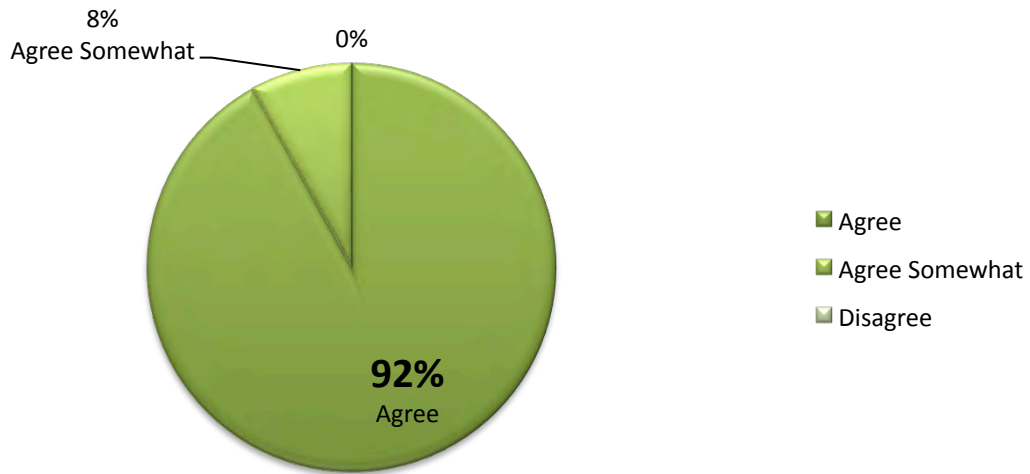


Sanborn is a comfortable place to live?
2014

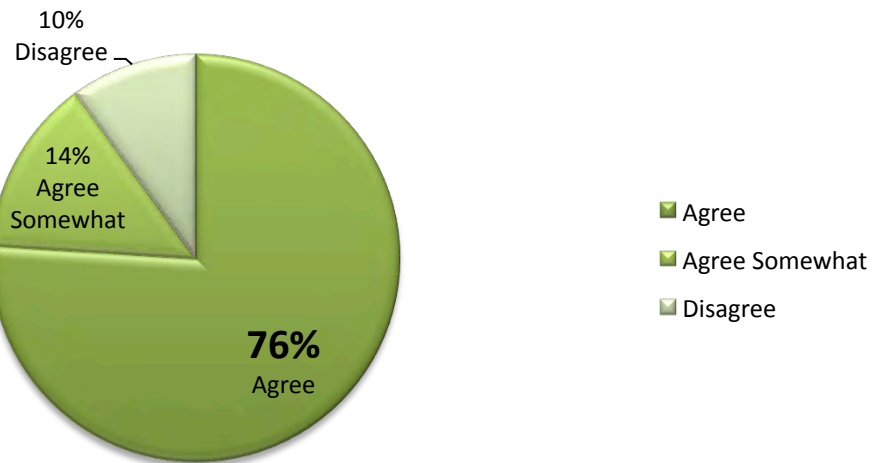


The survey question "Is Sanborn a comfortable place to live?" results showed a slight decrease from 2013 to 2014.

I enjoy visiting/living at Sanborn? 2013

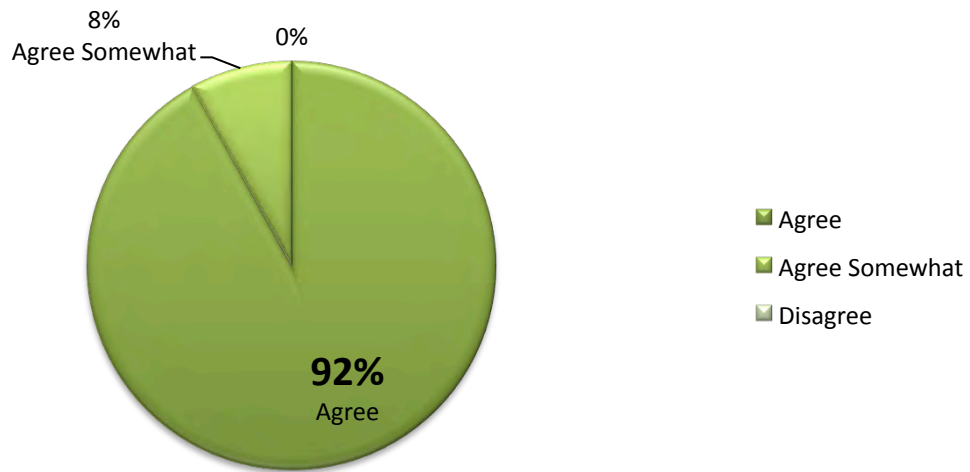


I enjoy visiting/living at Sanborn? 2014

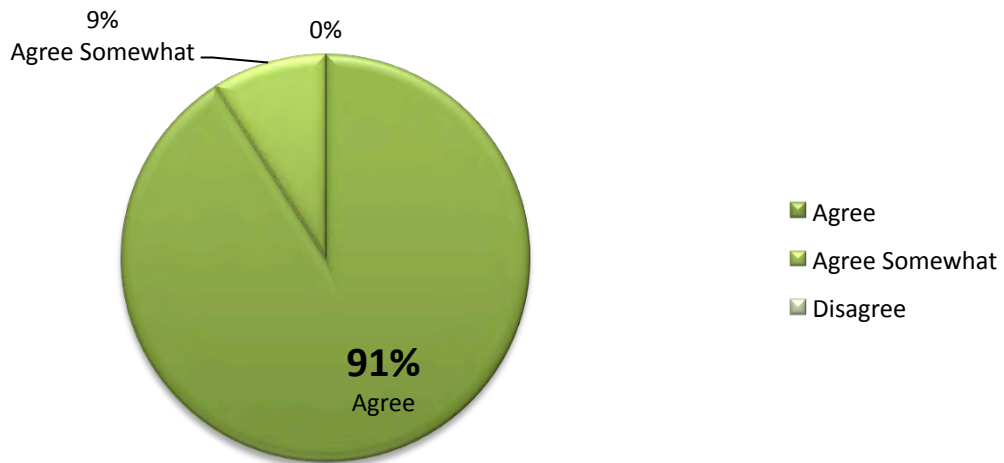


The findings for the question “*I enjoy visiting/living at Sanborn?*” showed a 16% decrease of individuals agreeing, a 6% increased agrees somewhat and a 10% increase disagrees from 2013 to 2014.

**My relative/friend/self receives good care?
2013**

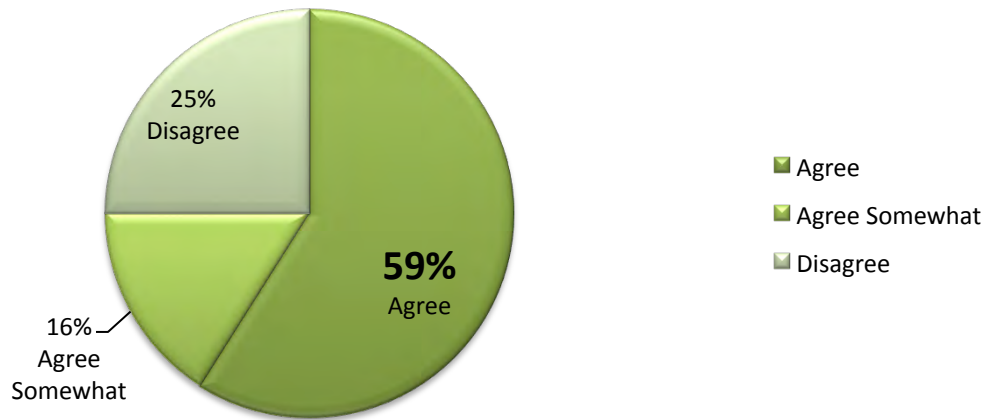


**My relative/friend/self receives good care?
2014**

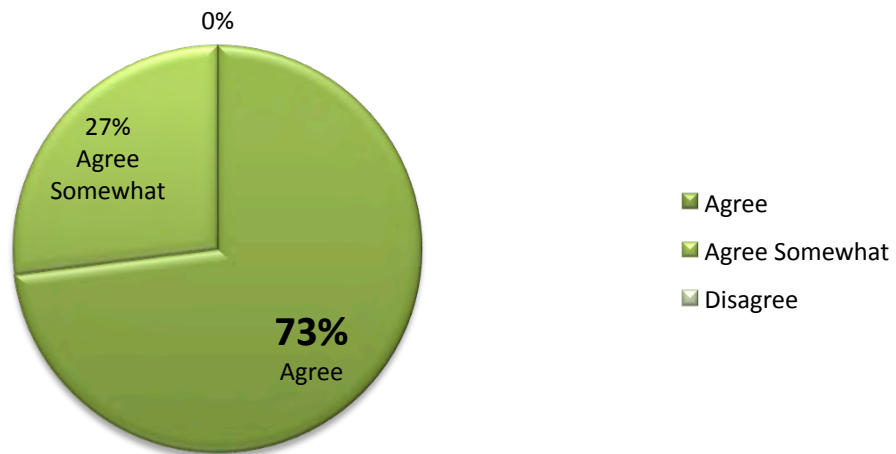


91% of the individuals participated agrees to "My relative/friend/self receives good care?" in 2014; a slight decrease from the previous year.

**My relative/friend/self enjoy the meals?
2013**



**My relative/friend/self enjoy the meals?
2014**

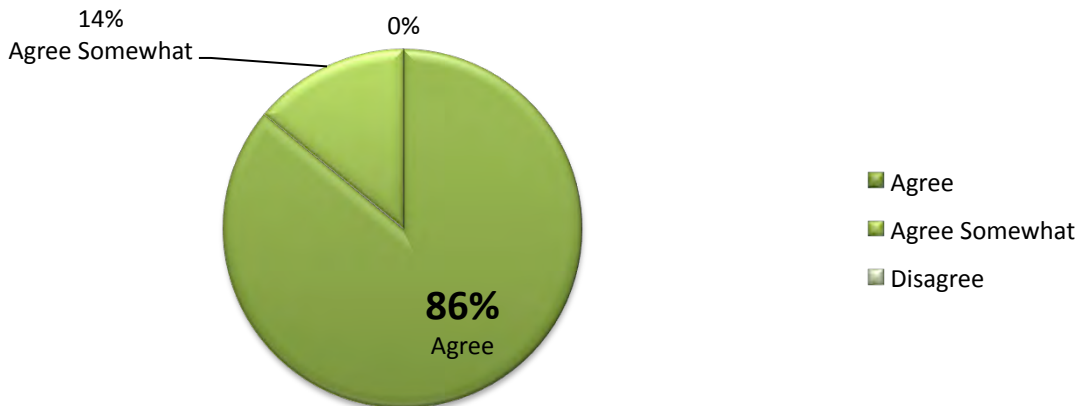


An increase of 14% from 2013 to 2014 agrees “*My relative/friend/self enjoys the meals?*” The comments indicated to mix up the foods, too often similar dishes and the breakfast delivery is great!

**My relative/friend/self gets the services he/
she needs?
2013**



**My relative/friend/self gets the services he/
she needs?
2014**

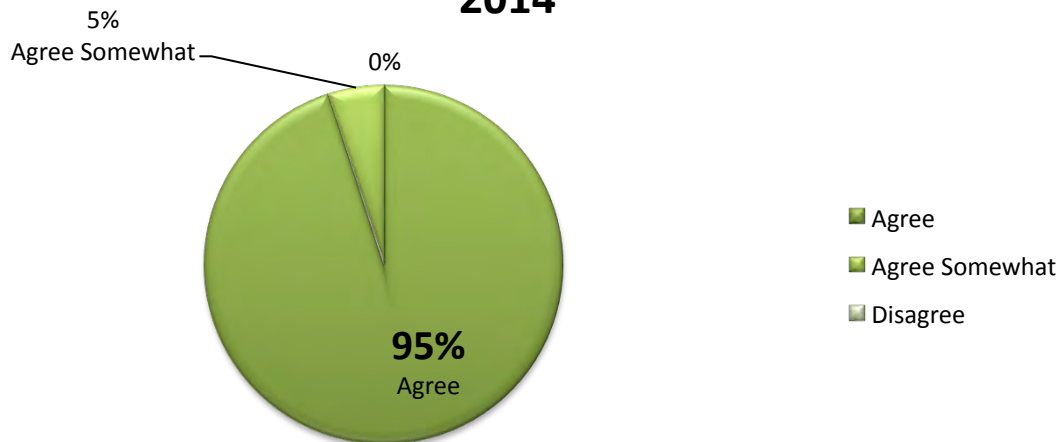


86% of individuals surveyed agrees that “*My relative/friend/self gets the services he/she needs?*” which is a 14% decrease from the previous year.

**Staff treats my relative/friend/self with
dignity and respect?
2013**

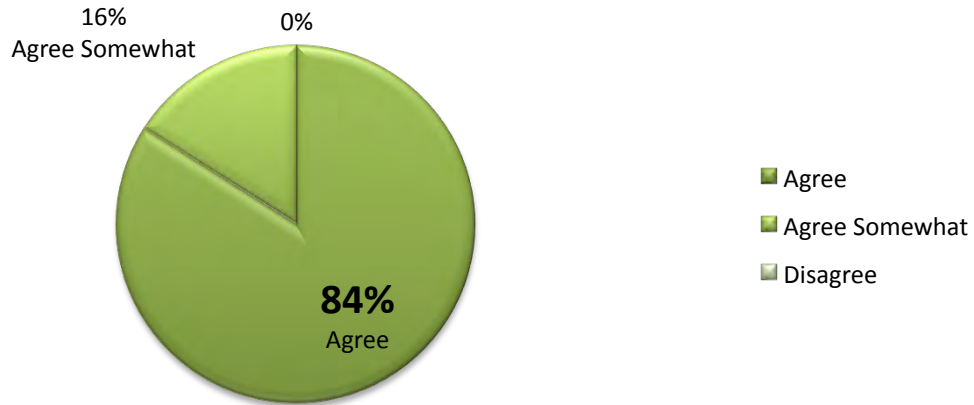


**Staff treats my relative/friend/self with
dignity and respect?
2014**



The survey results indicate 95% agrees that “*Staff treat my relative/friend/self with dignity and respect?*” which is a 5% decrease from 2013 to 2014.

**Staff members are trained and capable to meet the needs of the residents?
2013**



**Staff members are trained and capable to meet the needs of the residents?
2014**



A 7% decrease from the previous year to the question “*Staff members are trained and capable to meet the needs of residents?*” which scored 77% in 2014. Comments indicated:

- “Have more staff and divide the jobs so those caring for residents do that and not expected to clean.”
- “Some residents in more specialty care than what Sanborn provides.”

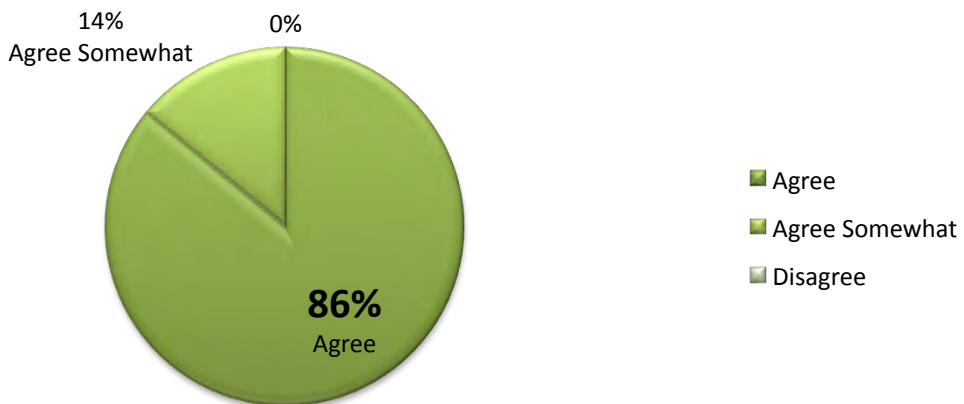
**I am satisfied with the care my relative/
friend/self receives?**

2013



**I am satisfied with the care my relative/
friend/self receives?**

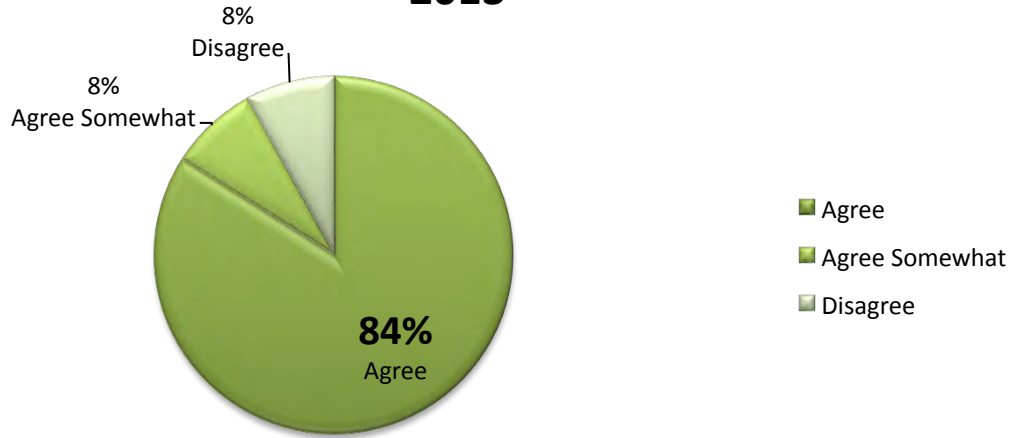
2014



A decrease of 14% from the previous year agrees that they are satisfied with the care their relative/friend/self receives. Comments indicated that staffs are very friendly and willing to help out whenever needed.

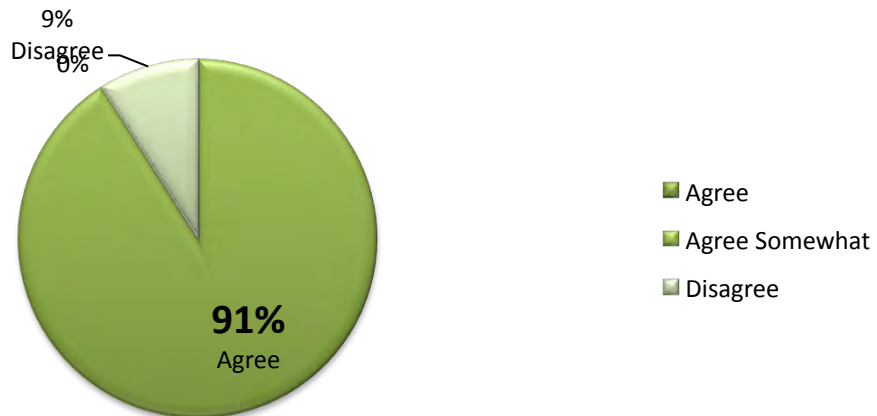
I would recommend Sanborn Gratiot Memorial Home to others?

2013



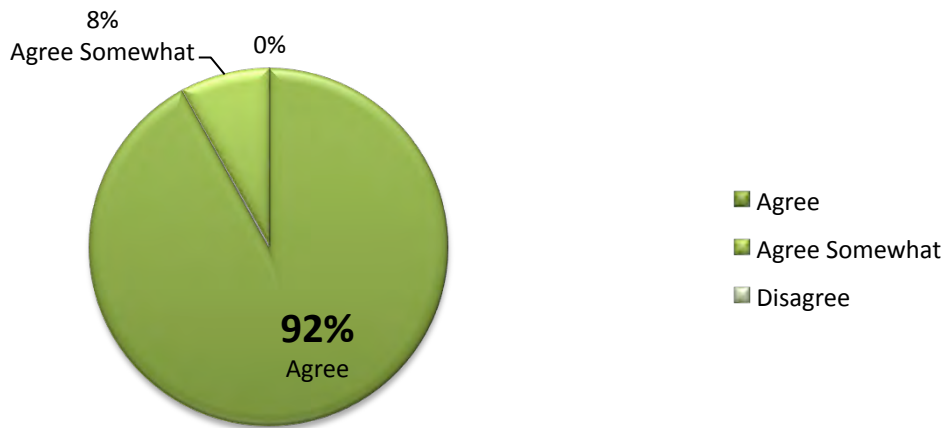
I would recommend Sanborn Gratiot Memorial Home to others?

2014

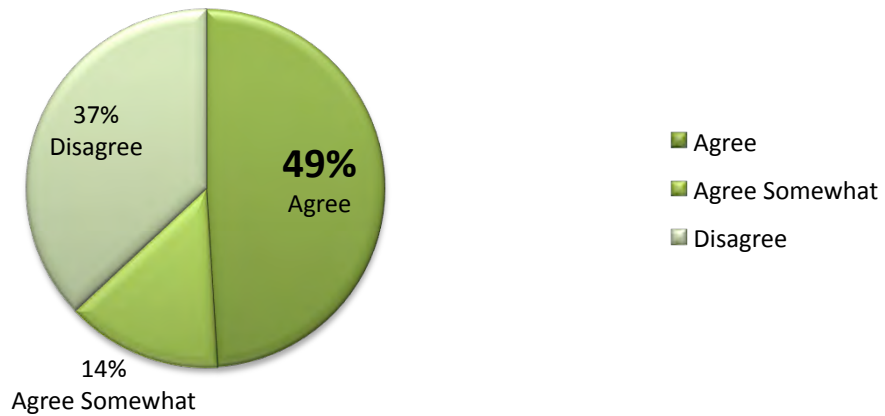


91% of individuals surveyed agree that they would recommend Sanborn Gratiot Memorial Home to others and 9% disagreed.

**Cost was a decision making factor when choosing Sanborn?
2013**



**Cost was a decision making factor when choosing Sanborn?
2014**



49% of individuals surveyed agree that “Cost was a decision making factor when choosing Sanborn?” Where 14% agreed somewhat and 37% disagreed.

DISCUSSION

Survey findings and responses to each question were reviewed and analyzed by the Administrative Assistant. The survey findings were discussed to gain suggestions as well as facilitate a question and answer forum. The review included the number of “Agree” responses in relation to the total number of responses received for each question on the survey tool.

RECOMMENDATIONS

Overall, the responses to this survey, including the comments sections, were very positive and reflected a high degree of satisfaction. Sanborn Gratiot Memorial Home should receive recognition for the high percentage of positive responses to the survey questions.

The Resident Satisfaction Survey results will be reviewed with Management Personnel as a part of our continuous quality improvement efforts. The Management Personnel will develop an Action Plan for any areas of concern.