

SATISFACTION SURVEY SUMMARY

Greenway Manor

501 south Winsted St.
Spring Green, WI 53588

WHAT'S INSIDE

This report summarizes your satisfaction survey results. The charts and graphs selected by your organization provide important information necessary to better understand the perceptions of those individuals closely aligned to your organization.

Skilled Nursing Facility

Results for:

Family

Survey date

For Jun 2008 to Jul 2008

Surveys distributed

58

Surveys returned

34

Response rate

59%

Printed from My InnerView's members-only Web site
on **Sep 03, 2008**

See the members' site for:

- Satisfaction survey items and reference labels
- Glossary of items

Peer group: **MIV**

Peer group size: **3966**

Prepared by



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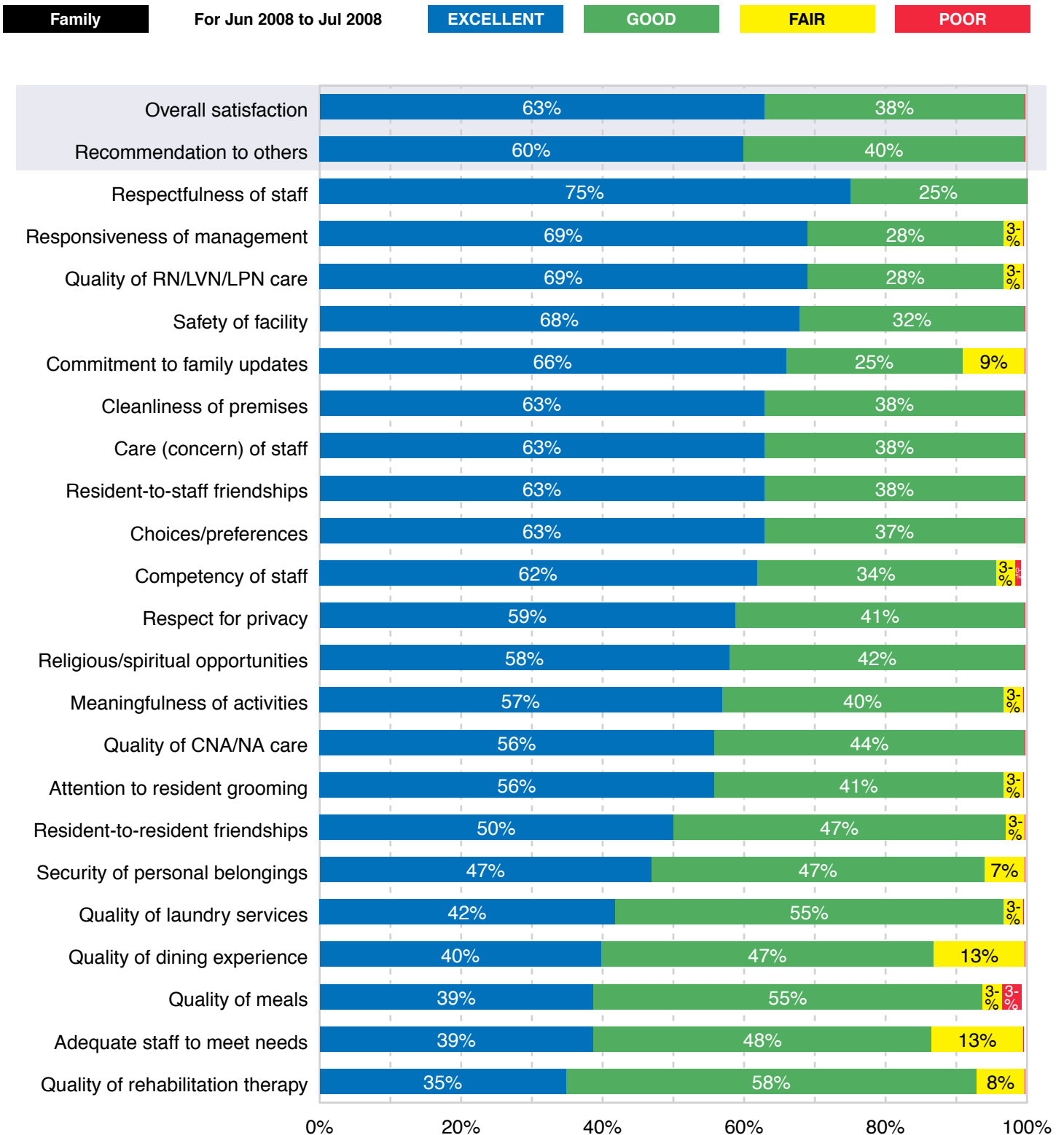
Results by item

"Excellent," "Good," "Fair" and "Poor" ranked by percent "Excellent"

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Item-E/G/F/P-PE

Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are ranked from the highest percent **EXCELLENT** to the lowest percent **EXCELLENT**. (May not total 100% due to rounding)



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The percent of respondents within different demographic categories. SHADING indicates the category with the highest percentage. (May not total 100% due to rounding)

Family

For Jun 2008 to Jul 2008

Length of stay		Reason for choosing	
Less than 1 month	3%	Convenient location	50%
1 to 3 months	10%	Good reputation	30%
3 to 6 months	6%	Doctor or hospital	7%
6 months to 1 year	3%	Relative or friend	3%
1 to 3 years	29%	Insurance requirement	0%
3 or more years	48%	Other reason	10%

Person visiting most		Gender of resident	
Spouse	10%	Female	87%
Child	71%	Male	13%
Brother or sister	10%		

		Age of resident	
Grandchild	0%	19 or under	0%
Friend	0%	20 to 29	0%
Another person	10%	30 to 39	0%

How often visited			
Less than once a year	0%	40 to 49	0%
Once a year	3%	50 to 59	0%
Once every 3 months	6%	60 to 69	6%
Once a month or more	10%	70 to 79	3%
Once a week or more	45%	80 to 89	48%
Almost daily	35%	90 or older	42%

Homes visited		Relationship to resident	
None	50%	Spouse	10%
Only this one	21%	Child	65%
Two	18%	Brother or sister	10%
Three	11%	Grandchild	0%
Four	0%	Friend	0%
Five or more	0%	Other relationship	16%

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Cp-PerRank-Avg

Your percentile rank within the peer group is based on your average score for each item. An average score is calculated by assigning the following values: Excellent = 100; Good = 66.7; Fair = 33.3; Poor = 0.

Peer group: **MIV**

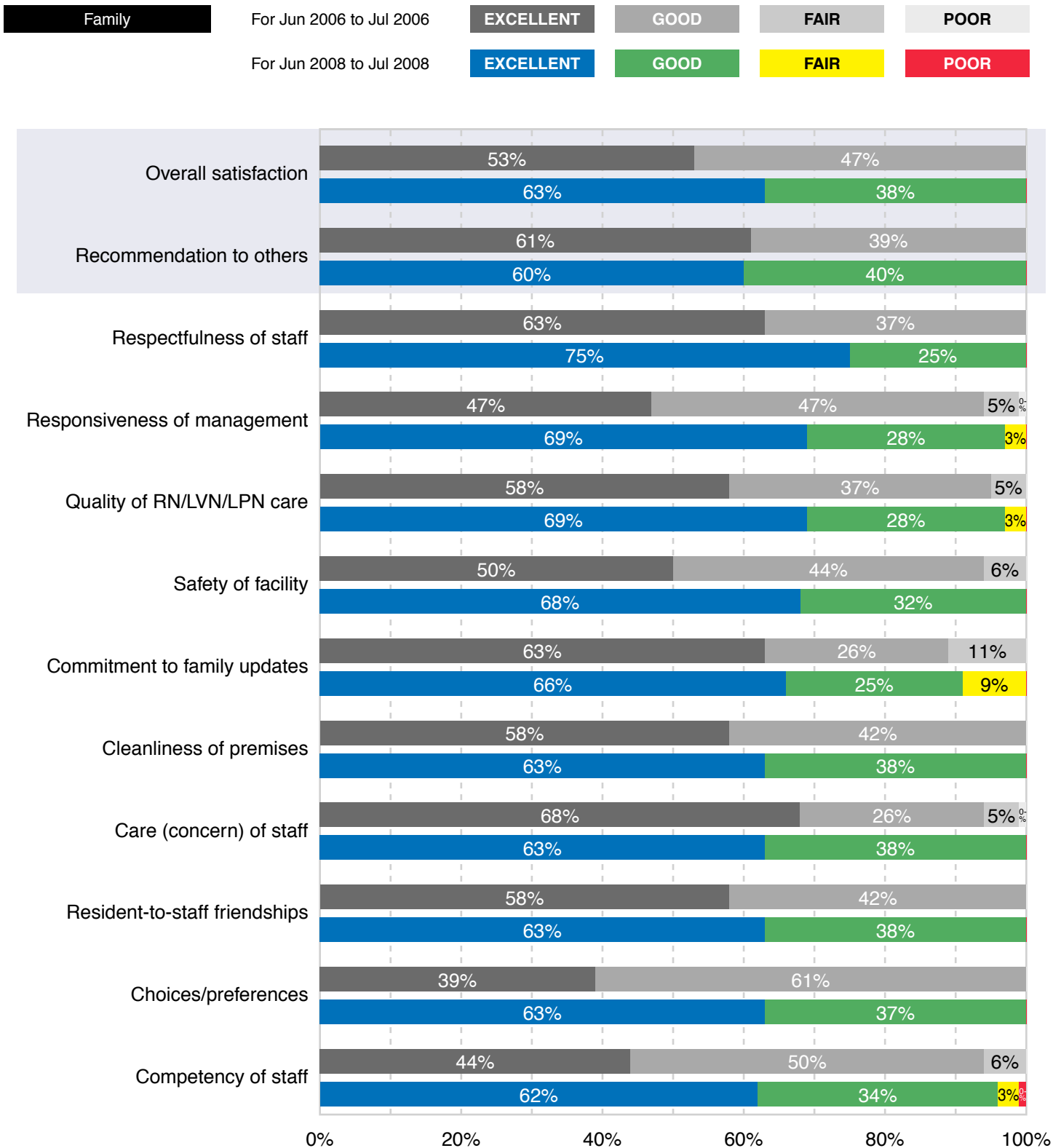
90th percentile: Average scores for facilities in peer group that fall in the 90th percentile.

Family	For Jun 2008 to Jul 2008			Quartiles					
	Your average "score"	Your percentile rank	90th percentile	Lowest score		Median	Highest score		
Attention to resident grooming	84	99	74	0	55	61	68	100	
Responsiveness of management	89	98	81	0	62	69	75	100	
Choices/preferences	88	98	81	17	65	71	76	100	
Security of personal belongings	80	97	73	0	51	59	67	100	
Safety of facility	89	97	85	33	69	75	80	100	
Overall satisfaction	88	96	83	0	65	71	78	100	
Cleanliness of premises	88	96	83	0	63	69	77	100	
Respect for privacy	86	96	83	17	68	73	78	100	
Respectfulness of staff	92	96	88	33	73	78	83	100	
Meaningfulness of activities	84	95	81	0	64	70	76	100	
Quality of laundry services	80	95	76	0	53	62	69	100	
Religious/spiritual opportunities	86	95	83	0	65	71	77	100	
Adequate staff to meet needs	75	95	71	0	49	57	65	100	
Competency of staff	86	95	83	0	67	73	79	100	
Resident-to-staff friendships	88	94	85	25	70	75	81	100	
Quality of CNA/NA care	85	94	83	0	65	71	78	100	
Care (concern) of staff	88	94	85	0	68	74	81	100	
Quality of RN/LVN/LPN care	89	93	87	0	71	77	82	100	
Quality of dining experience	76	93	73	0	55	62	67	100	
Recommendation to others	87	93	85	0	65	72	79	100	
Quality of meals	76	91	76	0	56	63	69	100	
Resident-to-resident friendships	82	87	83	22	68	74	79	100	
Commitment to family updates	85	85	88	0	69	76	83	100	
Quality of rehabilitation therapy	76	73	81	0	64	70	76	100	

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CpLast-E/G/F/P

Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are ranked from the highest percent **EXCELLENT** to the lowest percent **EXCELLENT**. (May not total 100% due to rounding)



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CpLast-E/G/FP

Family

