

SATISFACTION SURVEY SUMMARY

The Manor, Inc.

577 Washington Hwy
Morrisville, VT 05442 USA

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/Resident

Survey
date

Surveys
distributed

Surveys
returned

Response
rate

For Nov 2008 to Nov 2008

70

42

60%

Printed from My InnerView's members-only Web site
on **Feb 06, 2009**

See the members' site for:
- Satisfaction survey items and reference labels
- Glossary of items

Peer group: **MIV**

Peer group size: **4627**

PREPARED BY



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Strategies for improvement must consider the data from a variety of perspectives. This page shows a composite view of key charts that should be considered when formulating action plans.

Family/Resident For Nov 2008 to Nov 2008

ITEMS WITH GREATEST OPPORTUNITY TO IMPACT RECOMMENDATION

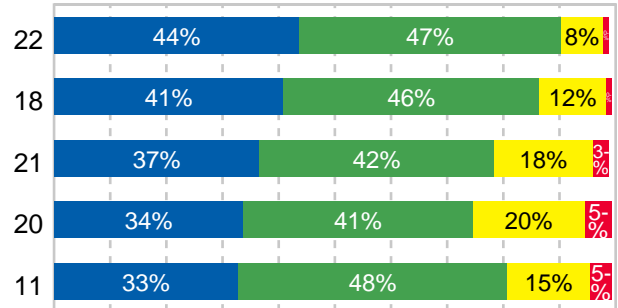
PRIORITY ACTION AGENDA

The top FIVE items in Quadrant D comprise your Priority Action Agenda and provide a focus for improving willingness to recommend.

These PRIMARY OPPORTUNITIES are the items with average scores below the midline and more important to "Recommendation."

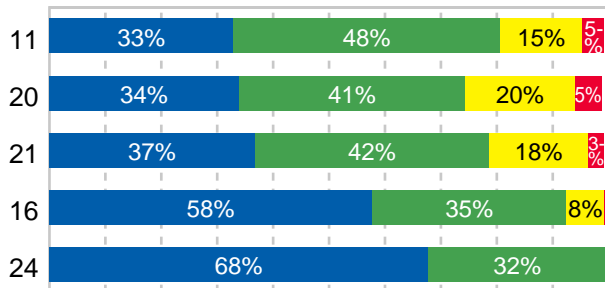
- 21 Quality of dining experience
- 22 Quality of laundry services
- 12 Attention to resident grooming
- 20 Quality of meals
- 10 Rehabilitation therapy

5 ITEMS WITH LOWEST PERCENT "EXCELLENT" SCORES



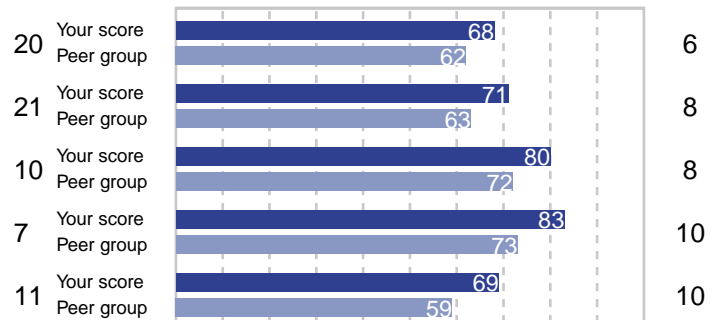
- 22 Quality of laundry services
- 18 Security of personal belongings
- 21 Quality of dining experience
- 20 Quality of meals
- 11 Adequate staff to meet needs

5 ITEMS WITH HIGHEST PERCENT "POOR" SCORES



- 11 Adequate staff to meet needs
- 20 Quality of meals
- 21 Quality of dining experience
- 16 Responsiveness of management
- 24 Recommendation to others

5 ITEMS WITH GREATEST DIFFERENCE IN AVERAGE SCORE FROM PEER GROUP



- 20 Quality of meals
- 21 Quality of dining experience
- 10 Rehabilitation therapy
- 7 Religious/spiritual opportunities
- 11 Adequate staff to meet needs

ABOUT RESIDENT		ABOUT RESPONDENT		VISITOR		FACILITY CHOICE	
Gender: Female	68%	Resident Responses:	17%	Visiting Most: Child	57%	Reason: Convenient location	52%
Age: 90 or older	52%	Family:	83%	Spouse	24%	Good reputation	24%
Stay: 1 to 3 years	38%			How Often: Once a week or more	71%	Homes Visited: Two	40%

Scores represent the percent of responses in the **EXCELLENT** category to these questions:

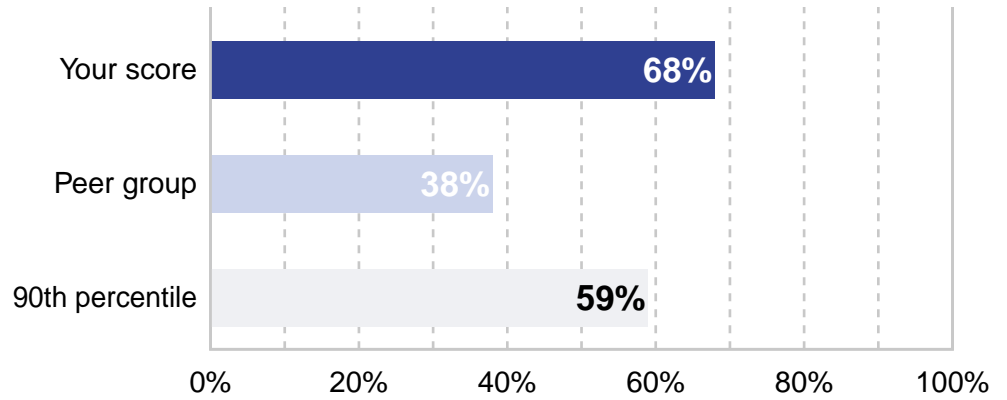
- What is your recommendation of this facility to others?
- How would you rate your overall satisfaction with this facility?

Peer group: **MIV**

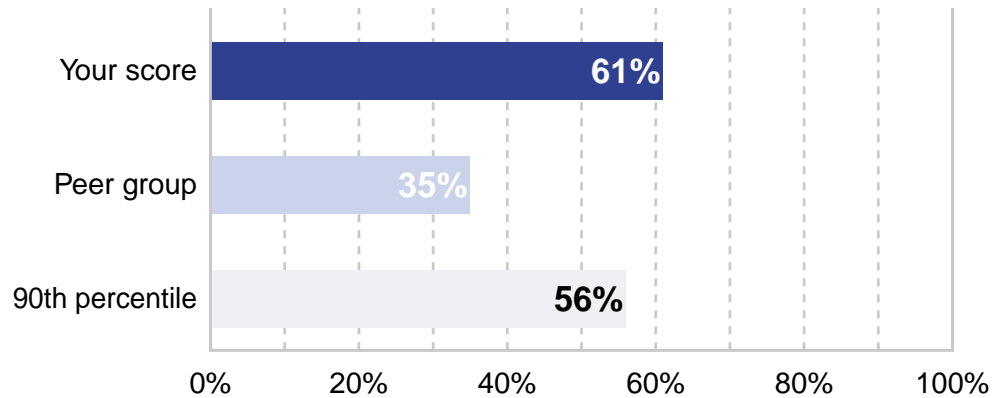
90th percentile: Percent of **Excellent** responses in the peer group that fall in the 90th percentile.

Family/Resident For Nov 2008 to Nov 2008

RECOMMENDATION TO OTHERS



OVERALL SATISFACTION



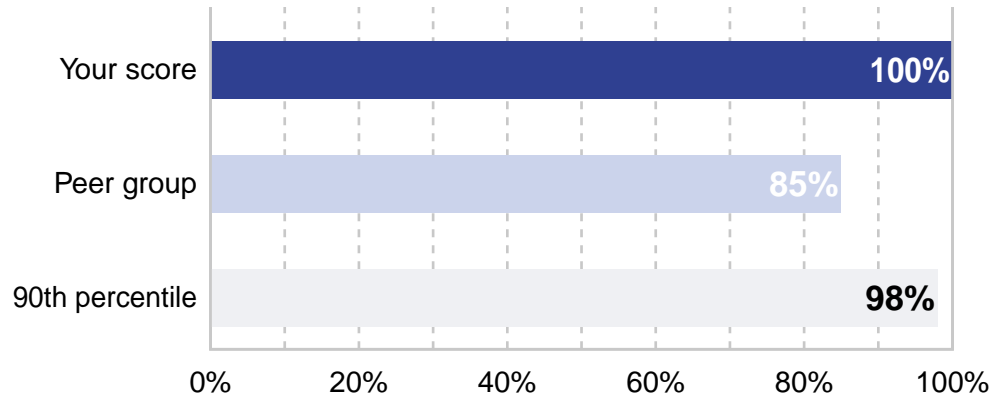
Scores represent the percent of responses in the **EXCELLENT AND GOOD** category to these questions:
 - What is your recommendation of this facility to others?
 - How would you rate your overall satisfaction with this facility?

Peer group: **MIV**

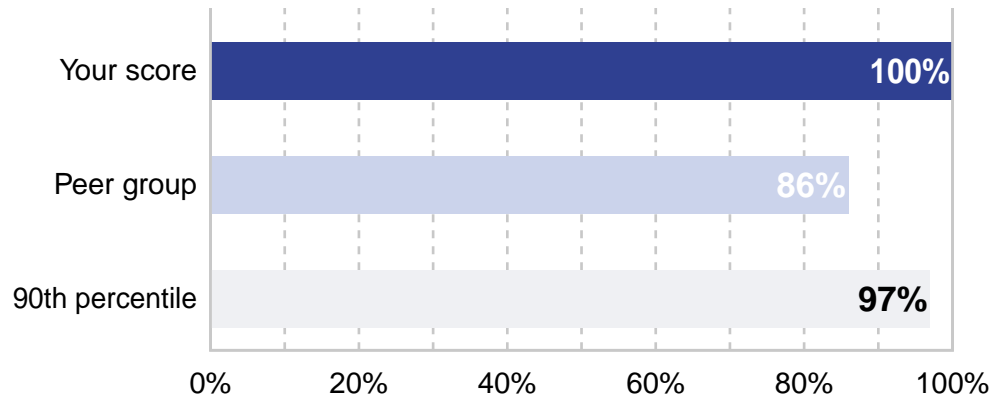
90th percentile: Percent of **Excellent and Good** responses in the peer group that fall in the 90th percentile.

Family/Resident For Nov 2008 to Nov 2008

RECOMMENDATION TO OTHERS



OVERALL SATISFACTION



Scores represent the average scores for these questions:

- What is your recommendation of this facility to others?
- How would you rate your overall satisfaction with this facility?

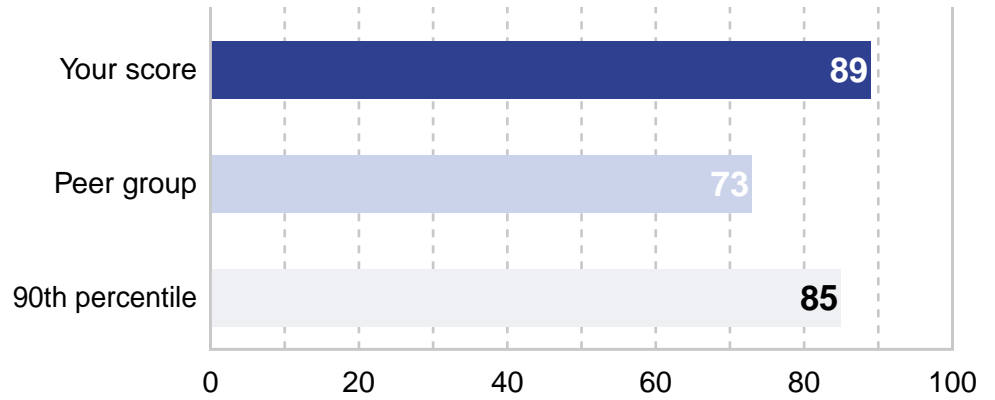
An average score is calculated by assigning the following values: Excellent = 100; Good = 66.7; Fair = 33.3; Poor = 0.

Peer group: **MIV**

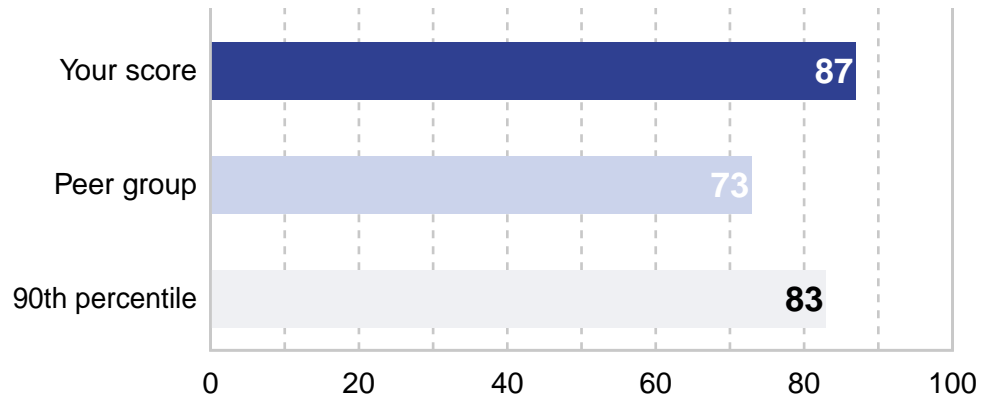
90th percentile: Average score for facilities in the peer group that fall in the 90th percentile.

Family/Resident For Nov 2008 to Nov 2008

RECOMMENDATION TO OTHERS



OVERALL SATISFACTION



CURRENT: For Nov 2008 to Nov 2008

PREVIOUS: For Nov 2008 to Nov 2008

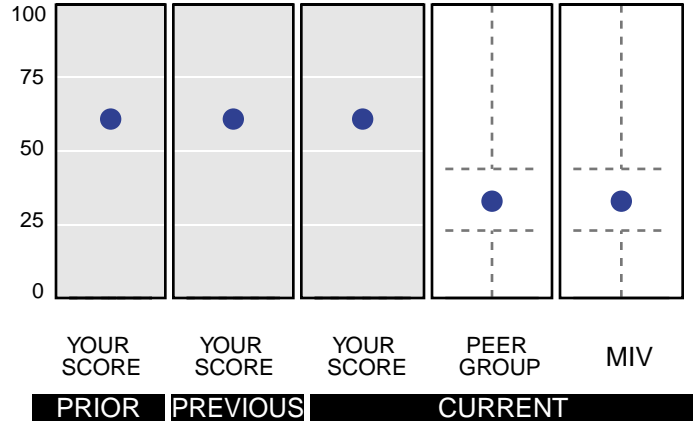
PRIOR: For Nov 2008 to Nov 2008

The shaded area shows the percent of **EXCELLENT** in the Excellent category for each domain and these global satisfaction questions:

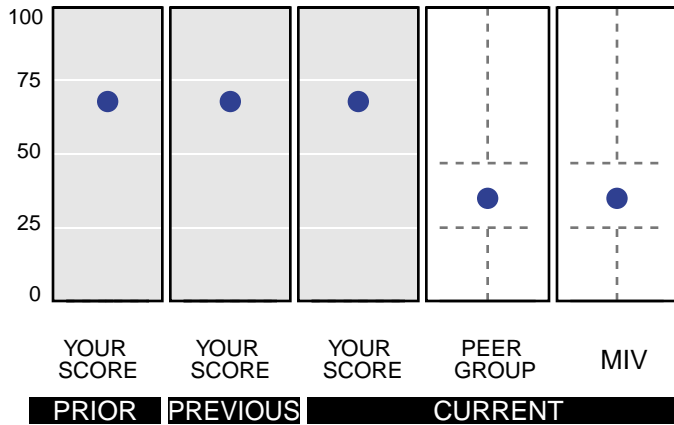
- How would you rate your overall satisfaction with this facility?
- What is your recommendation of this facility to others?

Peer group: MIV

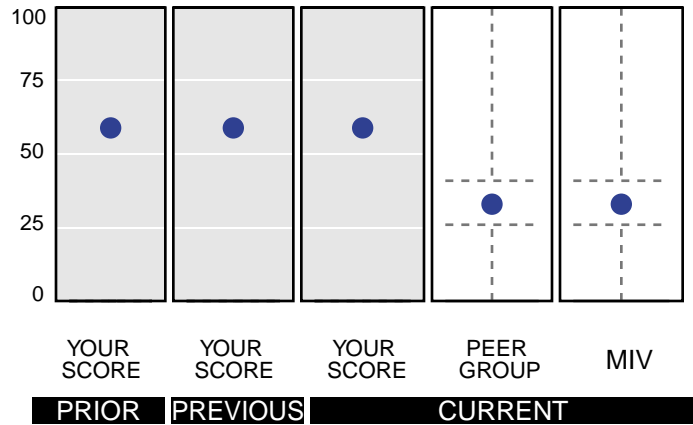
OVERALL SATISFACTION



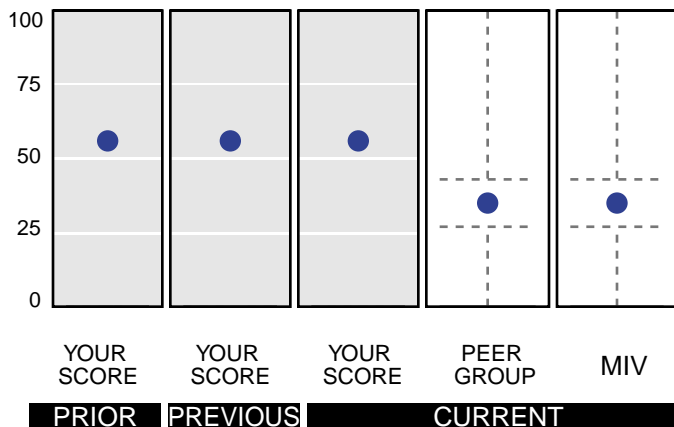
RECOMMENDATION TO OTHERS



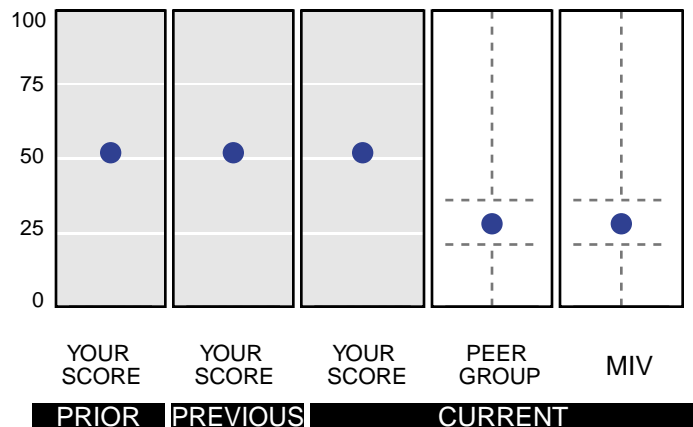
QUALITY OF LIFE DOMAIN



QUALITY OF CARE DOMAIN



QUALITY OF SERVICE DOMAIN



Summary

Global satisfaction and domain summary scores: Percent "Excellent" and "Good"

SUM-G/Dom-E/G

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Family/Resident

CURRENT: For Nov 2008 to Nov 2008

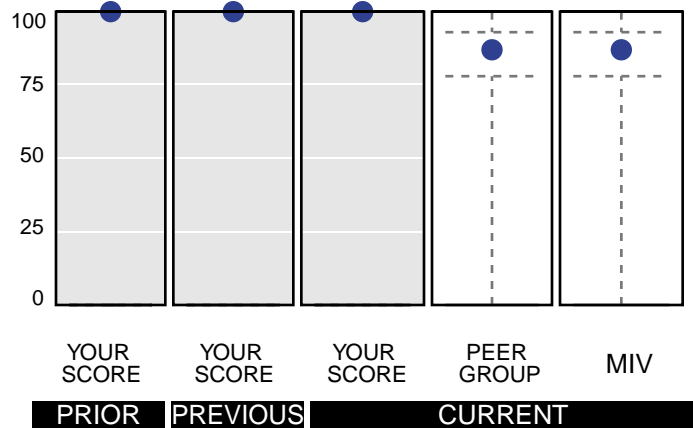
PREVIOUS: For Nov 2008 to Nov 2008

PRIOR: For Nov 2008 to Nov 2008

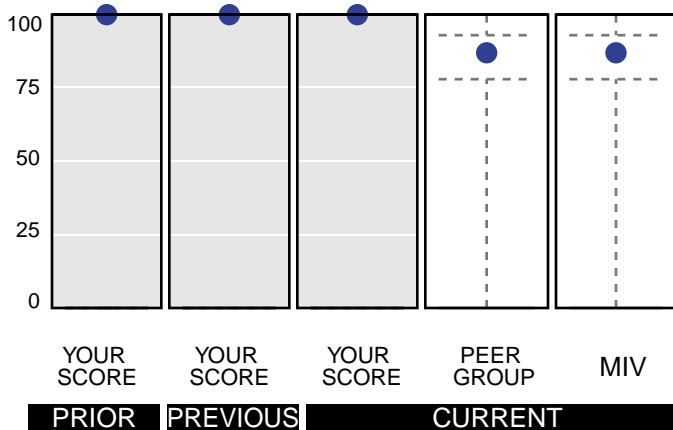
The shaded area shows the percent of **EXCELLENT and GOOD** in the Excellent and Good category for each domain and these global satisfaction questions:
 - How would you rate your overall satisfaction with this facility?
 - What is your recommendation of this facility to others?

Peer group: MIV

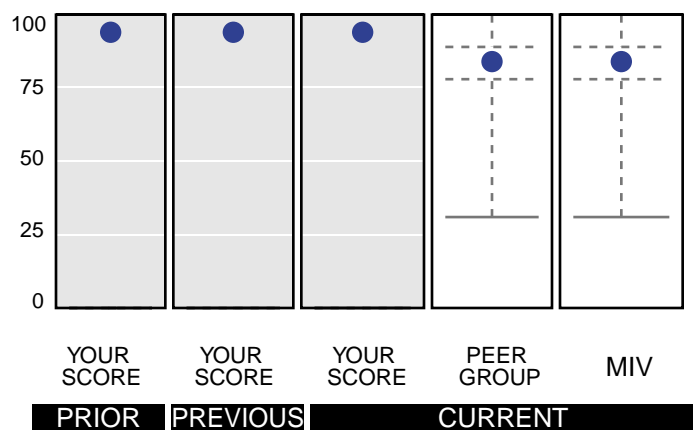
OVERALL SATISFACTION



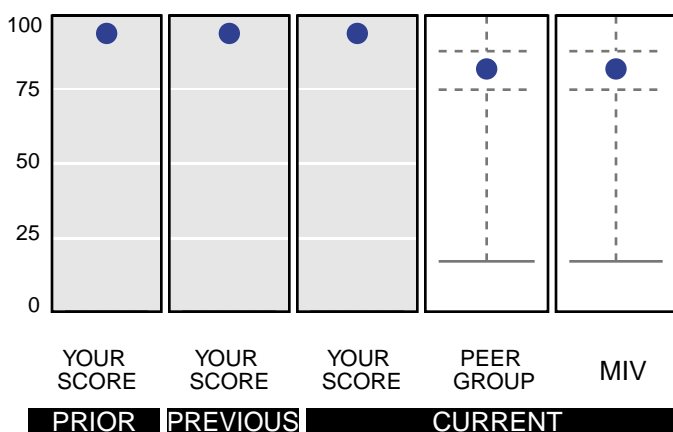
RECOMMENDATION TO OTHERS



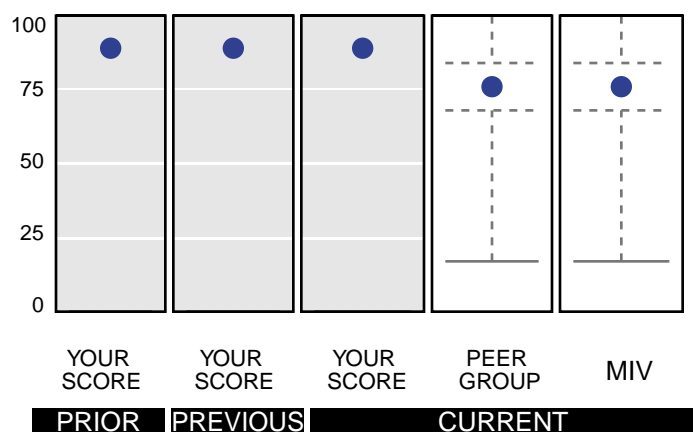
QUALITY OF LIFE DOMAIN



QUALITY OF CARE DOMAIN



QUALITY OF SERVICE DOMAIN



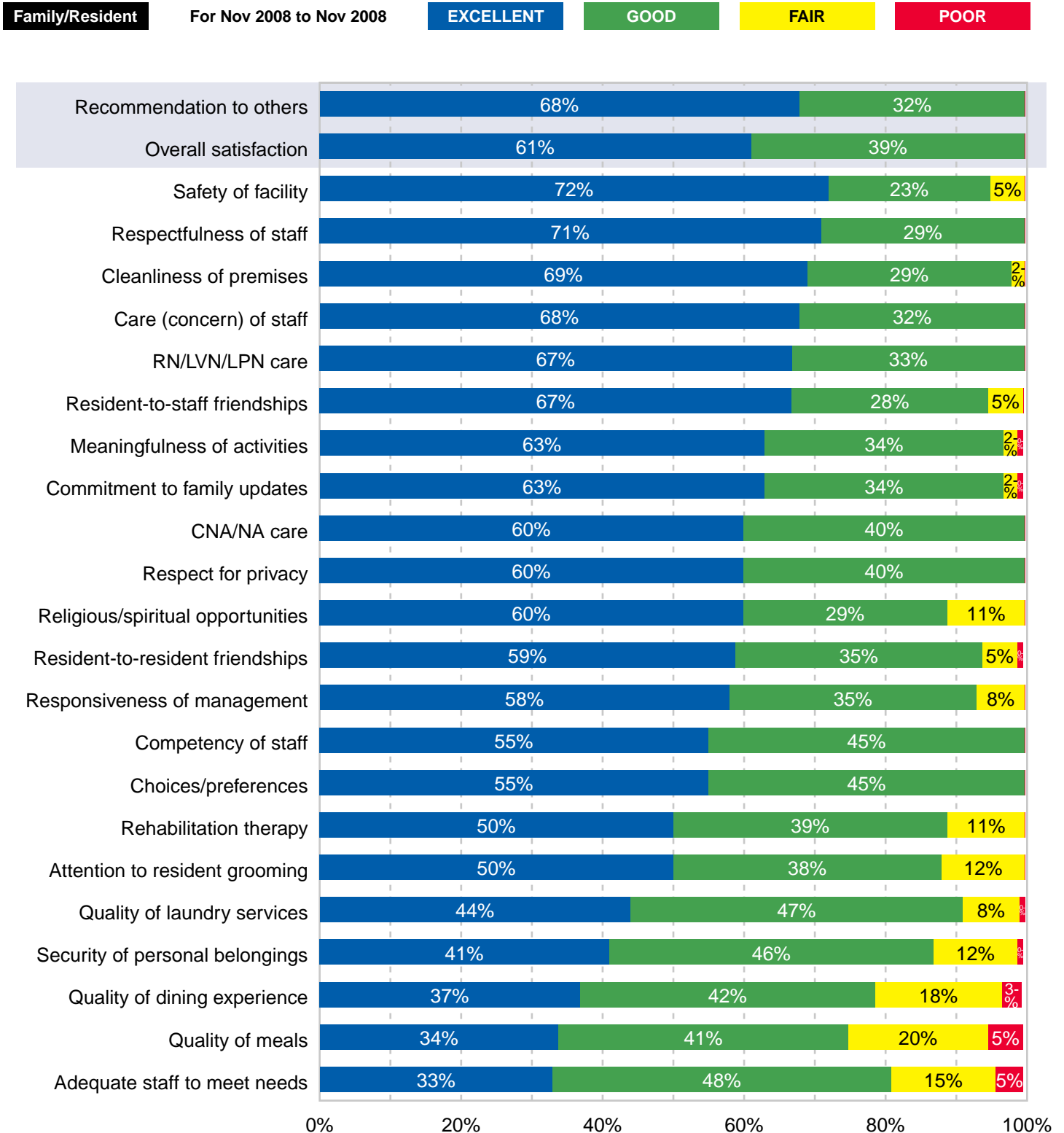
Results by item

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

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Item-E/G/F/P-PE

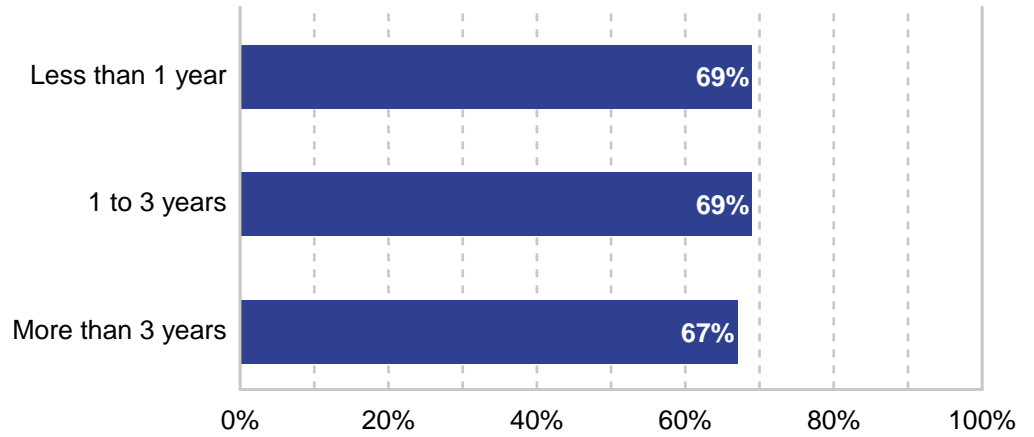
Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are ranked from the highest percent **EXCELLENT** to the lowest percent **EXCELLENT**. (May not total 100% due to rounding)



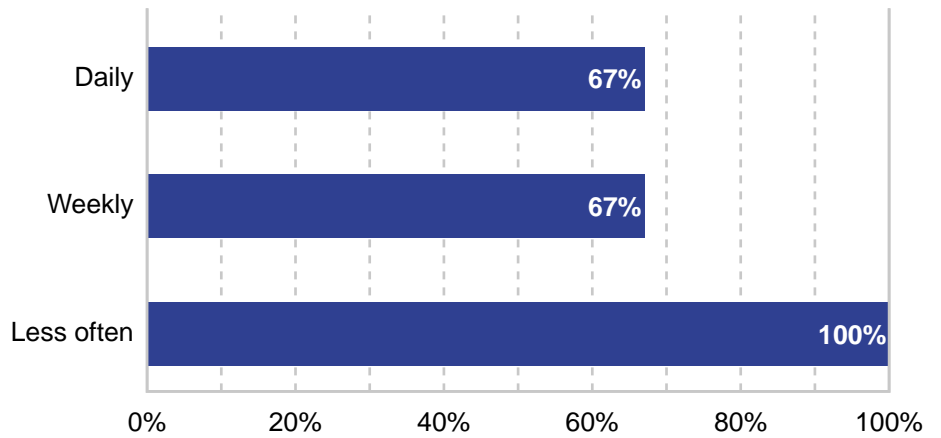
Listed by demographic breakouts, scores represent the percent of responses in the **EXCELLENT** category to the question:
 - What is your recommendation of this facility to others?

Family/Resident For Nov 2008 to Nov 2008

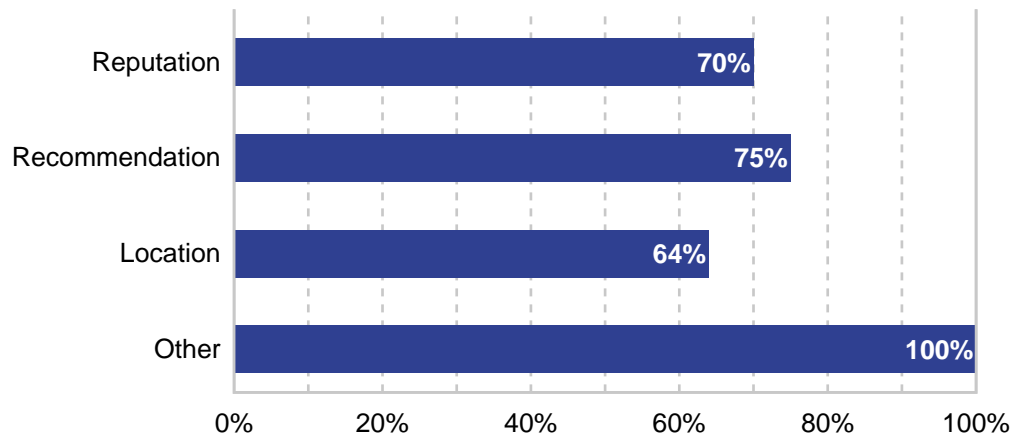
Length of stay



How often visited



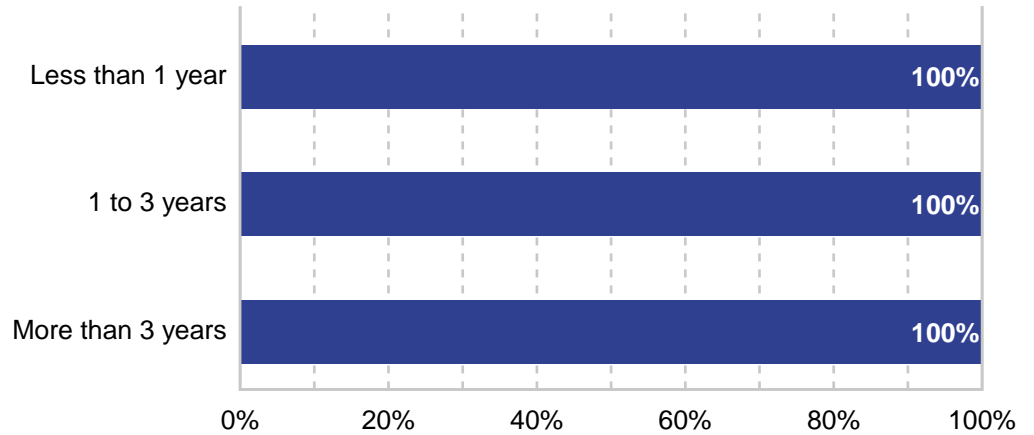
Reason for choosing



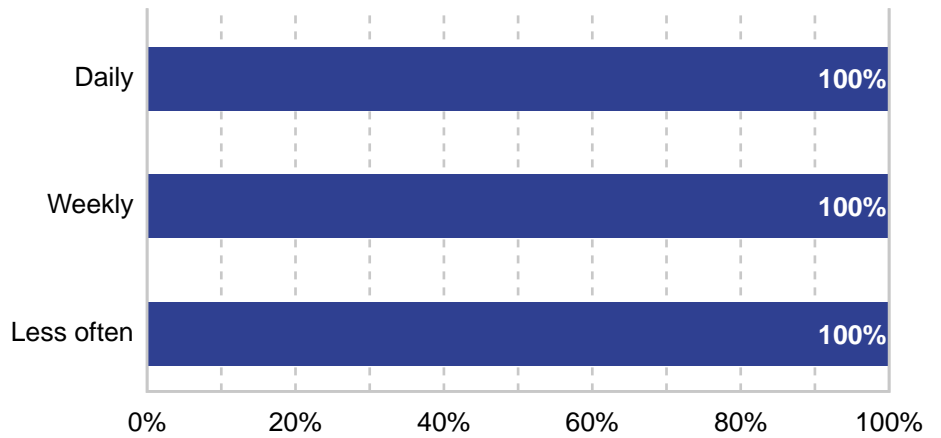
Listed by demographic breakouts, scores represent the percent of responses in the **EXCELLENT AND GOOD** category to the question:
- What is your recommendation of this facility to others?

Family/Resident For Nov 2008 to Nov 2008

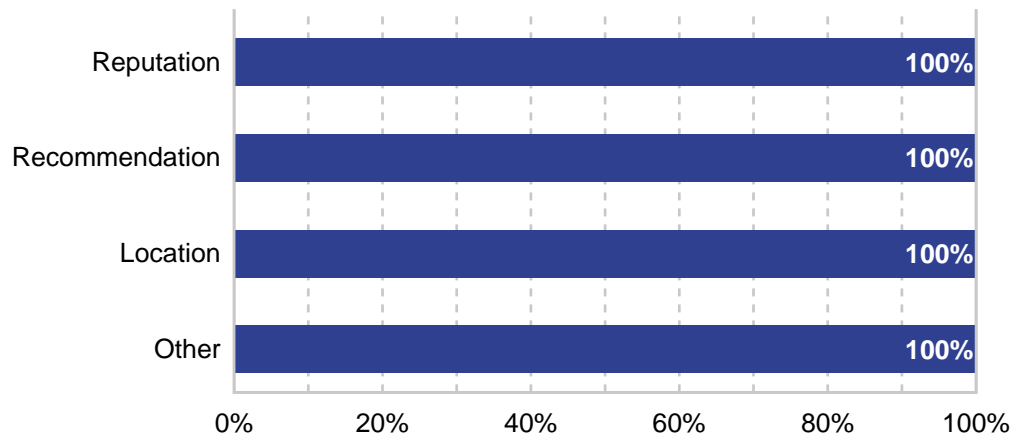
Length of stay



How often visited



Reason for choosing



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Your percent **EXCELLENT** score is compared to the peer group's percent **EXCELLENT** score for each item. Items are ranked by the *Difference* value.

Peer group: **MIV**
 Negative values: Compared to the peer group, you do worse on these items (*Difference* in score less than 0).
 Positive values: You do better than the peer group on items with positive values (*Difference* greater than 0).
Difference of 0: This means you perform the same as the peer group.

Family/Resident	For Nov 2008 to Nov 2008	Percent "Excellent" scores	Peer group	Difference	
Adequate staff to meet needs		33%	23%	10	
Quality of meals		34%	24%	10	
Rehabilitation therapy		50%	37%	13	
Quality of dining experience		37%	22%	15	
Security of personal belongings		41%	25%	16	
Commitment to family updates		63%	45%	18	
Competency of staff		55%	37%	18	
Quality of laundry services		44%	25%	19	
Resident-to-resident friendships		59%	37%	22	
Attention to resident grooming		50%	27%	23	
CNA/NA care		60%	37%	23	
RN/LVN/LPN care		67%	44%	23	
Respect for privacy		60%	36%	24	
Responsiveness of management		58%	34%	24	
Choices/preferences		55%	31%	24	
Religious/spiritual opportunities		60%	36%	24	
Respectfulness of staff		71%	46%	25	
Overall satisfaction		61%	35%	26	
Resident-to-staff friendships		67%	40%	27	
Care (concern) of staff		68%	41%	27	
Meaningfulness of activities		63%	35%	28	
Recommendation to others		68%	38%	30	
Safety of facility		72%	42%	30	
Cleanliness of premises		69%	36%	33	

0 9 17 26 34 43

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Cp-PerRank-PE/G

Your percentile rank is based on your percent **EXCELLENT AND GOOD** score for each item.

Peer group: **MIV**

90th percentile: Percent of **EXCELLENT AND GOOD** responses in peer group that fall in the 90th percentile.

Family/Resident For Nov 2008 to Nov 2008

	Your percent "Exc/Good"	Your percentile rank	90th percentile	Quartiles				
				Lowest score	Median	Highest score		
Meaningfulness of activities	98%	95	94	17	74	82	89	100
CNA/NA care	100%	95	95	20	75	83	90	100
Choices/preferences	100%	94	96	0	78	86	92	100
Cleanliness of premises	98%	94	96	0	74	83	90	100
Respect for privacy	100%	94	96	0	81	87	92	100
Care (concern) of staff	100%	93	97	0	79	87	93	100
Competency of staff	100%	93	97	0	80	88	93	100
Overall satisfaction	100%	93	97	0	78	87	93	100
Commitment to family updates	98%	92	97	20	78	86	92	100
Recommendation to others	100%	92	98	0	78	87	93	100
Security of personal belongings	88%	91	88	0	59	69	79	100
Quality of laundry services	92%	90	91	0	61	73	84	100
RN/LVN/LPN care	100%	89	100	33	84	90	95	100
Responsiveness of management	93%	89	93	0	70	80	87	100
Attention to resident grooming	88%	89	89	0	63	73	82	100
Respectfulness of staff	100%	88	100	0	85	91	96	100
Adequate staff to meet needs	80%	82	84	0	54	66	76	100
Resident-to-resident friendships	95%	80	97	0	82	88	93	100
Resident-to-staff friendships	95%	79	98	0	82	89	94	100
Safety of facility	95%	75	100	0	83	90	95	100
Rehabilitation therapy	89%	71	95	0	75	83	90	100
Quality of dining experience	79%	70	88	0	62	72	81	100
Quality of meals	76%	62	88	0	61	71	80	100
Religious/spiritual opportunities	89%	61	96	25	77	86	92	100