

FRIEDMAN PLACE 2015 RESIDENT SURVEY SUMMARY

A survey of residents was conducted in the spring of 2015. Several volunteers met individually with each resident to best assure openness and anonymity. Sixty-eight percent of the residents agreed to participate, and most answered all of the questions. The results below are compared to the last Annual Survey, which was completed in the fall of 2013. Many new questions were added in this version so when nothing is listed under the “change” column it means that is a new question so there is no other number with which to compare.

Executive Summary

In 2015 the residents of Friedman place reported that they were generally very satisfied with their home and the services that they receive and that their overall levels of satisfaction have improved over time. Of all the questions that were asked in the last survey and again in this one, 86% of them showed increases in satisfaction and by an average of 10%.

Nearly all residents who completed this survey gave the highest ratings possible to their physical environment, including their apartment, common areas, and maintenance and most of these areas showed an improvement from the last survey. Satisfaction with the activities offered is very high with the two questions that were repeated having scores 20% and 21% higher than before, respectively. While a significant number of residents are not satisfied with the food services, three-quarters of the residents say that the quality of the meals is good or very good and even more than that say that they are satisfied or very satisfied with the meals. Satisfaction with healthcare and social services is extremely high; with nearly all giving these areas the highest scores possible. Similarly high levels of satisfaction are found with questions about the resident’s level of trust with staff and that the staff is courteous and helpful. Questions regarding quality and personal goals indicate that residents feel that the agency has helped them meet their goals and that they make their own lifestyle decisions and nearly all feel safe at Friedman Place.

There are several areas that the survey results indicate that Friedman Place can improve, particularly in the areas of meals and how long it takes to be served, understanding of agency policies and procedures, and assuring that policies and procedures are applied in a fair, firm, and consistent manner.

PHYSICAL ENVIRONMENT

Residents are extremely satisfied with their physical surroundings, with nearly all of them giving the highest (i.e., most positive) scores to questions related to their apartment being homelike, clean, and comfortable; repairs being made in a timely manner; and common areas being accessible and clean. Of the six questions that were asked in the last survey and again in this one, 5 of them showed increases in satisfaction and by an average of 7%.

<u>Item</u>	<u>Score</u>	<u>Change</u>
1. My apartment is homelike or very homelike. The agency set a goal of 90% for this question, which was met and exceeded	98%	↑ 10%
2. My apartment is comfortable or very comfortable. The agency set a goal of 90% for this question, which was met and exceeded	96%	↑ 7%
3. My apartment is clean or very clean. The agency set a goal of 90% for this question, which was met and exceeded	96%	↑ 1%
4. Repairs or maintenance was performed in a timely or very timely manner.	94%	↓ 4%
5. Common areas accessible or very accessible.	95%	↑ 7%
6. Common areas clean or very clean.	93%	↑ 11%

ACTIVITIES

Residents are very satisfied with the activities and outings and feel that they can give input into what is offered. Of the two questions that were asked in the last survey and again in this one, both showed a significant increase in satisfaction (i.e., 20% and 21%).

1. I agree or strongly agree that I have opportunities to give input to activities and outings.	87%	↑ 20%
2. I find the activities and group outings good or very good.	87%	↑ 21%
3. I agree or strongly agree that I am satisfied with the variety of trips and activities offered outside Friedman Place.	83%	
4. I agree or strongly agree that I am satisfied with the variety of trips and activities offered inside Friedman Place.	83%	
5. I agree or strongly agree that the Activities Staff are approachable, courteous, and helpful	95%	

FOOD SERVICES

Most residents are satisfied with the quality of the meals, with over three-quarters giving them the highest scores to the question about overall quality and 81% to overall satisfaction. Nevertheless, fourteen percent of residents gave the question about food quality the lowest rating possible and 10% the question about overall satisfaction. A significant percentage (32%) are dissatisfied with the time it takes to be served as well as whether the portion sizes are appropriate (29%) and that the food is properly cooked (29%).

<u>Item</u>	<u>Score</u>	<u>Change</u>
1. I think the quality of meals here is good or very good. The agency set a goal of 85% for this question, which was not met by only 8 points.	77%	↑ 5%
2. I am satisfied or very satisfied with the meals.	81%	
3. I am satisfied or very satisfied with the flavor of the food.	71%	
4. I am satisfied or very satisfied with the time it takes to be served.	68%	
5. I agree or strongly agree that the servers are courteous, informative, and responsive to requests for assistance.	82%	
6. I agree or strongly agree that the meals are presented in a manner that lets them know where the different foods are located on the plate and where the drinks and utensils are located.	75%	
7. I agree or strongly agree that the meal portion sizes are appropriate (i.e., neither too large or too small).	71%	
8. I agree or strongly agree that the food is properly cooked (i.e., neither overcooked nor undercooked).	71%	

HEALTHCARE & SOCIAL SERVICES

Residents are very satisfied with the quality of healthcare that they receive, with nearly all giving the highest scores to questions related to the quality of nursing care and the availability of appropriate healthcare services at the agency. These scores are higher than were reported last year and no residents scored these areas at the lowest level. Nearly all residents are satisfied with the availability of Certified Nursing Assistants and over two-thirds with the Social Work and related services. Of the two questions that were asked in the last survey and again in this one, both showed increases in satisfaction.

1. I agree or usually agree that the health services available at Friedman Place addresses my needs.	93%	↑ 5%
2. I feel the nursing care they get is good or usually good.	98%	↑ 10

The agency set a goal of 90% for this question, which was met and exceeded

- | | |
|--|------------|
| 3. I agree or strongly agree that I am better able to cope with stress and other concerns due to the mental health services provided by the social workers, psychiatrist, and social work interns. | 79% |
| 4. I agree or strongly agree that Certified Nursing Assistants are available when needed to provide assistance with daily tasks such as getting ready for the day, bathing/showering, and taking walks. | 94% |
| 5. I agree or strongly agree that appointments and other scheduled health-related visits (e.g., doctors, dentists, etc.) are managed in a professional and efficient manner. | 83% |

GENERAL INPUT AND AWARENESS

Most residents feel that they are given opportunities to provide input to and are aware of agency policies and procedures and to express general concerns. These questions had total scores 2% - 18% higher than what was reported one year earlier. Only a small percentage – between 4 – 6% of the residents – gave the questions about expressing concerns and being made aware of policies and procedures the lowest scores, but a significant number (15%) gave the question about giving input into policies and procedures the lowest scores. Additionally, 25% disagree and 10% strongly disagree with the statement that policies and procedures are applied in a fair, firm and consistent manner.

- | | | |
|--|------------|--------------|
| 1. The agency policies and procedures are clear or very clear to me. | 77% | ↓ 7% |
| 2. I am comfortable or very comfortable asking staff about a policy or procedure when I have a question. | 91% | |
| 3. I agree or strongly agree that I have opportunities to give input into agency policies and procedures. | 77% | |
| 4. I agree or strongly agree that the policies and procedures are applied in a fair, firm, and consistent manner. | 66% | |
| 5. I agree or strongly agree that I have an opportunity to express concerns. | 91% | ↑ 13% |

Staff Relations

Most residents feel a sense of trust in the staff and that they are courteous and helpful. These questions had total scores better than the previous year, especially regarding trust, where the score has increased scores 13%.

<u>Item</u>	<u>Score</u>	<u>Change</u>
1. I agree or strongly agree that the staff are courteous and helpful. The agency set a goal of 90% for this question, which was met and exceeded.	93%	↑ 2%
2. I agree or strongly agree that I feel a sense of trust in staff. The agency set a goal of 90% for this question, which was met and exceeded.	96%	↑ 13%

Quality and Goals

Nearly every resident feels safe at Friedman Place and that they make their own lifestyle decisions. Nearly all residents feel that Friedman Place has helped them improve the quality of their life and helped them meet their goals. Most of the questions in this area had improved ratings from the year prior.

1. I agree or agree or strongly agree that Friedman Place has connected me to services not offered in the building but offered in the community.	70%	↑ 12%
2. I agree or strongly agree that Friedman Place has helped me meet my personal goals. The agency set a goal of 75% for this question, which was met and exceeded.	91%	↑ 23%
3. I agree or strongly agree that I make my own lifestyle decisions.	98%	↓ 1%
4. I agree or strongly agree that the agency has improved my quality of life.	90%	↑ 8%
5. I agree or strongly agree that staff have encouraged me to learn new skills and become more independent.	82%	↑ 31%
6. I agree or strongly agree that I feel safe here.	96%	unchanged
7. I agree or strongly agree that I would recommend Friedman Place to other adults with visual impairments.	91%	↑ 13%

Friedman Place, 5527 North Maplewood Avenue, Chicago, Il 60625

www.friedmanplace.org