

## **FRIEDMAN PLACE 2016 RESIDENT SURVEY SUMMARY**

A survey of residents was conducted in the spring of 2016. Several volunteers and interns 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 spring of 2015, and one conducted in the fall of 2013, just prior to the Agency undertaking a major organizational reorganization. Many new questions were added to the survey so some results are listed as “n/a”, which indicates there is not data available with which to compare.

### **Executive Summary**

In 2016 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 last year and again in this one, 80% of them showed increases in satisfaction (65%) or stayed the same (15%) and 20% went down. Although one-fifth of the items were rated lower than last year, when the scores are combined, the overall total remained the same from last year. Of all the questions that were asked three years ago and again in this one, 90% of them showed increases in satisfaction, 5% went down, and 5% remained the same. When the scores are combined, the overall total increased 14% from three years ago. The dramatic increase in overall satisfaction that occurred between 2013 and 2015 remained the same between 2015 and 2016; while a significant number of items dropped in satisfaction in the last year, other areas experienced large increases, which result in an overall unchanged condition.

Nearly all residents who completed this survey gave the highest ratings possible to their physical environment, including their apartment and common areas. Satisfaction with the activities offered is very high, with the lowest score being a 75% “good” or “very good” being given to the statement regarding activities and group outings. While a significant number of residents are not satisfied with specific aspects of the food services, 85% said that the quality of meals is good or very good. 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 meal services, understanding of agency policies and procedures, and assuring that policies and procedures are applied in a fair, firm, and consistent manner.

**At least 90% of residents gave the following statements the highest (best) scores:**

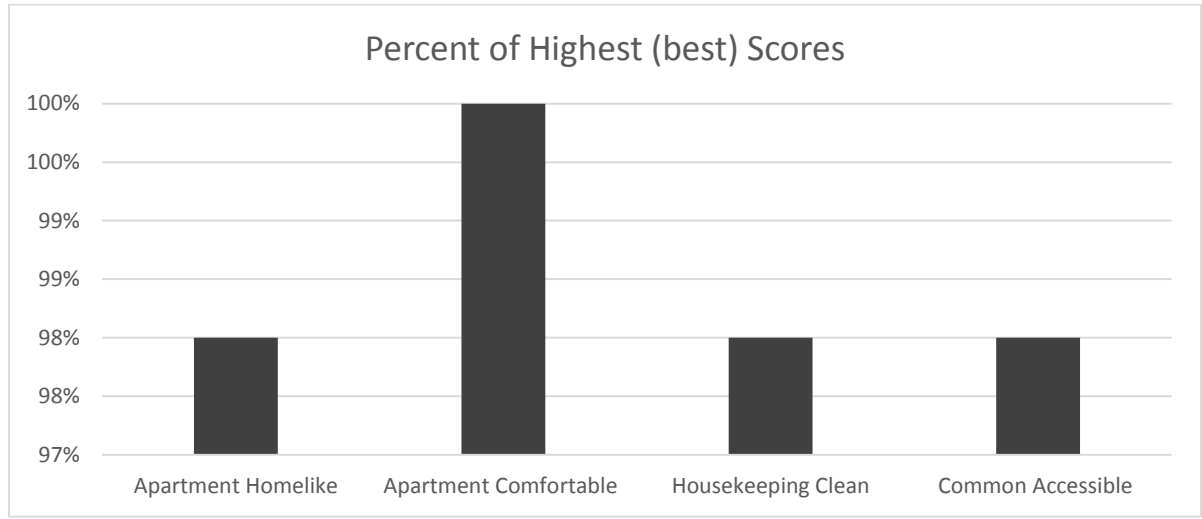
- My apartment is homelike or very homelike.
- My apartment is comfortable or very comfortable.
- The housekeeping staff keep my apartment clean or very clean.
- Common areas accessible or very accessible.
- I agree or strongly agree that I have opportunities to give input to activities and outings.
- I find the activities and group outings good or very good.
- I feel the nursing care they get is good or usually good.
- I agree or usually agree that the health services available at Friedman Place addresses my needs.
- I agree or strongly agree that I have an opportunity to express concerns.
- I am comfortable or very comfortable asking staff about a policy or procedure when I have a question.
- I agree or strongly agree that the staff are courteous and helpful.
- I agree or strongly agree that I make my own lifestyle decisions.
- I agree or strongly agree that the agency has improved my quality of life.
- I agree or strongly agree that I feel safe here.
- I agree or strongly agree that I would recommend Friedman Place to other adults with visual impairments.

**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; and common areas being accessible. **Overall, scores related to the physical environment increased 3% from last year and 8.5% from three years ago.**

<b>Question / Statement</b>	<b>2016 Score</b>	<b>Change from 2015 to 2016</b>	<b>Change from 2013 to 2016</b>
<b>My apartment is homelike or very homelike.</b>	<b>98%</b>	0%	↑10%
<b>My apartment is comfortable or very comfortable.</b>	<b>100%</b>	↑4%	↑11%

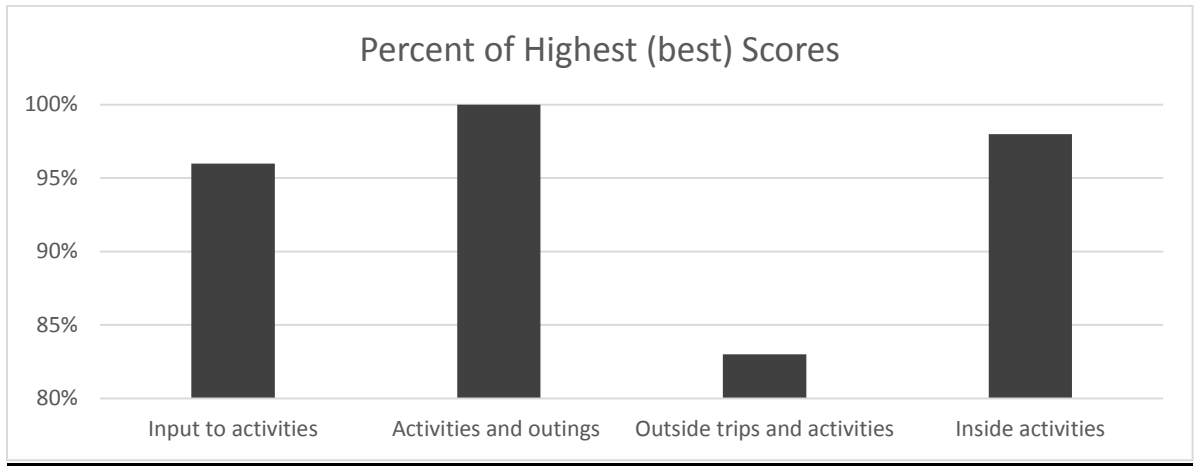
<b>The housekeeping staff keep my apartment clean or very clean.</b>	<b>98%</b>	↑2%	↑3%
<b>Common areas accessible or very accessible.</b>	<b>98%</b>	↑3%	↑10%



### **ACTIVITIES**

Residents are generally very satisfied with the activities and feel that they can give input into what is offered. There was a significant decrease – of 12% - in positive ratings given to the statement regarding activities provided outside of the building. **Overall, scores related to activities dropped slightly – less than one percent – in the last year and increased 19% from three years ago.**

Question / Statement	<b>2016 Score</b>	Change from 2015 to 2016	Change from 2013 to 2016
<b>I agree or strongly agree that I have opportunities to give input to activities and outings.</b>	<b>96%</b>	↑9%	↑29%
<b>I find the activities and group outings good or very good.</b>	<b>100%</b>	↑13%	↑24%
<b>I agree or strongly agree that I am satisfied with the variety of trips and activities offered outside Friedman Place</b>	<b>83%</b>	0%	n/a
<b>I agree or strongly agree that I am satisfied with the variety of activities offered inside Friedman Place.</b>	<b>85%</b>	↑2%	n/a

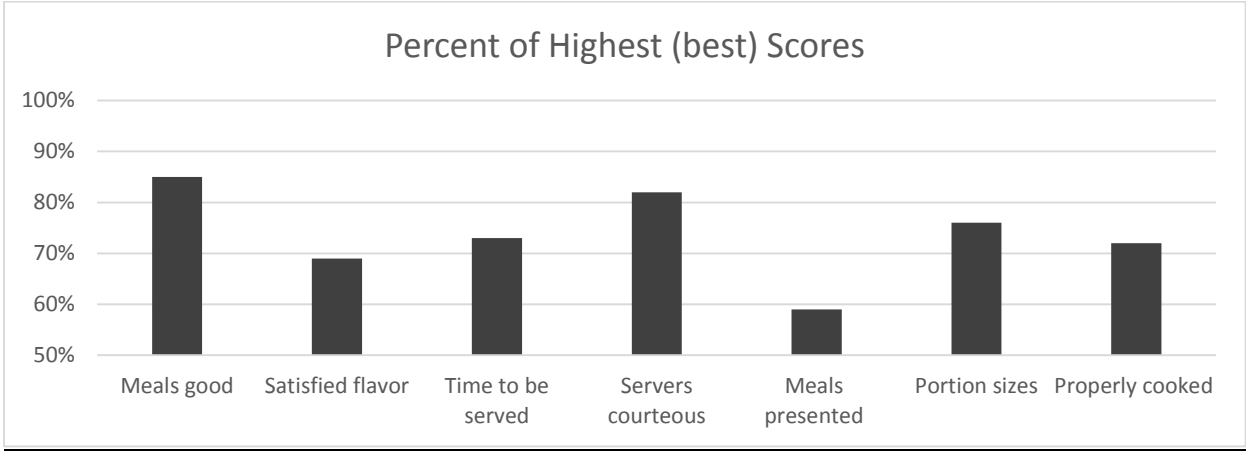


**FOOD SERVICES**

Most residents are satisfied with the quality of the meals, with nearly all – 85% - giving the highest scores to the statement about overall quality and nearly three-quarters overall satisfaction with its flavor. Nevertheless, 31% indicated that they were unsatisfied or very unsatisfied with the flavor of the food, 24% with the meal portions, and 28% with whether the food was properly cooked. Forty-one percent indicated that they disagreed or strongly disagreed with the statement that meals are presented in a manner that lets them know where each item is located. **Overall, these scores remained the same from last year and the single item that can be compared to 2013 increased by 13%.**

Question / Statement	2016 Score	Change from 2015 to 2016	Change from 2013 to 2016
<b>I think the quality of meals here is good or very good.</b>	<b>85%</b>	↑8%	↑13%
<b>I am satisfied or very satisfied with the flavor of the food.</b>	<b>69%</b>	↓2%	n/a
<b>I am satisfied or very satisfied with the time it takes to be served.</b>	<b>73%</b>	↑5%	n/a
<b>I agree or strongly agree that the servers are courteous, informative, and responsive to requests for assistance.</b>	<b>82%</b>	0%	n/a
<b>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.</b>	<b>59%</b>	↓16%	n/a
<b>I agree or strongly agree that the meal portion sizes are appropriate (i.e., neither too large nor small).</b>	<b>76%</b>	↑5	n/a

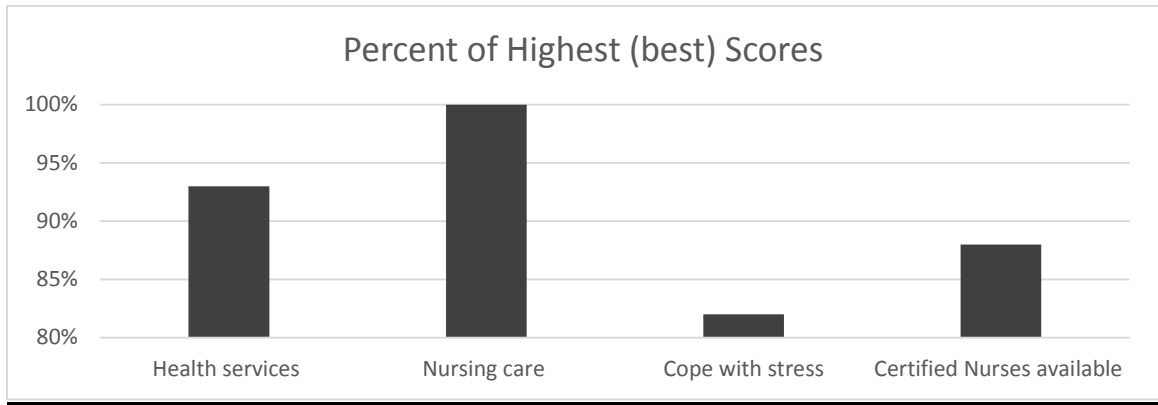
<b>I agree or strongly agree that the food is properly cooked (i.e., neither overcooked nor undercooked).</b>	<b>72%</b>	<b>↑1</b>	<b>n/a</b>
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**HEALTHCARE & SOCIAL SERVICES**

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. Although the score dropped slightly from last year, nearly 90% of residents agree or strongly agree that Certified Nursing Assistants are available when needed. **Overall, these scores remained the same as last year and increased 8.5% from three years ago.**

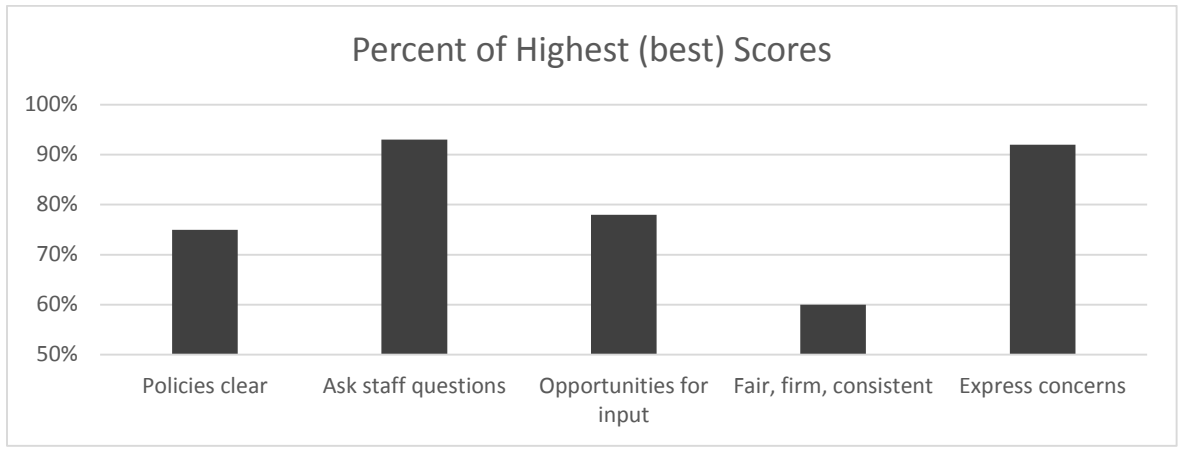
<b>Question / Statement</b>	<b>2016 Score</b>	<b>Change from 2015 to 2016</b>	<b>Change from 2013 to 2016</b>
<b>I agree or usually agree that the health services available at Friedman Place addresses my needs.</b>	<b>93%</b>	<b>0%</b>	<b>↑ 5%</b>
<b>I feel the nursing care they get is good or usually good.</b>	<b>100%</b>	<b>↑ 2%</b>	<b>↑ 12%</b>
<b>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.</b>	<b>82%</b>	<b>↑3%</b>	<b>n/a</b>
<b>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.</b>	<b>88%</b>	<b>↓6%</b>	<b>n/a</b>



**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. **Overall, these scores remained the same as last year and increased decreased 2.5% from three years ago.**

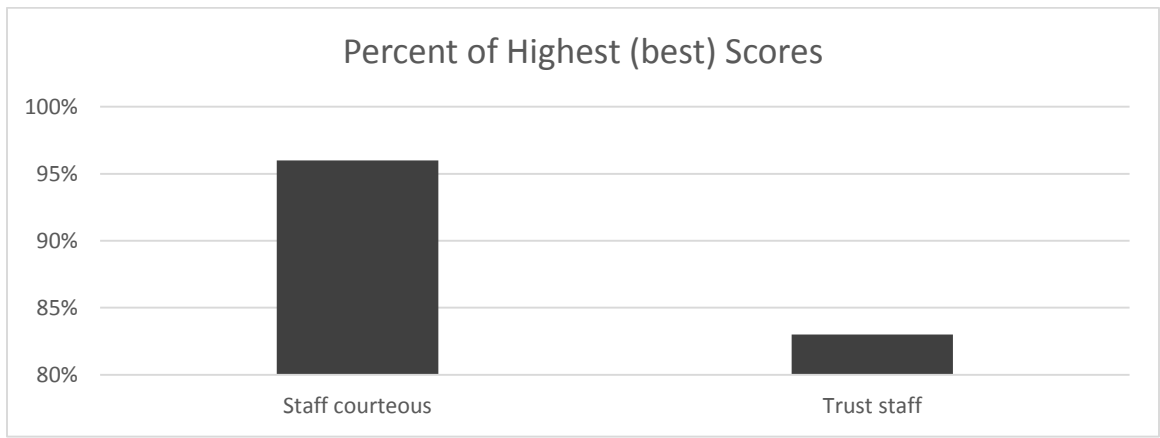
Question / Statement	2016 Score	Change from 2015 to 2016	Change from 2013 to 2016
<b>The agency policies and procedures are clear or very clear to me.</b>	<b>75%</b>	↓ 2%	↓ 9%
<b>I am comfortable or very comfortable asking staff about a policy or procedure when I have a question.</b>	<b>93%</b>	↑ 2%	n/a
<b>I agree or strongly agree that I have opportunities to give input into agency policies and procedures.</b>	<b>78%</b>	↑ 1%	n/a
<b>I agree or strongly agree that the policies and procedures are applied in a fair, firm, and consistent manner.</b>	<b>60%</b>	↓ 6%	n/a
<b>I agree or strongly agree that I have an opportunity to express concerns.</b>	<b>92%</b>	↑ 1%	↑ 14%



**STAFF RELATIONS**

Most residents feel a strong sense of trust in the staff and that they are courteous and helpful. Overall, these scores decreased 10% from last year and increased 5% from three years ago.

Question / Statement	2016 Score	Change from 2015 to 2016	Change from 2013 to 2016
<b>I agree or strongly agree that the staff are courteous and helpful.</b>	<b>96%</b>	↑ 3	↑5
<b>I agree or strongly agree that I feel a sense of trust in staff.</b>	<b>83%</b>	↓13	0%



## **QUALITY AND GOALS**

One-hundred percent of residents feel that Friedman Place has improved their quality of their life, that they make their own lifestyle decisions, **and that they would recommend Friedman Place to other adults with visual impairments. Overall, scores related to quality and goals have increased 4.5% since last year and 15% from three years ago.**

<b>Question / Statement</b>	<b>2016 Score</b>	<b>Change from 2015 to 2016</b>	<b>Change from 2013 to 2016</b>
<b>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.</b>	<b>83%</b>	<b>↑ 13%</b>	<b>↑ 15%</b>
<b>I agree or strongly agree that Friedman Place has helped me meet my personal goals.</b>	<b>87%</b>	<b>↓4%</b>	<b>↑ 19%</b>
<b>I agree or strongly agree that I make my own lifestyle decisions.</b>	<b>100%</b>	<b>↑2%</b>	<b>↑1%</b>
<b>I agree or strongly agree that the agency has improved my quality of life.</b>	<b>100%</b>	<b>↑10%</b>	<b>↑ 18%</b>
<b>I agree or strongly agree that staff have encouraged me to learn new skills and become more independent.</b>	<b>82%</b>	<b>0%</b>	<b>↑ 31%</b>
<b>I agree or strongly agree that I feel safe here.</b>	<b>98%</b>	<b>↑2%</b>	<b>↑2%</b>
<b>I agree or strongly agree that I would recommend Friedman Place to other adults with visual impairments.</b>	<b>100%</b>	<b>↑9%</b>	<b>↑22%</b>

