

SATISFACTION SURVEY SUMMARY

Trinity Senior Living Communities

17410 College Parkway, Suite 200
Livonia, MI 48152 USA

Sanctuary at Bellbrook

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

For Apr 2011 to Apr 2011

Surveys distributed

69

Surveys returned

46

Response rate

67%

Printed from My InnerView's members-only Web site on **Dec 14, 2011**

See the members' site for:

- Satisfaction survey items and reference labels
- Glossary of items

Peer group: **National Database**

Peer group size: **4390**

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 Apr 2011 to Apr 2011

ITEMS WITH GREATEST OPPORTUNITY TO IMPACT RECOMMENDATION

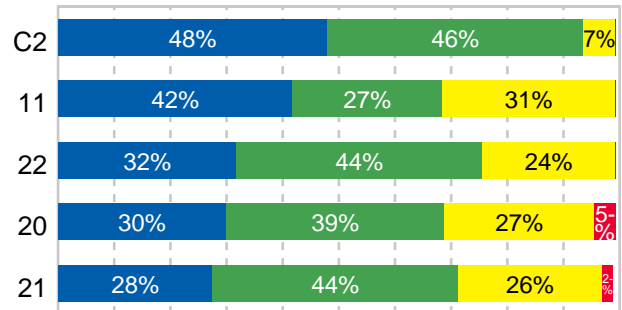
PRIORITY ACTION AGENDA

The top FIVE items in Quadrant D comprise your Family (F) and Resident (R) 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."

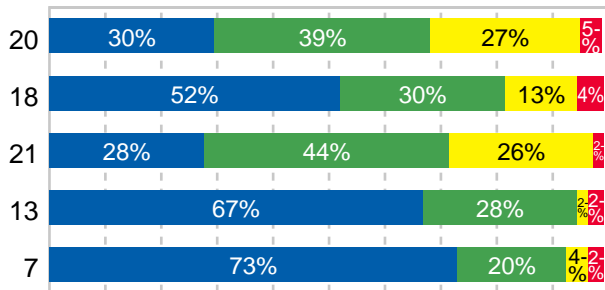
- R9 CNA/NA care
- R15 Care (concern) of staff
- F11 Adequate staff to meet needs
- F16 Responsiveness of management
- R21 Quality of dining experience

5 ITEMS WITH LOWEST PERCENT "EXCELLENT" SCORES



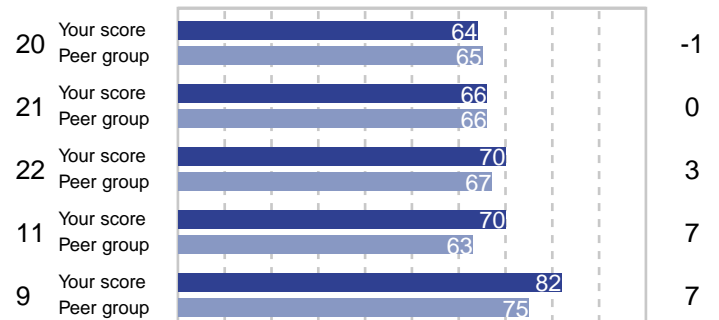
- C2 Service by housekeeping staff
- 11 Adequate staff to meet needs
- 22 Quality of laundry services
- 20 Quality of meals
- 21 Quality of dining experience

5 ITEMS WITH HIGHEST PERCENT "POOR" SCORES



- 20 Quality of meals
- 18 Security of personal belongings
- 21 Quality of dining experience
- 13 Commitment to family updates
- 7 Religious/spiritual opportunities

5 ITEMS WITH GREATEST DIFFERENCE IN AVERAGE SCORE FROM PEER GROUP



- 20 Quality of meals
- 21 Quality of dining experience
- 22 Quality of laundry services
- 11 Adequate staff to meet needs
- 9 CNA/NA care

ABOUT RESIDENT		ABOUT RESPONDENT		VISITOR		FACILITY CHOICE	
Gender: Female	82%	Resident Responses:	17%	Visiting Most: Child	91%	Reason: Good reputation	48%
Age: 90 or older	50%	Family:	83%	Spouse	7%	Other reason	17%
Stay: 1 to 3 years	30%			How Often: Once a week or more	54%	Homes Visited: Two	27%

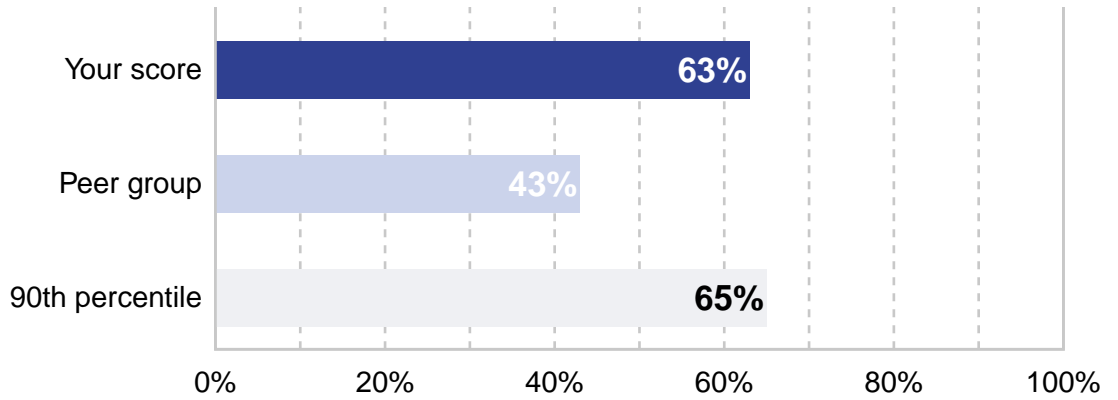
Scores represent the percent of responses in the **EXCELLENT** category to these questions:
 - What is your recommendation of this facility to others?
 - How would you rate your overall satisfaction with this facility?

Peer group: **National Database**

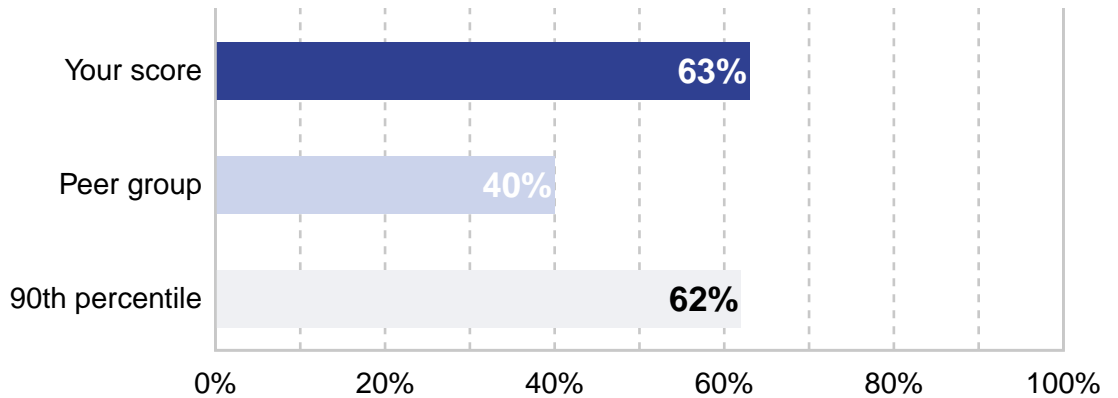
90th percentile: Percent of **Excellent** responses in the peer group that fall in the 90th percentile.

Family/Resident For Apr 2011 to Apr 2011

RECOMMENDATION TO OTHERS



OVERALL SATISFACTION



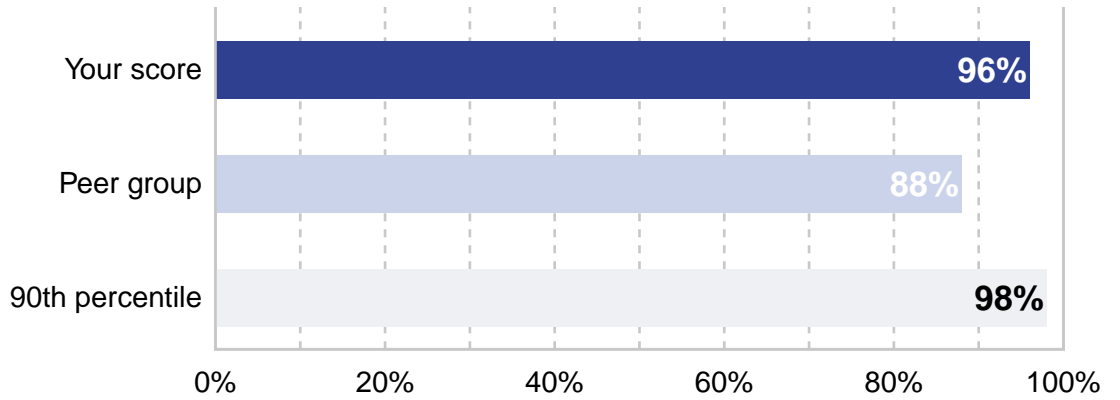
Scores represent the percent of responses in the **EXCELLENT AND GOOD** category to these questions:
- What is your recommendation of this facility to others?
- How would you rate your overall satisfaction with this facility?

Peer group: **National Database**

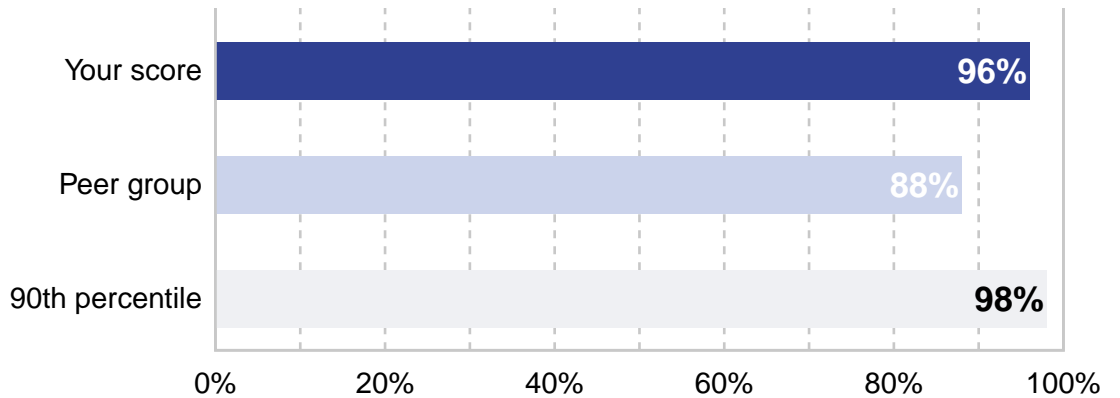
90th percentile: Percent of **Excellent and Good** responses in the peer group that fall in the 90th percentile.

Family/Resident For Apr 2011 to Apr 2011

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?

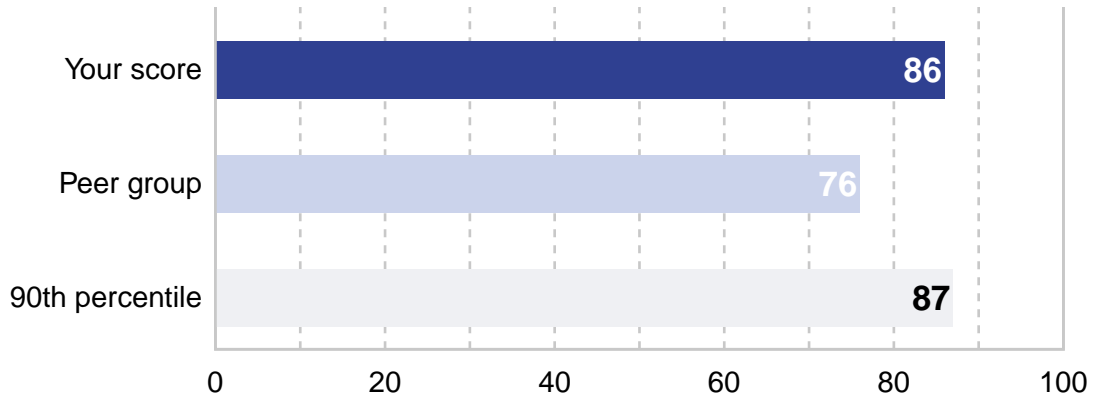
An average score is calculated by assigning the following values: Excellent = 100; Good = 66.7; Fair = 33.3; Poor = 0.

Peer group: **National Database**

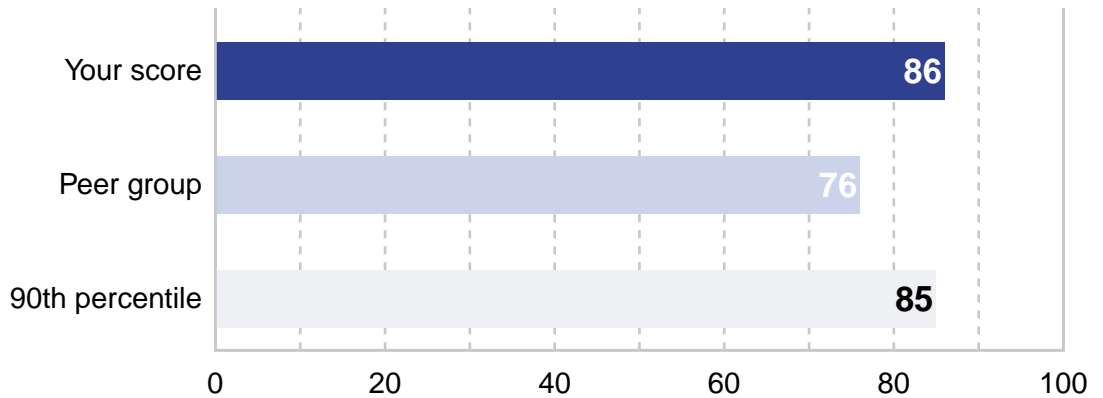
90th percentile: Average score for facilities in the peer group that fall in the 90th percentile.

Family/Resident For Apr 2011 to Apr 2011

RECOMMENDATION TO OTHERS



OVERALL SATISFACTION



Summary

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

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SUM-G/Dom-E/G

Family/Resident

CURRENT: For Apr 2011 to Apr 2011

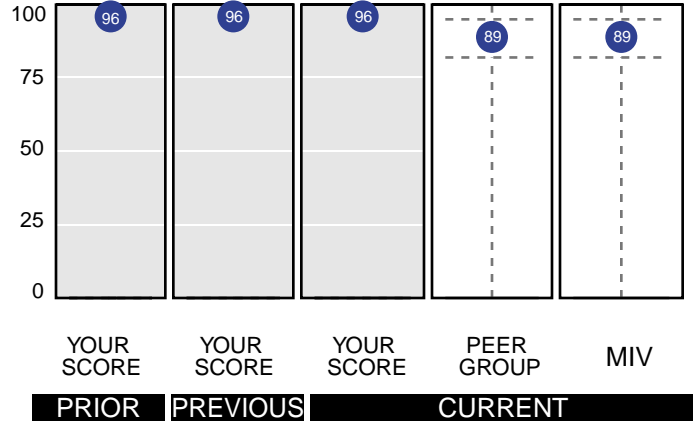
PREVIOUS: For Apr 2011 to Apr 2011

PRIOR: For Apr 2011 to Apr 2011

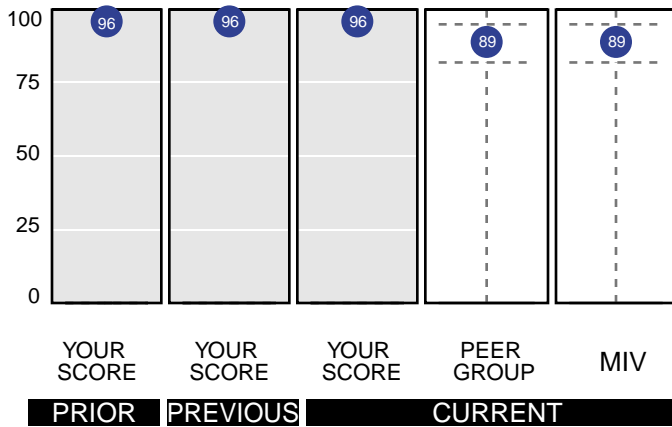
The shaded area shows the percent of **EXCELLENT and GOOD** in the Excellent and Good category for each domain and these global satisfaction questions:
 - How would you rate your overall satisfaction with this facility?
 - What is your recommendation of this facility to others?

Peer group: National Database

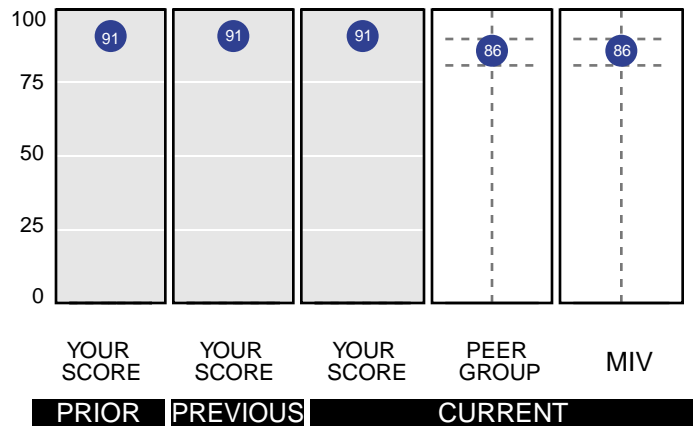
OVERALL SATISFACTION



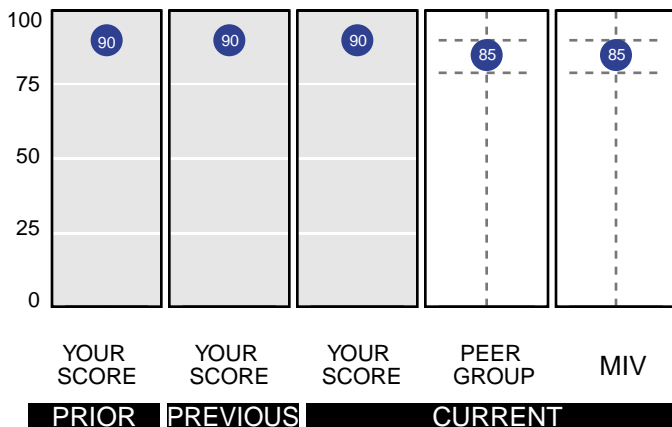
RECOMMENDATION TO OTHERS



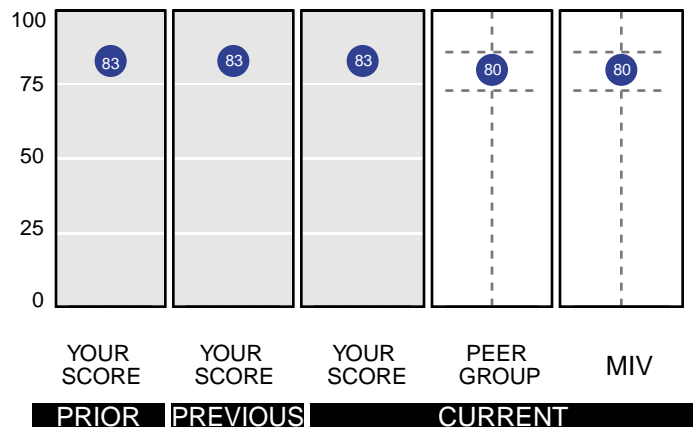
QUALITY OF LIFE DOMAIN



QUALITY OF CARE DOMAIN



QUALITY OF SERVICE DOMAIN



Family/Resident

CURRENT: For Apr 2011 to Apr 2011

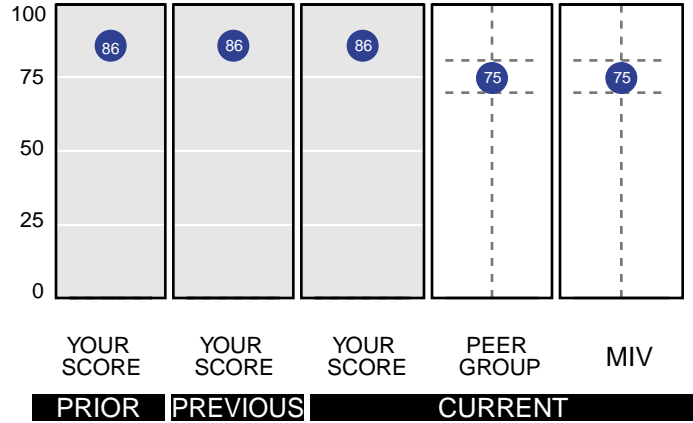
PREVIOUS: For Apr 2011 to Apr 2011

PRIOR: For Apr 2011 to Apr 2011

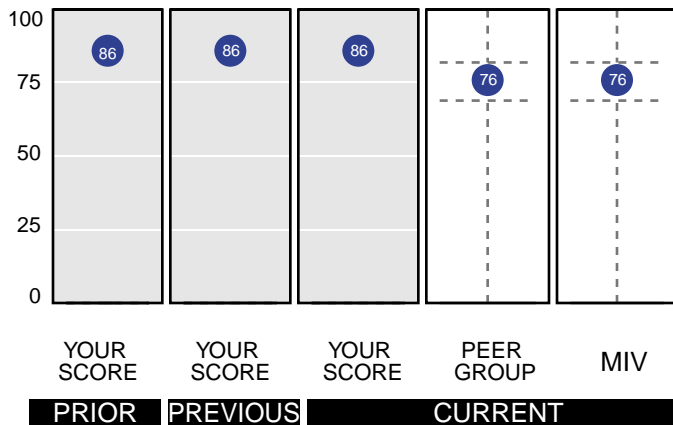
The shaded area shows the average score for each domain and these global satisfaction questions:
 - How would you rate your overall satisfaction with this facility?
 - What is your recommendation of this facility to others?

Peer group: National Database

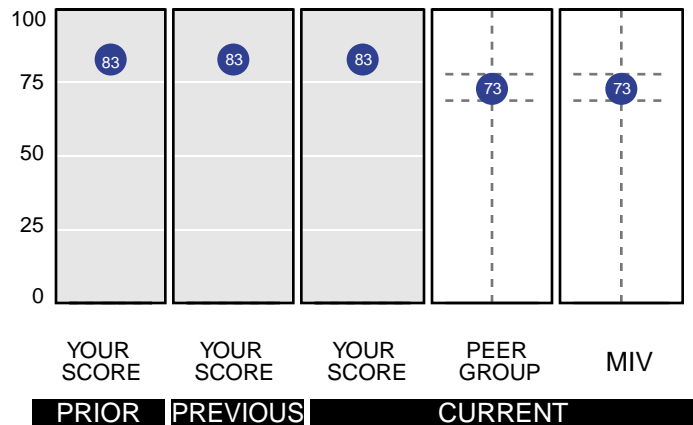
OVERALL SATISFACTION



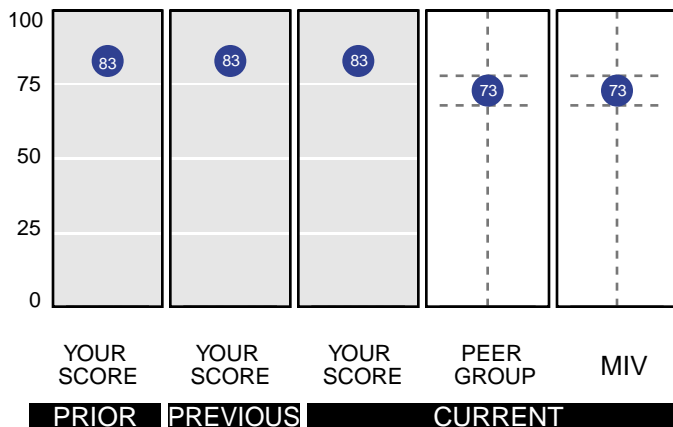
RECOMMENDATION TO OTHERS



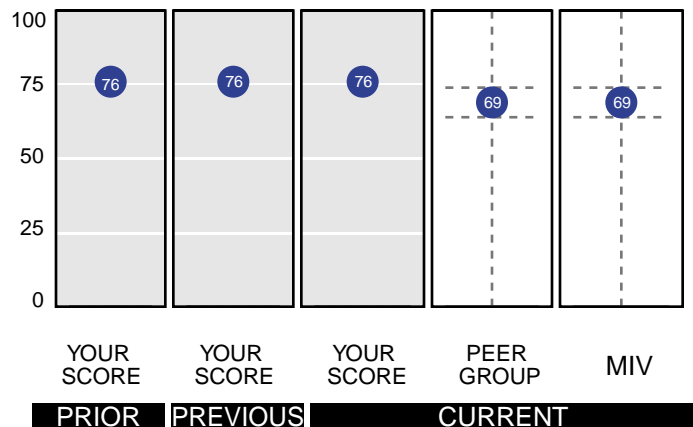
QUALITY OF LIFE DOMAIN



QUALITY OF CARE DOMAIN



QUALITY OF SERVICE DOMAIN



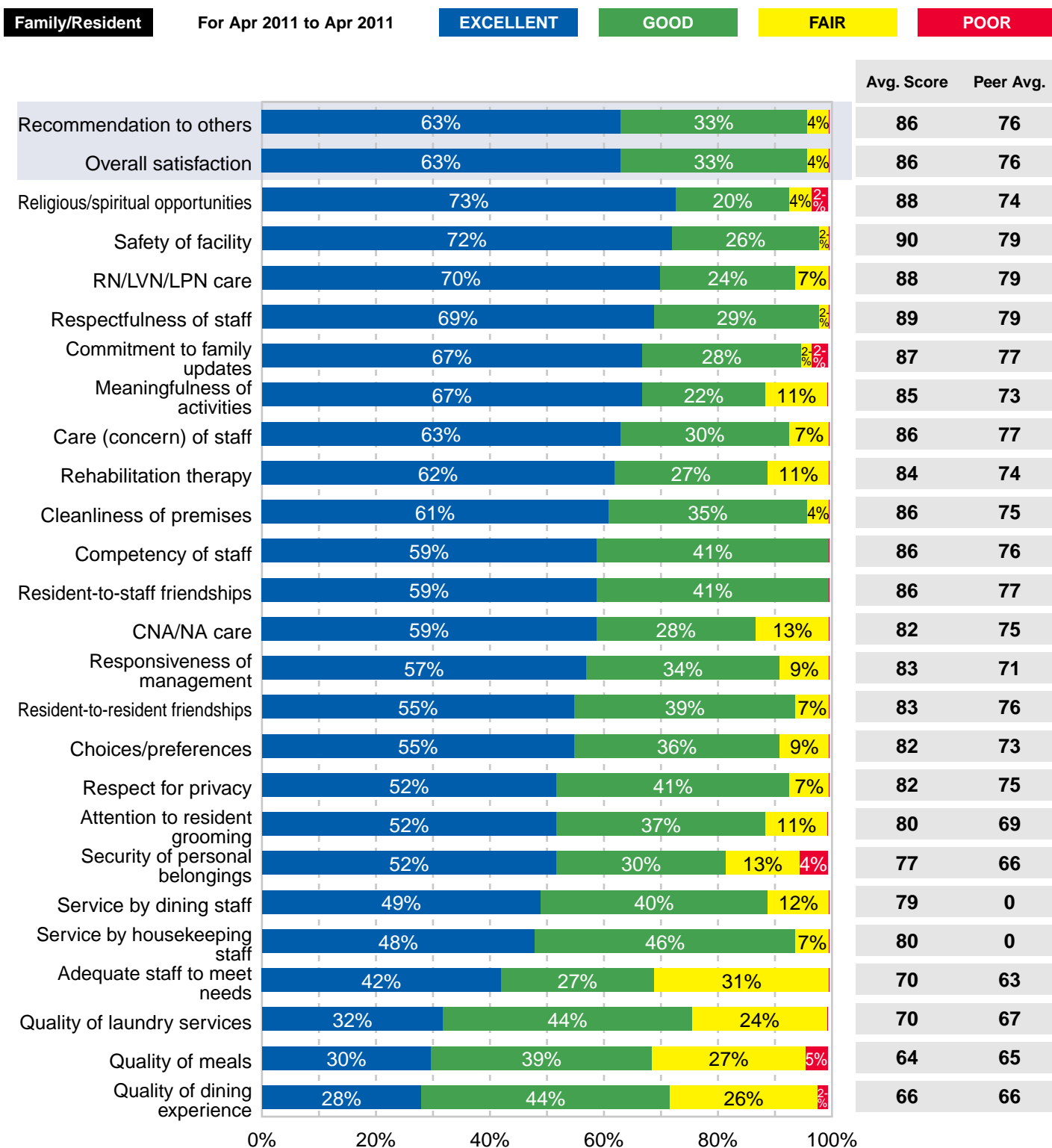
Results by item

"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)



Results by item

"Excellent," "Good," "Fair" and "Poor" within domains

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Item-E/G/F/P-D

Percent of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are grouped by domain and listed in the order they appear on the survey. (May not total 100% due to rounding)

Family/Resident	For Apr 2011 to Apr 2011	EXCELLENT	GOOD	FAIR	POOR
GLOBAL SATISFACTION DOMAIN					
Overall satisfaction		63%	33%	4%	0%
Recommendation to others		63%	33%	4%	0%
QUALITY OF LIFE DOMAIN					
Choices/preferences		55%	36%	9%	0%
Respectfulness of staff		69%	29%	2%	0%
Respect for privacy		52%	41%	7%	0%
Resident-to-resident friendships		55%	39%	7%	0%
Resident-to-staff friendships		59%	41%	0%	0%
Meaningfulness of activities		67%	22%	11%	0%
Religious/spiritual opportunities		73%	20%	4%	2%
Safety of facility		72%	26%	2%	0%
Security of personal belongings		52%	30%	13%	4%
Quality of dining experience		28%	44%	26%	2%
QUALITY OF CARE DOMAIN					
RN/LVN/LPN care		70%	24%	7%	0%
CNA/NA care		59%	28%	13%	0%
Rehabilitation therapy		62%	27%	11%	0%
Adequate staff to meet needs		42%	27%	31%	0%
Attention to resident grooming		52%	37%	11%	0%
Commitment to family updates		67%	28%	2%	2%
Competency of staff		59%	41%	0%	0%
Care (concern) of staff		63%	30%	7%	0%
QUALITY OF SERVICE DOMAIN					
Responsiveness of management		57%	34%	9%	0%
Cleanliness of premises		61%	35%	4%	0%
Quality of meals		30%	39%	27%	5%
Quality of laundry services		32%	44%	24%	0%
CUSTOM QUESTION DOMAIN					
Service by dining staff		49%	40%	12%	0%
Service by housekeeping staff		48%	46%	7%	0%

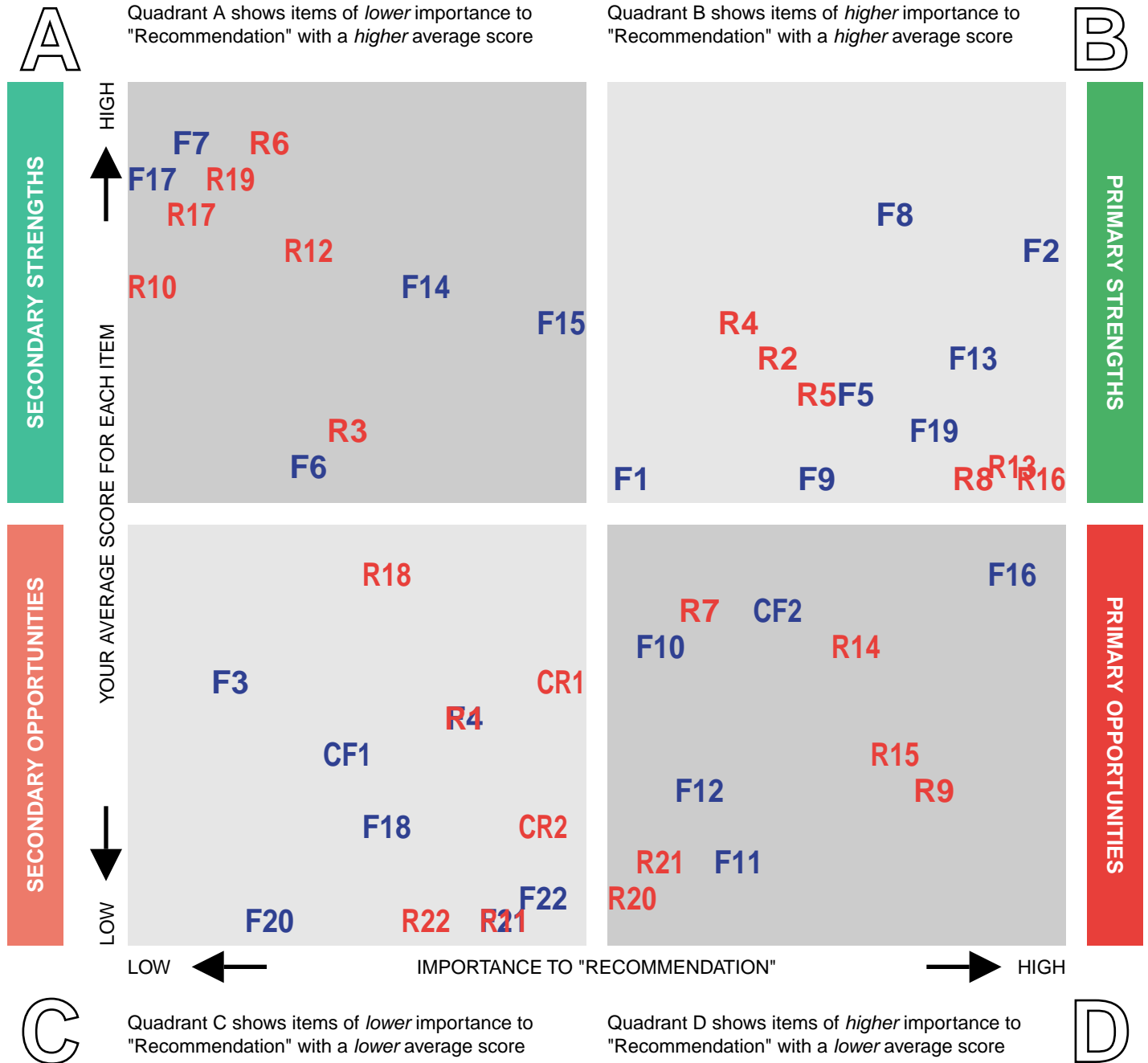
The percentile rank of the average score on the satisfaction items is plotted against the percentile rank of the average "importance" score on each item and the question:

- What is your recommendation of this facility to others?

Quadrant analysis: Plots scores within the four quadrants (see descriptions below) to identify strengths and opportunities. Items in the lower-right quadrant (D) are those most important to "Recommendation to others" but received the lowest scores.

Priority Action Agenda: Lists top TEN items in Family (F) and Resident (R) Quadrant D to provide a focus for improving willingness to recommend.

Family/Resident For Apr 2011 to Apr 2011



Family/Resident For Apr 2011 to Apr 2011

FAMILY PRIORITY ACTION AGENDA

The top TEN family items in Quadrant D (*Primary Opportunities*) comprise your Priority Action Agenda and provide a focus for improving willingness to recommend.

If Quadrant D has less than ten items, the Priority Action Agenda will list only those items in the quadrant.

F11 Adequate staff to meet needs

F16 Responsiveness of management

F12 Attention to resident grooming

CF2 Service by housekeeping staff

F10 Rehabilitation therapy

RESIDENT PRIORITY ACTION AGENDA

The top TEN resident items in Quadrant D (*Primary Opportunities*) comprise your Priority Action Agenda and provide a focus for improving willingness to recommend.

If Quadrant D has less than ten items, the Priority Action Agenda will list only those items in the quadrant.

R9 CNA/NA care

R15 Care (concern) of staff

R21 Quality of dining experience

R20 Quality of meals

R14 Competency of staff

R7 Religious/spiritual opportunities

F1 Choices/preferences	F13 Commitment to family updates	R1 Choices/preferences	R13 Commitment to family updates
F2 Respectfulness of staff	F14 Competency of staff	R2 Respectfulness of staff	R14 Competency of staff
F3 Respect for privacy	F15 Care (concern) of staff	R3 Respect for privacy	R15 Care (concern) of staff
F4 Resident-to-resident friendships	F16 Responsiveness of management	R4 Resident-to-resident friendships	R16 Responsiveness of management
F5 Resident-to-staff friendships	F17 Safety of facility	R5 Resident-to-staff friendships	R17 Safety of facility
F6 Meaningfulness of activities	F18 Security of personal belongings	R6 Meaningfulness of activities	R18 Security of personal belongings
F7 Religious/spiritual opportunities	F19 Cleanliness of premises	R7 Religious/spiritual opportunities	R19 Cleanliness of premises
F8 RN/LVN/LPN care	F20 Quality of meals	R8 RN/LVN/LPN care	R20 Quality of meals
F9 CNA/NA care	F21 Quality of dining experience	R9 CNA/NA care	R21 Quality of dining experience
F10 Rehabilitation therapy	F22 Quality of laundry services	R10 Rehabilitation therapy	R22 Quality of laundry services
F11 Adequate staff to meet needs	CF1 Service by dining staff	R11 Adequate staff to meet needs	CR1 Service by dining staff
F12 Attention to resident grooming	CF2 Service by housekeeping staff	R12 Attention to resident grooming	CR2 Service by housekeeping staff

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Item-Demo

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

Family/Resident For Apr 2011 to Apr 2011

Length of stay		Reason for choosing	
Less than 1 month	4%	Convenient location	17%
1 to 3 months	15%	Good reputation	48%
3 to 6 months	7%	Doctor or hospital	5%
6 months to 1 year	15%	Relative or friend	12%
1 to 3 years	30%	Insurance requirement	2%
3 or more years	28%	Other reason	17%

Person visiting most		Gender of resident	
Spouse	7%	Female	82%
Child	91%	Male	18%

		Age of resident	
Brother or sister	2%	19 or under	0%
Grandchild	0%	20 to 29	0%
Friend	0%	30 to 39	0%
Another person	0%	40 to 49	0%

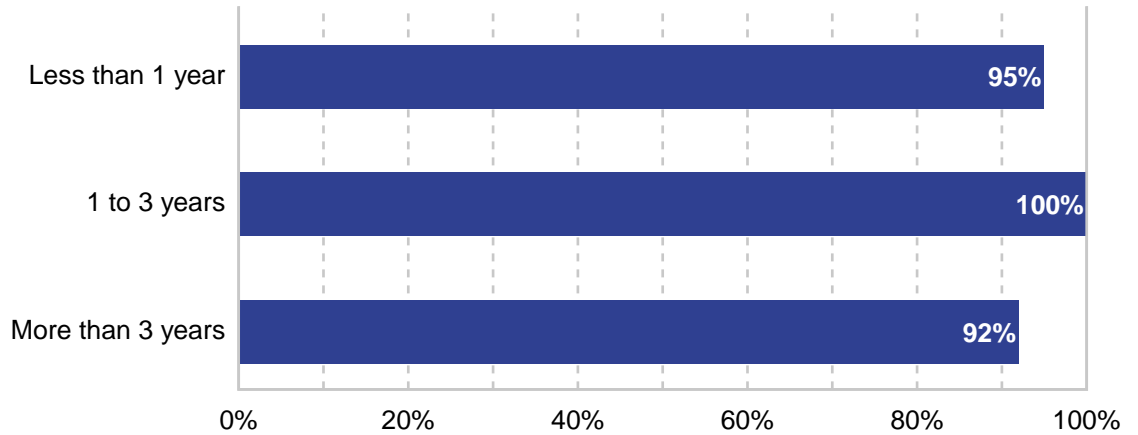
How often visited			
Less than once a year	0%	50 to 59	0%
Once a year	0%	60 to 69	2%
Once every 3 months	0%	70 to 79	7%
Once a month or more	9%	80 to 89	41%
Once a week or more	54%	90 or older	50%
Almost daily	37%		

Homes visited	
None	20%
Only this one	5%
Two	27%
Three	22%
Four	10%
Five or more	17%

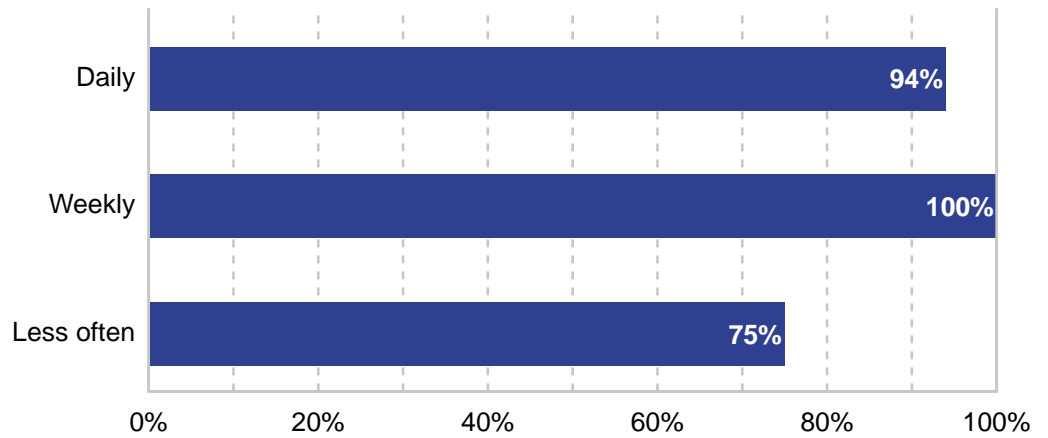
Listed by demographic breakouts, scores represent the percent of responses in the **EXCELLENT AND GOOD** category to the question:
 - What is your recommendation of this facility to others?

Family/Resident For Apr 2011 to Apr 2011

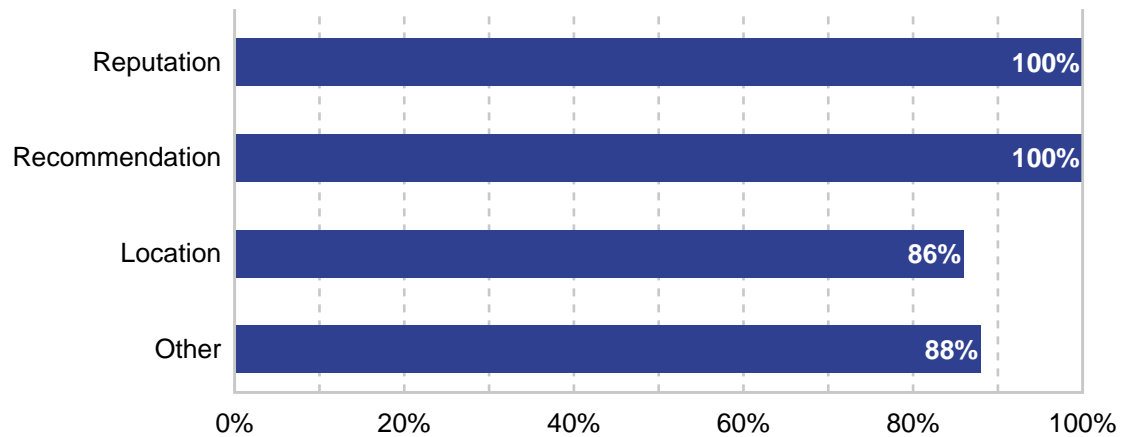
Length of stay



How often visited



Reason for choosing



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

Peer group: **National Database**
 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 Apr 2011 to Apr 2011	Percent "Excellent and Good" scores	Peer group	Difference	
Quality of meals		68%	73%	-5	
Quality of dining experience		72%	75%	-3	
Adequate staff to meet needs		69%	71%	-2	
Quality of laundry services		76%	78%	-2	
CNA/NA care		87%	85%	2	
RN/LVN/LPN care		93%	91%	2	
Rehabilitation therapy		89%	85%	4	
Respect for privacy		93%	88%	5	
Care (concern) of staff		93%	88%	5	
Resident-to-resident friendships		93%	88%	5	
Choices/preferences		91%	86%	5	
Meaningfulness of activities		89%	83%	6	
Safety of facility		98%	91%	7	
Religious/spiritual opportunities		93%	86%	7	
Respectfulness of staff		98%	91%	7	
Security of personal belongings		83%	75%	8	
Overall satisfaction		96%	88%	8	
Recommendation to others		96%	88%	8	
Commitment to family updates		96%	87%	9	
Responsiveness of management		91%	82%	9	
Attention to resident grooming		89%	79%	10	
Cleanliness of premises		96%	86%	10	
Resident-to-staff friendships		100%	89%	11	
Competency of staff		100%	88%	12	

-15 -8 -0 7 15 22

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Your average score is compared to the peer group's 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. Items are ranked by the *Difference* value.

Peer group: **National Database**
 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 Apr 2011 to Apr 2011	Average score	Peer group	Difference	
Quality of meals		64	65	-1	
Quality of dining experience		66	66	0	
Quality of laundry services		70	67	3	
Adequate staff to meet needs		70	63	7	
CNA/NA care		82	75	7	
Resident-to-resident friendships		83	76	7	
Respect for privacy		82	75	7	
Care (concern) of staff		86	77	9	
Resident-to-staff friendships		86	77	9	
Choices/preferences		82	73	9	
RN/LVN/LPN care		88	79	9	
Overall satisfaction		86	76	10	
Respectfulness of staff		89	79	10	
Competency of staff		86	76	10	
Recommendation to others		86	76	10	
Commitment to family updates		87	77	10	
Rehabilitation therapy		84	74	10	
Cleanliness of premises		86	75	11	
Attention to resident grooming		80	69	11	
Security of personal belongings		77	66	11	
Safety of facility		90	79	11	
Meaningfulness of activities		85	73	12	
Responsiveness of management		83	71	12	
Religious/spiritual opportunities		88	74	14	

-11 -4 3 10 17 24

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

Peer group: **National Database**

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

Family/Resident For Apr 2011 to Apr 2011

	Your percent "Exc/Good"	Your percentile rank	90th percentile	Quartiles				
				Lowest score	Median	Highest score		
Competency of staff	100%	91	98	0	83	90	94	100
Resident-to-staff friendships	100%	90	99	0	84	90	95	100
Cleanliness of premises	96%	85	97	0	79	87	93	100
Commitment to family updates	96%	84	97	0	81	88	94	100
Safety of facility	98%	84	100	25	87	92	96	100
Attention to resident grooming	89%	83	92	0	70	79	86	100
Respectfulness of staff	98%	83	100	25	87	92	96	100
Overall satisfaction	96%	80	98	0	82	89	95	100
Recommendation to others	96%	80	98	0	82	89	95	100
Responsiveness of management	91%	80	94	0	74	82	89	100
Religious/spiritual opportunities	93%	76	97	0	80	88	93	100
Respect for privacy	93%	74	98	33	83	89	94	100
Security of personal belongings	83%	71	91	17	66	75	84	100
Resident-to-resident friendships	93%	70	98	0	84	89	94	100
Care (concern) of staff	93%	69	98	0	83	90	94	100
Meaningfulness of activities	89%	69	95	0	77	84	90	100
Rehabilitation therapy	89%	64	96	0	79	86	92	100
Choices/preferences	91%	64	97	25	80	88	93	100
RN/LVN/LPN care	93%	58	100	25	86	92	96	100
CNA/NA care	87%	53	96	25	79	86	92	100
Quality of laundry services	76%	45	94	0	67	78	87	100
Adequate staff to meet needs	69%	44	88	0	61	71	80	100
Quality of dining experience	72%	40	91	0	67	75	84	100
Quality of meals	68%	35	90	0	64	74	83	100

Trinity Senior Living Communities, Sanctuary at Bellbrook

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.

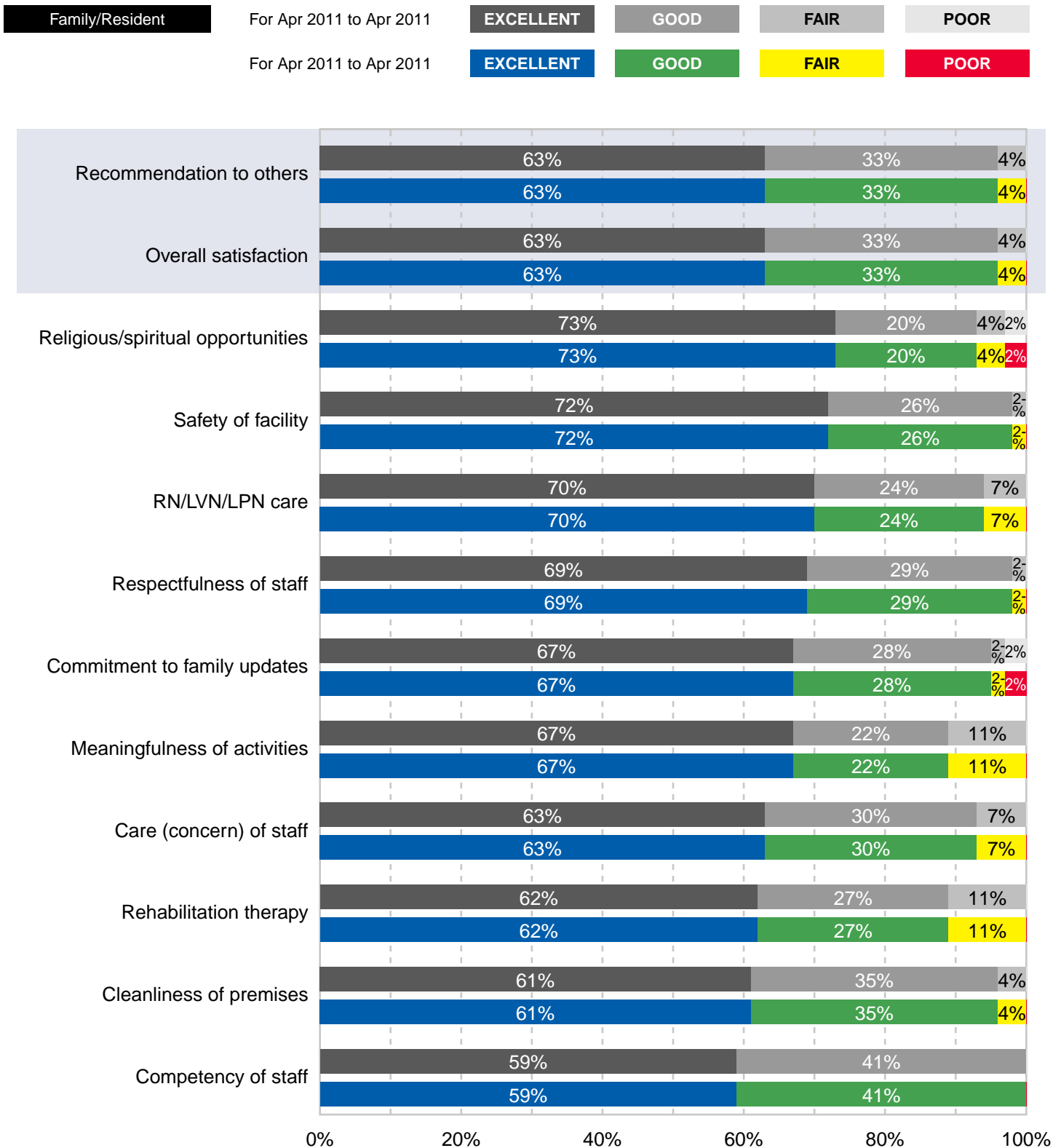
Peer group: **National Database**

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

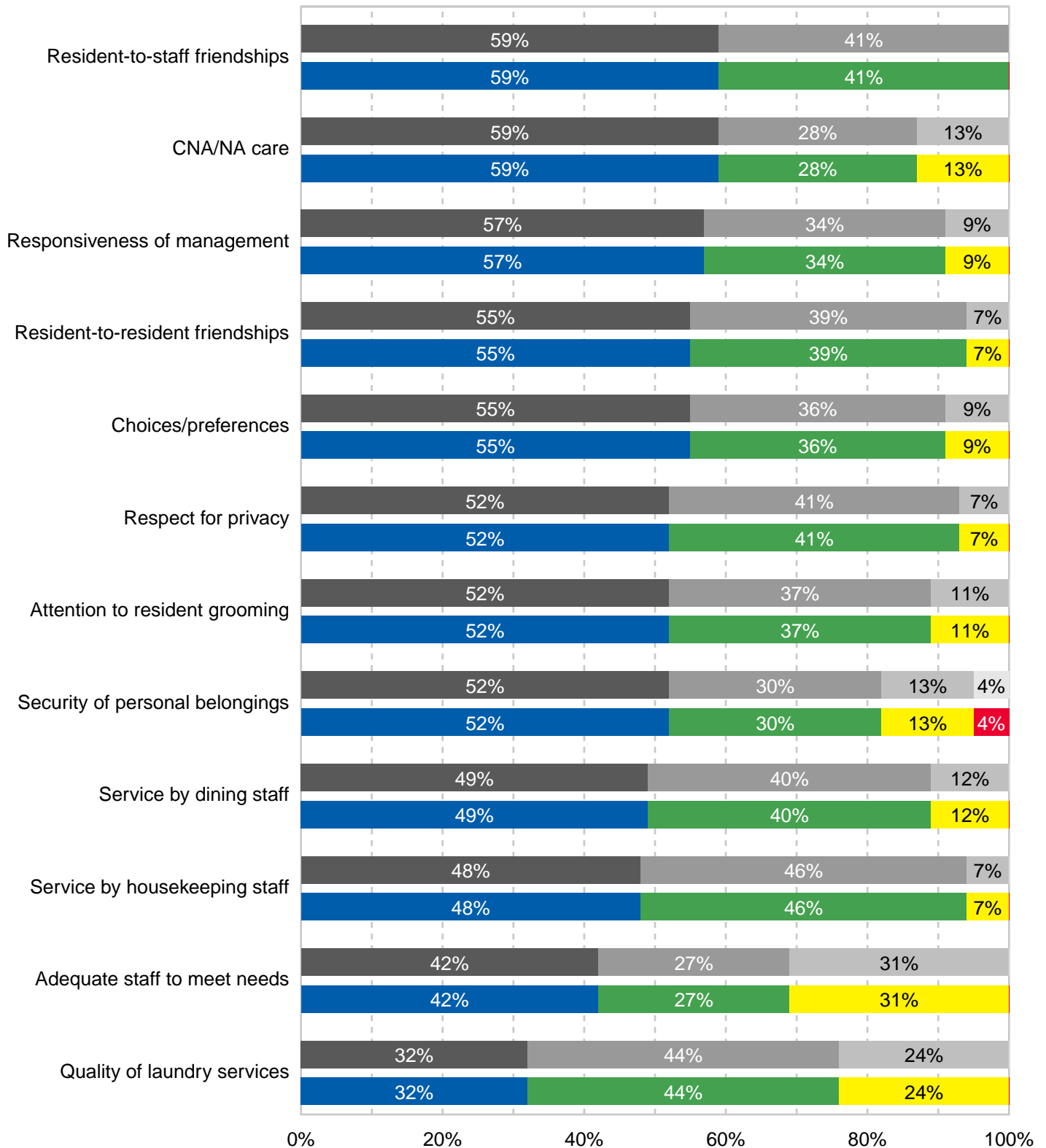
Family/Resident For Apr 2011 to Apr 2011

	Your average "score"	Your percentile rank	90th percentile	Quartiles					
				Lowest score	Median	Highest score			
Religious/spiritual opportunities	88	96	84	0	68	74	79	100	
Meaningfulness of activities	85	95	82	0	67	73	78	100	
Safety of facility	90	95	88	44	74	79	83	100	
Respectfulness of staff	89	92	88	42	75	80	84	100	
Attention to resident grooming	80	92	79	21	62	68	74	100	
Overall satisfaction	86	92	85	33	70	75	81	100	
Competency of staff	86	92	85	33	70	75	81	100	
Resident-to-staff friendships	86	91	86	0	72	77	82	100	
Responsiveness of management	83	91	82	0	65	71	77	100	
Rehabilitation therapy	84	90	84	0	68	74	79	100	
Cleanliness of premises	86	90	86	33	69	75	81	100	
RN/LVN/LPN care	88	89	88	33	74	79	84	100	
Commitment to family updates	87	89	87	33	72	78	83	100	
Choices/preferences	82	89	82	33	68	73	78	100	
Recommendation to others	86	89	87	22	69	76	82	100	
Security of personal belongings	77	87	78	22	59	66	72	100	
Care (concern) of staff	86	87	87	33	72	77	82	100	
Resident-to-resident friendships	83	84	84	0	71	76	80	100	
Respect for privacy	82	84	84	33	71	75	79	100	
CNA/NA care	82	83	84	33	69	75	80	100	
Adequate staff to meet needs	70	77	76	24	56	63	70	100	
Quality of laundry services	70	61	79	11	60	67	73	100	
Quality of dining experience	66	54	76	17	59	65	71	100	
Quality of meals	64	50	77	0	58	64	71	100	

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)



Family/Resident



Family/Resident

