
**Every Moment Matters - 2024
Resident Survey**

Prepared for:
Home Name = Eatonville



What is Expected of You

It is important for you to understand your role and responsibilities in sharing survey results with your leader/team and Resident/Family Council and taking the necessary actions to improve the areas where you can do better.



READ

Spend time reviewing your survey results.



DISCUSS

Discuss your results and communication plan with your leader/team and Resident/Family Council.



SHARE

Prepare/facilitate feedback and action planning sessions with your team.



CONFIRM

Debrief your leader on your feedback sessions and action plans.



IMPLEMENT

Incorporate action plans into your business goals to monitor the team's effort and results.

How To Use This Report

What is the purpose of my report?

The purpose of this report is to help you easily review the highlights of your data.

What questions will this report help me answer?

- What are the key strengths in my area?
- What are the areas of opportunity that require monitoring or action planning?

How do I use these scores?

The guide below can be used to interpret favorability scores (i.e., percentage of responses that are deemed favorable) at the index or item level.

AGREEMENT RESPONSE OPTIONS

5 Strongly Agree

The employee almost always agrees

4 Agree

The employee agrees with the question, but there is room for improvement

3 Neither Agree Nor Disagree

The employee agrees/ disagrees nearly as often with the question; neutral response

2 Disagree

The employee's expectation of the question is not met the majority of the time

1 Strongly Disagree

The employee's expectation of the question is almost never met

Favorable

Neutral

Unfavorable

Executive Summary

Response Rate



My Group

93%

(n=212)



Overall

87%

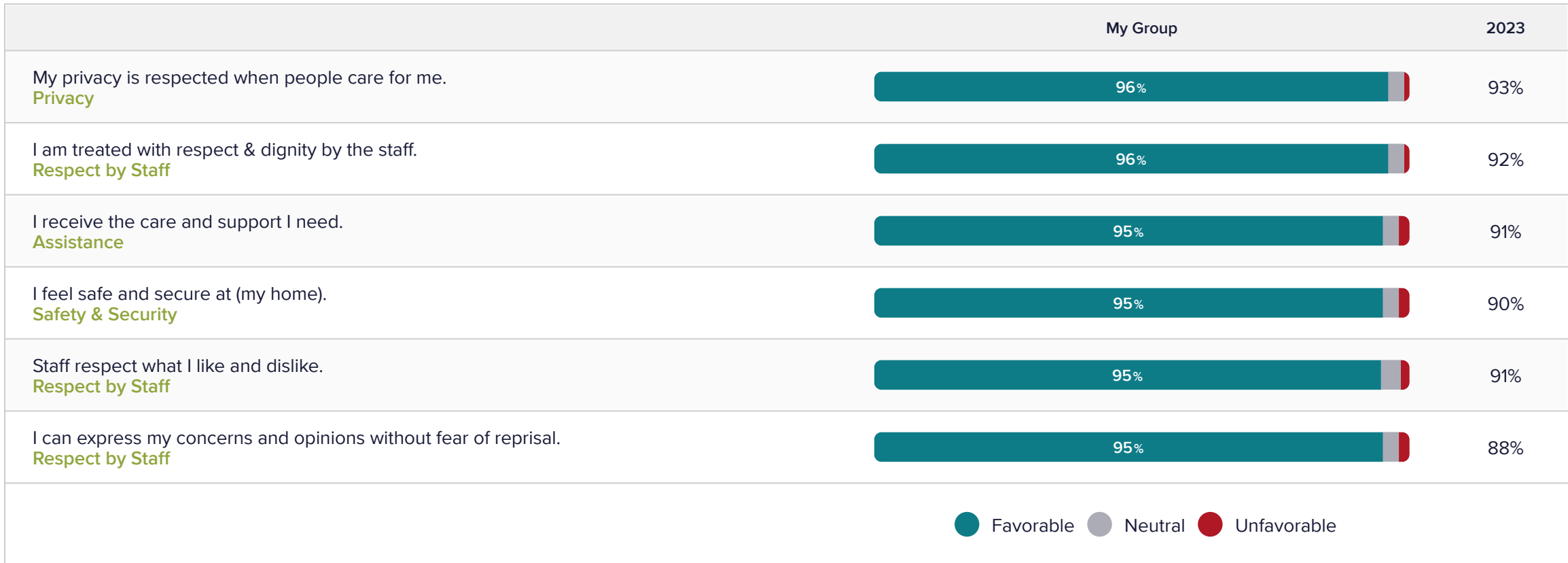
(n=2,743)

Category Result	My Group	Overall
Privacy	96%	91%
Safety & Security	95%	92%
Staff Listening	90%	82%
Assistance	88%	82%
Staff Responsiveness	87%	79%
Daily Decisions	87%	81%
Personal Relationships	84%	80%
Activities	84%	70%
Comfort	83%	79%
Food & Meals	81%	76%
Personal Funds	72%	66%

Top 3 Scoring Questions	My Group	Overall
1 My privacy is respected when people care for me.	96%	91%
2 I receive the care and support I need.	95%	92%
3 I feel safe and secure at (my home).	95%	92%

Bottom 3 Scoring Questions	My Group	Overall
1 I can access my trust account whenever necessary.	72%	66%
2 I enjoy some of my favourite foods.	78%	73%
3 When I need help, I get it right away.	80%	73%

Favorability Report Questions



Favorability Report Questions

	My Group	2023
Staff take the time to listen to me. Staff Listening	<p>90% 7%</p>	N/A
Staff take the time to have a friendly conversation with me. Staff Responsiveness	<p>90% 8%</p>	87%
I participate in meaningful activities. Activities	<p>87% 9%</p>	77%
Staff have enough time for me. Staff Responsiveness	<p>85% 9% 6%</p>	71%
I have opportunities for friendship at (my home). Personal Relationships	<p>84% 15%</p>	68%
I feel at home at (my home). Comfort	<p>83% 10% 7%</p>	78%
<p>Favorable Neutral Unfavorable</p>		

Favorability Report Questions

	My Group	2023
I enjoy mealtimes. Food & Meals	83% Favorable, 10% Neutral, 7% Unfavorable	77%
I have enough variety in my meals. Food & Meals	83% Favorable, 11% Neutral, 6% Unfavorable	70%
I am involved in decisions surrounding my health and well-being. Participation in Care	83% Favorable, 14% Neutral, 3% Unfavorable	80%
I have enjoyable things to do in the evenings & on weekends. Activities	82% Favorable, 15% Neutral, 3% Unfavorable	69%
When I need help, I get it right away. Assistance	80% Favorable, 12% Neutral, 8% Unfavorable	69%
I enjoy some of my favourite foods. Food & Meals	78% Favorable, 10% Neutral, 11% Unfavorable	70%

● Favorable
 ● Neutral
 ● Unfavorable

Favorability Report Questions

