

**Every Moment Matters - 2024
Resident Survey**

Prepared for:
Home Name = Hawthorne



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

96%

(n=150)



Overall

87%

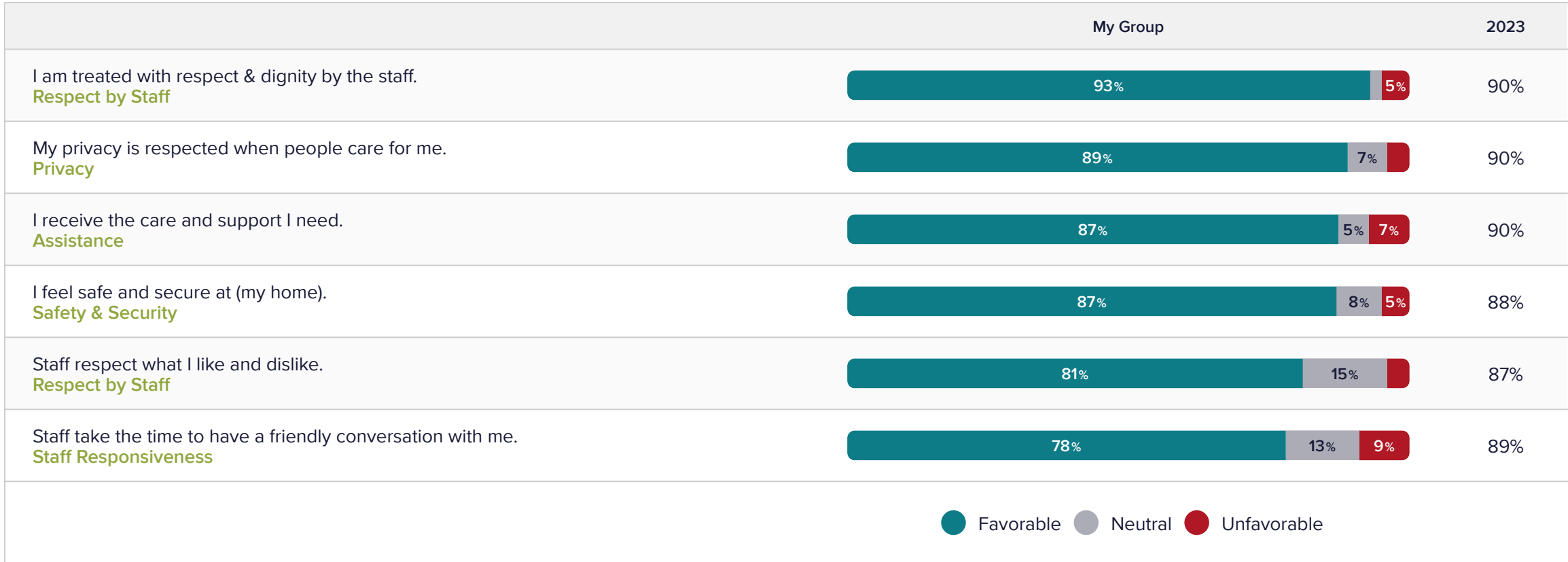
(n=2,743)

Category Result	My Group	Overall
Privacy	89%	91%
Safety & Security	87%	92%
Daily Decisions	78%	81%
Comfort	76%	79%
Personal Relationships	75%	80%
Staff Responsiveness	75%	79%
Staff Listening	74%	82%
Food & Meals	74%	76%
Assistance	74%	82%
Activities	70%	70%
Personal Funds	49%	66%

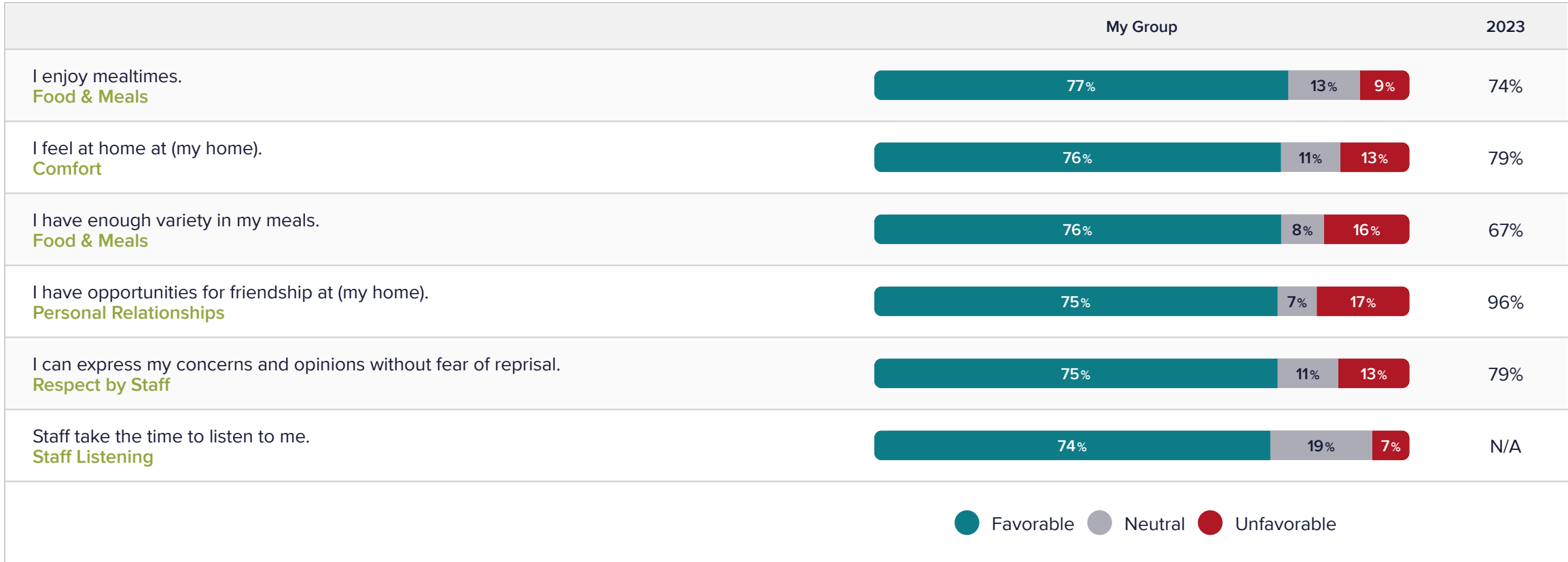
Top 3 Scoring Questions	My Group	Overall
1 My privacy is respected when people care for me.	89%	91%
2 I receive the care and support I need.	87%	92%
3 I feel safe and secure at (my home).	87%	92%

Bottom 3 Scoring Questions	My Group	Overall
1 I can access my trust account whenever necessary.	49%	66%
2 When I need help, I get it right away.	61%	73%
3 I have enjoyable things to do in the evenings & on weekends.	67%	67%

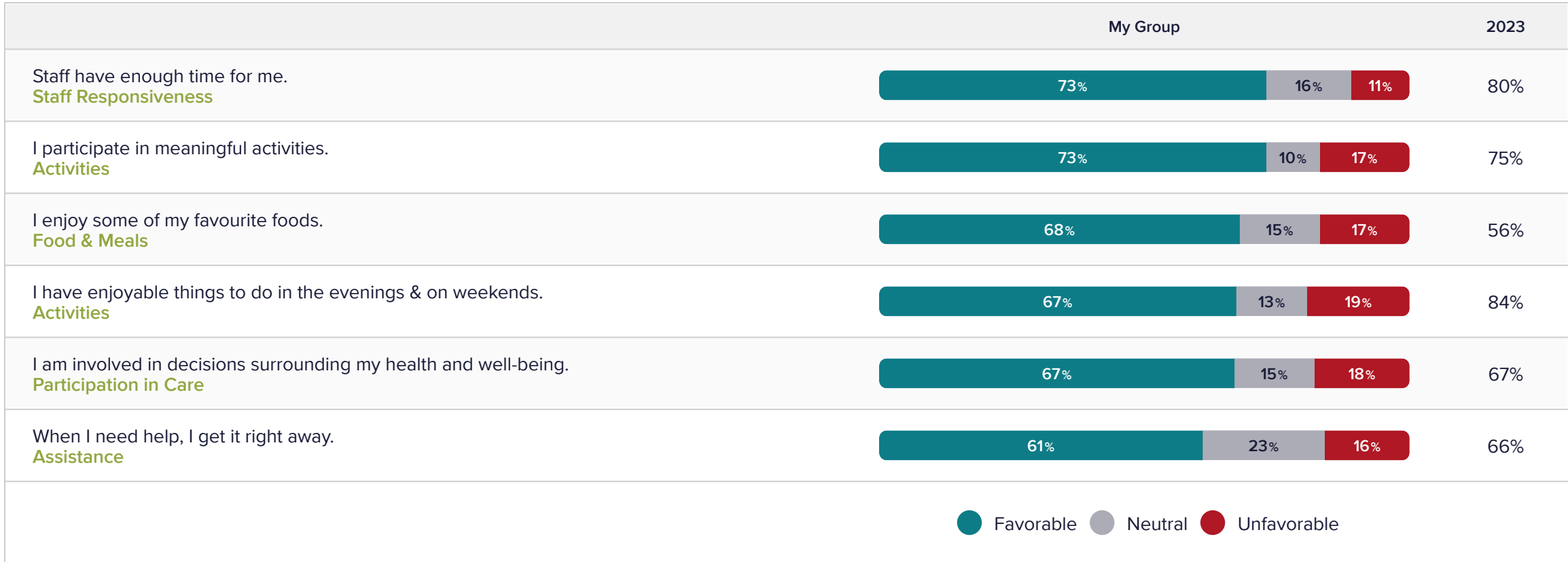
Favorability Report Questions



Favorability Report Questions



Favorability Report Questions



Favorability Report Questions

