MAKING *Every* MOMENT MATTER™

Every Moment Matters - 2024 Resident Survey

Prepared for:
Home Name = Anson

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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

Executive Summary

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Response Rate

My Group	93%	Overall	87%
	(n=39)		(n=2,743)

Category Result	My Group	Overall
Privacy	100%	91%
Safety & Security	95%	92%
Assistance	92%	82%
Staff Listening	87%	82%
Staff Responsiveness	87%	79%
Personal Relationships	84%	80%
Food & Meals	81%	76%
Comfort	76%	79%
Activities	76%	70%
Daily Decisions	*	81%

Top 3 Scoring Questions		My Group	Overall
1	My privacy is respected when people care for me.	100%	91%
2	I receive the care and support I need.	97%	92%
3	I feel safe and secure at (my home).	95%	92%

Bottom 3 Scoring Questions		My Group	Overall
1	I have enjoyable things to do in the evenings & on weekends.	74%	67%
2	I feel at home at (my home).	76%	79%
3	I participate in meaningful activities.	79%	73%

Favorability Report Questions

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	My Group	2023
My privacy is respected when people care for me. Privacy	100%	100%
I receive the care and support I need. Assistance	97%	94%
I feel safe and secure at (my home). Safety & Security	95% 5%	91%
Staff respect what I like and dislike. Respect by Staff	95%	94%
I am involved in decisions surrounding my health and well-being. Participation in Care	92% 5%	88%
I am treated with respect & dignity by the staff. Respect by Staff	92% 5%	97%

Favorability Report Questions

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	My Group	2023
Staff have enough time for me. Staff Responsiveness	89% 5% 5%	81%
Staff take the time to listen to me. Staff Listening	87% 8% 5%	N/A
When I need help, I get it right away. Assistance	87% 13%	81%
I can express my concerns and opinions without fear of reprisal. Respect by Staff	87% 11%	88%
I have opportunities for friendship at (my home). Personal Relationships	84% 16%	84%
Staff take the time to have a friendly conversation with me. Staff Responsiveness	84% 13%	84%

Favorability Report Questions

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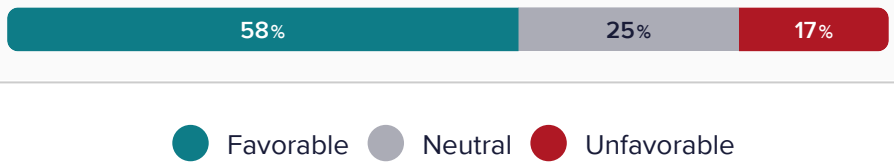
	My Group	2023
I have enough variety in my meals. Food & Meals	82% 11% 8%	88%
I enjoy some of my favourite foods. Food & Meals	82% 16%	78%
I enjoy mealtimes. Food & Meals	79% 13% 8%	84%
I participate in meaningful activities. Activities	79% 16% 5%	88%
I feel at home at (my home). Comfort	76% 21%	81%
I have enjoyable things to do in the evenings & on weekends. Activities	74% 11% 16%	72%

Favorable Neutral Unfavorable

Favorability Report Questions

	My Group	2023
I would recommend (my home) to someone in need. Recommend to Others (NPS)		42%