



*transitional care at friendly home*



## **LOVEJOY TCC SATISFACTION SURVEY RESULTS!**

Soon after discharge from the Friendly Home's Lovejoy Transitional Care Center (TCC), our patients are asked to complete a survey rating their level of satisfaction in a variety of areas. This survey is administered by My InnerView, a leading national health care satisfaction measurement firm. Results are compiled and shared twice a year.

We strive to make each patient's TCC experience the best it can possibly be, and the feedback we receive from our patients is a valuable tool in helping the Friendly Home achieve this goal. Here are the most recent survey highlights, which reflect patient satisfaction ratings. **WE ARE VERY PROUD TO SHARE THAT THE FRIENDLY HOME EXCEEDED THE NATIONAL AVERAGES IN ALL 26**

**CATEGORIES, ACHIEVING 100% EXCELLENT/GOOD RESPONSES IN 18 OF THEM! FURTHER, COMPARED TO OUR PEER GROUP LOCALLY, FRIENDLY HOME SCORED THE HIGHEST IN 21 OF THE 26 CATEGORIES!**

***Back to Health. Back to Home.***

***TCC Survey Results***

***JANUARY 2018—JUNE 2018***

The Friendly Home's Transitional Care Center exceeded the national average in ALL survey categories! Below are Friendly Home ratings of Excellent/Good responses:

- Quality of Rehabilitation Therapy—100%
- Progress Toward Rehabilitation Goals—100%
- RN/LPN Care—100%
- CNA Care—100%
- Quality of Medical Care—100%
- Care/Concern of Staff—100%
- Respectfulness of Staff—100%
- Treatment by Staff—100%
- Competency of Staff—100%
- Choices/Preferences—100%
- Respect for Privacy—100%
- Cleanliness of Room and Surroundings—100%
- Help with Admissions Process—100%
- Help with Discharge Process—100%
- Setting Discharge Goals—100%
- Arranging for Services and Equipment—100%
- Responsiveness of Management—100%
- Billing/Payment—100%
- Overall Satisfaction—97%
- Recommendation to Others—97%
- Answering Call Lights—97%
- Commitment to Family Updates—97%
- Responsiveness of Social Worker—97%
- Spiritual/Religious Opportunities—96%
- Security of Personal Belongings—94%
- Quality of Meals—79%

Compared to our peer group locally, the Friendly Home scored the highest in each of the following categories:

- Overall Satisfaction
- Recommendation to Others
- Progress Toward Rehabilitation Goals
- RN/LPN Care
- CNA Care
- Quality of Medical Care
- Care/Concern of Staff
- Respectfulness of Staff
- Treatment by Staff
- Competency of Staff
- Respect for Privacy
- Cleanliness of Room/Surroundings
- Help with Admissions Process
- Help with Discharge Process
- Setting Discharge Goals



- Arranging for Services/ Equipment
- Responsiveness of Management
- Billing/Payment
- Answering Call Lights
- Commitment to Family Updates
- Responsiveness of Social Worker



***WE ARE PLEASED TO SHARE COMMENTS WRITTEN BY OUR TCC PATIENTS ON THE SURVEY. THESE THOUGHTS DESCRIBE THE FRIENDLY HOME TCC EXPERIENCE BEYOND THE STATISTICS IN A VERY PERSONAL AND MEANINGFUL WAY! HERE ARE SOME RESPONSES TO THE QUESTION "TELL US WHAT WE DO BEST":***

- ◆ In a very trying time, this was a wonderful experience. Each and every one of the physical therapists treated me with great care and dignity. I will highly recommend the Friendly Home to anyone I know who needs transitional care!
- ◆ My experience was so wonderful that it is hard to find anything to improve!
- ◆ The nurses and CNAs were absolutely the best!
- ◆ A friendly and nurturing atmosphere.
- ◆ The grounds are beautiful and meticulously well-kept, lots of flowers, and we loved the porch.
- ◆ The experience was great and I would highly recommend the Friendly Home. Very friendly and helpful staff.
- ◆ You have the friendliest, most helpful staff imaginable! Everyone always had a smile and a pleasant word.
- ◆ I especially liked the skill of the staff. Their expertise got me on my feet and moving in less than a month.
- ◆ I was completely satisfied with the care I received.
- ◆ Thank you for taking such good care of me and getting me strong enough to go home. You have an exceptional rehab!
- ◆ Your staff is extremely caring and compassionate.
- ◆ Thank you for a successful and rewarding rehab experience at the Friendly Home. Your reputation is well-deserved!



***Back to Health. Back to Home.***