

West Wind Village Resident Satisfaction Survey		2019	2018	2017
# of On-Line Current/Disch./Dece. Resident Responses		0	2	
# of Manual Current Resident Responses		31	43	
# of Manual Discharge		14	27	
# of Manual Deceases		15	10	
Total # of Resident Responses		60	82	70
Total # of Potential Survey Responses		170	174	157
% Resident Response		35%	47%	45%
n v i r o n m e n	My room is comfortable	4.33	4.40	4.36
	My laundry is returned promptly	3.83	3.70	3.60
	My family feels comfortable visiting with me here	4.53	4.50	4.44
	My room and the facility is clean	4.08	4.15	4.24
	I feel that my room is treated like my home	4.17	4.17	4.11
	I feel safe	4.43	4.43	4.36
	The facility is free from unpleasant odors	4.02	4.11	4.09
o m m / R e s	My thoughts/opinions in planning my care are included	4.03	4.24	3.97
	My money in the trust fund was available when requested	4.13	4.15	3.91
	Management responds to my concerns	4.30	4.12	4.10
	Staff respond promptly when I asked for assistance	3.90	3.82	3.77
	Staff answered questions I may have	4.22	4.35	4.17
	Staff do what they said they will do	4.10	4.05	3.96
F O O d	The quality of the food served is good	4.05	4.04	3.84
	I enjoy mealtimes	4.05	4.13	3.90
	My special diet needs or requests are accommodated	3.95	4.11	3.93
	I am given a menu choice at each meal	4.52	4.56	4.46
d i c a l C a r	I am allowed to choose to receive or refuse cares	4.23	4.35	4.11
	I determine when I wake up and when I go to bed	4.30	4.29	4.10
	I am able to see my physician when needed	4.25	4.29	4.03
	I am able to see licensed nurses when needed	4.30	4.43	4.13
	I am pleased with the quality of care I receive	4.33	4.28	4.11
	I feel my pain is managed effectively	4.13	4.07	4.06
e l a t i o n	Staff like me	4.37	4.33	4.17
	Staff know me/the same staff are assigned consistently	4.22	4.20	3.91
	Staff respect my privacy	4.37	4.39	4.16
	Caregivers are respectful, concerned and caring with me	4.35	4.30	4.21
	Staff pay attention to me when providing cares	4.32	4.30	4.13
O t h e r	The Admission and/or discharge process was satisfactory	4.35	4.43	4.33
	Staff go the extra mile to resolve problems	4.15	4.16	4.04
	There are activities offered that are interesting to me	4.03	4.21	3.80
	I am satisfied with religious/spiritual activities offered to me	4.35	4.45	4.10
	I would recommend this facility to others who need care	4.40	4.37	4.26
Facility Overall Response		4.22	4.24	4.09