

Zumbrota Health Services Resident Satisfaction Survey		2015	2014	2012
Number of Responses		69	36	52
Potential Survey Responses		107	141	107
% Response		64%	26%	49%
E n v i r o n m e n t	Room comfortable	4.46	3.94	4.31
	Laundry returned promptly	3.93	4.17	4.07
	Family comfortable visiting with me here	4.68	4.48	4.64
	Room and the facility clean	4.49	4.08	4.33
	Room treated like my home	4.23	4.06	4.24
	Feel Safe	4.64	4.61	4.54
	Facility free from unpleasant odors	4.55	4.19	4.21
C o m m / R e s p	My thoughts/opinions in planning my	4.14	4.17	4.35
	My money in the trust fund am/was avail	3.88	4.67	4.34
	Management responded to my concerns	4.33	4.21	4.35
	Staff responded promptly when I asked	3.86	3.89	3.83
	Staff ansare/wered questions I had	4.32	4.26	4.49
	Staff did what they said they would	4.12	4.11	4.25
F o o d	The quality of the food served am/was good	4.12	3.78	4.27
	I enjoyed mealtimes	4.01	3.76	4.15
	My special diet needs or requests are/were accommodated	4.19	3.84	4.20
	I am/was given a menu choice at each meal	4.61	4.33	4.58
M e d i c a l	I am/was allowed to choose to receive or refuse cares	4.32	4.29	4.31
	I determined when I woke up and when I go/went to bed	4.49	4.17	4.42
	I am/was able to see my physician when needed	4.04	4.36	4.22
	I am/was able to see licensed nurses when needed	4.28	4.26	4.38
	I am/was pleased with the quality of care I received	4.41	4.28	4.47
	I felt my pain am/was managed effectively	4.36	4.33	4.31
C o n t e n t	Staff liked me	4.58	4.59	4.63
	Staff knew me/the same staff are/were assigned consist	4.28	4.14	4.29
	Staff respected my privacy	4.51	4.60	4.55
	Caregivers are/were respectful, concerned and caring w	4.55	4.61	4.65
	Staff pay/paid attention to me when providing cares	4.58	4.50	4.52
O t h e r	The Admission and/or discharge process is/was satisfactory	4.33	4.17	4.35
	Staff go/went the extra mile to resolve problems	4.14	4.22	4.31
	There are/were activities offered that are/were interesting to me	4.04	3.77	4.17
	I am/was satisfied with religious/spiritual activities offered	4.26	4.13	4.33
	I would recommend this facility to others who need care	4.55	4.37	4.57
Facility Overall Response		4.31	4.22	4.35