



## Misericordia Interim Care Family Survey Results 2017-2018

### 24 survey questions about:

- admission
- decisions with care
- safety
- dignity in care
- communication
- staff
- finances
- meals
- recreation
- laundry
- exercising freedom of choices
- religious / spiritual care
- cleanliness

### Response Rate:

2017 – 12 (21%)

2018 – 32 (29%)

### Responses of excellent, very good or good:

2017 – 83%

2018 – 95%

### Is there anything about Interim Care that you especially like?

- excellent care
- sense of community
- attentiveness
- knowledgeable staff
- friendly staff
- preparing family / resident for a move to a PCH

## Areas we will continue to improve:

- provide a more home-like environment
- variety of activities to join
- mealtimes / dining experience
- lack of privacy
- advertising family information nights