



MISERICORDIA
H e a l t h • C e n t r e
The future of care

Misericordia Place Family Survey Results 2015-2017

24 survey questions about:

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

Response Rate:

2015 – 13 (44%)

2016 – 32 (32%)

2017 – 33 (33%)

Responses of excellent, very good or good:

2015 – 50%

2016 – 83%

2017 – 83%

Is there anything about MP that you especially like?

- approachable staff
- private rooms
- knowledgeable staff
- family feeling
- Catholic based
- very helpful staff
- respectful staff

Areas we will continue to improve:

- exercising freedom of choices – from language to culture to recreational programming and more
- communication with family / decision maker
- laundry services / missing clothing
- mealtimes / dining experience
- advertising family information nights