

Family Satisfaction Survey  
Summary Report  
JANUARY 01, 2023- JUNE 30, 2023

**Background:**

The family Satisfaction Survey was conducted from January 01, 2023 through June 30, 2023.

**Survey Form:**

The survey form consisted of ten (10) statements and three (3) open ended questions. Survey form instructions asked the respondents to check the answer that best expressed their opinion about services provided and safety over the last three (3) months.

**Methodology:**

- The Social Work Department submits a Family Satisfaction Survey form with initial documents mailed to the authorized representatives, guardians, and family members.
- The Receptionist / Switchboard Operator offers a Survey form to each patient visitor and asks them to complete the Survey before leaving the Hospital.
- The Receptionist / Switchboard Operator places the completed survey forms in a red interdepartmental envelope and forward the envelope to the Corporate Compliance Office by interdepartmental mail. When the Survey form is given to patient visitors, the Receptionist / Switchboard Operator tells them **that we appreciate their time in completing the Survey and that their input helps us to improve our services.**
- Each statement had the possibility of receiving a score of “Strongly Agree”, ”Agree”, “Disagree”, “Strongly Disagree”, or “Not Applicable”.

**Results:**

- The Social Work Department mailed Family Satisfaction Surveys to families. The Information Desk located in the hospital lobby offers visitors a copy of the Family Satisfaction Survey.
- There were 23 survey forms received and 23 survey forms were completed.
- Return rate – of the 23 survey forms received 23 (100%) were completed. 17 surveys were completed the first half of FY 23 (July 1, 2023 – December 31, 2023). Total Surveys received for FY 2023 = 40
- Return rate of 23 survey forms was an increase in the number of survey forms (17) returned in the last survey period of July 1, 2022 – December 31, 2022 for a total of 40 surveys received for FY 2023. There were 586 admissions in FY 23 indicating a 7% return rate in Family Satisfaction Surveys.

Statement (4): “I felt comfortable speaking out about the care the patient received while in the hospital.” received the highest “Agree” and “Strongly Agree” score. There were four (4) 18% “Strongly Agree” and eighteen (18) 78% “Agree” scores for a combined score of 96%. There were no (0) “Strongly Disagree” or “Disagree” scores and one (1) 4% “Not Applicable” score marked on the 23 completed forms for Statement # 4.

Statement (6) “I found my visit with the patient to be pleasant and satisfactory.” received the lowest “Agree” and “Strongly Agree” score. There were two (2), 9% “Strongly Agree” and eleven (11), 48% “Agree” scores for a combined 57.0% Agree/Strongly Agree score. There was one (1) 4% “Disagree” score and zero (0) 0.0% “Strongly Disagree” scores. There were nine (9) 39% “Not Applicable” scores. Some families completed the survey but did not actually visit the patient at the facility.

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**Family Satisfaction Survey Responses  
 Completed By**

<b>UNKNOWN</b>	2
<b>SPOUSE</b>	1
<b>OTHER FAMILY</b>	2
<b>PARENT</b>	10
<b>LEGAL GUARDIAN</b>	5
<b>AR</b>	3

Two (2) of the responses were unknown, one (1) of the responses were from a spouse, two (2) were other family, ten (10) were parent, five (5) were legal guardian, three (3) were AR.

**Family Satisfaction Survey Responses By Unit**

Unit 2	6
Unit 4	1
Unit 5	3
Unit 6	1
Unknown	12

Unit 2 had six (6) responses, unit 4 had one (1) response, unit 5 had three (3) responses, unit 6 had one (1) responses, and twelve (12) responders did not indicate a unit.

**Open Ended Question Comments:**

**Things I liked best about the services the patient received.**

- Felt very informed and included, was heard and supported. (5)
- Maintaining he does not fight. (2)
- They listen to my concerns.
- Patient was treated with respect.
- Social Worker was good about staying in contact. (5)
- Proper treatment and medication. (2)
- Brad was warm and patient and sincere. I was worried but he was wise.
- Very nice and respectful ladies and provided me with all the information.
- Patient said all the nurses except one have been very kind to him. (2)
- Prompt attention. (2)
- He seems happy and healthy with the medications and treatment plans. (2)
- Administering medication.
- He is in a safe situation.

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- Helpful staff, thank you everyone was courteous and knowledgeable thus far.
- Very attentive to his needs. (2)
- They respect his needs.

**Things I'd like to see improved.**

- The information packet & contraband items sent sooner. (5)
- Frequent calls about progress throughout the process.
- Nurses' knowledge of the patient, nurses communication, plan to help the patient. (5)
- NP never returned my call.
- Patient would have definitely benefited from more one on one therapy. A regular MD should be on grounds at all times. (2)
- More visitation privacy. (2)
- I have not had many call backs. Spoke to PA just once since admission.

**Other comments or suggestions.**

- I was very unsettled on how the goal was to keep the patient sedated and not finding something to help instead. (5)
- We were told by SW prior to visit we could visit up to 4 hours, the nurse stated that wasn't written anywhere but the switchboard corrected things.
- Those who answer the main phone line were always polite. (5)
- I always like if staff say they will call back, they keep their word. C. Bryan returned all my calls, Thanks.
- Because of the encounters, I feel \_\_\_\_\_ was not really safe. Also, he had physical health issues that should have been handled much quicker by the MD or sent to the hospital for pain and e-rays. (2)
- I am concerned about where my son goes next and how long of a stay but have not received any info on condition or plan.

**Disagree Explanation.**

- \_\_\_\_\_ had two different patients put their hands on him and we feel both were not handled very well. Another threatened to stab him and all they did was move his room per his request.
- Other patients at the hospital came and sat in our visitation; staff were quick to remove them. (2)

In follow up it should be noted that 13 of the 23 surveys appeared to be old surveys which only rated answers of "Agree", "Disagree", or "No opinion or Does Not Apply." This would account for less "Strongly Agree" and/or "Strongly Disagree" ratings. This has been corrected so that only new surveys are sent to patients.

It was also noted that there were no surveys at the switchboard for visitors to complete. These were provided and switchboard staff agreed to offer the surveys to visitors after their visit.

Debra Vance

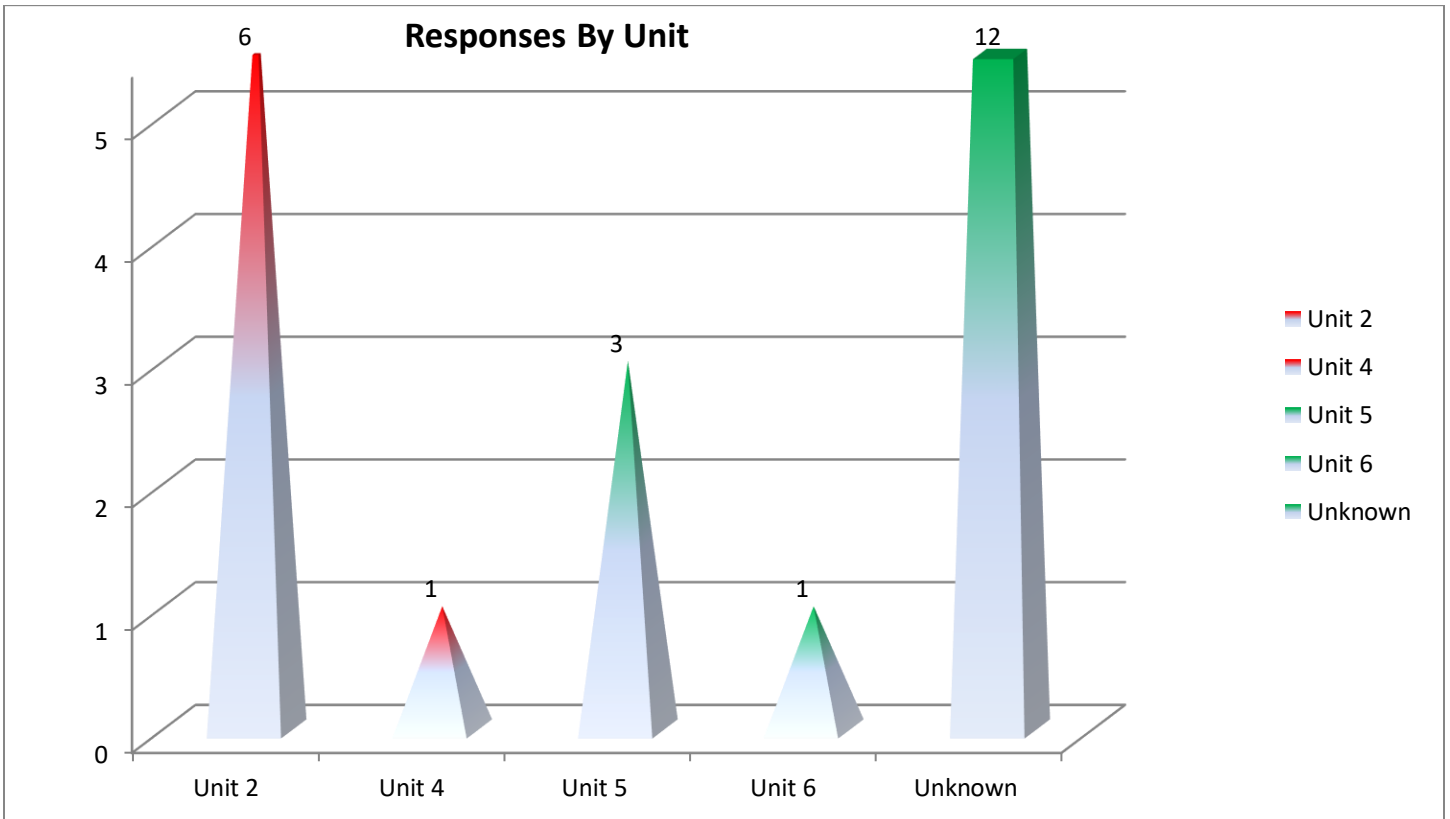
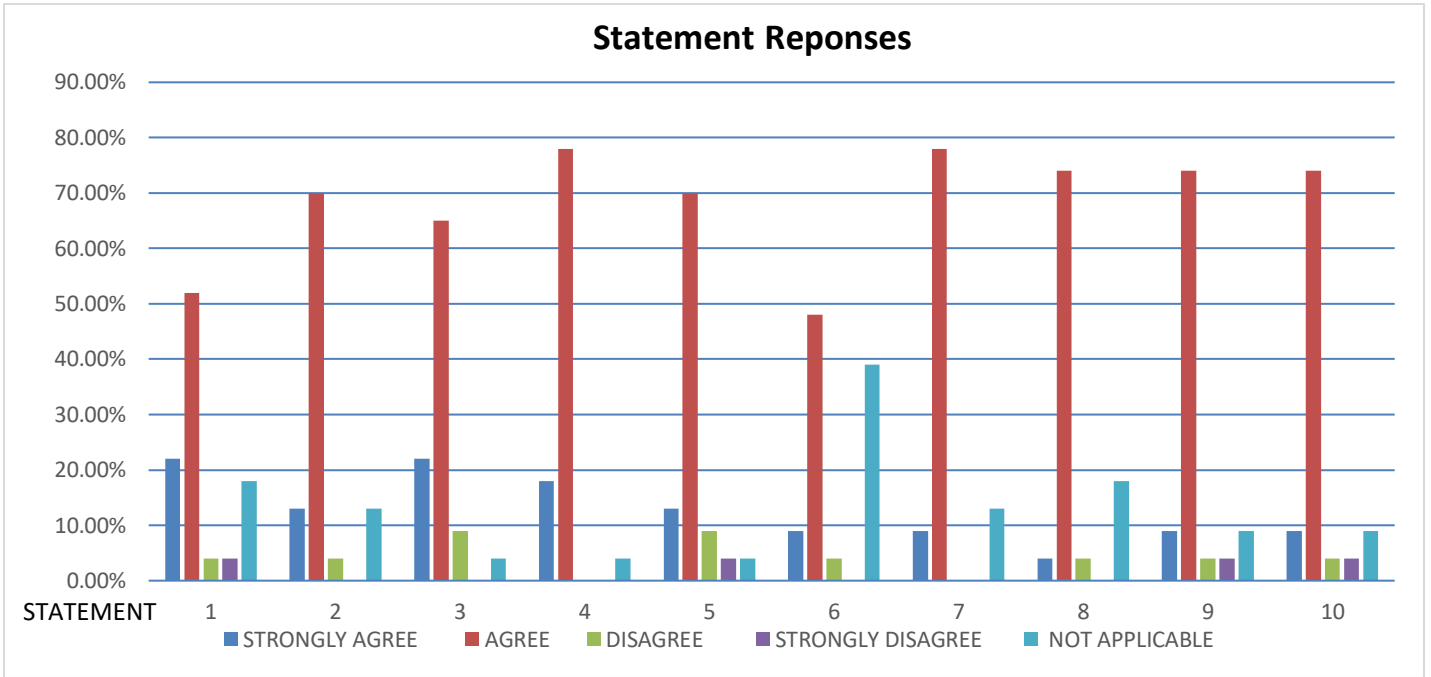
Debra Vance, MSN  
Corporate Compliance Officer

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Statements Found on Survey	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
<b>1. Hospital staff were responsive to the patient's needs.</b>	22%	52%	4%	4%	18%
<b>2. Hospital staff treated the patient with courtesy and respect.</b>	13%	70%	4%	0%	13%
<b>3. I believe the patient was safe while in the Hospital.</b>	22%	65%	9%	0%	4%
<b>4. I felt comfortable speaking out about the care the patient received while in the hospital.</b>	18%	78%	0%	0%	4%
<b>5. Hospital staff responded to my concerns.</b>	13%	70%	9%	4%	4%
<b>6. I found my visit with the patient to be pleasant and satisfactory.</b>	9%	48%	4%	0%	39%
<b>7. Hospital staff treated me with courtesy and respect.</b>	9%	78%	0%	0%	13%
<b>8. Hospital staff encouraged me to maintain hope about the patient's situation.</b>	4%	74%	4%	0%	18%
<b>9. Overall, I was satisfied with the services of the Hospital</b>	9%	74%	4%	4%	9%
<b>10. I would recommend this Hospital to a family member or friend.</b>	9%	74%	4%	4%	9%

**Total number of completed Family Satisfaction Survey forms returned = 23**

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**Responses By Family Type**

