



# AdventCare Resident Satisfaction Survey Results 2009

## *AdventCare's Commitment to Continuous Improvement*

As a part of our commitment to continuous improvement of our organisation, AdventCare completed the Residents, Family and Friends Satisfaction Survey. The survey was conducted by a survey specialist firm, Insync Surveys.

Insync Surveys carries out employee, customer and other stakeholder surveys for some of the largest organisations in Australia. Some of the companies Insync Surveys work with are Orica, Cathay Pacific, Foster's, Toll, Medibank Private, Tenix Alliance, Mission Australia and World Vision. The work of our research specialists and organisational psychologists help organisations improve the working lives of their people, the experiences of their customers and hence, their overall performance.

Dr Marisa Schlichthorst was working closely with AdventCare throughout the Resident Satisfaction Survey in compiling the survey results and reporting the findings to AdventCare's Leadership Team and the Board. She has experience in customer research across a broad range of industries and focusses strongly on providing actionable research results to the management.

### *Overall Results*

- As perceived by its residents, AdventCare is performing on high levels of excellence.
- AdventCare achieves outstanding levels on overall satisfaction with an average satisfaction score of 6 out of a possible 7.
- 'Feeling safe at the facility' and 'providing a friendly and welcoming environment' are AdventCare's key strengths.
- AdventCare is highly aligned with residents' priorities in care and services provided.
- AdventCare exceeds residents expectations in the in-house activities and spiritual programs offered by the facilities.



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## Highlights from the survey responses

The Top 3 Priorities for Residents	The Top 3 Satisfaction Areas of Residents
– I feel safe living in this facility.	– I feel safe living in this facility.
– The environment at this facility is friendly and welcoming.	– The podiatry service respects my privacy and dignity.
– I feel home in this facility.	– I feel home in this facility.

## Residents Levels of Overall Satisfaction

- 94% of the respondents are satisfied with the level of care and services offered by AdventCare
- 85% of the respondents are satisfied with having assistance in maintaining and improving their liestyle.
- 51% of the respondent are true promoters of AdventCare, they will actively recommend AdventCare as a place to live to others.
- The positive word-of-mouth AdventCare receives by far outweighs its negative word-of mouth.

## A sample of residents views – Three things that Adventcare does really well

- *“Entertainment, well maintained garden areas, pleasant staff and volunteers.”*
- *“People (employees) are very caring. Very well maintained - exceptionally clean and tidy. Meals are well prepared and nutritious.”*
- *“Good personal care and cheerful spirit of the staff. Food situation is much improved and is now far more enjoyable and varied.”*
- *“Caring for my medicine needs e.g. medication, doctor etc. 2. Laundry offers a very good service and my room is very well cleaned. 3. I wish to compliment the nursing and care staff. They look after me very well.”*
- *“Tries to meet all patients needs - even if staff are very busy. 2) Contacts my daughter if staff have any concerns. 3) Pleasant to me and call me by my name.”*