

MHS Skyview Court Tenant Satisfaction Survey Results	2019	2018	2017
% Tenant Responses	28%	24%	48%
Cares_Are you satisfied with the cares you receive?	3.90	4.07	4.00
Cares_Are you included in decisions about your cares?	4.00	4.00	3.90
Cares_Is your call light responded to in a timely manner?	4.10	3.87	4.00
Cares_Are the nurses responsive to your needs?	4.10	4.00	4.05
Food_Do you like the food here?	3.50	3.40	3.55
Food_Do you feel that you receive a variety of meals?	3.70	3.73	3.65
Food_Is the temperature of the food appropriate for you?	3.10	3.60	3.20
Oter Care_Are you satisfied with the activities that are offered?	3.70	3.40	3.70
Oter Care_Do you have opportunities to socialize with others?	4.00	3.73	4.20
Oter Care_Are you satisfied with religious/spiritual activities offered?	3.80	3.80	4.10
Oter Care_Are caregivers interested in things you've done in your life?	3.20	3.47	3.25
Community_Is the facility clean and free of odors?	3.90	3.73	4.05
Community_Do you feel that your living space is treated like your home?	3.70	3.87	4.25
Community_Is your laundry returned promptly?	3.60	3.60	3.55
Community_Are your personal belongings kept safe?	3.90	4.00	4.10
Community_Is the noise level satisfactory?	4.20	3.80	4.25
Rights_Are the caregivers courteous and respectful to you?	4.60	4.20	4.50
Rights_Are you provided with privacy as needed?	4.10	3.87	4.40
Rights_Are your complaints or concerns taken care of promptly?	4.20	3.27	3.80
Rights_Are you able to voice concerns in Tenant meetings?	3.90	3.33	3.75
Rights_Is the housing manager receptive to your needs?	3.60	3.40	3.95
Rights_Do you feel you have options or are able to make choices?	4.30	3.53	3.70
Other_Was the admission process satisfactory?	4.20	4.00	4.05
Other_Do you feel comfortable talking with the housing manager?	4.00	3.67	4.20
Other_Would you recommend our facility to others?	4.00	3.80	4.15
Average Total	3.89	3.73	3.93