

MHS Skyview Plaza Tenant Satisfaction Survey Results	2019	2018	2017
% Tenant Responses	48%	38%	71%
Cares_Are you satisfied with the cares you receive?	3.95	4.17	4.24
Cares_Are you included in decisions about your cares?	3.50	3.93	4.07
Cares_Is your call light responded to in a timely manner?	3.82	3.90	4.10
Cares_Are the nurses responsive to your needs?	3.82	4.07	4.24
Food_Do you like the food here?	3.32	3.10	3.45
Food_Do you feel that you receive a variety of meals?	3.59	3.47	3.66
Food_Is the temperature of the food appropriate for you?	3.59	3.40	3.31
Oter Care_Are you satisfied with the activities that are offered?	4.18	3.70	3.55
Oter Care_Do you have opportunities to socialize with others?	4.09	3.87	4.24
Oter Care_Are you satisfied with religious/spiritual activities offered?	3.86	3.73	3.69
Oter Care_Are caregivers interested in things you've done in your life?	3.59	3.33	3.72
Community_Is the facility clean and free of odors?	4.36	4.33	4.34
Community_Do you feel that your living space is treated like your home?	4.41	4.33	4.52
Community_Is your laundry returned promptly?	3.23	3.40	3.38
Community_Are your personal belongings kept safe?	4.14	4.13	3.86
Community_Is the noise level satisfactory?	4.59	4.33	4.24
Rights_Are the caregivers courteous and respectful to you?	4.41	4.40	4.62
Rights_Are you provided with privacy as needed?	4.55	4.50	4.34
Rights_Are your complaints or concerns taken care of promptly?	4.05	3.67	3.83
Rights_Are you able to voice concerns in Tenant meetings?	4.00	3.90	3.76
Rights_Is the housing manager receptive to your needs?	4.00	3.77	3.90
Rights_Do you feel you have options or are able to make choices?	3.86	3.73	3.83
Other_Was the admission process satisfactory?	4.27	4.13	4.31
Other_Do you feel comfortable talking with the housing manager?	4.09	4.00	4.14
Other_Would you recommend our facility to others?	4.27	4.20	4.31
Average Total	3.98	3.90	3.99