

MHS Skyview Court & Plaza Satisfaction Survey Results	2020 - Combined	2019	2018
% Tenant Responses	23%	28%	24%
Cares_I am pleased with the quality of care I receive.	3.89	3.90	4.07
Cares_I am involved in the decisions about my care.	3.79	4.00	4.00
Cares_Staff respond promptly when I ask for assistance.	4.32	4.10	3.87
Cares_People who care for me do things the way I want them done.	4.00	4.10	4.00
Food_The quality of the food served is good.	3.42	3.50	3.40
Food_There is a variety of meals offered.	3.79	3.70	3.73
Food_The temperature of the food is appropriate.	3.74	3.10	3.60
Oter_Care_There are activities offered that are interesting to me.	3.05	3.70	3.40
Oter_Care_There are opportunities to socialize with others.	3.05	4.00	3.73
Oter_Care_I am satisfied with religious/spiritual activities offered to me.	3.32	3.80	3.80
Oter_Care_Staff go the extra mile to resolve problems.	3.79	3.20	3.47
Community_the assisted living is clean and odor-free, including my apartment.	4.00	3.90	3.73
Community_I feel that my room is treated like my home.	4.05	3.70	3.87
Community_My laundry is returned promptly.	3.68	3.60	3.60
Community_I feel safe.	4.21	3.90	4.00
Community_I am able to sleep at night without noise interruptions.	4.11	4.20	3.80
Rights_Caregivers are respectful, concerned and caring with me.	4.16	4.60	4.20
Rights_Staff respect my privacy.	3.95	4.10	3.87
Rights_People who work here treat me politely.	4.32	4.20	3.27
Rights_I feel comfortable to voice concerns in Tenant meetings.	3.58	3.90	3.33
Rights_The homecare director is receptive to my needs.	3.89	3.60	3.40
Rights_I can choose how I spend my day.	4.05	4.30	3.53
Other_The admission and/or discharge process was satisfactory.	3.89	4.20	4.00
Other_Management responds to my concerns.	3.74	4.00	3.67
Other_I recommend this assisted living to others who need care.	4.00	4.00	3.80
Average Total	3.83	3.89	3.73