

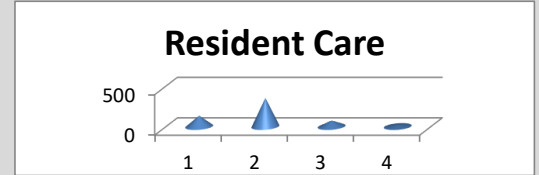
# Oakwood Park Lodge

Results for 2023-2024

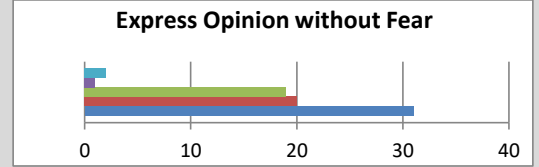
## Resident/Family Satisfaction Survey 73/107 respondents

Resident Care	Excellent	Good	Fair	Poor	N/A
Decisions in my care	12	32	10	4	0
Assist with eating	11	26	6	1	20
Personal care	15	38	6	0	3
Bathroom help	8	34	5	1	13
Privacy respected	24	39	5	3	2
Choices/wishes respected	14	36	7	3	3
Strengths supported	11	39	9	3	1
Avail/helpful/care of PSW	17	34	10	1	0
Avail/helpful/care of Reg'd	13	45	6	0	1
Avail/helpful/care Physicians	10	31	11	5	7
<b>Total</b>	<b>135</b>	<b>354</b>	<b>75</b>	<b>21</b>	<b>50</b>

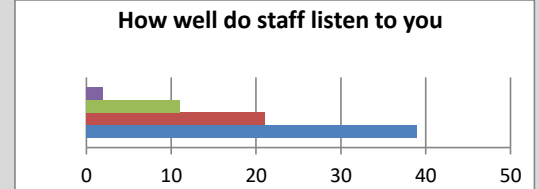
3% poor, 13% fair, 84% good/excellent



Resident Care	Always	Often	Sometimes	Rarely	Never
Express Opinion without Fear	31	20	19	1	2

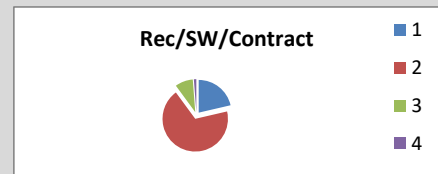


Resident Care (10 Best- 1 worst)	10-9	8-7	6-4	1-3
How well do Staff Listen to You	39	21	11	2



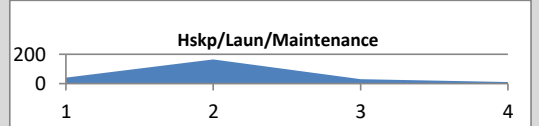
Rec/SW/Contract Serv.	Excellent	Good	Fair	Poor	N/A
Quality & Variety of programs	15	38	9	0	4
Q & Variety Spiritual Prog.	10	28	1	0	24
Quality & Variety of Social Serv.	2	13	3	2	41
Qual. Of PT/OT/SLP	7	24	6	0	22
Rate volunteer services	5	20	2	1	36
Avail/helpful Rec staff	14	47	1	0	2
<b>Total</b>	<b>53</b>	<b>170</b>	<b>22</b>	<b>3</b>	<b>129</b>

1% poor, 9% fair, 90% good/excellent



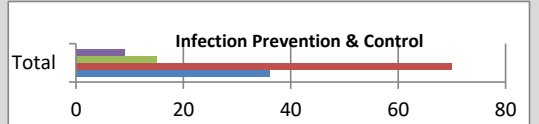
HSPK/Laundry/Maintenance	Excellent	Good	Fair	Poor	N/A
Cleanliness of home	15	40	7	1	1
Gen repair/maint. of bldg/grounds	7	43	9	3	2
Laundry	7	44	7	3	1
Avail/helpful/staff	12	38	7	3	4
<b>Total</b>	<b>41</b>	<b>165</b>	<b>30</b>	<b>10</b>	<b>8</b>

4% poor, 12% fair, 84% good/excellent



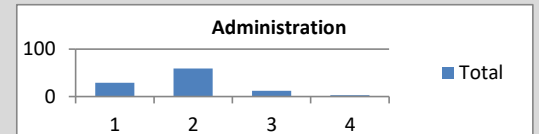
Infection Prevention & Control	Excellent	Good	Fair	Poor	N/A
Education Received IPAC, Covid, Visitation	13	25	6	3	16
Education Hand Hygiene	13	23	4	3	20
Education PPE	10	22	5	3	22
<b>Total</b>	<b>36</b>	<b>70</b>	<b>15</b>	<b>9</b>	<b>58</b>

7% poor, 12% fair, 81% good/excellent



Administration	Excellent	Good	Fair	Poor	N/A
Efficiency with finances/accounting	15	28	4	2	13
Avail/helpful Admin staff	14	31	8	1	8
<b>Total</b>	<b>29</b>	<b>59</b>	<b>12</b>	<b>3</b>	<b>21</b>

4% Poor, 11% fair, 85% good/excellent



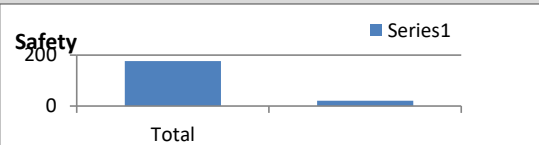
Food Services	Excellent	Good	Fair	Poor	N/A
Food Choices	9	30	16	7	1
Food Quality	9	27	21	5	1
Dining Experience	10	32	16	4	1
Food Quantity	15	37	8	2	2
Avail/helpful food serv.staff	11	40	8	2	2
<b>Total</b>	<b>54</b>	<b>166</b>	<b>69</b>	<b>20</b>	<b>7</b>

7% Poor, 22% Fair, 71% good/excellent



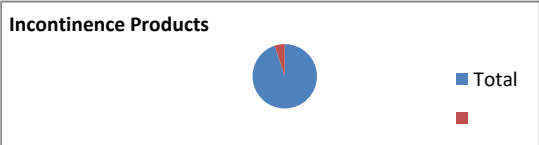
Safety	Yes	No
Do you feel safe at home	61	3
Does the home promote safety	50	11
Would you recommend the home	66	7
<b>Total</b>	<b>177</b>	<b>21</b>

89% Yes; 11% No



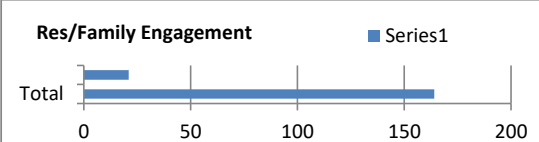
Incontinence Products	Yes	No
Fits properly & comfortable	45	3
Readily available for use	43	3
Product meets your needs	44	1
<b>Total</b>	<b>132</b>	<b>7</b>

95% Yes; 5% No



Resident/Family Engagement	Yes	No
Opportunities for input into Resident Care	62	6
Opportunities for input into Programs & Services	57	5
Opportunities for input into Home Operations	45	10
<b>Total</b>	<b>164</b>	<b>21</b>

89% Yes; 11% No



Overall Experience	Excellent	Good	Fair	Poor	N/A
Overall rating of home	25	28	17	3	0

4% Poor, 23% fair, 73% good/excellent

