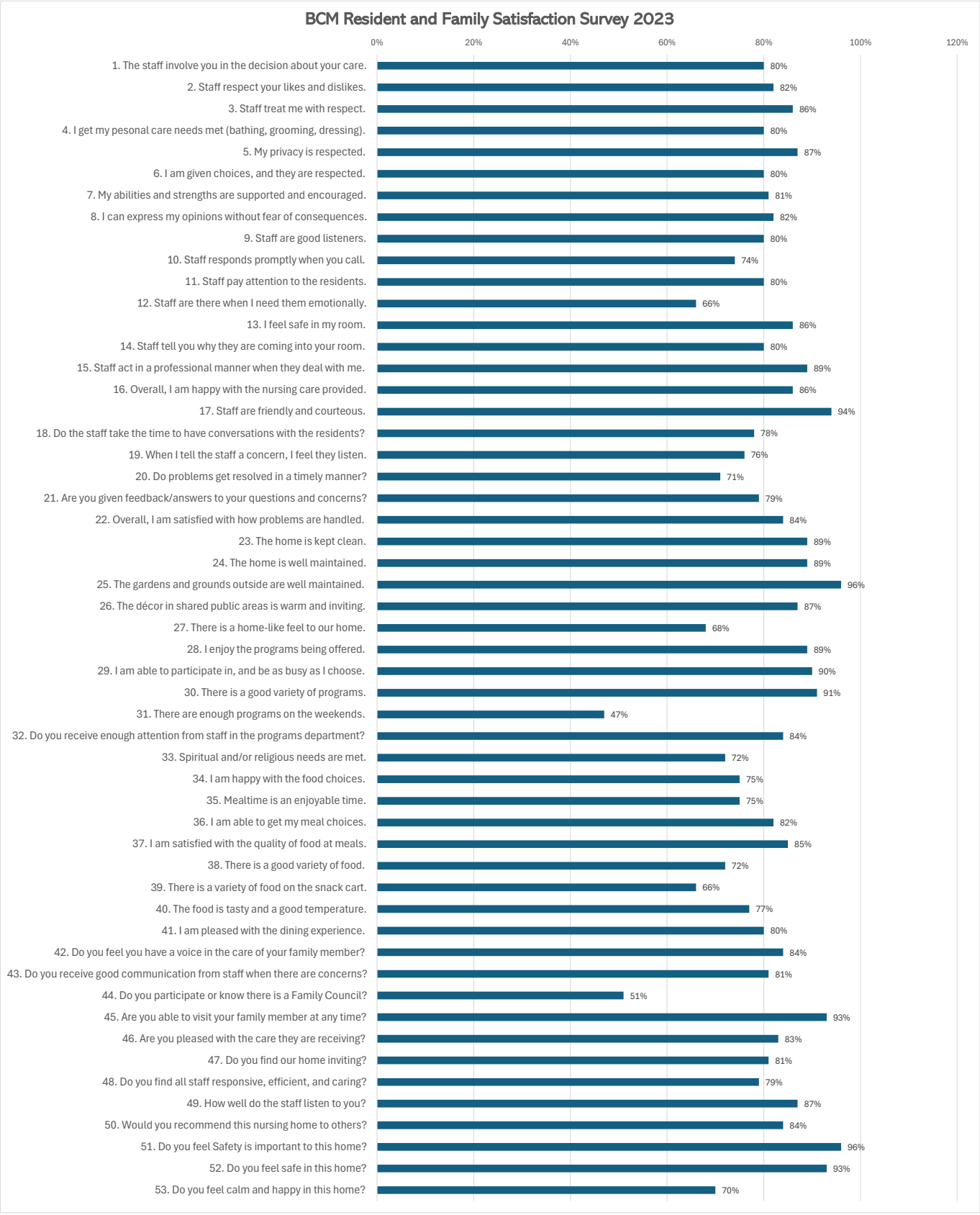
BCM Resident and Family Satisfaction Survey 2023
0%
20%
40%
60%
80%
100%
120%
1. The staff involve you in the decision about your care. 80%
2. Staff respect your likes and dislikes. 82%
3. Staff treat me with respect. 86%
4. I get my pesonal care needs met (bathing, grooming, dressing). 80%
5. My privacy is respected. 87%
6. I am given choices, and they are respected. 80%
7. My abilities and strengths are supported and encouraged. 81%
8. I can express my opinions without fear of consequences. 82%
9. Staff are good listeners. 80%
10. Staff responds promptly when you call. 74%
11. Staff pay attention to the residents. 80%
12. Staff are there when I need them emotionally. 66%
13. I feel safe in my room. 86%
14. Staff tell you why they are coming into your room. 80%
15. Staff act in a professional manner when they deal with me. 89%
16. Overall, I am happy with the nursing care provided. 86%
17. Staff are friendly and courteous. 94%
18. Do the staff take the time to have conversations with the residents? 78%
19. When I tell the staff a concern, I feel they listen. 76%
20. Do problems get resolved in a timely manner? 71%
21. Are you given feedback/answers to your questions and concerns? 79%
22. Overall, I am satisfied with how problems are handled. 84%
23. The home is kept clean. 89%
24. The home is well maintained. 89%
25. The gardens and grounds outside are well maintained. 96%
26. The décor in shared public areas is warm and inviting. 87%
27. There is a home-like feel to our home. 68%
28. I enjoy the programs being offered. 89%
29. I am able to participate in, and be as busy as I choose. 90%
30. There is a good variety of programs. 91%
31. There are enough programs on the weekends. 47%
32. Do you receive enough attention from staff in the programs department? 84%
33. Spiritual and/or religious needs are met. 72%
34. I am happy with the food choices. 75%
35. Mealtime is an enjoyable time. 75%
36. I am able to get my meal choices. 82%
37. I am satisfied with the quality of food at meals. 85%
38. There is a good variety of food. 72%
39. There is a variety of food on the snack cart. 66%
40. The food is tasty and a good temperature. 77%
41. I am pleased with the dining experience. 80%
42. Do you feel you have a voice in the care of your family member? 84%
43. Do you receive good communication from staff when there are concerns? 81%
44. Do you participate or know there is a Family Council? 51%
45. Are you able to visit your family member at any time? 93%
46. Are you pleased with the care they are receiving? 83%
47. Do you find our home inviting? 81%
48. Do you find all staff responsive, efficient, and caring? 79%
49. How well do the staff listen to you? 87%
50. Would you recommend this nursing home to others? 84%
51. Do you feel Safety is important to this home? 96%
52. Do you feel safe in this home? 93%
53. Do you feel calm and happy in this home? 70%