

Family Satisfaction Survey - 2008 Results

Domain Scores

Domain	New Vista	Mean for All Participating Facilities (n=59)	Standard Deviation*	Range		Threshold**	
				Min	Max	Min	Max
Admissions	90.9	92.5	3.9	82.6	99.3	88.6	92.5
Activities	83.4	84.1	4.4	74.2	95.7	79.7	88.5
Choice	90.5	91.0	3.4	80.8	97.1	87.6	94.4
Direct Care/Nursing	81.9	90.9	4.5	79.6	100	86.4	95.4
Meals & Dining	80.4	83.9	5.1	71.9	94.5	78.8	89.0
Laundry	52.8	55.4	9.3	32.1	79.6	46.1	64.7
Environment	84.8	87.1	5.1	76.7	98.1	82.0	92.2
Therapy	72.6	65.3	14.5	26.3	93.4	50.8	79.8
Social Services	90.0	93.0	3.2	88.5	98.2	89.8	96.2

Response Rates

	# Surveys Sent	# Surveys Received	Response Rate (%)
All Participating HSPs	5098	2390	46.9
New Vista	220	89	40.5

* The standard deviation indicates how tightly the scores are clustered around the mean; the higher the standard deviation, the greater the diversity or spread among scores.

**The threshold values represent the maximum threshold (one standard deviation above the mean) and the minimum threshold (one standard deviation below the mean), between which 68% of the scores fall. Scores above the maximum or below the minimum can be considered outside the "normal" range of values.

Family Satisfaction Survey - Comparison of 2006 & 2008 Results

Domain Scores

Domain	2006 Mean Score	2008 Mean Score
Admissions*	84.6	90.9
Activities	78.8	83.4
Choice	91.9	90.5
Direct Care/Nursing*	86.6	81.9
Meals & Dining*	79.6	80.4
Laundry	50.5	52.8
Environment*	86.2	84.8
Therapy	N/A	72.6
Social Services	N/A	90.0

** One or more questions were added, removed or reworded in these domains in the 2008 survey (see report for more detail)*

Response rate 2006 (%) = 27.0

Response rate 2008 (%) = 40.5