

Confidence Testimonials

Wiley Mission

We have found the Confidence Satisfaction survey program to be very useful for our senior living facility. The Confidence surveys are easy to administer, easy to fill out and cost-effective. Wiley Mission has achieved a high return rate from the resident satisfaction survey and we plan to use the surveys again.

Wiley Mission shares the results from the Confidence Satisfaction Surveys with our residents, staff, family members and our board. We use the optional services of Power Point Presentations from the Confidence Surveys to present the findings to our stakeholders. Additionally, the Confidence survey staff is always readily available to answer questions and provide assistance when needed.

Gary Gilmore

CEO

Wiley Christian Retirement Community

Marlton, NJ

Presbyterian Homes

The Value of LSN Resident Satisfaction Surveys

We know our residents are satisfied with the services and facilities available to them at Presbyterian Homes. How do we know? Well, we could just look around and see how they smile at employees, listen to how often they thank us and note all of the many years they choose to live with us.

But, do we know what they are really thinking and feeling? At Presbyterian Homes, we are not sure superficial social responses tell us enough. For this reason we use the LSN resident satisfaction surveys for all our residents, i.e., health care, independent living, assisted living and short-stay health care residents.

On a regular basis, we use the LSN process, i.e., forms and tabulation services. The reasons are very simple: 1.) The process is simple, cost effective, timely and responsive to our needs. 2.) The survey is anonymous and confidential so that residents can voice their private concerns. 3.) Results for each Presbyterian Homes campus are tabulated and each is compared to the others and to a similar outside population.

While some retirement communities may do surveys just to comply with regulations and community expectations, we do them to learn about what we do well and what needs improvement. Our residents know we are listening because we share results with them,

and employees feel supported because there is high visibility for all the good work they do. Additionally, management uses the results to support funding requests. It is easier to justify an enhancement or improvement project if the project is in response to resident feedback.

In these times of increased competition, it is an added bonus to be able to share excellent results with potential residents. Using the LSN resident satisfaction survey process is a winner in every way.

Jane Grad
VP Info Services
Presbyterian Homes
Evanston, IL

Heritage Enterprises, Inc.

Heritage Enterprises chose to use *Confidence Surveys* primarily to allow us to compare our facilities against our competitors. For many years, we have utilized an internal process of conducting our own satisfaction surveys to gain insight from our residents and family members. That process allowed us to take results and compare ourselves against our own facilities to strive for improvement each year. However, the *Confidence* program allows us to not only compare ourselves with each other but also against our competition.

The *Confidence* survey allowed us to utilize the formatted questions as well as incorporate customized questions in areas where we wanted more feedback, including our internal customer service program.

We have found that these reports give us an in-depth look into the services we offer from the eyes of our residents and their family members. Based on this information, we are developing action plans in areas that need further improvement and sharing that information with our employees at the facility level, Senior Management and the Board of Trustees.

Our surveys are distributed to all Heritage Enterprise facilities including our 22 Heritage Manor locations, Colonial Manor, Cotillion Ridge Nursing Center, Country Health, Odd Fellow-Rebekah Home, Barton W. Stone, St. Clara's Manor, H&J Vonderlieth Living Center, Mason City, Walnut Manor and all Evergreen Senior Living communities.

We will continue to use *Confidence Surveys* in the future and would recommend them to others.

Jessica Ropp
Census Development Coordinator

Heritage Enterprises, Inc.
Bloomington, IL

Sherman West Court

Our experience in working with LSN's Confidence Satisfaction Survey Program has been one of great value in obtaining feedback on our care and services provided. We share our results (the good and not so good) with staff, physicians, residents, and families for process improvement opportunities and to praise and recognize those individuals for their participation in providing outstanding care.

I also thoroughly enjoy working with the staff at LSN, specifically Susan Pearson. My requests are followed up on promptly and accurately. I never get the "we can't" attitude, but the "let's try".

Well done!

Angela Lackowski
Assistant Administrator
Sherman West Court
Elgin, IL