

performance

distinction

quality

CONFIDENCE

SATISFACTION SURVEYS

Are your residents, family members and staff members really satisfied?

Find out by using Confidence Satisfaction surveys.

Understanding the needs and perspectives of your customers - residents and clients, families, staff and managers - helps you to provide the services and care that they need and expect.

If you need to evaluate things such as your facility's available services and programs, level of care and quality of living, that's where Confidence surveys can help.

Additionally, your employees and managers can be surveyed to find out about communication, training, and even safety issues at your location.

Each of the Confidence Satisfaction Surveys include Open-ended questions which further help to discern how satisfied your stakeholders are.

Questions such as "What do we do Best?" and "What Improvements Can be Made At Our Facility" capture resident's and family's opinions.

These comments may note patterns and issues that can be analyzed to further understand your customer's unique needs and preferences.

Currently we offer satisfaction surveys for:

Assisted Living Residents
Assisted Living Family Members
Employees (Staff and Managers)
Short Stay (Medicare) Residents
Home and Community Based Services
Independent Living Residents
Supportive Living Residents
Supportive Living Family Members
Nursing Home Residents (Long-term care)
Nursing Home Family Members
Physician Satisfaction

Confidence Satisfaction Surveys Offer Optional Services to Better Suit Your Needs

Dig deeper into your survey response data to find out what's really important to your facility.

If you are considering offering new services or options to residents, how do you know they are really needed and wanted unless you ask?

Does older mean happier? A recent study by the American Psychological Association stated that there is evidence that people get happier as they age.

Are your residents, families and employees hesitant to offer their honest opinions?

Is your facility part of a multi-site organization that needs aggregate (combined) reporting?

Would you like to break-out data by department, floor, or service type?

Do you need to present your survey data to your board members or other stakeholders?

The Confidence survey program can help you with all of the questions above by taking advantage of our optional services, here's what we offer:

- Customizable surveys by adding or removing questions from our standard surveys.
- Sub-Group reports by demographics such as age or gender of resident, employee/staff department, or floor/building.
- Postage paid envelopes addressed to Life Services Network which allows for anonymity of survey responses.
- Aggregate (combined) reporting for multi-site facilities.
- Power Point Presentation reports of your survey data to help present results.
- Reporting for multi-sites that compares your sites against each other.
- Additional reporting options upon request.

If customization of surveys and report options make sense to you, please contact the Confidence team at 630-325-6170 or surveys@lsni.org. We are here to make your survey experience work for you.

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Here's what our customers are saying

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.

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.

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

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.

Gary Gilmore, CEO
Wiley Christian Retirement Community
Marlton, NJ

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.

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