



APOSTOLIC CHRISTIAN

LifePoints

ANNUAL OUTCOME MEASUREMENT REPORT

July 1, 2019 – June 30, 2020

OUR MISSION

Serving According to God's Purpose

- *Believing God's promises are true*
- *Directed by Christian values*
- *Believing we are called to serve*
- *Believing all people have dignity and potential*
- *Giving our best to help others achieve their best*

Change in Service Delivery with Onset of COVID

In March of 2020 COVID started to impact the country and quickly began to impact long term care services and congregate services. For over 50 years providers have worked to find ways to normalize and enhance clients lives. A strong part of that was recognizing basic rights and teaching clients how to assert themselves in making choices. This choosing friends, choosing when to be with family, deciding what to do and where to go for leisure, how to make choices in medical care, etc.

Overnight this was changed as a severe threat to personal health and the health of others became the norm in business, family and social services. All congregate living services were put in states of partial quarantine. People weren't allowed to go visit others and others were not allowed to come and visit clients in any setting. Even churches were closed and attendance was not possible.

Apostolic Christian LifePoints (ACLP) initially secluded all residents. The small homes were allowed to congregate but they could not leave their homes, even to take a walk. Oakwood Estate and Linden Estate did not ask residents to stay in their rooms but no one left the house and no one came in except for staff.

At Timber Ridge staff tried to keep residents to their hallway. Activities were brought to their rooms or their hallway. As much as possible meals were brought to their rooms. A small number continued to eat in the dining room with widely spaced seating.

Over time State officials and agency leadership gradually modified these practices but visits were still very limited. All settings arranged outdoor visits with separated seating. No family was allowed in any of the residential buildings. In mid summer the CLA program began to allow some home visits for limited hours and no overnights.

Some parents checked their family member out and some who had them at home when the "lock down" was put in place just didn't return them to their residence.

Changes in Data Collection for Quality Reporting

By April ACLP quit keeping data in several areas. Satisfaction surveys were no longer sent out because most the items were irrelevant and would have been disrespectful to ask. This was a very hard time for families and it didn't seem right to ask about the quality of visits when the agency was not allowing visits. There were several pieces of data which were previously gathered during each client's annual planning meeting.

All settings continued to keep care data to monitor the well-being of clients The data was and is reviewed as in the past and it is collected for comparison purposes. The agency stopped monitoring whether medical visits were completed as scheduled because medical providers had stopped since all but critical patients. Equipment became harder to obtain and was not provided within the normally accepted time frames.

Data regarding services and particularly medical services was no longer delivered in the expected time frames and the usual triggers or determinants for services did not work since the services were not available. Where existing protocols could not be followed staff started using subjective and professional observation to determine when residents needs warranted use of emergency services, calling for consults or advocating for services on an exception basis.

Efforts of ACLP to Maintain Quality in Residents' Lives

As soon as possible staff started being creative about getting people out. Every setting began just taking rides around the community. Where they could staff took clients on walks. They increased the use of videos to explore culture and the outdoors. While this was no substitute for a real "outing" clients enjoyed a partial outing.

All of the agency clients lost their day program attendance as the State mandated closer of these programs. Timber Ridge staff took a garage, cleaned and painted it, set up furniture, added portable air conditioning and created a space that allowed clients to leave the building and go to a different setting. It was well received. The CILA staff started providing more leisure during the day and eventually the agency took advantage of an offer by the State to offer modified day services. Each house had a program plan that included shared leisure. Games and interaction with other CILAs using Internet based programs to connect them. They played games and competed with each other. Linden and Oakwood began "eating out" but taking food to a pavilion that they reserved for themselves and used to eat outside and away from their facility.

The Future??

At present all the providers we network with are serving a day at a time. Everything about the future is uncertain. No one believes we will go back to services as they were before. There will be increased emphasis on choices, decreased emphasis on congregate settings for residence or day services. The State has poured large amounts of money into the system to keep it functioning and available to serve clients. In spite of this some providers have closed and some are in precarious financial places.

ACLP will continue to serve the clients that have asked us to provide their services. We will seek to add quality to their lives. We will continue work closely with the associations we belong to and with State officials to monitor changes and adapt as needed.

Apostolic Christian LifePoints, Inc.

OUTCOME MEASURES ANNUAL SUMMARY

Annual Report (July 19-June 2020)

EFFICIENCY MEASURES

- 1. All clients in each program will have 100% of their funding (personal and agency) in place within three months. Clients who have been in a program three months or less will not be counted in this data.**

ACTR had 98.6% of clients with all funding in place. Oakwood Estate had 93.8% of clients with all funding in place. Linden Estate had 100% of clients with all funding in place. The CILA Program had 100% of clients with all funding in place. The CRS Program had 100% of clients with all funding in place. The ACTR Day Program had 100% of clients with all funding in place. The agency had 98.7% of clients with all funding in place. Clients in multiple agency programs are counted more than once. This meets the goal for all programs except ACTR, Oakwood Estate and CILA. The agency goal was not met.

Funding has become increasingly challenging and requires diligence from several staff. The State is requiring an increased frequency of eligibility redetermination but processing them more slowly. There are also struggles with initial determination of eligibility for Medicaid. The agency is diligent about getting initial applications in place in spite of the fact the actual payments may be delayed.

- 2. The agency will maintain a reserve in cash and the general and trust funds equal to or greater than the projected expenses for nine months. Cash and Investments will be reduced by any outstanding loans for this calculation.**

The reserve is equal to about 21 months. This is well above the goal.

The Lord has been good, donors have been generous.

- 3. There will be established goals for turnover for each facility and program. The large facility will have separate goals for direct care and support staff.**

		<u>Goal</u>	<u>Actual</u>
ACTR aides	less than	60%	30.3% goal met
nurses	"	15%	24.1% goal not met
activities	"	58%	56.6% goal met
Oakwood Estate	"	40%	39.3% goal met
Linden Estate	"	40%	24.4% goal met
CILA	"	40%	24.2% goal met
Agency total	"		27.4% no combined agency goal to meet

With unemployment in Illinois, turnover becomes difficult for our positions. The facilities and departments feel this. There was a significant increase in ACTR activities turnover and a significant decrease in turnover for Oakwood Estate. In the light of the current economy LifePoints turnover is doing fairly well.

- 4. 98% of employees will have their annual review completed by October 31.**
This goal was achieved.

This is a good ongoing goal.

EFFECTIVENESS

5. Each client is observed at his or her Day Program at least once a year by facility staff.

All clients were observed at their Day Program site at least once in the past year.

This is an important standard. It is met by having a well-structured system for visitation.

6. Each facility or program will meet its established goals for number of people who participated in staff assisted community sponsored activities (outings, church, HISRA, CIRT, Mainstreamers, etc.) in that quarter. Three outings per quarter.

	<u>Goal</u>	<u>Actual</u>
ACTR -	70%	88% goal met
Oakwood Estate -	95%	100% goal met
Linden Estate -	95%	98% goal met
CILA -	95%	100% goal met
Agency	N/A	98%

The results for this goal look good. This goal was a challenge for the agency due to outing restrictions placed.

7. 95% of clients, who have been recommended for OT, PT, or speech services, by the professional consultants, are receiving those services.

100% of the agency's clients who have recommendations for OT, PT or speech services are receiving those services. This does meet the agency goal.

The goal will be kept at 95%.

8. 95% of clients who receive OT, PT, or speech consultant recommendations for adaptive/assistive technology will have it in place or in the process of being acquired by the following annual or six month staffing.

100% of the agency's clients who have recommendations from OT, PT or speech services for adaptive/assistive technology have it in place or are in the process of acquiring it. This does meet the agency goal.

The agency does well at providing adaptive equipment to clients who will benefit from it.

9. 100% of clients will have their annual physicals within twelve months of previous physical.

The percent of clients who had their physicals done within twelve months were as follows:

	<u>Goal</u>	<u>Actual</u>
ACTR	100%	meets goal
Oakwood Estate	100%	meets goal
Linden Estate	100%	meets goal
CILA	100%	meets goal
Agency total	100%	meets goal

The goal should remain at 100%, which is a good target. Some annual physicals were not completed within the 12 months due to restrictions.

10. 100% of clients will have their annual dental examinations done within twelve months of previous exam.

The percent of clients who had their dental exams done within twelve months were as follows:

ACTR	100%	meets goal
Oakwood Estate	100%	meets goal
Linden Estate	100%	meets goal
CILA	100%	meets goal
Agency total	100%	meets goal

The goal should remain at 100%, which is a good target. Some annual dental examinations were not completed within 12 months due to current restrictions.

11. Each facility will have established goals for guardianship participation in the IDT process (attendance, feedback form, personal contact or phone contact).

	<u>Goal</u>	<u>Actual</u>
ACTR	90%	100% goal met
Oakwood Estate	90%	100% goal met
Linden Estate	90%	100% goal met
CILA	90%	100% goal met
Agency Total	90%	100% goal met

The agency has a high level of guardianship involvement.

12. There will be no more than two incidents of Escherichia (E) coli urinary tract infections for the agency per month.

The monthly incidence of Escherichia coli urinary tract infections was 0 at ACTR and 0 at all other facilities. This meets the agency goal.

Treatment of resistant infections are very difficult to manage in the health care arena. These results are excellent.

13. There will be no more than two residents with MRSA per month.

The monthly incidence of MRSA was 0 at ACTR and 0 at all other facilities. This meets the agency goal.

Treatment of resistant infections are very difficult to manage in the health care arena. These results are excellent.

14. There will be no more than two residents with C.Diff per month.

The monthly incidence of C.Diff was 0 at ACTR and 1 at group homes. This meets the agency goal.

Treatment of resistant infections are very difficult to manage in the health care arena. These results are good.

15. Those facilities whose food service is inspected by the Tazewell County Public Health Department will receive passing scores for all inspections.

ACTR is the only facility inspected by the Tazewell County Public Health department. The kitchen did pass their inspections for the year.

The Timber Ridge kitchen has an excellent reputation and consistently receives good results on their inspections and surveys.

2019 - 2020 SATISFACTION SURVEYS

ACTR

There were a total of 15 residents who were able to respond. This is less than half of the total residents and reflects the large number who are not cognitively able to respond. This significantly decreases the reliability of the response. The only negative response was not having a private place to visit. Of a total of 13 items, there were three with four or more responses of “**sometimes**”. They were about food, privacy and staff availability. There were also three responses of “**never**” regarding lack of privacy, satisfaction with work and dining. Because of the low numbers of residents able to participate, these are primarily responded to on an individual basis. Staff will be made aware of the items so they can be sensitive.

There were 46 family/guardian responses. This is less than last year but still a little more than two thirds of the families. The family survey is a scaled survey to get more accurate responses from family. Of the 12 items, 9 had “**always**” and “**mostly**” responses. This is an improvement from last year. There was one response with “**rarely**” and it was about participating in IDT process. There were 3 other questions with just one response of “**sometimes**”. These leisure needs being met, participation in the IDT process and presentation of IDT information.

Oakwood Estate

A total of 12 residents at Oakwood were able to respond to the survey. There were 5 items with a “**never**” response. They were about cares, satisfaction with work, food, dining experience and resident rights. There was a response of “**sometimes**” in 10 out of the 13 questions. This is more negative responses than other settings within the agency. It will be reviewed with the administrator and RSD to look for ways to address.

There were 9 family responses. Nine of the twelve items fell in “**mostly**” or “**always**”. The “**sometimes**” items were about staff member availability and community access. There was also one response of “**rarely**” regarding leisure needs. This is a slight decline in positive responses than last year.

Linden Estate

There were 4 responses from residents. This is half of the responses received last year. All of the responses were positive.

Linden had 6 family responses. This is less than last year. 10 of the 12 responses were in the two most positive options. The 2 responses of “**sometimes**” were regarding leisure needs and IDT information.

CILA and CRS

There were 42 responses from people living in the CILA and CRS facilities. This is a decline in response numbers. The top 2 responses of “**sometimes**” were food and work. Work is an ongoing issue that is difficult to address but individually staff will explore alternatives.

There were 32 responses from families. This is also a decline from last year. There were no responses of “**rarely**” or “**never**”. There were a few “**sometimes**” responses regarding staff, resident care and IDT meetings. All other responses were positive.

SUMMARY

Satisfaction surveys are done annually and are reviewed individually, by facility and as an agency. The agency is aware that satisfaction surveys have inherent flaws and management does not use them as a sole source of feedback. The agency is also aware that “**sometimes**” or “**mostly**” responses may indicate concerns that family members are reluctant to identify. All negative and “**sometimes**” responses are reviewed with individual respondents to determine if changes are needed.

The agency does long-term planning and makes policy and procedural changes based on the satisfaction surveys along with client data, staff feedback, ISP needs, and informal feedback from clients, families, and staff.

**Apostolic Christian Timber Ridge
July 2019- June 2020
Annual Consumer Satisfaction Survey**

Always
Sometimes
Never

15 total responses-#10-14 total, #11-13 total, #12-13 total

Facility

12	3	0	1. Do you believe your home is well taken care of?
11	3	1	2. Do you have a private place to visit / be alone?
15	0	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

9	6	0	4. Do staff knock & say their name before entering your room?
12	3	0	5. Do staff explain your care?
11	4	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

14	0	1	7. Do you like where you work?
14	1	0	8. Are your wants and needs taken care of at work?

Leisure / Community

12	3	0	9. Do you enjoy the activities planned at your home?
12	2	0	10. Do you like the outings offered to you?

Dietary

8	5	0	11. Do you like the food where you live?
10	2	1	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

14	1	0	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian Oakwood Estate
July 2019- June 2020
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
			12 total responses
<hr/>			
Facility			
11	1	0	1. Do you believe your home is well taken care of?
10	2	0	2. Do you have a private place to visit / be alone?
11	1	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)
<hr/>			
Resident Care			
12	0	0	4. Do staff knock & say their name before entering your room?
11	0	1	5. Do staff explain your care?
11	1	0	6. Are staff available to help you (case manager, aides, etc.)?
<hr/>			
Day Program / Work			
10	1	1	7. Do you like where you work?
12	0	0	8. Are your wants and needs taken care of at work?
<hr/>			
Leisure / Community			
10	2	0	9. Do you enjoy the activities planned at your home?
10	2	0	10. Do you like the outings offered to you?
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Dietary			
6	5	1	11. Do you like the food where you live?
9	2	1	12. Do you enjoy where you eat (dining room, tablemates, etc.)?
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Resident Rights			
10	1	1	13. Do you understand your rights & believe they are followed?

**Apostolic Christian Linden Estate
July 2019- June 2020
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
4 total responses			

Facility

4	0	0	1. Do you believe your home is well taken care of?
4	0	0	2. Do you have a private place to visit / be alone?
4	0	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

4	0	0	4. Do staff knock & say their name before entering your room?
4	0	0	5. Do staff explain your care?
4	0	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

4	0	0	7. Do you like where you work?
4	0	0	8. Are your wants and needs taken care of at work?

Leisure / Community

4	0	0	9. Do you enjoy the activities planned at your home?
4	0	0	10. Do you like the outings offered to you?

Dietary

4	0	0	11. Do you like the food where you live?
4	0	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

4	0	0	13. Do you understand your rights & believe they are followed?
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Apostolic Christian CILA
July 2019- June 2020
Annual Consumer Satisfaction Survey

Always
Sometimes
Never

42 total responses-#7, #8, #11 & #12-41 total

Facility

42	0	0	1. Do you believe your home is well taken care of?
42	0	0	2. Do you have a private place to visit / be alone?
39	3	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

39	3	0	4. Do staff knock & say their name before entering your room?
41	1	0	5. Do staff explain your care?
40	2	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

33	8	0	7. Do you like where you work?
37	4	0	8. Are your wants and needs taken care of at work?

Leisure / Community

39	3	0	9. Do you enjoy the activities planned at your home?
40	2	0	10. Do you like the outings offered to you?

Dietary

36	5	0	11. Do you like the food where you live?
40	2	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

42	0	0	13. Do you understand your rights & believe they are followed?
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Apostolic Christian LifePoints
July 2019- June 2020
Annual Consumer Satisfaction Survey

Always
Sometimes
Never

73 total responses-#7, #8 & #10-72 total, #11 & #12-71 total

Facility

69	4	0	1. Do you believe your home is well taken care of?
67	5	1	2. Do you have a private place to visit / be alone?
69	4	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

64	9	0	4. Do staff knock & say their name before entering your room?
68	4	1	5. Do staff explain your care?
66	7	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

61	9	2	7. Do you like where you work?
67	5	0	8. Are your wants and needs taken care of at work?

Leisure / Community

65	8	0	9. Do you enjoy the activities planned at your home?
66	6	0	10. Do you like the outings offered to you?

Dietary

54	15	2	11. Do you like the food where you live?
63	6	2	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

70	2	1	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian Timber Ridge
July 2019- June 2020
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

46 total responses- #2, #3, #4, #6 & #7-45 total
#11 & #12-44 total, #9 & #10-43 total

FACILITY				
0	0	0	8	38
0	0	0	5	40

1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?

STAFF				
0	0	0	7	38
0	0	0	9	36

3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?

RESIDENT CARE				
0	0	0	8	38
0	0	0	7	38

5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?

MEDICAL				
0	0	0	13	32
0	0	0	7	39

7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?

LEISURE				
0	0	1	9	33
0	0	0	9	34

9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?

IDT PROCESS				
1	1	2	2	38
0	0	1	5	38

11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian Oakwood Estate
July 2019- June 2020
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

9 total responses

FACILITY				
0	0	0	0	9
0	0	0	1	8

1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?

STAFF				
0	0	1	2	6
0	0	0	2	7

3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?

RESIDENT CARE				
0	0	0	1	8
0	0	0	1	8

5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?

MEDICAL				
0	0	0	0	9
0	0	0	0	9

7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?

LEISURE				
0	1	0	3	5
0	0	1	1	7

9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?

IDT PROCESS				
0	0	0	1	8
0	0	0	2	7

11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian Linden Estate
July 2019- June 2020
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

6 total responses

FACILITY				
0	0	0	0	6

1. Do you feel that the overall condition and upkeep of the facility is good?

0	0	0	0	6
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2. Do you feel comfortable and welcome when visiting the facility?

STAFF				
0	0	0	0	6

3. Are staff members generally accessible and willing to assist?

0	0	0	1	5
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4. When you bring a concern or idea to management or staff do they respond?

RESIDENT CARE				
0	0	0	1	5

5. Are you comfortable with the overall care that your resident receives?

0	0	0	0	6
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6. Do you feel staff interact with your resident in a compassionate and respectful manner?

MEDICAL				
0	0	0	0	6

7. Are you informed of matters regarding your resident's healthcare services?

0	0	0	0	6
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8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?

LEISURE				
0	0	1	1	4

9. Do you feel that your resident's leisure needs are met within the facility?

0	0	0	1	5
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10. Are you satisfied with your resident's opportunities for community access?

IDT PROCESS				
0	0	0	1	5

11. Do you feel comfortable participating in the planning meeting?

0	0	1	0	5
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12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian CILA
July 2019- June 2020
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

32 total responses-#11-31 total, #2-30 total

FACILITY				
0	0	0	1	31
0	0	0	2	28

1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?

STAFF				
0	0	0	2	30
0	0	1	4	27

3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?

RESIDENT CARE				
0	0	0	3	29
0	0	1	3	28

5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?

MEDICAL				
0	0	0	5	27
0	0	0	2	30

7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?

LEISURE				
0	0	0	5	27
0	0	0	4	28

9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?

IDT PROCESS				
0	0	1	2	28
0	0	0	4	28

11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian LifePoints
July 2019- June 2020
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY				
0	0	0	9	84

0	0	0	8	82
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STAFF				
0	0	1	11	80

0	0	1	16	75
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RESIDENT CARE				
0	0	0	13	80

0	0	1	11	80
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MEDICAL				
0	0	0	18	74

0	0	0	9	84
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LEISURE				
0	1	2	18	69

0	0	1	15	74
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IDT PROCESS				
1	1	3	6	79

0	0	2	11	78
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93 total responses-#3, #4, #6 & #7-92 total
#12-91 total, #2, #9, #10 & #11-90 total

1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?