Resident Satisfaction

Overview
The Susquehanna Health Skilled Nursing and Rehabilitation Center in Muncy, PA recently completed a resident/family satisfaction survey conducted by a national company specializing in long-term care satisfaction surveys. The main objectives of the project were to gather research and create a report of best practices for surveying both short term and long term care patients as well as to research surveying best practices. The patient satisfaction results and response rate from the survey were significantly lower than those from prior years. The goal of administrators and staff at the nursing and rehabilitation center is to increase responses to the survey due to the drop from 85% to 60% participation. A second goal was to improve the survey so more action can be taken to increase patient satisfaction within the facility.

Objectives
There were two main purposes driving this project: to increase patient satisfaction for the facility to attain five stars in all categories (overall patient satisfaction, staffing, inspection, and quality). Secondly, it was desired to research and create a report of best practices for surveying short and long-term care patients.

Approach
• Analyze given materials – the team analyzed the past survey results, the previously determined key drivers, the patient satisfaction trends
• Research best practices for surveys in healthcare – researched general survey methodology, surveying in long term care and which the older population, best practices for patient satisfaction
• Research key drivers of patient satisfaction – researched key drivers of patient and resident satisfaction in order to give recommendations to Susquehanna Health on how to improve
• Compile best practices report – all of the research was compiled into one report for the sponsor which included the best practices and key drivers research
• Determine recommendations for Susquehanna Health – final recommendations were concluded from the research in conjunction with the analysis of the data from the given materials
• Create short-term stay survey – based off of HCAPS survey
• Construct a list of possible survey providers – from database list
• Create final deliverables

Outcomes
• The sponsor was provided with a list of better survey companies to meet their needs, with a suggestion of a particular company
• The sponsor gained insight to the decrease in satisfaction
• The sponsor became further educated on survey methodology, particularly in long-term care