

<b>Aitkin Health Services Resident Satisfaction Survey</b>		<b>2022</b>	<b>2021</b>	<b>2020</b>
<b>% Resident Response</b>		2%	19%	54%
n v i r o n m e n	<b>My room is comfortable</b>	4.50	4.39	4.30
	<b>My laundry is returned promptly</b>	4.50	3.33	3.65
	<b>My family feels comfortable visiting with me here</b>	5.00	4.33	4.28
	<b>The care center is clean and odor-free, including my room</b>	4.50	4.56	4.26
	<b>I feel that my room is treated like my home</b>	4.50	4.56	4.40
	<b>I feel safe</b>	4.50	4.67	4.70
	<b>I am able to sleep at night without noise interruptions</b>	4.00	4.11	4.56
o m m / R e s	<b>I am involved in the decisions about my care</b>	4.50	4.17	4.21
	<b>My resident trust account money is available when requested</b>	4.00	3.67	3.86
	<b>Management responds to my concerns</b>	1.50	3.94	4.47
	<b>Staff respond promptly when I asked for assistance</b>	2.50	3.67	4.19
	<b>People who work here listen to me</b>	3.00	4.06	4.26
	<b>People who work here treat me politely</b>	3.50	4.61	4.26
F o o d	<b>The quality of the food served is good</b>	4.00	3.28	4.12
	<b>The dining room is a pleasant place to enjoy mealtime</b>	4.00	3.94	4.02
	<b>My special diet needs or requests are accommodated</b>	4.50	4.17	4.23
	<b>I am given a menu choice at each meal</b>	4.00	3.94	4.19
i c a l  C - i a t i o	<b>People who care for me do things the way I want them done</b>	3.50	4.00	4.26
	<b>I can choose how I spend my day</b>	4.00	4.56	4.21
	<b>I am encouraged to speak up about things I do not like</b>	4.00	4.06	4.02
	<b>I am pleased with the quality of care I receive</b>	3.00	4.11	4.26
	<b>I feel my pain is managed effectively</b>	3.50	3.94	4.33
i a t i o	<b>Staff know me/the same staff are assigned consistently</b>	3.50	4.00	4.28
	<b>Staff respect my privacy</b>	4.50	4.50	4.37
	<b>Caregivers are respectful, concerned and caring with me</b>	5.00	4.67	4.42
	<b>Staff pay attention to me when providing cares</b>	4.00	4.50	4.35
O t h e r	<b>The Admission and/or discharge process was satisfactory</b>	4.00	3.61	4.26
	<b>Staff go the extra mile to resolve problems</b>	2.50	4.17	4.26
	<b>There are activities offered that are interesting to me</b>	3.00	3.83	4.05
	<b>There are things to do on the weekends that I enjoy</b>	3.00	3.56	3.95
	<b>I am satisfied with religious/spiritual activities offered to me</b>	3.50	4.00	3.44
	<b>I would recommend this facility to others who need care</b>	4.00	4.56	4.49
<b>Facility Overall Response</b>		3.81	4.11	4.22