

**Webster Manor**  
**Comparison of Customer Satisfaction Survey Results 2005 & 2006**

	<b>2005</b>		<b>2006</b>	
	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>
<b><u>NURSING CARE</u></b>				
Quality of care delivered by nursing	100%	0%	99%	1%
Hospitality of nursing staff	97%	3%	100%	0%
Resident's dignity and right to privacy	97%	3%	98%	2%
Responsiveness to questions	95%	5%	99%	1%
<b><u>ADMISSIONS</u></b>				
The admission process was not complicated	98%	2%	100%	0%
The staff provided consistent information	96%	4%	100%	0%
The staff was courteous	96%	4%	100%	0%
<b><u>REHABILITATION</u></b>				
Availability and access to therapist	94%	6%	98%	2%
Confidence with the skill of rehab team	98%	2%	99%	1%
Quality of therapy services	98%	2%	99%	1%
<b><u>RECREATION</u></b>				
Variety of programs	91%	9%	92%	8%
Ability to meet the resident's leisure needs	87%	13%	96%	4%
<b><u>SOCIAL SERVICES</u></b>				
Responsiveness to family questions & concerns	96%	4%	98%	2%
Availability to access social services	98%	2%	99%	1%
Availability to provide information relative to changes in resident's care	96%	4%	98%	2%

	<b>2005</b>		<b>2006</b>	
	<i>Satisfied</i>	<i>Unsatisfied</i>	<i>Satisfied</i>	<i>Unsatisfied</i>
<b><u>ADMINISTRATION</u></b>				
Responsiveness to questions & concerns	96%	4%	100%	0%
Availability & access to administration	98%	2%	99%	1%
<b><u>HOUSEKEEPING/PHYSICAL PLANT</u></b>				
Rooms are clean	87%	13%	92%	8%
Common areas are clean (lobby, hall, dining)	98%	2%	99%	1%
Housekeeping & laundry staff is professional & congenial	93%	7%	91%	9%
Maintenance staff is professional & congenial	100%	0%	98%	2%
Linens are clean	96%	4%	95%	5%
Furniture & equipment in good working order	93%	7%	88%	12%
Personal belongings are secure	84%	16%	82%	18%
<b><u>DIETARY</u></b>				
Temperatures of meals are appropriate	77%	23%	84%	16%
Snacks are available	94%	6%	96%	4%
Overall quality of meal service	81%	19%	83%	17%
<b><u>BUSINESS OFFICE</u></b>				
Bills are accurate	98%	2%	100%	0%
Questions are addressed properly	96%	4%	100%	0%
Business office staff is professional & congenial	100%	0%	100%	0%
<i>Overall Satisfaction with Webster Manor</i>	--	--	99%	1%