

RHS Prairie View Tenant Satisfaction Survey Results	2020	2019
% Tenant Responses	55%	47%
Cares_I am pleased with the quality of care I receive.	4.83	4.41
Cares_I am involved in the decisions about my care.	4.52	4.00
Cares_Staff respond promptly when I ask for assistance.	4.87	4.29
Cares_People who care for me do things the way I want them done.	4.57	4.41
Food_The quality of the food served is good.	4.30	3.41
Food_There is a variety of meals offered.	4.43	3.00
Food_The temperature of the food is appropriate.	4.17	3.41
Oter Care_There are activities offered that are interesting to me.	4.61	4.29
Oter Care_There are opportunities to socialize with others.	4.57	4.41
Oter Care_I am satisfied with religious/spiritual activities offered to me.	4.43	4.24
Oter Care_Staff go the extra mile to resolve problems.	4.61	3.71
Community_the assisted living is clean and odor-free, including my apartment.	4.87	4.47
Community_I feel that my room is treated like my home.	4.83	4.53
Community_My laundry is returned promptly.	4.78	4.06
Community_I feel safe.	4.91	4.59
Community_I am able to sleep at night without noise interruptions.	4.78	4.47
Rights_Caregivers are respectful, concerned and caring with me.	4.74	4.71
Rights_Staff respect my privacy.	4.83	4.65
Rights_People who work here treat me politely.	4.57	3.88
Rights_I feel comfortable to voice concerns in Tenant meetings.	4.39	3.88
Rights_The homecare director is receptive to my needs.	4.70	4.29
Rights_I can choose how I spend my day.	4.87	4.18
Other_The admission and/or discharge process was satisfactory.	4.57	4.00
Other_Management responds to my concerns.	4.70	4.35
Other_I recommend this assisted living to others who need care.	4.78	4.41
Average Total	4.65	4.16