

Accessing WCCEAL Satisfaction Survey Results



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This presentation will guide you through the process of accessing your resident satisfaction results.

If you have questions about this presentation or WCCEAL, contact Jim Williams, Director of Member Enrichment, LeadingAge Wisconsin, 608.255.7060, jwilliams@LeadingAgeWI.org

- Log into WCCEAL (<https://wcceal.chsra.wisc.edu>)
- Click on the Satisfaction Surveys box



WCCEAL
Wisconsin Coalition for Collaborative Excellence in Assisted Living

"Excellence in Wisconsin Assisted Living
Through Internal Quality Improvement"

Home Surveys QI Variables My Account Administrative Tools Information Contact Us Logout

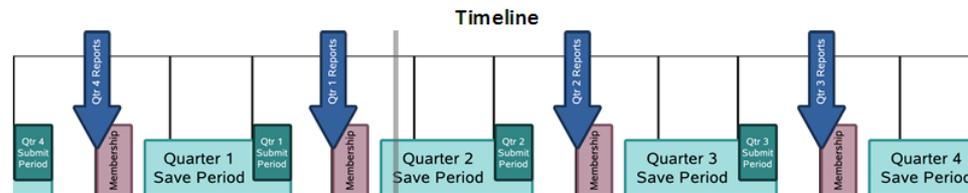
You are logged in as Jim Williams

The 2017 Survey Period Has Ended and Reports Are Now Available
The 2nd Quarter 2017 QI Variables form is now available. Submission will open up on July 1.



Satisfaction Surveys

Quality Improvement Variables



- Click on Satisfaction Survey Summaries to review current year results and to read resident comments



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SATISFACTION SURVEYS

Satisfaction Survey Results

- [Satisfaction Survey Summaries](#) (2013-2017)
- [Single Year Comparison Reports](#) (2013-2017)
- [Multi-Year Comparison Reports](#) (2013-2017)
- [Satisfaction Survey Percentiles](#) (2013-2017)

2017 Satisfaction Survey Status

You have 196 ALCs that were enrolled during the survey period.

**188 of 196 ALCs have generated
4169 surveys returned (28 not required)**

- The Satisfaction Summary Report shows the number (or percent) of residents who responded to each question (red arrow)

Click here to change to percents

Survey Assoc: LeadingAge WI

Survey Generation Status: Member

Survey Required: Yes

Current: Member, LeadingAge WI

surveys have been entered (reported occupancy of

Show responses as ▾

And how long they lived in your ALC

[Exclusion Criteria](#)

See who filled out the survey

	Helper is	Resident (tenant) has lived here	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
Survey filled out by 6 - Resident (tenant) alone 5 - Resident assisted by helper 17 - Helper on resident's behalf	Helper is 18 - Family member 7 - Guardian/POA 0 - Friend 0 - Staff/volunteer	Resident (tenant) has lived here 10 - 0-6 months 3 - 7-12 months 5 - 1-2 years 12 - Over 2 yrs						
A. STAFF								
1. The staff members are courteous			26	6	1	0	0	0
2. The staff members are available to talk with me			17	11	3	2	0	0
3. The staff members know what I like and dislike			10	13	5	1	0	1
4. I can get help when I need it			16	10	5	2	0	0
B. RIGHTS								
1. I was informed of my rights			18	10	3	0	0	1
2. The people who work here protect my rights			15	14	3	0	0	0
3. My privacy is respected			16	14	2	0	0	0
4. I am informed of rate and policy changes that might affect me			15	13	2	1	0	0
5. I am treated with dignity and respect			21	9	1	1	0	0
C. ENVIRONMENT								
1. The residence is homelike and well-maintained			18	13	2	0	0	0
2. I feel safe here			22	9	1	1	0	0
3. My personal belongings are safe here			16	14	1	1	0	0
D. ACTIVITIES								
1. Activity programs are offered daily that interest me			11					

- Scroll down to the bottom of this page to read resident comments and other text found on the surveys.

E. MEALS AND DINING

1. I get enough to eat	20	13	0	0	0	0
2. The menus offer a variety of food selections	14	16	2	0	0	0
3. I can participate in meal planning if I want	9	11	4	2	0	6
4. My special diet needs are met	9	7	3	1	0	9
5. The food is to my liking	8	15	8	1	0	0
6. The temperature of the food is to my liking	12	15	3	0	1	0

F. HEALTH MANAGEMENT/CARE

1. My family/representative is kept informed about me as I choose	24	7	0	0	0	1
2. My choices of health care providers are respected	22	9	1	0	0	0
3. I get the care and services I need	17	15	0	1	0	0
4. I receive medications on time in a manner acceptable to me	21	9	3	0	0	0

G. OVERALL

1. My lifestyle choices are respected	17	13	1	0	0	1
2. I am satisfied with my overall experience here	19	12	1	1	0	0
3. I would recommend this residence and its services to a friend or loved one	20	12	0	1	0	0

H. COMMENTS. +

OTHER TEXT FOUND ON PAPER SURVEY +



Click on the “+” symbol

Website created by **CHSRA**
Last Updated May 2017

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- Return to the Satisfaction Surveys screen and click on Single Year Comparison Reports. Here you can compare your ALC with other LeadingAge Wisconsin members and all ALCs participating in WCCEAL for a single year.

Survey Assoc: LeadingAge WI Survey Generation Status: Member
Current: Member, LeadingAge WI Survey Required: Yes

≤ 25th percentile ≥ 75th percentile Show responses as

[Satisfaction Survey Report Explanation](#)
[Inclusion Criteria](#)

PARTICIPATION SUMMARY +

RESIDENT INFORMATION +

SATISFACTION SURVEY RESULTS -

	Your ALC's results							LeadingAge WI							WCCEAL							
	Score	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	Not Applicable	Score	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	Not Applicable	Score	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	Not Applicable	
TOTAL	4.39							4.39							4.36							
+ A. STAFF	4.43							4.42							4.39							
+ B. RIGHTS	4.41							4.43							4.41							
- C. ENVIRONMENT																						

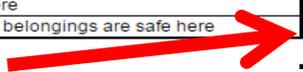
Your ALC's results

- Results can be shown in percents or counts. A green cell means your responses are in the top 75th percent (**green arrow**). A red cell means responses for that question are in the bottom 25th percent (**red arrow**).

Click here to Open each section



	Score	Responses					
		Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	Not Applicable
TOTAL	4.47						
A. STAFF	4.46						
1. The staff members are courteous	4.65	12	4	1	0	0	0
2. The staff members are available to talk with me	4.47	10	5	2	0	0	0
3. The staff members know what I like and dislike	4.35	8	7	2	0	0	0
4. I can get help when I need it	4.38	8	6	2	0	0	0
B. RIGHTS	4.60						
1. I was informed of my rights	4.54	8	4	1	0	0	4
2. The people who work here protect my rights	4.60	9	6	0	0	0	1
3. My privacy is respected	4.53	10	6	1	0	0	0
4. I am informed of rate and policy changes that might affect me	4.58	8	3	1	0	0	5
5. I am treated with dignity and respect	4.76	13	4	0	0	0	0
C. ENVIRONMENT	4.49						
1. The residence is homelike and well-maintained	4.65	13	3	0	1	0	0
2. I feel safe here	4.65	12	4	1	0	0	0
3. My personal belongings are safe here	4.18	7	7	2	1	0	0



- At the Satisfaction Surveys page click on Multi-Year Comparison Reports. This report allows you to compare results across multiple years.

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SATISFACTION SURVEYS

Satisfaction Survey Results

- [Satisfaction Survey Summaries \(2013-2017\)](#)
- [Single Year Comparison Reports \(2013-2017\)](#)
- [Multi-Year Comparison Reports \(2013-2017\)](#)
- [Satisfaction Survey Percentiles \(2013-2017\)](#)

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LeadingAge™
Wisconsin
Better Services for Better Aging

- The next 2 slides show screen shots of the Multi-Year Comparison Report. Note the following:
 - Several years appear on this report
 - Your ALC will be in the first column of each year
 - LeadingAge Wisconsin participating ALCs are in the second column
 - All ALCs participating in WCCEAL are in the third column
 - Click on the “+” sign to open the section questions

Your ALC's Scores

≤ 25th percentile ≥ 75th percentile

[Satisfaction Survey Report Explanation](#)

[Inclusion Criteria](#)

PARTICIPATION SUMMARY +

SATISFACTION SURVEY RESULTS -

	2017			2016			2015			2014			2013
	LeadingAge		WCCEAL	WCCEAL									
	WI	WI	Score	Score									
TOTAL	4.32	4.39	4.36	4.34	4.41	4.38	4.22	4.40	4.38	4.36	4.45	4.43	4.40
+ A. STAFF	4.46	4.42	4.39	4.51	4.44	4.41	4.42	4.45	4.42	4.48	4.50	4.47	4.44
+ B. RIGHTS	4.31	4.43	4.41	4.46	4.46	4.43	4.38	4.44	4.42	4.34	4.51	4.49	4.44
- C. ENVIRONMENT	4.55	4.54	4.49	4.56	4.56	4.51	4.48	4.54	4.51	4.59	4.59	4.55	4.56
1. The residence is homelike and well-maintained	4.56	4.52	4.49	4.63	4.55	4.53	4.67	4.55	4.54	4.69	4.60	4.57	4.56
2. I feel safe here	4.62	4.63	4.59	4.62	4.66	4.61	4.57	4.63	4.61	4.65	4.67	4.63	4.63
3. My personal belongings are safe	4.45	4.45	4.39	4.45	4.48	4.41	4.22	4.46	4.40	4.47	4.51	4.46	4.47

Click on the "+" to open the section

Boxes highlighted in red mean your ALC's responses were in the 25th percentile

Boxes highlighted in green mean your ALC's responses were in the 75th percentile

4. My special diet needs are met	4.14	4.09	4.09	4.47	4.45	4.14	4.40	4.09	4.15	4.20	4.14	4.18	4.45	4.16	4.14
5. The food is to my liking	4.02	3.96	4.02	4.35	3.99	4.06	4.20	3.96	4.06	4.19	4.04	4.10	4.36	4.01	4.02
6. The temperature of the food is to my liking	3.88	3.94	4.01	4.15	3.99	4.06	4.20	3.94	4.05	3.94	4.03	4.11			
F. HEALTH MANAGEMENT/CARE	4.37	4.47	4.45	4.58	4.49	4.46	4.54	4.47	4.47	4.65	4.52	4.51	4.55	4.49	4.49
1. My family/representative is kept informed about me as I choose	4.58	4.46	4.45	4.70	4.47	4.45	4.60	4.45	4.45	4.69	4.51	4.50	4.50	4.49	4.49
2. My choices of health care providers are respected	4.38	4.52	4.49	4.75	4.53	4.49	4.53	4.51	4.51	4.69	4.57	4.54	4.79	4.54	4.54
3. I get the care and services I need	4.38	4.46	4.45	4.50	4.49	4.46	4.57	4.47	4.46	4.63	4.52	4.51	4.50	4.49	4.49
4. I receive medications on time in a manner acceptable to me	4.12	4.44	4.43	4.35	4.46	4.45	4.53	4.45	4.47	4.60	4.51	4.51	4.43	4.45	4.46
G. OVERALL	4.35	4.46	4.43	4.65	4.49	4.44	4.58	4.48	4.45	4.56	4.53	4.50	4.50	4.50	4.49
1. My lifestyle choices are respected	4.31	4.49	4.46	4.60	4.51	4.48	4.60	4.48	4.46	4.63	4.52	4.50	4.50	4.51	4.50
2. I am satisfied with my overall experience here	4.37	4.45	4.42	4.60	4.47	4.44	4.53	4.46	4.44	4.56	4.52	4.48	4.57	4.48	4.47
3. I would recommend this residence and its services to a friend or loved one	4.38	4.47	4.43	4.75	4.50	4.43	4.60	4.50	4.47	4.50	4.56	4.52	4.43	4.53	4.50

2017

2016

2015

2014

2013

- Return to the Satisfaction Survey page. Click on the Satisfaction Survey Percentiles. Use this table to compare your responses to the 10th, 25th, 50th, 75th, & 90th percentiles.

2017 SATISFACTION SURVEY PERCENTILES

The following is a table of the stored percentiles used in the Satisfaction Survey comparison reports to compare the scores for an ALC/association to those of all ALCs in the WCCEAL initiative.

Reporting Period:

	10th	25th	50th	75th	90th
OVERALL	4.00	4.19	4.38	4.55	4.71
A. STAFF	4.02	4.25	4.42	4.57	4.75
A1. The staff members are courteous	4.17	4.42	4.60	4.76	4.89
A2. The staff members are available to talk with me	3.97	4.22	4.43	4.63	4.77
A3. The staff members know what I like and dislike	3.79	4.05	4.24	4.45	4.67
A4. I can get help when I need it	3.97	4.20	4.42	4.63	4.82
B. RIGHTS	4.04	4.24	4.43	4.60	4.79
B1. I was informed of my rights	4.00	4.19	4.43	4.60	4.81
B2. The people who work here protect my rights	4.00	4.22	4.41	4.60	4.83
B3. My privacy is respected	4.04	4.30	4.47	4.64	4.80
B4. I am informed of rate and policy changes that might affect me	3.80	4.07	4.33	4.57	4.75
B5. I am treated with dignity and respect	4.17	4.35	4.54	4.71	4.86
C. ENVIRONMENT	4.11	4.29	4.52	4.70	4.87
C1. The residence is homelike and well-maintained	4.00	4.30	4.53	4.73	4.90
C2. I feel safe here	4.22	4.43	4.61	4.79	4.96

Analyzing Your Results

- As you review your results, consider:
 - Are you satisfied with the number of residents who responded to the survey?
 - Have results improved, stayed the same, or declined over the years?
 - Are you seeing any trends?
 - What might cause these trends?
 - Are certain questions shaded in red (25th percentile)?
 - Do you want to address certain questions over the next several months?
 - What approaches might you take to improve results?

Sharing Your Results

- Consider sharing results
 - Discuss the results with staff, residents, or family members at meetings.
 - See if they can offer insights on the “why” behind responses to certain questions.
 - Do they have ideas on improvements that will raise the satisfaction scores?
 - Share results with senior management or the organization’s governing board.

Satisfaction Survey Results & QI

- Resident satisfaction is a key measure of resident quality of life.
- Report on the results of the satisfaction survey in your QI program.
- Record your efforts to improve resident satisfaction in your QI minutes.
- **Be sure to celebrate positive results and improvements in resident satisfaction!**



These results are a key measure of how residents feel about their home. Embrace the opportunity to improve resident satisfaction. In the long run it will make it easier to manage your assisted living community!



Direct questions about the WCCEAL Resident
Satisfaction Survey or results to

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