

DHS Suncrest Tenant Satisfaction Survey Results	2020	2019	2018
% Tenant Responses	47%	42%	21%
Cares_I am pleased with the quality of care I receive.	4.60	4.52	4.47
Cares_I am involved in the decisions about my care.	4.44	4.22	4.41
Cares_Staff respond promptly when I ask for assistance.	4.52	4.22	4.29
Cares_People who care for me do things the way I want them done.	4.32	4.52	4.65
Food_The quality of the food served is good.	3.40	3.57	3.47
Food_There is a variety of meals offered.	3.60	3.65	3.59
Food_The temperature of the food is appropriate.	3.64	3.52	3.71
Oter Care_There are activities offered that are interesting to me.	3.64	3.74	3.29
Oter Care_There are opportunities to socialize with others.	4.32	4.35	4.12
Oter Care_I am satisfied with religious/spiritual activities offered to me.	3.60	3.74	3.65
Oter Care_Staff go the extra mile to resolve problems.	4.28	4.22	4.00
Community_the assisted living is clean and odor-free, including my apartment.	4.36	4.65	4.71
Community_I feel that my room is treated like my home.	4.44	4.65	4.59
Community_My laundry is returned promptly.	3.44	4.04	3.94
Community_I feel safe.	4.56	4.43	4.24
Community_I am able to sleep at night without noise interruptions.	4.48	4.61	4.53
Rights_Caregivers are respectful, concerned and caring with me.	4.56	4.87	4.59
Rights_Staff respect my privacy.	4.48	4.74	4.71
Rights_People who work here treat me politely.	4.56	4.48	4.41
Rights_I feel comfortable to voice concerns in Tenant meetings.	4.16	4.43	4.41
Rights_The homecare director is receptive to my needs.	4.40	4.61	4.41
Rights_I can choose how I spend my day.	4.48	4.30	4.12
Other_The admission and/or discharge process was satisfactory.	4.36	4.61	4.35
Other_Management responds to my concerns.	4.52	4.70	4.59
Other_I recommend this assisted living to others who need care.	4.40	4.74	4.35
Average Total	4.22	4.33	4.22