

LFHS Bridgeway Estates Tenant Satisfaction Survey Results	2020	2019	2018
% Tenant Responses	65%	49%	57%
Cares_ I am pleased with the quality of care I receive.	4.06	4.27	4.29
Cares_ I am involved in the decisions about my care.	3.88	4.04	4.12
Cares_ Staff respond promptly when I ask for assistance.	4.47	4.08	4.22
Cares_ People who care for me do things the way I want them done.	4.19	4.31	4.22
Food_ The quality of the food served is good.	2.28	2.88	3.06
Food_ There is a variety of meals offered.	2.78	3.23	3.34
Food_ The temperature of the food is appropriate.	2.50	3.54	3.49
Oter Care_ There are activities offered that are interesting to me.	3.00	4.04	3.92
Oter Care_ There are opportunities to socialize with others.	3.41	4.27	4.25
Oter Care_ I am satisfied with religious/spiritual activities offered to me.	3.53	4.35	4.14
Oter Care_ Staff go the extra mile to resolve problems.	4.06	4.12	3.91
Community_ the assisted living is clean and odor-free, including my apartment.	4.44	4.31	4.40
Community_ I feel that my room is treated like my home.	4.34	4.50	4.46
Community_ My laundry is returned promptly.	3.56	3.38	3.54
Community_ I feel safe.	4.44	4.27	4.25
Community_ I am able to sleep at night without noise interruptions.	4.25	4.42	4.31
Rights_ Caregivers are respectful, concerned and caring with me.	4.41	4.38	4.62
Rights_ Staff respect my privacy.	4.31	4.54	4.54
Rights_ People who work here treat me politely.	4.59	4.19	4.11
Rights_ I feel comfortable to voice concerns in Tenant meetings.	3.66	4.00	4.06
Rights_ The homecare director is receptive to my needs.	4.28	4.50	4.55
Rights_ I can choose how I spend my day.	4.34	4.08	4.17
Other_ The admission and/or discharge process was satisfactory.	3.91	4.15	4.51
Other_ Management responds to my concerns.	4.00	4.42	4.68
Other_ I recommend this assisted living to others who need care.	4.03	4.28	4.45
Average Total	3.87	4.10	4.14