

Satisfaction Survey Results 2023

Traverse City

Customer Satisfaction Results from Adult Residents

A Satisfaction Survey was distributed to residents. A total of 23 adult resident surveys were completed and returned. Questions in the survey addressed housing, personal care needs, medical, personal care assistance, and nutrition. After compilation of the data, trends are sent via email to the Clinical Director, HR, therapists, and staff (HM/RS) to allow changes/improvements in areas rated lower.

The results of these surveys were as follows:

- 100% of clients with a SCI and 73% of clients with a BI responded favorably that they liked the home they were living in.
- 100% of clients with a SCI and 77% of clients with a BI responded favorably that they liked the assistance given to them.
- Responses to survey items related to dietary quality indicated 86% of clients with a TBI and 100% of clients with a SCI were satisfied with the nutritional component of the program.
- Responses regarding clinical practices/therapies indicated that 67% of the respondents who had a primary diagnosis of TBI believed the clinical practices helped them, and they enjoyed their therapies. For individuals with a primary diagnosis of SCI, 100% responded favorably.
- Accuracy and usefulness of information received was reviewed in the intake meetings and at the initial treatment team meetings.

Customer Satisfaction Results for Family or Responsible Party

The Lighthouse recognizes the importance of eliciting feedback from key stakeholders to determine program strengths and areas needing improvement. An annual survey is distributed to guardians, and the results of this tool are analyzed for trends and performance improvement opportunities by the management team.

The program received 9/22 completed surveys from 41% of guardians. Results were as follows:

- Of the returned surveys, 89% of surveys rated The Lighthouse's overall service for clients with TBIs as good or excellent. No responses for SCI category.
- Provision of psychological and behavioral programming: 66% of the respondents for TBI categories reported these services were effective.
- Satisfaction with information provided through the team meeting process was rated at 89% favorable for the TBI category.

- Degree of inclusion satisfaction as well as accuracy and usefulness of information received are further assessed at the intake meetings and treatment team meetings.

Customer Satisfaction Results for Outpatients

The Lighthouse received 23 Satisfaction Surveys for Outpatients who had been discharged from the program during 2023. This represents a 62% return rate for the surveys. Specific data reviewed included client responses to questions regarding the admission process, the facility/equipment, rating of the therapists, and overall quality of services.

- 96% of surveys reported that the therapist did an excellent job explaining their treatment program to them.
- 100% of surveys reported that the therapy treatment made them better or somewhat better.
- 96% of the individuals who submitted surveys indicated they would be very likely to recommend The Lighthouse to others in need of rehabilitation service.

Customer Satisfaction – External Case Manager

The Lighthouse mailed out 12 satisfaction surveys to external case managers and referral sources with 3 surveys completed and returned. The return result was 25%. This is a low rate of return, despite having converting surveys to an electronic version in the hopes of easier access for individuals.



- 100% of responses indicated they would rate the overall service for individuals with a TBI as excellent.
- 100% of responses indicated they would rate The Lighthouse's residential care as excellent.
- 100% of case managers indicated they would recommend The Lighthouse to other case managers or family members.

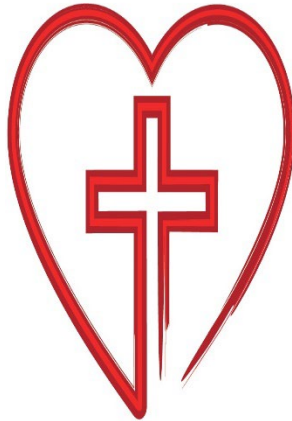
Employee Satisfaction Results

The Lighthouse employees were given a satisfaction survey at the time of their annual performance evaluations. The survey addressed their level of satisfaction with their job, how they felt about their training, if they would recommend any changes to their job descriptions, and if they felt there were areas where they could improve in their performance. In addition a recently hired staff survey was created and implemented mid 2022. 17/20 of surveys for recently hired staff were returned for a 85% return rate.

- 94% of recently hired staff reported the education provided during first aid and CPR training was useful.
- Staff reporting on the floor training was useful increased by 30% from previous year's rating.
- 69% of staff reported that management was supportive of them.
- 63% of staff reported they are satisfied with their job, which is a decrease from previous year.

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“Thank You”

to all our Lighthouse Heroes.

Assessment and Recommendations

There was a high rate of return from Lighthouse residents. There was a significant increase in the rate of return of surveys by outpatients, but a significant decline in the rate of return of surveys received from guardians. In 2023 The Lighthouse implemented an online distribution of the survey to guardians for whom we had email access in an attempt to increase rate of return, but it appeared to have the opposite effect.

Rate of return for outpatients and guardians continues to be a challenge for the program, with rates of return typically much lower than for residents. Will consider distributing outpatient satisfaction surveys through e-mail in 2024, though decreased rate of return via this method for guardians might be indicative of a low response rate for outpatients as well if this method replaces the current manner, particularly since there is a high percentage of outpatients in the 65+ age range who may use email less frequently. Additional attempts to increase the rate of return for these populations have included a shorter survey, postage paid return envelopes, and verbal encouragement from personnel and residents.

Case managers, family members and other stakeholders frequently discuss satisfaction in treatment team meetings. This feedback is documented in team meeting reports.

Often this feedback is expressed in gratitude to the staff for the areas where they exceed expectations in the provision of care.

Due to feedback from previous years from staff, the new hire training was restructured, resulting in significant gains in reporting's of usefulness of trainings across many areas, although this did not result in an increase in job satisfaction as had been predicted.

Trends that have been noted in satisfaction from all responding parties include:

- All parties are very satisfied with the clinical and daily care provided in each program.
- Satisfaction with health and safety continues to be reported from most stakeholders.
- Stakeholders are happy with the opportunity to return to in person treatment team meetings with the option to participate virtually depending on their preference.
- Some discussion has been noted regarding the impact of reduced funding from auto insurance companies. The Lighthouse has continued to provide community integration and a wide array of social activities. The programs have encouraged residents and other stakeholders to take an active part in helping to develop plans for fulfilling activities.
- The outpatient paperwork continues to be updated in an attempt to make it more efficient and less time consuming for outpatients.
- The Administrative Assistants changed from 2021 to 2023, and with the strong diligence and organizational skills of our Assistants in 2023, we had a greater return rate of surveys than we've ever had
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When stakeholders provide feedback about areas where they are less satisfied the following occurs:

- Team members provide additional clarification and education about policies or procedures which are being addressed.
- If the identified area requires a modification of the treatment plan, the person responsible for documenting the plan will make the adjustments agreed to by the team. The home manager will then provide education to the staff regarding the change in plan.
- Assessment of satisfaction with the changes in plan is a continual process completed by the home manager, nurse or psychology team member.
- If a plan cannot be developed in the team meeting to address the areas of concern, a meeting will be scheduled to address the specific areas and to include members of Lighthouse management to help develop a plan to improve satisfaction.

[Additional comments included in the survey results were as follows:](#)

“The Lighthouse is the top place I visit.”

“Great staff, great atmosphere.”

“We just love it here. I have raved about how caring, helpful, and approachable the staff are.”

“Thank you everyone for the excellent care I received.”

01/22/2024