



## Satisfaction Survey Action Plan, 2014

Last fall we launched our standardized Satisfaction Survey and the response was very positive! Seventy-three families or caregivers completed the survey and provided valuable suggestions.

The results of the Satisfaction Survey were compiled and a summary was posted on the JMCC website in February, 2014. Since then, JMCC has developed an action plan to address the top concerns.

1. Provide better general information to families
  - we will review, refresh, and add content to “Family Resource Section” of the JMCC website
  - early in the care process, we will ask families and caregivers what their 3 priority topics are to receive information, and we will provide that information
  - we will explore ways to better offer and publicize seminars and workshops that families can attend
2. Explore options for the creation of an electronic / social media forum for family networking
  - Social Media Committee will research opportunities and limitations for family networking
3. Encourage and welcome family or caregiver feedback
  - make available “Tell Us What You Think” cards at reception and in family waiting areas
  - remind families and caregivers to provide feedback by posting notices in the elevator, on the TV screens and reminding them at the end of visits
4. Ensure correct placement of mats at entranceways
  - Facilities / Janitorial employees to make regular inspections of entryways and move mats as needed
  - Receptionists to make visual inspection regularly and inform Facilities employees as needed