



Satisfaction Survey Results

Lakeview Neurorehabilitation Center is committed to the highest standards of quality services. As part of this initiative Lakeview surveys persons served, funders, and families to assist us in our quality assurance and improvement endeavors. Graphs are available for [Client Satisfaction](#), [Family Satisfaction](#), and [Overall Satisfaction](#).

In our Adult program, for 2004, we saw a slight decrease in the persons served overall satisfaction score. The areas that seem to impact this score are; the residential unit, scoring a just below average, and recreation and leisure, scoring right at average. Adults seem to be most satisfied with housekeeping and family involvement. There were no funder surveys returned this year and only one funder survey returned last year. Effort will be given to identifying the barriers to funder feedback with the goal of improving the rate of return in this area. Family satisfaction for the adult program is holding steady at just above average.

"Been very good for me with schooling and having staff and family around to help me. "

"I feel Alive"

The Child and Adolescent program had high marks in every area of satisfaction except the residential units which came in just below average. Persons served were most satisfied in the areas of family involvement, education, and recreation and leisure. The response of funders for the children's program was better than the adult program and the results were very positive, overall satisfaction for funding sources was well into the above average category. Families were also very happy with our program and were in the above average range for all categories. Families were most satisfied with the Discharge Planning and Resource management as well as their inclusion in treatment.

"Interaction with (STAFF) has been positive they are efficient and professional and help me get what I need."

"This is a wonderful program for (PERSON SERVED). She enjoys the companionship of others her age... She advances educationally in this setting. The only problem that arises is the family education and therapy... because of the distance between us"

For 2004 all group homes were grouped in one category in order to get an overall picture of how they are performing. Each home will be presented the overall satisfaction scores as well as their individual scores. Persons served remain satisfied with their group homes, in the upper range between average and above average. This remains consistent with 2003 results. Persons served were most satisfied with Effectiveness and Treatment planning /Development. All areas were in the average or above average rating with the lowest being Vocation and Education. There were no funder responses to surveys, this area will be targeted for better response in 2005. Families were most satisfied with Professionalism/Courtesy of Staff, Communication, and Documentation. All areas of satisfaction were rated above average.

"Vic house is a pleasant place. It will help me get the asst living I want back at R.I."

"I would like more help in placing (PERSON SERVED) in his own apartment with someone checking up on him. I feel some independence would benefit his wellbeing."

"Everyone on their staff seems to go over and above their duties. What they have done with and for my son is truly amazing. I don't know where he would be without them. Keep up your wonderful work ..."