

Satisfaction Survey Results 2023

Caro

Customer Satisfaction Results from Adult Residents for 2023

A Satisfaction Survey was distributed to Adult residents. A total of 78 adult resident surveys were returned and completed. Residents in different classifications based on their diagnosis. The diagnosis classifications were Traumatic Brain Injury (TBI), Spinal Cord Injury (SCI), and Behavioral Health (BH). Questions addressed in the survey evaluate housing, personal care needs, medical, personal care assistance, and dietary.



The results of these surveys were as follows:

- When asked if clients liked the home they were living in, TBI 91%, BH 90%, and SCI 50 % responded favorably. Assistance provided by the staff was rated TBI 90%, BH 991%, and SCI 100 %.
- Responses to survey items related to dietary quality indicated TBI 88%, BH 95%, and SCI 100% of the residents were satisfied with the nutritional component of the program.
- Responses regarding clinical practices/therapies indicated that 92% 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, the favorable response decreased to 70% for the same reason noted above. Individuals with other or Behavioral Health diagnosis 92% provided very positive responses.
- 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 for 2023

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 stakeholders, and the results of this tool are analyzed for trends and performance improvement opportunities by the management team.

The program received completed surveys from 33% of the responsible parties. Results were as follows:

- Overall Service for individuals with Traumatic Brain Injuries: 100% of the responses fell in the favorable categories. Behavioral Health also fell within the 100% range for favorable response. No responses for SCI category.
- Provision of psychological and behavioral programming: 100% of the respondents for TBI categories reported these services were highly effective. 85% of behavioral health responded favorably.
- Satisfaction with information provided through the team meeting process was rated at 100% favorable for the TBI category. Only 1 person answered this question for behavioral health, and their answer was very favorable.
- 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 – External Case Manager

The Lighthouse mailed 52 satisfaction surveys to external case managers and referral sources. We received 5 completed surveys. The return result was 9.6%. This was a very low rate of return, and it is assumed that the no-fault changes resulted in many residents losing their case managers in 2023. A significant decrease in returns was noted and will continue to be monitored.



- The responses that were obtained were all in the targeted area resulting in 100% approval and happiness with the services their residents received. The case managers would recommend the Lighthouse 100% to others.

Customer Satisfaction Results for Outpatients for 2023

The Lighthouse received 25 Satisfaction Surveys for Outpatients who had been discharged from the program during 2023. This represents a 49% return rate for the surveys. Specific data reviewed included client responses to questions regarding therapist explanation of treatment programs, if the therapy made the client better, and if the client would recommend the Lighthouse to others in need of rehab services.

- Regarding the question of how would you rate your therapists in explaining your treatment program in a way you could understand, 100% of discharged outpatients marked the most favorable responses.

- When asked if the therapy treatment or clinical practices that were provided improved the individual, 96% of the respondents gave the most favorable answer.
- 100% of the individuals who submitted surveys indicated they would be very likely to recommend the Lighthouse to others in need of rehabilitation service.

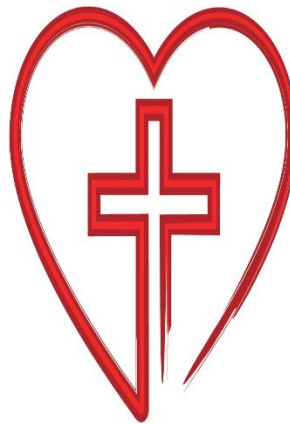
Employee Satisfaction Results for 2023

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.

- Like their job: 2.5% change (increase) with 99.2% of the direct care staff reporting that they like their job.
- Satisfaction with training: No change in employee rating remained at 100% of the direct care staff reporting that they are satisfied with their training.
- Request change in job description: 10.25% change (increase) with 29% of employees requesting a change in their job description. Assessment, requests represent employee requests to advance. Opportunities were discussed on an individual basis in the annual performance evaluations.

Making Sure The Life They're Living Is A Life Worth Living

Specializing in Phenomenal Care and Services Since 1987



In Honor of Our Staff

“Thank You”

to all our Lighthouse Heroes.

Assessment and Recommendations

The completion of satisfaction surveys from Lighthouse residents resulted in a high rate of return. Return of surveys from responsible parties showed improvement this year. The Lighthouse implemented an online distribution of the survey this year to the responsible parties for whom we had email access.

Getting completed surveys from outpatients and other stakeholders continues to be a challenge for the programs. With the change to distributing PHR through electronic links, it will be possible for us to distribute outpatient satisfaction surveys through e-mail in 2024. Additional attempts to increase the rate of return for these populations have included a shorter survey, postage paid return envelopes, 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 the specific 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.

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.

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 employees are very knowledgeable and helpful to the patients.”

“They are knowledgeable, cheerful, encouraging, helpful, efficient and on time.”

“I arrived there in a wheelchair and within 4 weeks I walked out without any assistance.”

01/24/2024