POLICY

It is the policy of this facility to monitor resident satisfaction in order to evaluate services, resident satisfaction, resident outcomes and to be proactive in meeting the needs of our residents. This is accomplished by having the residents, and/or their family members complete surveys on a bi-annual basis, under the direction of the Executive Director.

PROCEDURES

1. Every 6 months, every resident and/or their family will be mailed and or delivered in person a Bi-Annual Quality Assurance/Satisfaction Survey.

2. A survey will be mailed, from Ageia Home Office to the family during the first week of June and the first week of December of every year with a stamped envelope addressed to the Ageia Health Services Corporate Office.

3. A copy of all returned surveys will be routed to the Executive Director of the facility for response as appropriate.

4. When all surveys have been returned, the Home Office will tally and average the results. The scores will then be routed to the Executive Director.

5. If the average score in any particular area falls below 3.00, the survey for that particular area is distributed within the following month, so that problem areas can be identified and corrected before the next bi-annual survey.

FORMS

Ageia Health Services Quality Assurance/Satisfaction Survey