

## Resident Opinion Survey

We are interested in your opinions about the services provided at our nursing home. Please answer the following statements in a way that best describes your opinion. For example, if you strongly agree with a given statement, then circle the number 5 in the strongly agree column. If you have no particular opinion about a statement, circle the number 3 in the neutral column.

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>In my opinion</b>					
1. The aides like their job.	5	4	3	2	1
2. Most of the residents have adjusted to the nursing home.	5	4	3	2	1
3. The nursing staff understands how residents feel.	5	4	3	2	1
4. The nurses are well trained.	5	4	3	2	1
5. The aides know what they are doing when caring for residents	5	4	3	2	1
6. The staff cares about the residents.	5	4	3	2	1
7. The residents appear to be comfortable.	5	4	3	2	1
8. The staff communicates well with all concerned.	5	4	3	2	1
9. The staff is patient.	5	4	3	2	1
10. The staff deals honestly with the residents.	5	4	3	2	1
11. A variety of meals are provided.	5	4	3	2	1
12. The dietitian is easy to talk with.	5	4	3	2	1
13. The staff is safety conscious.	5	4	3	2	1
14. The food is good tasting.	5	4	3	2	1
15. The food servers are pleasant.	5	4	3	2	1

**Resident Opinion Survey (continued)**

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>In my opinion</b>					
16. The nursing home is clean.	5	4	3	2	1
17. The housekeeping department does a good job.	5	4	3	2	1
18. Housekeeping staff are pleasant to visit with.	5	4	3	2	1
19. There are activities available to encourage thinking.	5	4	3	2	1
20. The residents' property is rarely stolen and if it is, property is usually recovered.	5	4	3	2	1
21. There are no bad odors in the nursing home.	5	4	3	2	1
22. The surroundings are comfortable.	5	4	3	2	1
23. The chapel services are adequate.	5	4	3	2	1
24. The administration spends money wisely.	5	4	3	2	1
25. Residents will get a change in roommate if they request.	5	4	3	2	1
26. If requested, residents will get a change in care.	5	4	3	2	1
<b>I am satisfied with ....</b>					
27. The aides' service.	5	4	3	2	1
28. The dietary service.	5	4	3	2	1
29. The nursing service.	5	4	3	2	1
30. The housekeeping service.	5	4	3	2	1
31. The administration.	5	4	3	2	1

Date completed \_\_\_\_\_

Survey completed by: The resident \_\_\_\_\_ A family member \_\_\_\_\_  
 A responsible party \_\_\_\_\_ Other (specify) \_\_\_\_\_

**To be tabulated by Independent party**

Average Score = \_\_\_\_\_

*(Average Score = Total survey score divided  
by the number of completed questions)*