

## RCF Resident Satisfaction Survey 2022-23 Final Results

The Ohio Department of Aging and the Office of the State Long-Term Care Ombudsman conduct a biennial satisfaction survey of residents in long-term care facilities to measure satisfaction with their quality of care and quality of life. The structured, in-person survey instrument was developed by Scripps Gerontology Center at Miami University of Ohio and Vital Research. The results in this final report are based on data collected from November 2022 to May 2023.

### DOMAIN SATISFACTION SCORE HIGH TO LOW

**2022-23 FACILITY AVERAGE**  
**STATEWIDE AVERAGE**

Care and Services



Environment



Moving In



Facility Culture



Caregivers



Spending Time



Meals and Dining



0% 50% 100%

Scores represent percent of positive resident responses for each domain, excluding "don't know" and "not applicable" responses and instances where the question was skipped.

### AVERAGE AGE OF LONG-TERM RESIDENTS

2022-23 92 STATEWIDE 83

### OVERALL SATISFACTION SCORE

2022-23 88.1 STATEWIDE 85.9

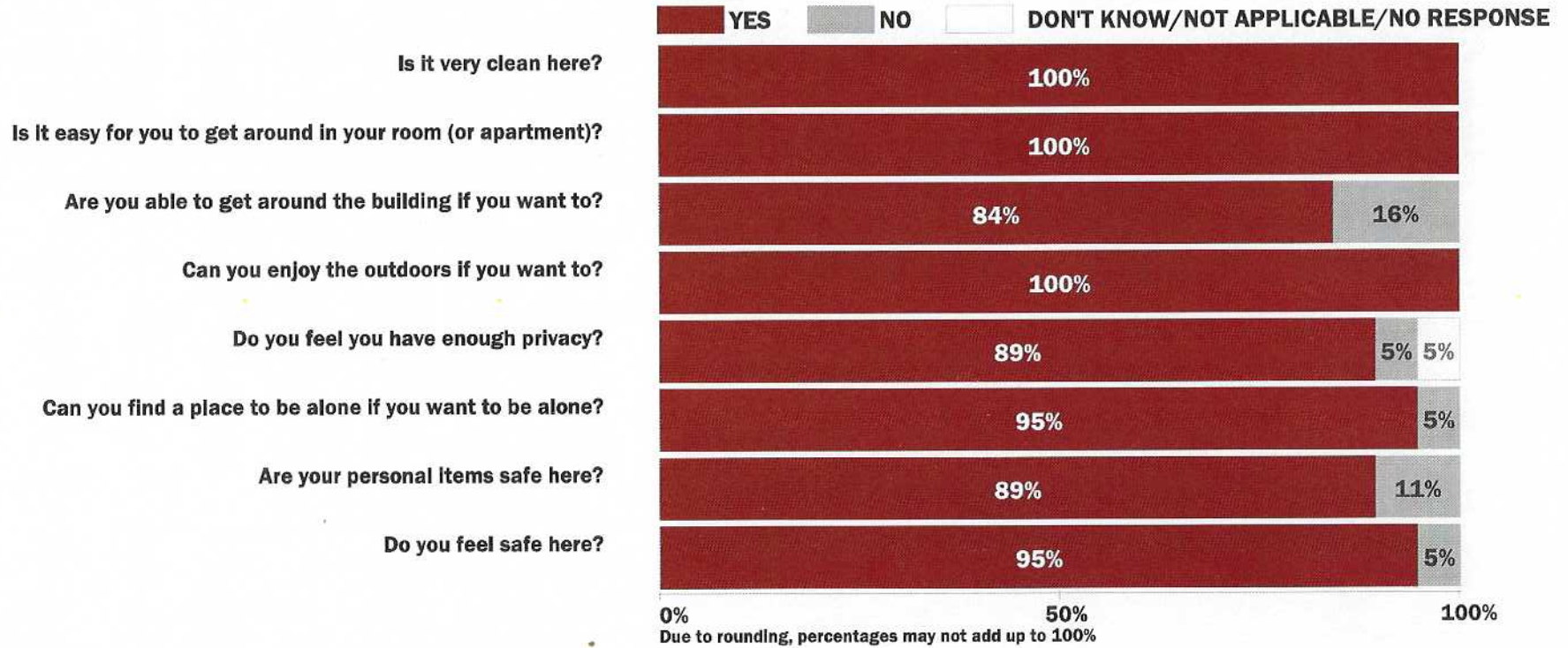
### SURVEYS

ELIGIBLE RESIDENTS	44
COMPLETED	19
LONG-TERM	19
SHORT-TERM	0
INCOMPLETE	0

19 COMPLETED SURVEYS NEEDED TO MEET +/- 10% MARGIN OF ERROR

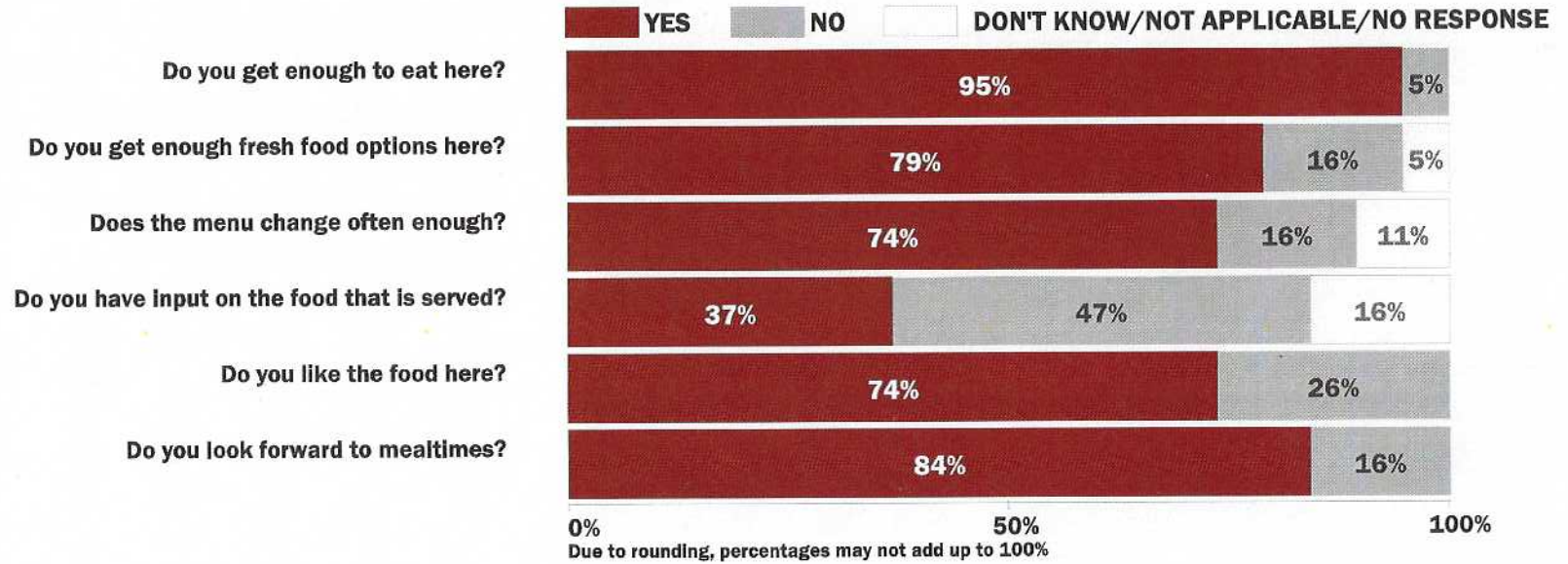
# ANTONINE VILLAGE

## A CLOSER LOOK: Environment



# ANTONINE VILLAGE

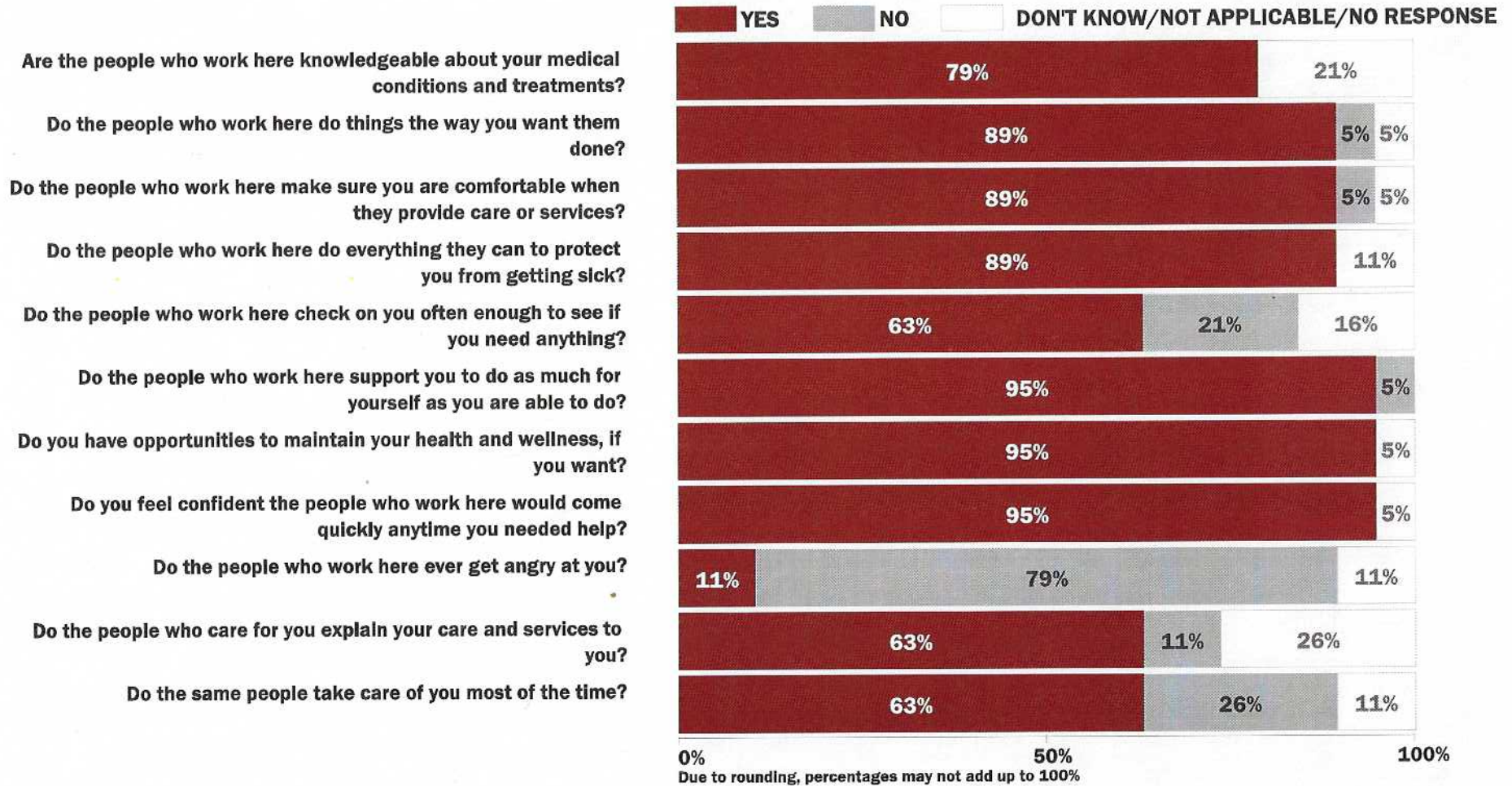
## A CLOSER LOOK: Meals and Dining





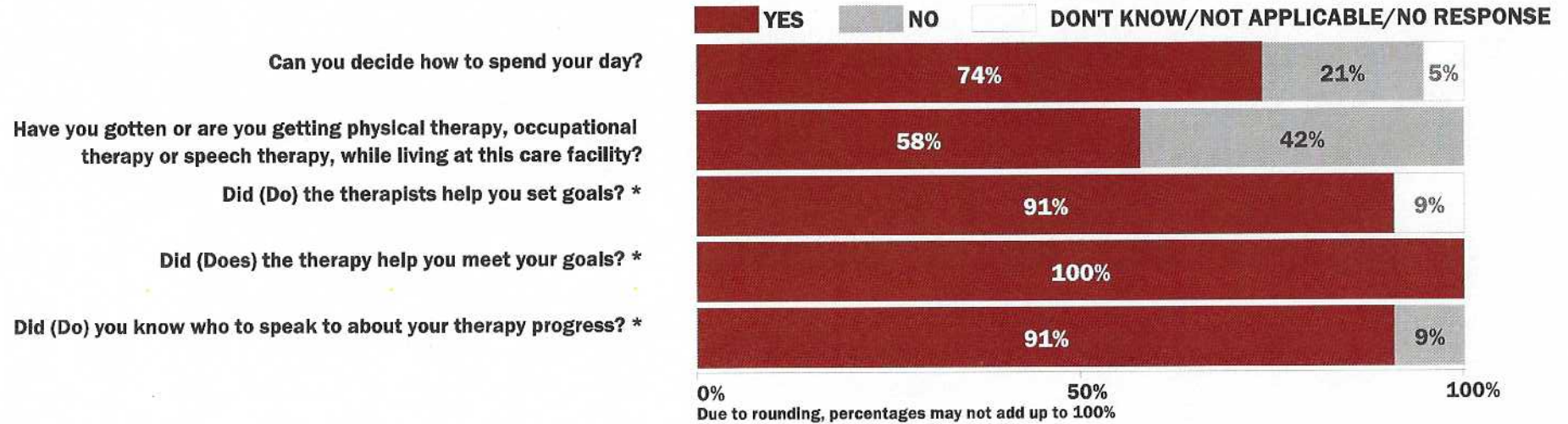
# ANTONINE VILLAGE

## A CLOSER LOOK: Caregivers



# ANTONINE VILLAGE

## A CLOSER LOOK: Care and Services

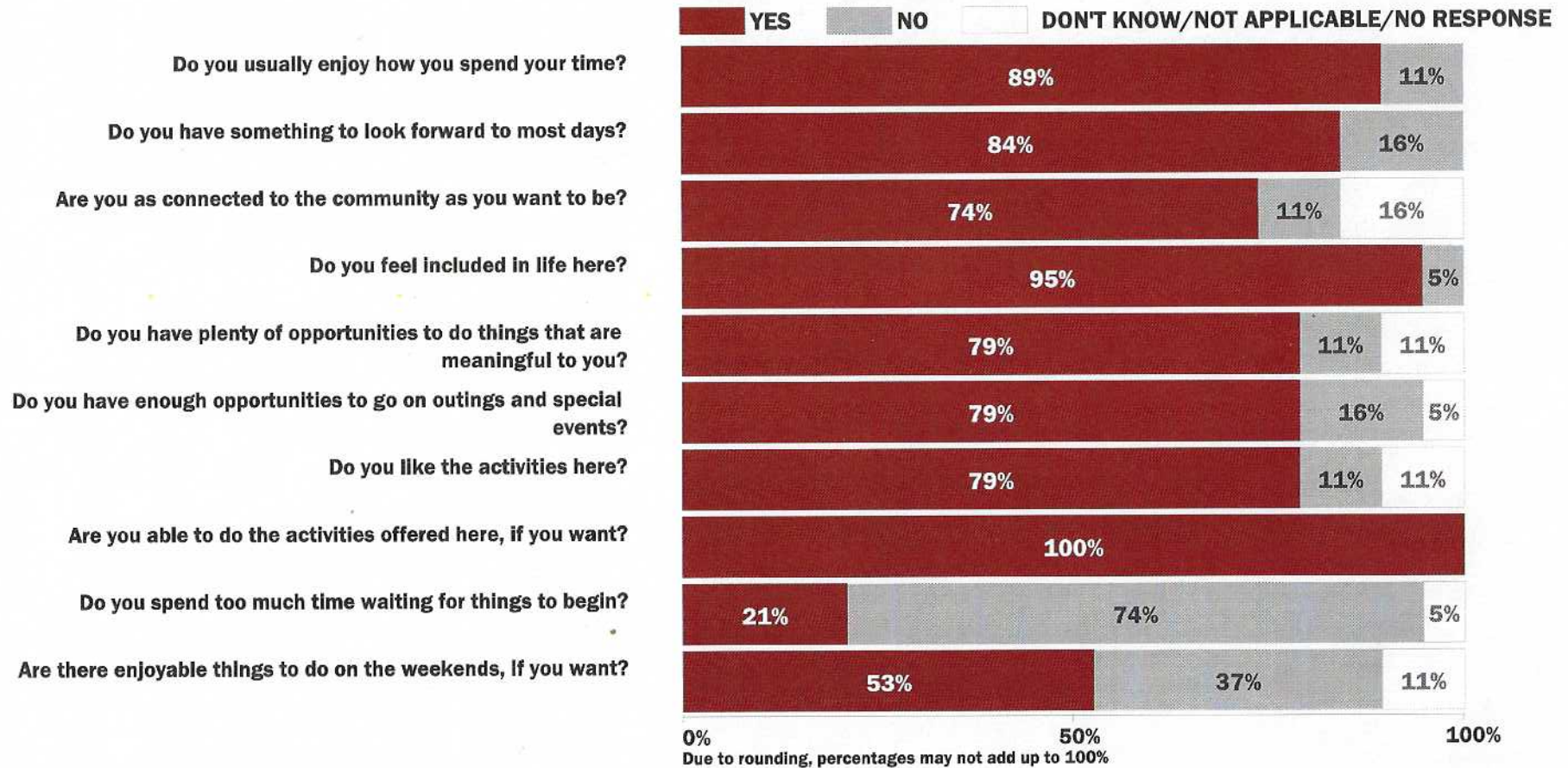


\* Results based on 11 residents who responded "Yes" to "Have you gotten or are you getting physical therapy, occupational therapy or speech therapy, while living at this care facility?"



# ANTONINE VILLAGE

## A CLOSER LOOK: Spending Time



# ANTONINE VILLAGE

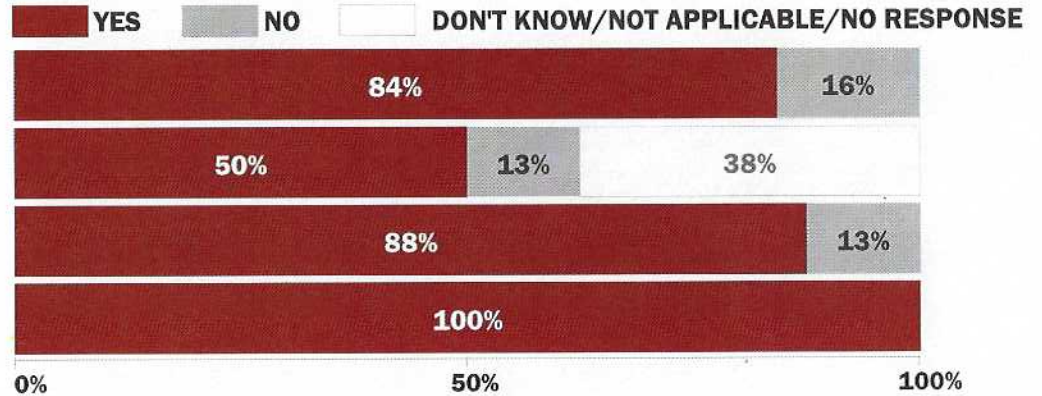
## A CLOSER LOOK: Moving In

Do you remember what it was like when you first came to stay at this care facility?

Did you receive a thorough orientation to [facility name]? \*

Were you given enough information to learn how things work here? \*

Did you feel warmly welcomed as a new resident? \*



0% 50% 100%  
Due to rounding, percentages may not add up to 100%

\* Results based on 16 residents who responded "Yes" to "Do you remember what it was like when you first came to stay at this care facility?"



# ANTONINE VILLAGE

## FACILITY INDICATORS RANKED LOW TO HIGH

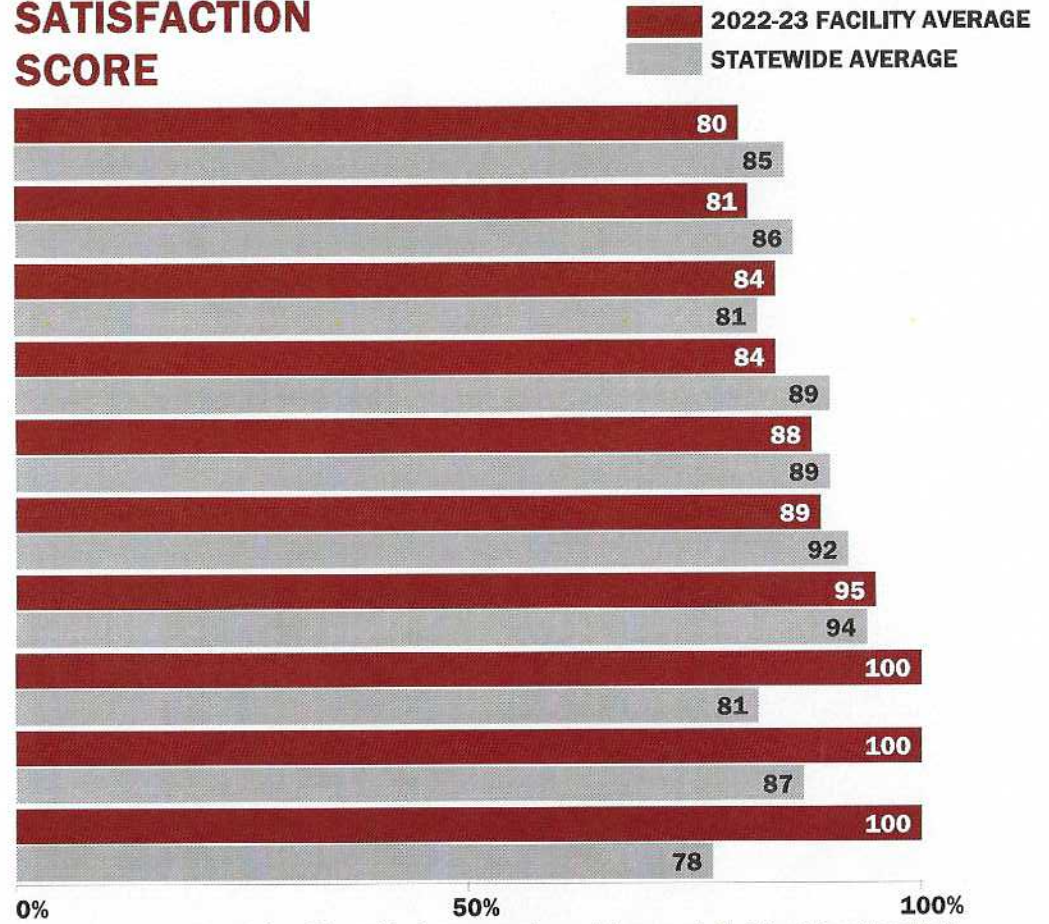
- Are you as involved in decisions about your care as you want to be?
- Are your concerns taken care of in a timely way?
- Are you friends with anyone who lives here?
- Would you highly recommend [name of facility] to someone who needs this type of care?
- Do the people who work here help you with technology, if needed?
- Do the people who work here seem happy to work here?
- Overall, are you satisfied with the care you receive here?
- Are you encouraged to speak up about things you don't like here?
- Do the people who work here go above and beyond to give you a good life?
- Do the people who work here tell you when rules, policies, and procedures change?

# DOMAIN: Facility Culture

## OVERALL DOMAIN SATISFACTION SCORE

2022-23 91 STATEWIDE 86

### SATISFACTION SCORE



Scores represent percent of positive resident responses for each item, excluding "don't know" and "not applicable" responses and instances where the question was skipped.



# ANTONINE VILLAGE

## FACILITY INDICATORS RANKED LOW TO HIGH

- Are you able to get around the building if you want to?
- Are your personal items safe here?
- Do you feel you have enough privacy?
- Do you feel safe here?
- Can you find a place to be alone if you want to be alone?
- Can you enjoy the outdoors if you want to?
- Is it easy for you to get around in your room (or apartment)?
- Is it very clean here?

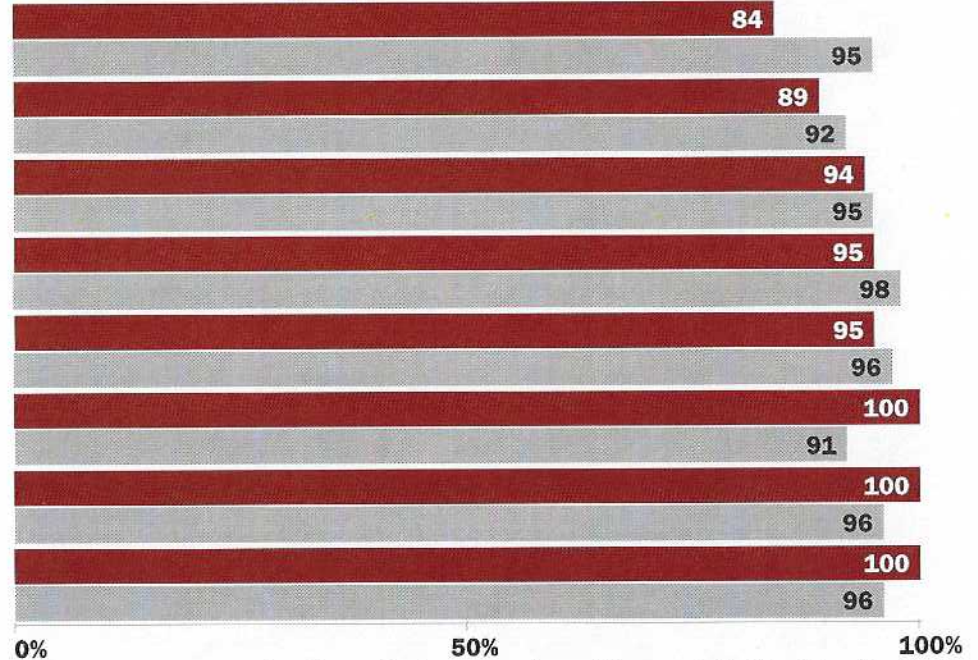
# DOMAIN: Environment

## OVERALL DOMAIN SATISFACTION SCORE

2022-23 95 STATEWIDE 95

## SATISFACTION SCORE

2022-23 FACILITY AVERAGE  
STATEWIDE AVERAGE



0% 50% 100%  
Scores represent percent of positive resident responses for each item, excluding "don't know" and "not applicable" responses and instances where the question was skipped.

# ANTONINE VILLAGE

## FACILITY INDICATORS RANKED LOW TO HIGH

- Are there enjoyable things to do on the weekends, if you want?
- Do you spend too much time waiting for things to begin? †
- Do you have enough opportunities to go on outings and special events?
- Do you have something to look forward to most days?
- Are you as connected to the community as you want to be?
- Do you have plenty of opportunities to do things that are meaningful to you?
- Do you like the activities here?
- Do you usually enjoy how you spend your time?
- Do you feel included in life here?
- Are you able to do the activities offered here, if you want?

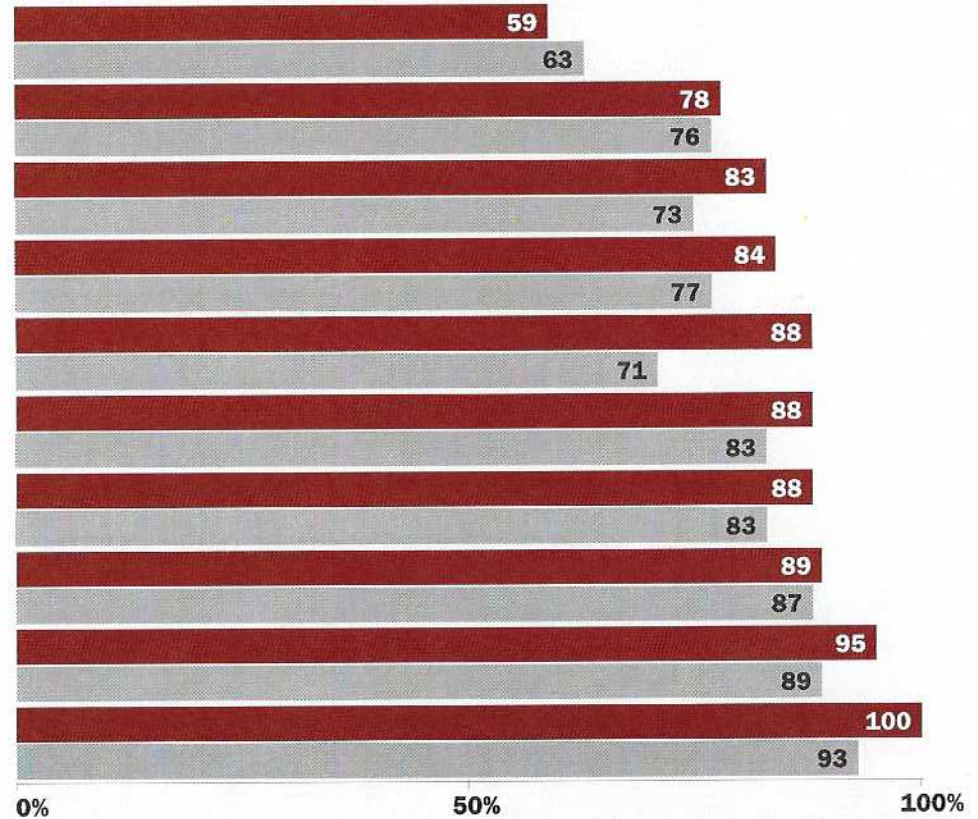
# DOMAIN: Spending Time

## OVERALL DOMAIN SATISFACTION SCORE

2022-23 86 STATEWIDE 80

## SATISFACTION SCORE

2022-23 FACILITY AVERAGE  
STATEWIDE AVERAGE



0% 50% 100%  
Scores represent percent of positive resident responses for each item, excluding "don't know" and "not applicable" responses and instances where the question was skipped.

† Score shows percentage of residents answering "No."



# ANTONINE VILLAGE

## FACILITY INDICATORS RANKED LOW TO HIGH

- Do you remember what it was like when you first came to stay at this care facility?
- Did you receive a thorough orientation to [facility name]? \*
- Were you given enough information to learn how things work here? \*
- Did you feel warmly welcomed as a new resident? \*

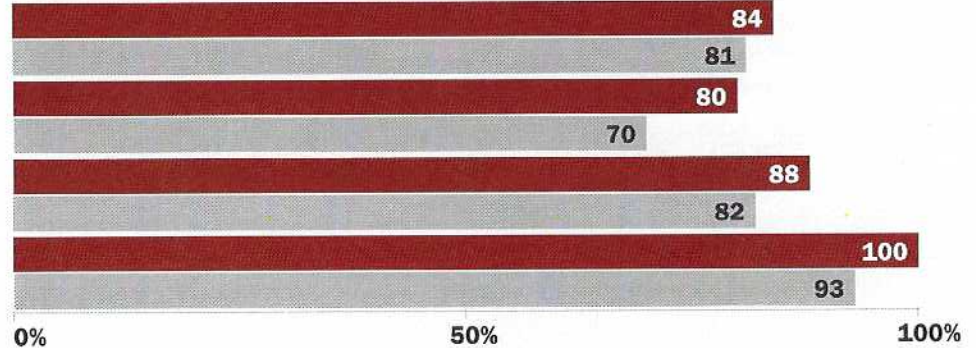
# DOMAIN: Moving In

## OVERALL DOMAIN SATISFACTION SCORE

2022-23 92 STATEWIDE 82

## SATISFACTION SCORE

2022-23 FACILITY AVERAGE  
STATEWIDE AVERAGE



Scores represent percent of positive resident responses for each item, excluding "don't know" and "not applicable" responses and instances where the question was skipped.

\* Results based on 16 residents who responded "Yes" to "Do you remember what it was like when you first came to stay at this care facility?"

# ANTONINE VILLAGE

## FACILITY INDICATORS RANKED LOW TO HIGH

- Do you have input on the food that is served?
- Do you like the food here?
- Does the menu change often enough?
- Do you get enough fresh food options here?
- Do you look forward to mealtimes?
- Do you get enough to eat here?

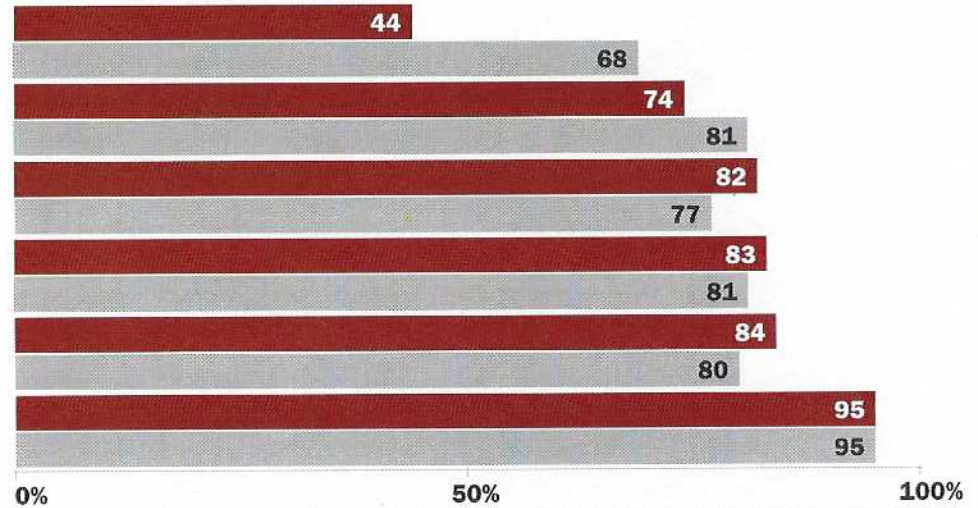
# DOMAIN: Meals and Dining

## OVERALL DOMAIN SATISFACTION SCORE

2022-23 78 STATEWIDE 81

## SATISFACTION SCORE

2022-23 FACILITY AVERAGE  
STATEWIDE AVERAGE



Scores represent percent of positive resident responses for each item, excluding "don't know" and "not applicable" responses and instances where the question was skipped.



# ANTONINE VILLAGE

## FACILITY INDICATORS RANKED LOW TO HIGH

- Do the same people take care of you most of the time?
- Do the people who work here check on you often enough to see if you need anything?
- Do the people who care for you explain your care and services to you?
- Do the people who work here ever get angry at you? †
- Do the people who work here do things the way you want them done?
- Do the people who work here make sure you are comfortable when they provide care or services?
- Do the people who work here support you to do as much for yourself as you are able to do?
- Are the people who work here knowledgeable about your medical conditions and treatments?
- Do the people who work here do everything they can to protect you from getting sick?
- Do you have opportunities to maintain your health and wellness, if you want?
- Do you feel confident the people who work here would come quickly anytime you needed help?

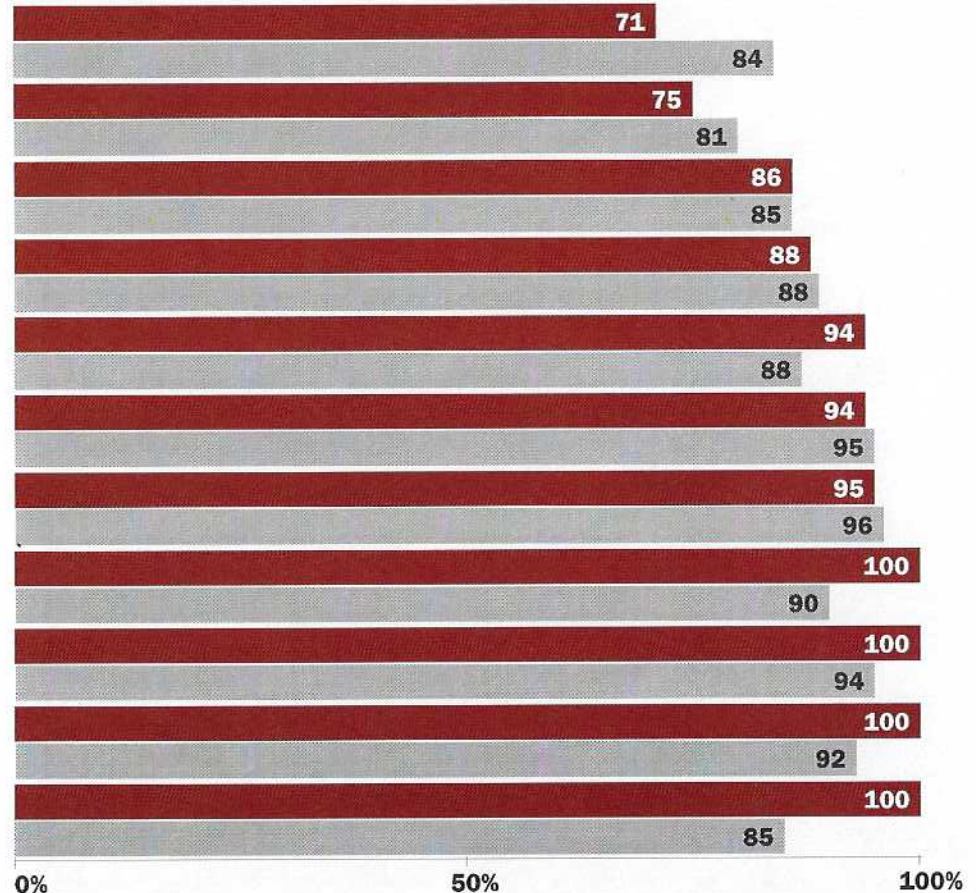
# DOMAIN: Caregivers

## OVERALL DOMAIN SATISFACTION SCORE

2022-23 91 STATEWIDE 89

## SATISFACTION SCORE

2022-23 FACILITY AVERAGE  
STATEWIDE AVERAGE



Scores represent percent of positive resident responses for each item, excluding "don't know" and "not applicable" responses and instances where the question was skipped.

† Score shows percentage of residents answering "No."

# ANTONINE VILLAGE

## FACILITY INDICATORS RANKED LOW TO HIGH

Have you gotten or are you getting physical therapy, occupational therapy or speech therapy, while living at this care facility?

Can you decide how to spend your day?

Did (Do) you know who to speak to about your therapy progress? \*

Did (Do) the therapists help you set goals? \*

Did (Does) the therapy help you meet your goals? \*

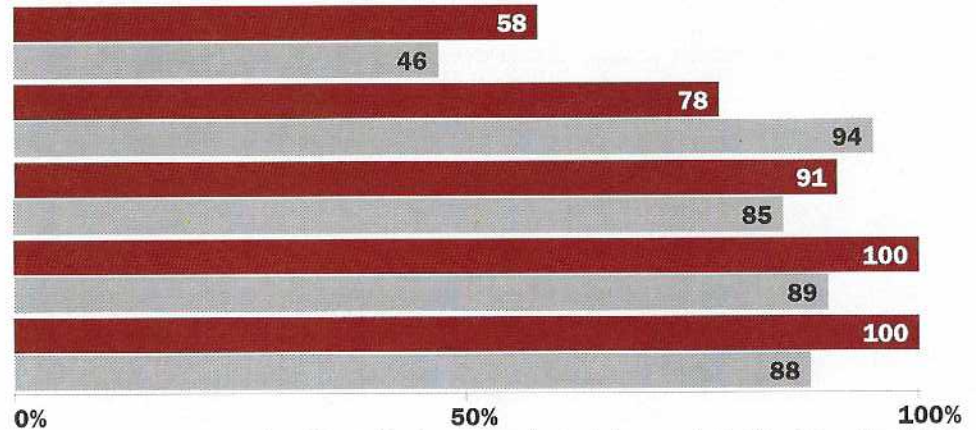
# DOMAIN: Care and Services

## OVERALL DOMAIN SATISFACTION SCORE

2022-23 98 STATEWIDE 89

## SATISFACTION SCORE

2022-23 FACILITY AVERAGE  
STATEWIDE AVERAGE



0% 50% 100%  
Scores represent percent of positive resident responses for each item, excluding "don't know" and "not applicable" responses and instances where the question was skipped.

\* Results based on 11 residents who responded "Yes" to "Have you gotten or are you getting physical therapy, occupational therapy or speech therapy, while living at this care facility?"



# ANTONINE VILLAGE

## A CLOSER LOOK: Facility Culture

Are you encouraged to speak up about things you don't like here?

Are your concerns taken care of in a timely way?

Are you as involved in decisions about your care as you want to be?

Do the people who work here seem happy to work here?

Do the people who work here go above and beyond to give you a good life?

Do the people who work here help you with technology, if needed?

Do the people who work here tell you when rules, policies, and procedures change?

Are you friends with anyone who lives here?

Would you highly recommend [name of facility] to someone who needs this type of care?

Overall, are you satisfied with the care you receive here?

