







Satisfaction Survey Quality Reporting

2017 Assisted Living



In-Home Care | Independent Living | Assisted Living

Survey Questions with a scale from 1 to 5		VVNA	WALA*	WCCEAL*
	The staff are courtesous, talk with me, and help me when I need it.	4.50	4.39	4.39
	I was informed of my rights, treated with respect and dignity.	4.53	4.42	4.41
	The community is homelike, I feel safe and my belongings are safe.	4.44	4.46	4.49
	Activities and programs are offered to meet my spiritual and socialization interests.	4.41	4.22	4.26
	The menus offer a variety, including special diets. Food is to my liking.	4.19	4.19	4.12
	My family is kept informed of health changes. I get the services I need. My medications are managed well.	4.56	4.45	4.45

*WALA is Wisconsin Assisted Living Association *WCCEAL is four of the Wisconsin Coalitions coming together to collaborate for Excellence in Assisted Livings in Wisconsin.