

St. John's Adult Day Program

2008 Family Survey Results

In January 2009, we mailed 63 surveys to families who utilized St. John's Adult Day Program during 2008. Twenty (20) surveys or 31% were returned. The results were positive and favorable toward the program and staff.

Families were asked to identify ways they were not happy with St. John's. The following comments were given "no complaints"; "You are practically perfect in every way." Families felt our current forms of communication are adequate in keeping them informed (i.e. newsletter & staff).

Three outcomes to consider for future planning are:

1. The need to add additional hours in the evening or Saturday was a highly favorable request.
2. Families would like to see outings and field trips added to St. John's Adult Day Program.
3. Families expressed interest in a family caregiver support group.

Each question's responses are listed in order of the most frequent response to the least. Multiple reasons could be chosen for each question.

Why St. John's Adult Day Program was utilized:

- 18 – For the benefits of social interaction & meaningful activities.
- 15 – For caregiver to rest or pursue other activities.
- 12 – Participants enjoy attending.
- 9 – For caregivers to work
- 8 – Participant demonstrates improved/maintained social functioning.
- 7 – Participant demonstrates improved/maintained independent living skills.
- 7 – Caregivers were able to keep medical or other appointments.
- 4 – Participant sleeps better at night.
- 4 – Participant is less agitated after attending.

If St. John's Adult Day Program was not available to them:

- 12 – Would find another Adult Day Program.
- 11 – Would be more tired & stressed as Caregivers.
- 6 – Would pay for in-home care.
- 4 – Would have to choose a nursing home.

Expanding Adult Day Program Hours:

- 13 – Current hours suit their needs.
- 6 – Would be interested in Saturday hours.
- 5 – Would be interested in extended hours.

Seven would pay privately for expanded hours; 3 would need assistance to pay for additional services.

Interest in a Family/Caregiver support group:

- 7 – Felt Staff provided counseling/support when needed.
- 6 – Interested, but not sure they would attend.
- 4 – Interested in an evening group.
- 3 – Interested in a day group.
- 2 – Interested in a telephone support group.
- 2 – Only interested in special workshops & educational programs.

Services they would like to see added to St. John's Adult Day Program:

15 – Outings/Field Trips

3 – Bathing Services

0 – Laundry Services

Suggestions were toileting, bathing & grooming education, music activities and walking as exercise. (Toileting is already included.)

St. John's ability to communicate to them about Planned Events/Activities:

17 – Staff keeps them informed of activities & information regarding their family member.

11 – Felt reading the newsletter kept them informed.

1 – Felt staff was cooperative when they inquire.

No one felt communication was poor or felt they weren't well informed.

Families rated the value of St. John's Adult Day Program from 1 (not important) to 5 (Essential).

2 - rated St. John's as a 3

17 - rated St. John's as a 5

One family handwrote "10 critical" to them.

Rate staff from 1(Poor) to 5(Excellent) on the following qualities:

Capable, Pleasant, Respectful, Well-trained, Knowledgeable, Attentive to Caregivers needs.

In all areas staff rating averaged 4.75.

Comments written by families:

"I appreciate the Director's efforts to accommodate my husbands needs."

"St. John's is an outstanding day care program with very capable and caring staff. The benefits my loved one gains from the program have enhanced her quality of life. Thanks for all you do!"

"Thank ALL of you for all you do & the TLC towards the clients."

"I know when mom is at St. John's she is receiving outstanding care and attention."

"Very happy with St. John's Adult Day Program staff."

“St. John’s is excellent. There were no choices for my son when I was looking for something outside the home. I found St. John’s through a hospital program that he did not qualify for.”

“Jeff needs to feel needed - that he is helping & working there - helping others. I feel he is feeling that he is helping. He seems content when I pick him up.”

“Wonderful staff. It’s a great program.”

“Jan Petcher is very knowledgeable with Alzheimer’s patients. She’s an exceptional asset to St. John’s daycare.”

We appreciate all comments and suggestions by our families/caregivers to enhance our Adult Day Program.

Stacey Rhodes, MS
St. John’s Adult Day Program Director