



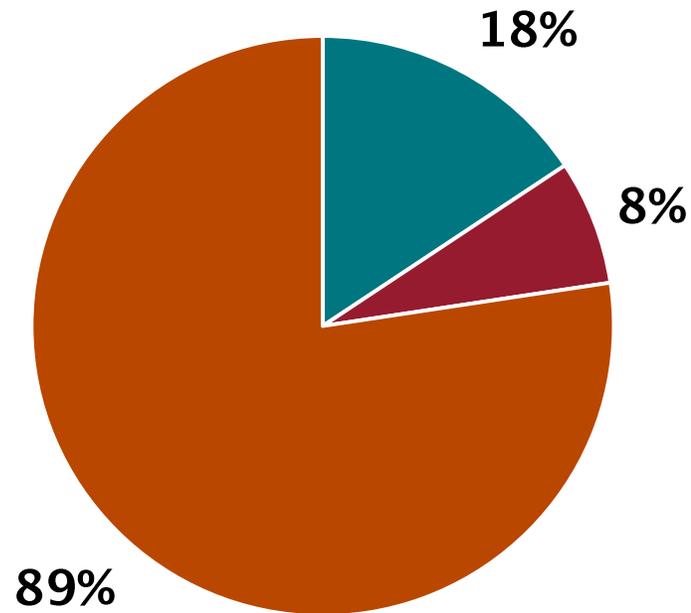
**McCormick
Dementia
Services**

Advancing community
outreach and support

2021 Client Satisfaction & Experience Survey Results

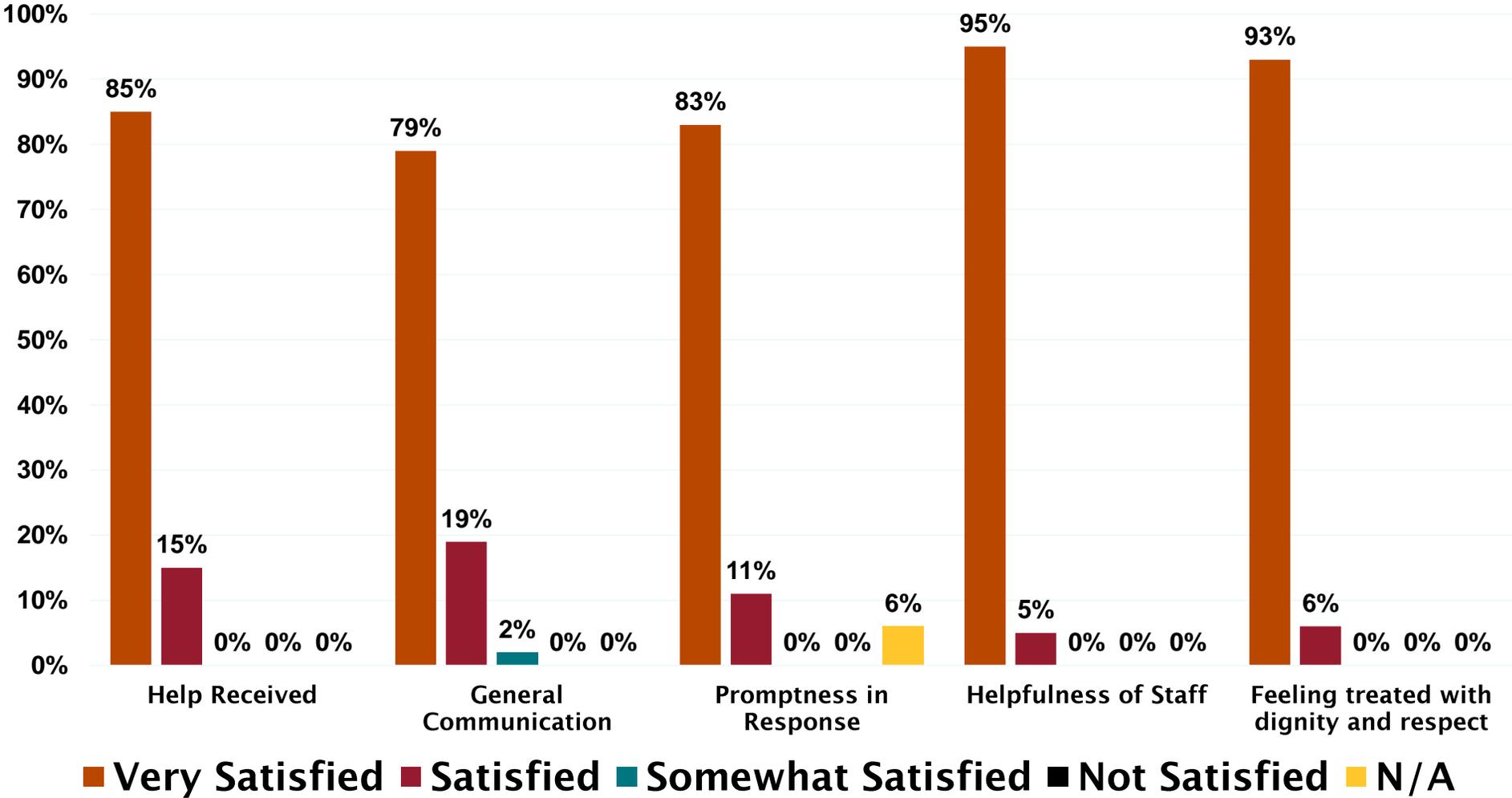
Who is taking the survey?

153 Surveys sent
111 Survey returned
73% Response Rate

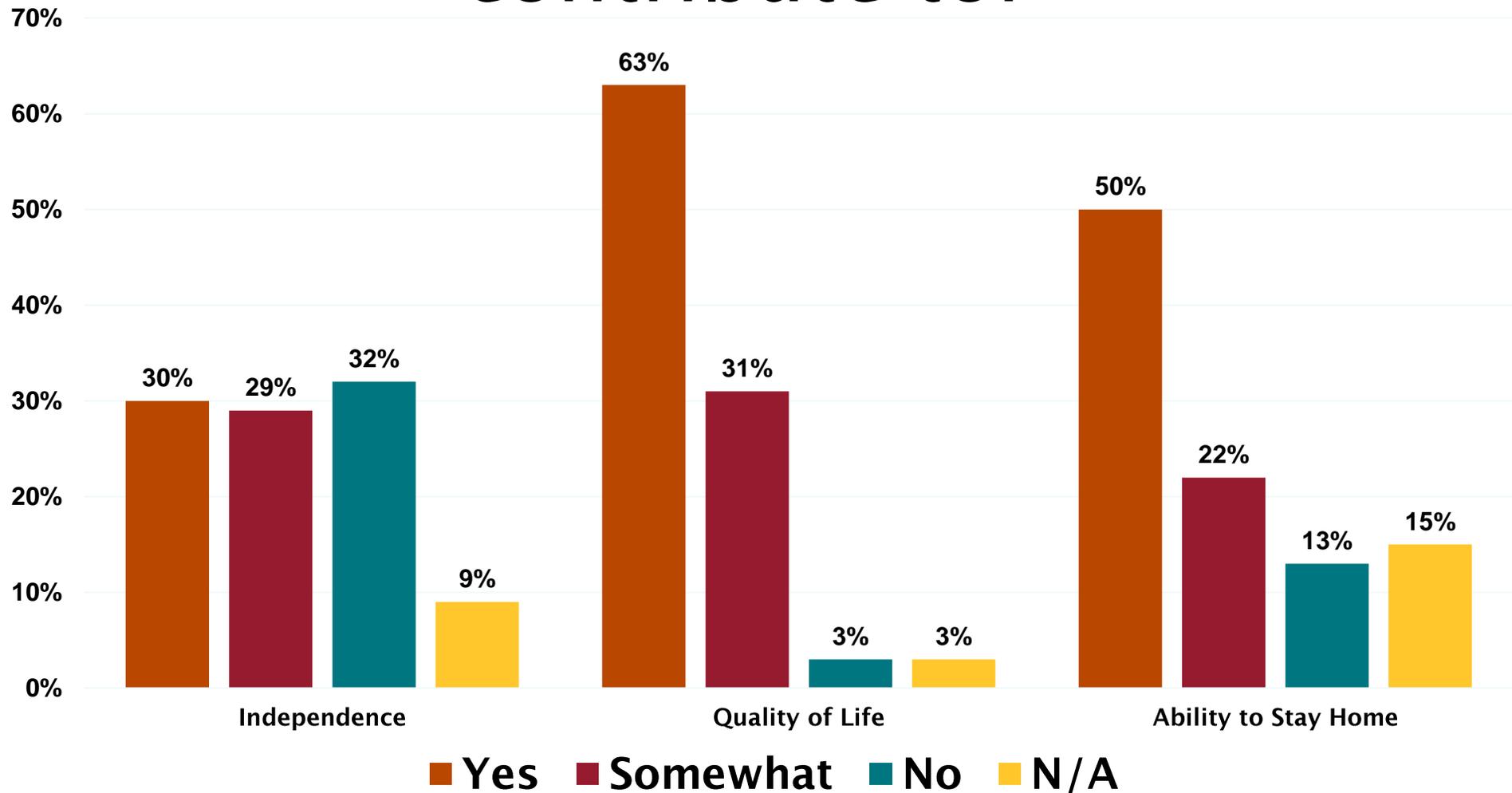


■ Client - attends on site ■ Client - attends virtually ■ Caregiver

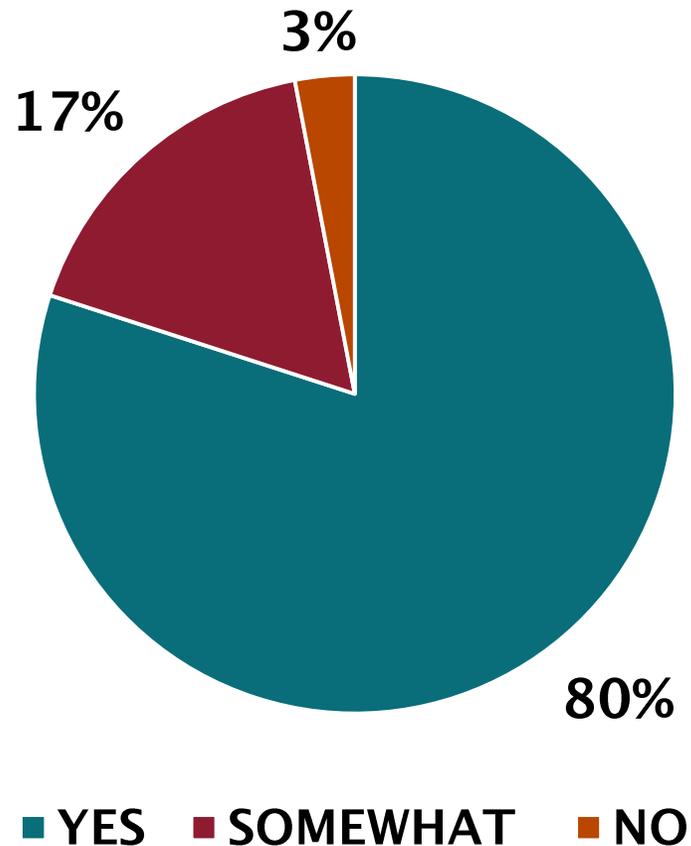
Please rate your satisfaction with:



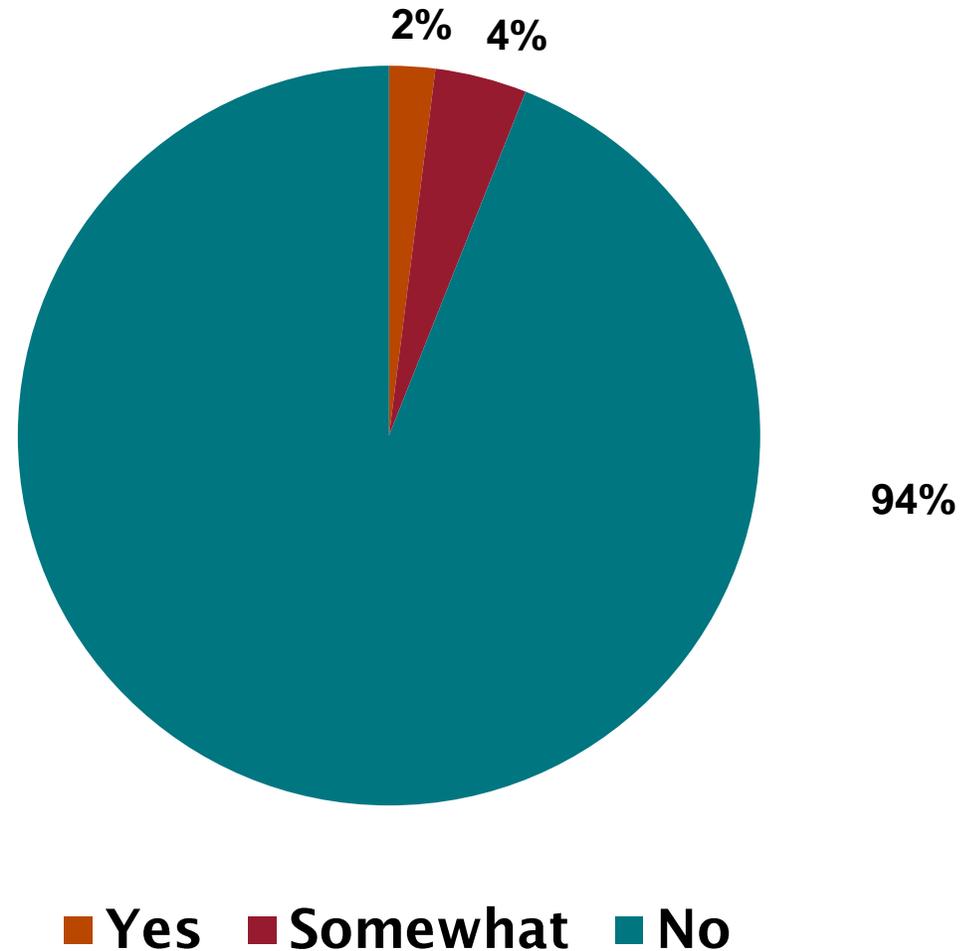
Did the help you, or the person you care for, received from McCormick Dementia Services contribute to:



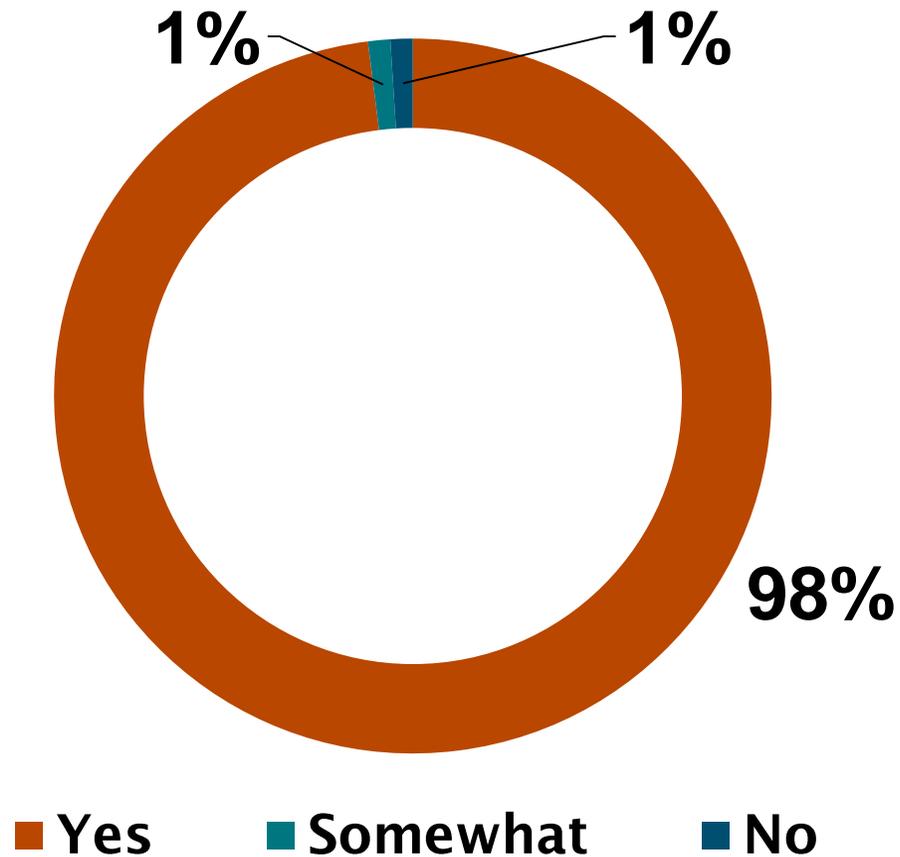
Were you involved as much as you wanted to be in decisions about your care and services?



Did you have any difficulties accessing help from McCormick Dementia Services?



Would you, or the person you care for, recommend this organization to another family member or friend needing this type of assistance?

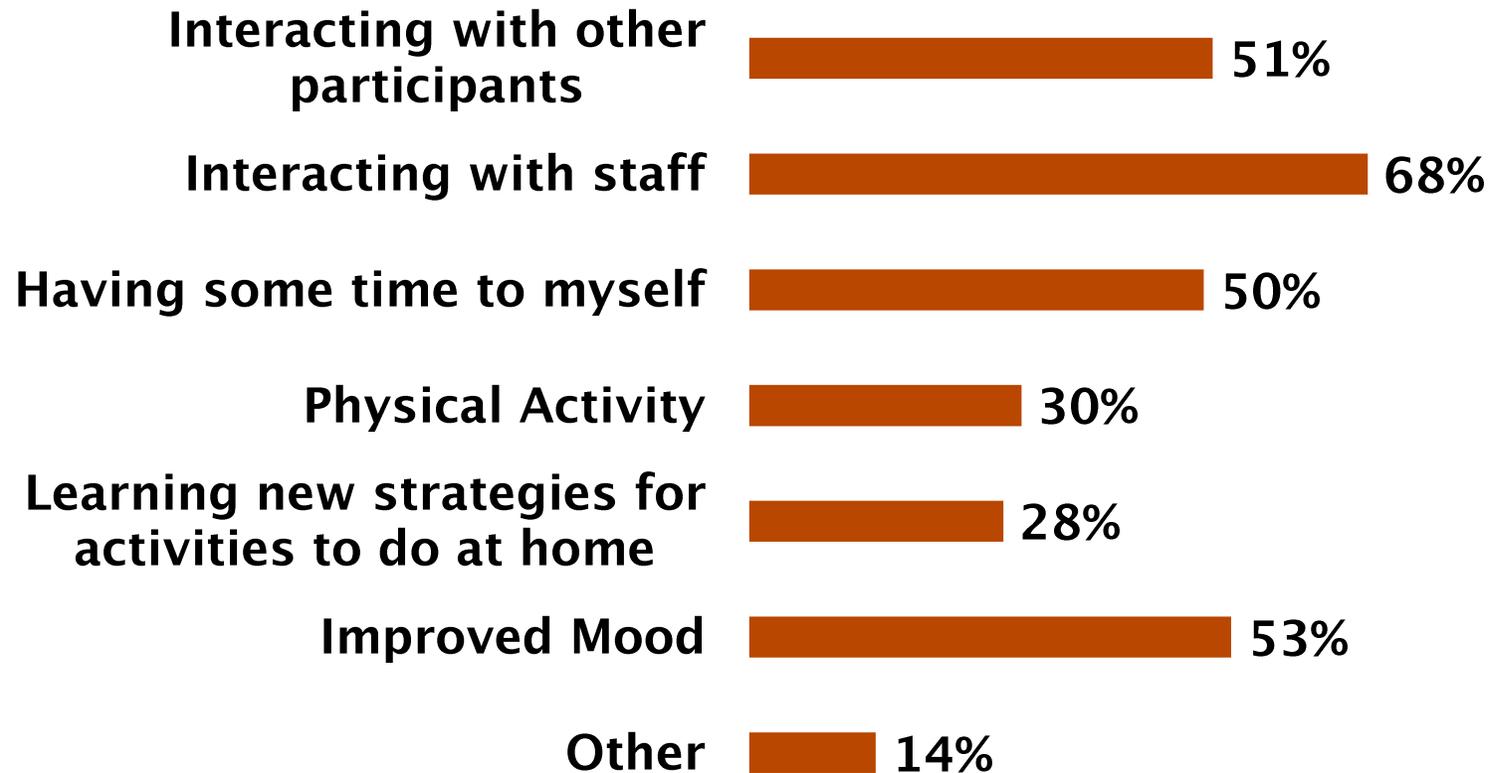


For clients who have accessed Virtual Recreation (Zoom and Telephone), what aspects of the virtual program(s) do you enjoy the most? Please select all that apply.

52 respondents
220 responses selected

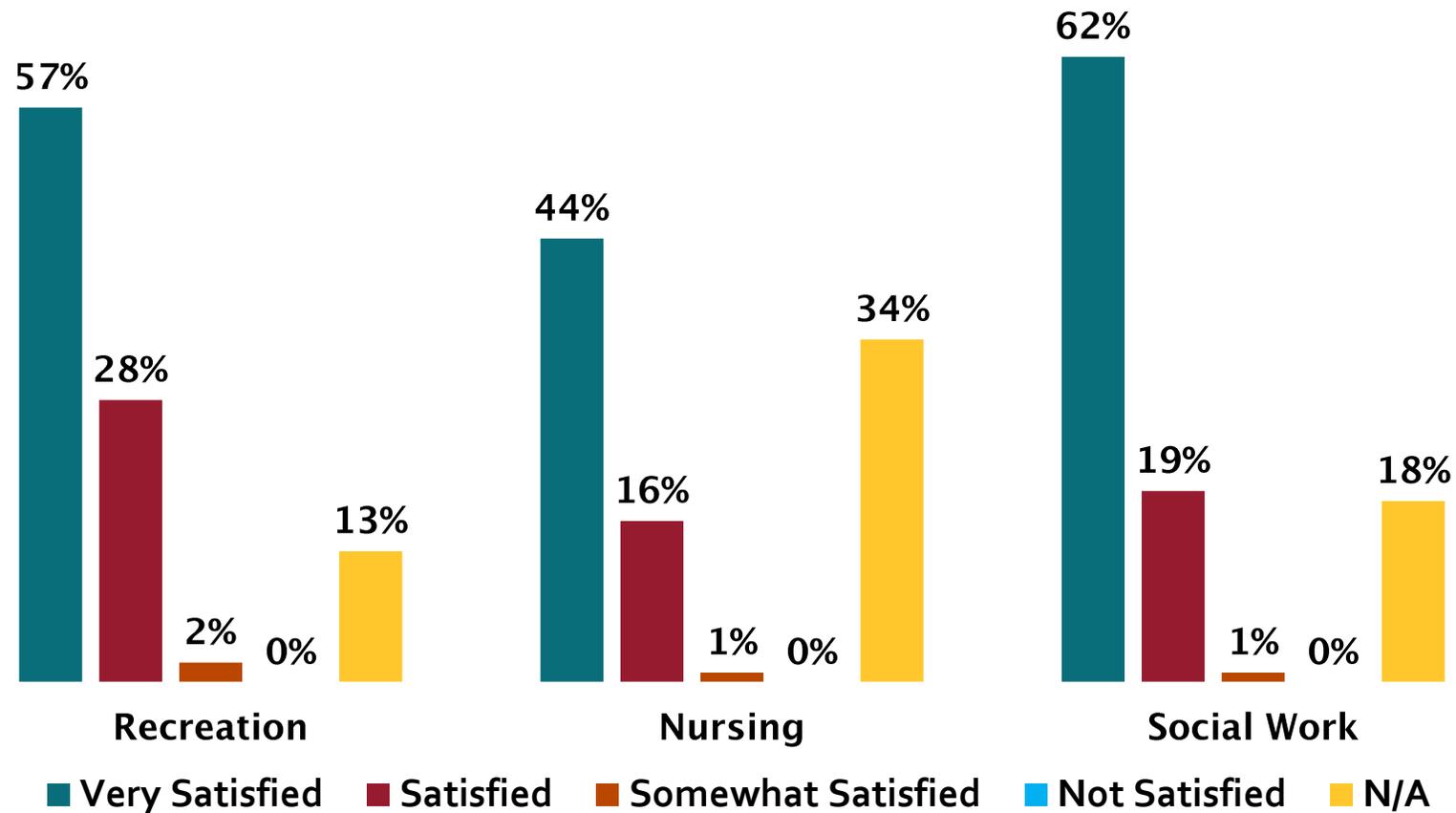


For caregivers of those who have accessed Virtual Recreation (Zoom and Telephone), what aspects of the virtual program(s) do you feel you enjoy the most?
Please select all that apply.

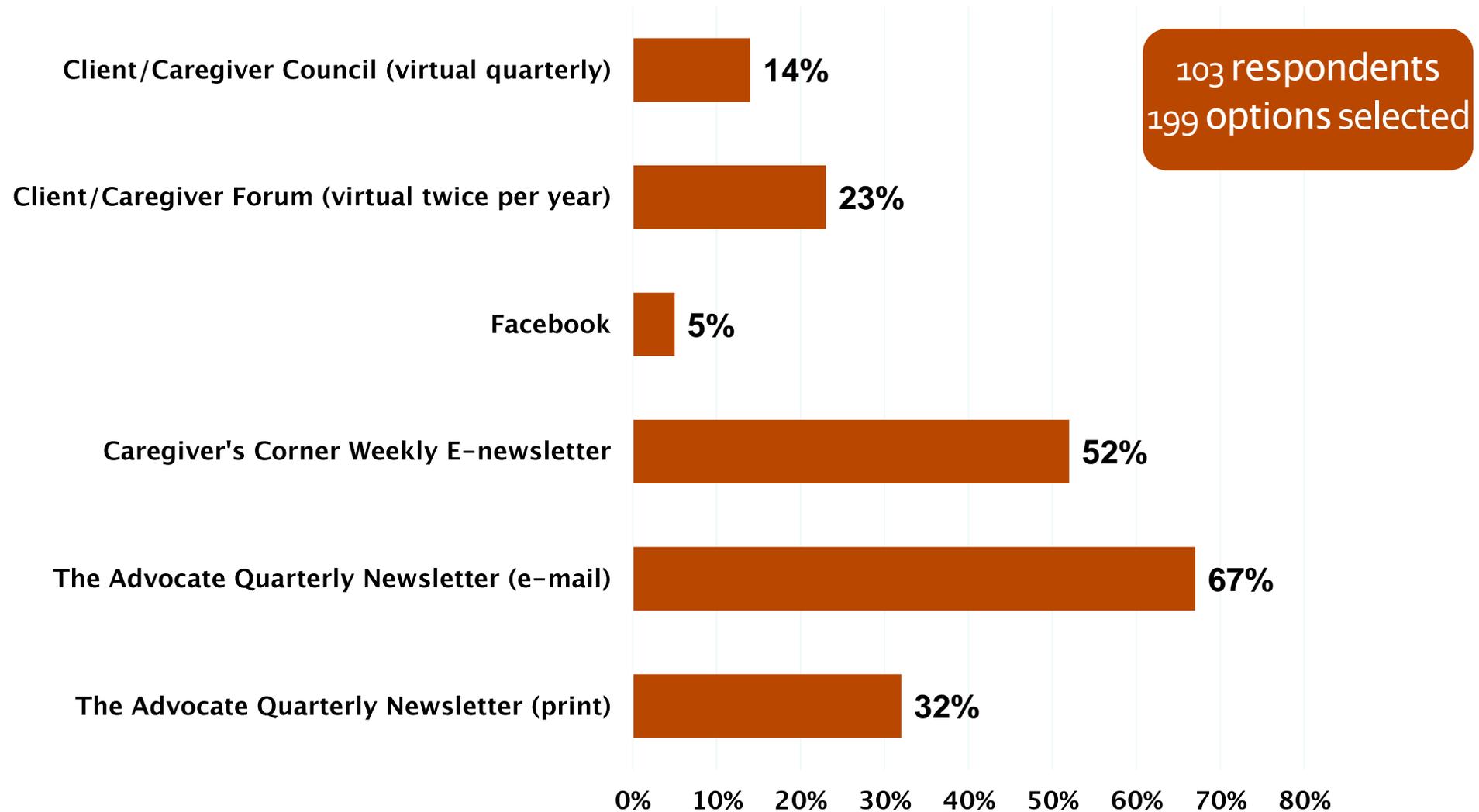


57 respondents
167 responses selected

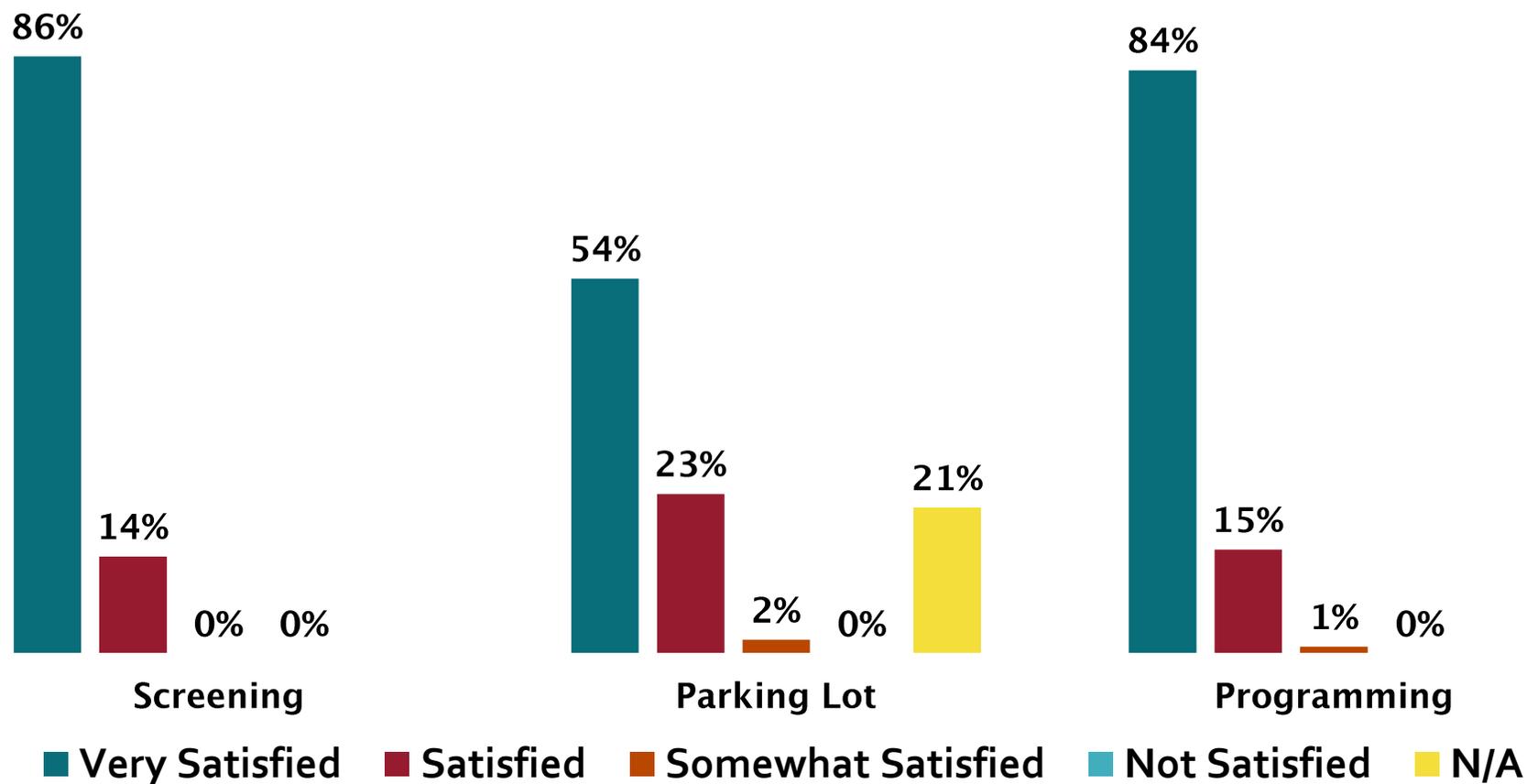
This year we re-implemented our twice annual client Team Care Reviews. Throughout the Review process, communication is provided to the client and caregiver. What is your level of satisfaction with information from the following disciplines:



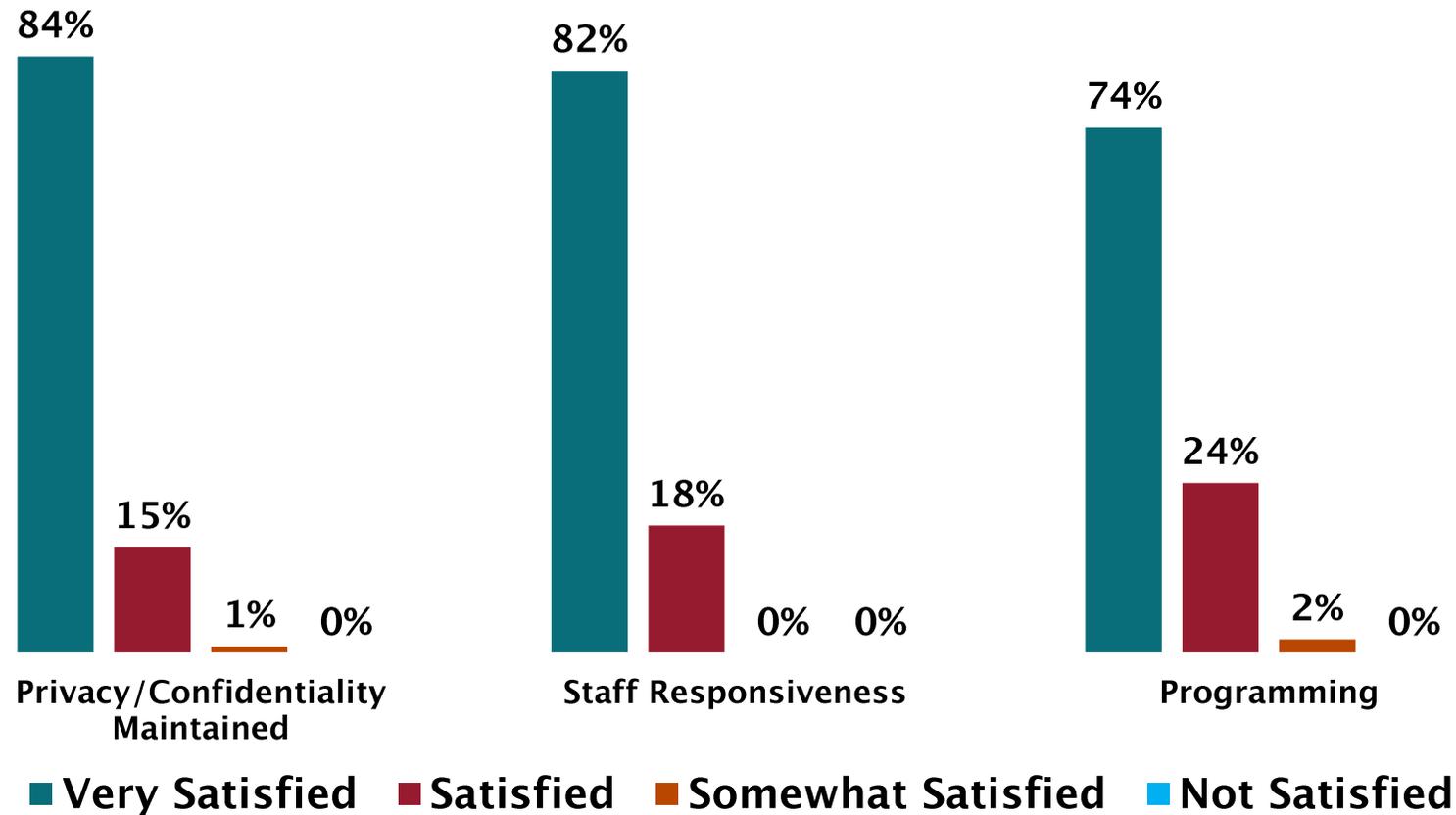
My preferred method of receiving communication is:



Client safety on-site at the day program is extremely important, and we want to understand how safe clients feel when accessing our program. Please tell us your satisfaction of our safety practices on-site:



Client safety during Virtual Recreation is extremely important, and we want to understand how safe clients feel when accessing our virtual programs. Please tell us your satisfaction of our safety practices for online:



Unique 2021 Survey Questions

If you previously or currently access Virtual Recreation, what challenges have you experienced?

Theme: Timing

“For us it's just timing - PSWs, appointments, etc.”

“ timing, too many afternoon programs mornings are better times”

Theme: Client Engagement

“At present my husband doesn't have the attention span to participate in the virtual classes.”

“...computer programs are very difficult for him. He was not a computer savvy person and as much as he wants to take part it is very difficult for him.”

“Getting him to understand and follow instructions - attention span limitation.”

Unique 2021 Survey Questions

If you previously or currently access Virtual Recreation, what challenges have you experienced?

Theme: Assistance Required

“Needs help getting to zoom.”

“ I am in meetings, so connecting my loved one at the right time.”

“My mother is no longer able to do this unassisted, and I have to be there and sit with her to keep her on task. As I am back to work, I no longer am home to do this.

Unique 2021 Survey Questions

If you previously or currently access Virtual Recreation,
what challenges have you experienced?

Theme: Programming

“PowerPoint presentations do not hold interest. Action style (i.e. movie) much better.”

“...felt somewhat challenged by people speaking too quickly.”

“When videos are played, for example, Travel Tuesday, the sound is often very poor, and although you can view the somewhat choppy video, often it is not possible to understand the muffled description. This can be largely alleviated if the host would simply click the CC at the lower right of the You Tube screen. Then, no matter how muffled the sound on the video, it would be possible to understand everything that the person is saying.”

“My spouse has difficulty following Power point presentations. More video / movie style activities are required.”

Unique 2021 Survey Questions

Do you have any suggestions for improvement regarding our Team Care Reviews?

“I never know what's gone on unless I ask someone to call and they do so promptly. I wonder if a generic page could be made for that day just to be used as a talking point even if it included what was for lunch?”

“I'm interested in feedback relative to observed changes. Every 6 months is too long.”

“ Send by email - anything sent home with my mother never makes it way to me.”

“Can these reviews be communicated to us via zoom. it would be nice to place a face to a name.”

“...maybe advanced warning of it coming up, so any questions could be thought about/noted for time of review, rather than caught "off guard". Not necessarily an appt, just time frame.”

Unique 2021 Survey Questions

Do you have any additional comments or questions?

Theme: Suggestions / Feedback

“It would be nice to have an idea of what client did at the end of the day program - even a quick note, small check-off sheet, of what was for lunch, activity... something to talk about (especially on drive home).”

“ ...What is really necessary is increased days as my client attends 1x biweekly. The real benefit comes from attending more so she has more social interactions outside of her home.”

“More info on programming - do not really know what goes on. Nice to get occasional e-mail with photo.”

“...disconnect between what goes on in the day program and what I hear.”

“ My family member found that it was too challenging to interact with Day Program persons due to COVID restrictions-shields and facemasks made it difficult to communicate and understand.”

Unique 2021 Survey Questions

Do you have any additional comments or questions?

Theme: Words of Gratitude

“My mother/wife LOVES your program. It has been a blessing! Thank you”

“Thank you. You work very hard and show the people a fun day and full day, I appreciate all the work.”

“ Thank you for all you are providing in all aspects. We truly appreciate McCormick Day Program and the connections you offer.”

“Just to say thank you to one and all for your professionalism and caring manner. I feel my husband receives good and safe care while he is there. I never worry.”

“Thank you for providing the program!! The opportunity for the client to have a day with others is great and allowing the caregiver a break at a such an affordable price is absolutely wonderful.”

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