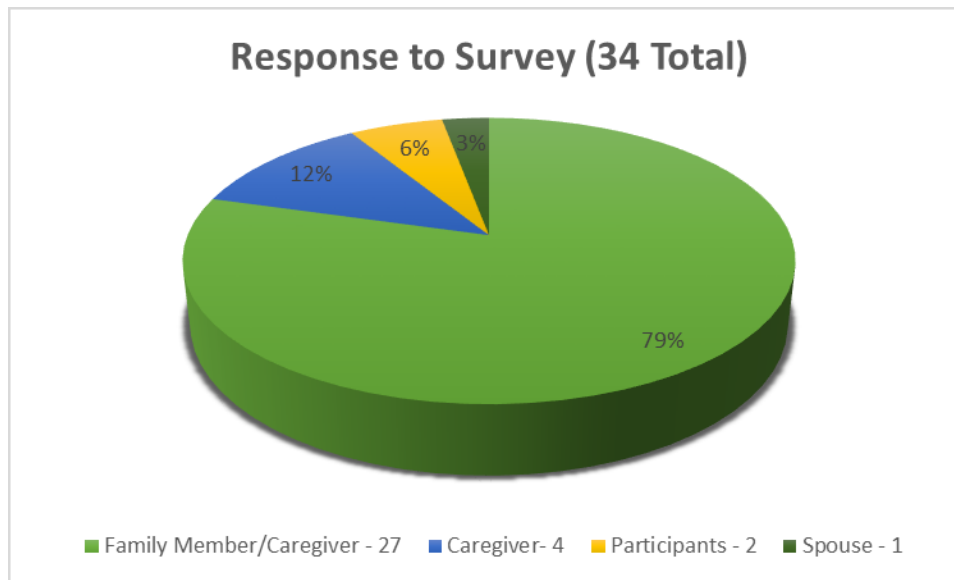


2017 HIAC Survey Results

Hilo Adult Day Center Survey from Current Participants & Families

We sent out 96 surveys to our participants/caregivers on July 5, 2017

We received 34 responses for a response rate of 35%



The following questions were asked on the survey:

(some respondents mark more than one category, some questions were not answered)

Does our Hilo Adult Day Center meet your needs? 34- Yes 0 - No (100%)

Comments included:

- We are very happy with the quality of care at HIAC. The staff was very nice and attentive.
- Completely satisfied with services provided. Only concern is isolated location and predominantly female staff. Looking forward to relocation of new, centralized facility.
- Mom enjoys going to Lori's art classes the most!
- Mother has positive comments and seems to be happy at the center.
- Without HIAC, unable to keep job and or need to place mom in care home or institution like setting. She is not ready for that and loves to be in her own home with her family.
- HIAC is a life saver! Noticed a "small group home" at the footer of page but would like more info on that in newsletter?
- Gives us the much needed respite during the day.
- Concerned about daily pick up between 430-5p inconvenienced by the traffic 1 lane flow. Hazardous for loved ones to walk further then under roof. Pot-holes uneven pavement prone to accidents.
- My family is really appreciative and thankful for the individual attention given to my mother. The love and patience really shows that the staff is sincere and dedicated. Thank you all very, very much.
- The van transportation and baths are a welcomed help!! Thank you!
- A list of all staff names, title and phone extensions would be great. I love the ratio of workers to participants.
- HIAC has been such a plus for our family. We thank you for caring and loving our loved one.
- HIAC has been great to provide comfort and care. I wished they could continue with nurse's or aides giving meds and checking glucose readings – that really helped.
- Couldn't survive without it.
- My mother-in-law has gone to HIAC for many years. When we could no longer keep her at home with us, she went to a private care home. We still take her out on Sundays. We wanted her to continue at HIAC for as long as possible because it is familiar and the care your give is wonderful and very local style, not fancy, but practical and really tries to meet the needs of the community.

B. Satisfaction with Day Center Services

Please rate your satisfaction with our services and add any comments

Items:	Excellent	Good	Fair	Poor	Don't Know	Total Responses
Program Activities	15	16	2	0	1	34
	44%	47%	6%	0%	3%	
Participant's Enjoyment each Day	17	13	3	0	1	34
	50%	38%	9%	0%	3%	
Individualized Care	13	12	5	0	2	32
	41%	38%	16%	0%	5%	
Health Monitoring	14	6	4	0	5	29
	48%	21%	14%	0%	5%	
Sensitivity to Participant's Needs	11	19	1	0	1	32
	34%	59%	3%	0%	3%	
Safety and Protection of Participants	13	14	3	1	0	31
	42%	45%	10%	3%	0%	
Home-like environment	13	13	7	0	0	33
	39%	39%	22%	0%	0%	
Cleanliness of center	13	14	6	0	1	34
	38%	41%	18%	0%	3%	
Professionalism of Staff	15	13	2	0	0	30
	50%	43%	7%	0%	0%	
Friendliness and Courtesy of Staff	20	13	1	0	0	34
	59%	38%	3%	0%	0%	
Dress Attire of Staff	12	16	1	0	1	30
	41%	53%	3%	0%	3%	
Saturday day care services	5	4	4	0	0	13
	38%	31%	31%	0%	0%	
Holiday day care services	5	3	2	0	0	10
	50%	30%	20%	0%	0%	
3rd Saturday Caregiver Respite Fun Day	3	3	1	0	0	7
	43%	43%	14%	0%	0%	

Days and hours of operation:

1. Would you like us to be open on Sundays 11-Yes 15-No
2. Would you be interested in a Sun-downing Program? 10-Yes 24-No
Friday Evenings 3:30pm – 8:30pm. Activities will extend from day program, dinner & preparing your loved one for bed. Estimate cost \$25.00 per evening.
3. Are you satisfied with the current operating hours of Hilo Adult Day Center? 21-Yes 1-No
Comments:
 - 6:30am-5:30pm, There are days when I need to work earlier or stay later.
 - Saturday hours maybe 730a-5p
4. Are you aware of the Caregiver Respite Fun Day? 23-Yes 4-No

What else can HIAC do to help you as a caregiver or any other suggestions?

- Aside from the Caregiver Saturdays, offer more resources (booklets, web-sites) to use to use and learn more about being a better caregiver. Perhaps evening classes too!
- Have OT on staff on site to “show” caregivers how to correctly transfer clients in/out of vehicles. Set times to break/stand/stretch at hour intervals during the day.
- Adjust staffing to allow for overnight paring of the HIAC vehicles after the “rush hour” pick-up between 4:30p-5p
- I don’t know if it’s possible to get a roster of your CNA’s who would be interested in working in our home if we need, short term caregiver help.
- Resume morning RX
- Email address of the intake/nurse/administration for 2-way communication purposes or do we email to HIAC @hawaiiislandadultcare.org for participant specific issues?
- The attention and help to my mother is awesome. That is the strength of the program. All staff is pleasant and understanding. I would appreciate some psychological care tips to have more compassion and understanding and patience with dementia and moods.
- Crafts/art and or story telling of the olden days.
- Mom likes to sweep and wipe the table. I’ve mentioned this to staff but maybe there is a safety issue.
- Have periodic scheduled discussions/consultations between HIAC staff and caregiver. Suggest at least quarterly.

Are you aware that HIAC has a part-time Day Center in Honomu? 24-Yes 2-No

Are you aware of HIAC’s Caregiver Support Group Meetings? 23-Yes 4-No

HIAC, throughout the year, has special events for our participants, would you be willing to participate or volunteer for these events? 13-Yes 26-No

Would you be interested in participating or volunteering at our fundraisers? 14-Yes 28-No

Questions for Caregiver-

Hilo Adult Day Center...	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Total Responses
helped increase my ability to care for family member.	21	10	0	0	0	31
	67%	32%	0%	0%	0%	
helped me keep my loved one at home longer.	16	10	2	0	3	31
	52%	32%	6%	0%	10%	
given/improved my skills in caring for my loved one.	13	11	0	0	10	31
	38%	32%	0%	0%	30%	
helped me maintain my job.	11	11	0	0	10	32
	34%	34%	0%	0%	32%	
helped me maintain an acceptable work schedule.	16	10	2	0	3	31
	53%	32%	5%	0%	10%	
decreased the level of stress from care giving.	21	10	1	0	0	31
	67%	30%	3%	0%	0%	
improved my ability to handle the stress of care giving.	19	10	1	0	2	32
	60%	31%	3%	0%	6%	
allowed me to take care of myself.	21	10	0	0	1	31
	67%	30%	0%	0%	3%	
improved my own and my family's quality of life.	20	10	0	0	0	30
	67%	33%	0%	0%	0%	

Questions for Elderly Person/Elder Client: Elderly unable to complete: 18

Hilo Adult Day Center	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Total Responses
helped me do as much as I can on my own.	5	10	0	0	2	19
	29%	59%	0%	0%	12%	
helped me remain living at home.	6	10	0	0	2	18
	33%	56%	0%	0%	11%	
helped me with daily living tasks.	4	12	3	0	3	22
	18%	54%	14%	0%	14%	
helped me maintain/improve my overall health.	5	13	0	0	0	18
	28%	72%	0%	0%	0%	
helped me maintain/improve my physical health.	6	12	0	0	1	19
	32%	63%	0%	0%	5%	
helped me maintain/improve my nutritional health.	6	12	0	0	1	19
	32%	63%	0%	0%	5%	
helped me maintain/improve my mental health.	7	12	1	0	0	20
	35%	60%	5%	0%	0%	
helped me be a happier person.	7	10	1	0	0	18
	39%	56%	5%	0%	0%	
made me feel safe and respected.	7	11	0	0	0	18
	39%	61%	0%	0%	0%	