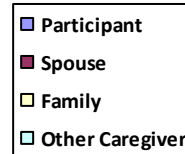
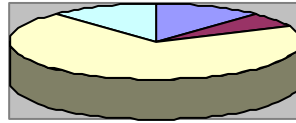


# 2016 HIAC Survey Results

## Hilo Adult Day Center Survey for current Participants and Families

We received 48 responses for a response rate of 44%.



\* some respondents mark more than one category, some questions were not answered

**9 - Participants 4- Spouses 33 - Family Member and/or Caregivers 6- Caregivers**

The following questions were asked on the survey:

**Does our Hilo/Honomu Adult Day Center meet your needs? 42- Yes 1 - No (98%)**

### **Comments included:**

- HIAC is a lifesaver. I don't know what we would have done if mom had not agreed to go. Now I am able to take her 6 days a week, which means we've been able to go to the farmers market for the first time in years! Thank you!
- Staff is always pleasant and patient with me and my mother.
- Everyone is cheerful, helpful and informative. We feel comfortable in the environment you have created.
- Couldn't make it without Hilo Center.
- Yes, very nice staff and services.
- Provides a safe and stimulating environment for my mom.
- When mom first attended, HIAC was not open on Saturdays-thank you so very much!
- Truly appreciate when aides come to curbside to pick-up/meet participants! It expedites traffic flow at the entry and it shaves off time for care partners to go to work.. Warm mahalo! Please continue this service.
- Center provides quality time and activities for my dad.
- Would be even better if we had till 5:30pm to pick up.
- Exceeds expectations, outstanding care.
- Yes, this program is a God-send. It helps me keep my sanity and provides me with more time to do things with my husband.
- I am quite satisfied with the quality care and the activities my mother receives. She is so happy and more active.
- Yes-if we were able to get her there. No-there were too many instances where we could not bring her: UTI's, falls, illness etc.etc. Also, she did not like it.
- Need more brain stimulating activities as well as physical movement.
- Provides a safe and caring environment while participant can remain at home. Thank you HIAC! Also, affordable.
- My mom looks forward every day to going to HIAC. It gives her purpose it motivates her every day. She loves meeting new friends, the staff is very kind and helpful.
- The administrators and staff are so wonderful. Every weekday morning my mother-in-law is happy when she is dropped off.

**B. Satisfaction with Day Center Services**

Please rate your satisfaction with our services and add any comments

<b>Items:</b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Don't Know</b>	<b>Total Responses</b>
Program Activities	<b>21</b>	<b>18</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>45</b>
	47%	41%	6%	0%	6%	
Participant's Enjoyment each Day	<b>22</b>	<b>19</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>45</b>
	49%	42%	6%	3%	0%	
Individualized Care	<b>19</b>	<b>22</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>45</b>
	42%	49%	6%	0%	3%	
Health Monitoring	<b>16</b>	<b>19</b>	<b>5</b>	<b>0</b>	<b>5</b>	<b>45</b>
	36%	42%	11%	0%	11%	
Sensitivity to Participant's Needs	<b>20</b>	<b>19</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>45</b>
	44%	42%	11%	0%	3%	
Safety and Protection of Participants	<b>25</b>	<b>16</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>45</b>
	56%	35%	6%	0%	3%	
Home-like environment	<b>22</b>	<b>17</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>46</b>
	48%	37%	9%	2%	4%	
Cleanliness of center	<b>24</b>	<b>20</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>46</b>
	52%	44%	4%	0%	0%	
Professionalism of Staff	<b>25</b>	<b>18</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>46</b>
	56%	40%	4%	0%	0%	
Friendliness and Courtesy of Staff	<b>31</b>	<b>14</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>46</b>
	69%	29%	2%	0%	0%	
Dress Attire of Staff	<b>29</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>45</b>
	65%	35%	0%	0%	0%	
Saturday day care services	<b>11</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>23</b>
	47%	35%	4%	4%	8%	
Holiday day care services	<b>11</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>21</b>
	52%	38%	5%	0%	5%	
3rd Saturday Caregiver Respite Fun Day	<b>7</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>12</b>
	58%	17%	0%	0%	25%	
3rd Thursday Support Group	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>9</b>
	56%	11%	0%	0%	33%	

**Additional Comments Included:**

- She doesn't remember anything, but seems happy and content when I pick her up.
- Great treat it is open Saturdays for family needs.
- Thank you very much.
- We no longer care for our loved one at home, but we went through all the stages. First she attended HIAC when she was still living alone and we brought her to HIAC. She then lived with us and stayed at HIAC while we worked. Then the Alzheimers got too bad and we needed to put her in a private care home since now we have health issues of our own and still travel to babysit. Through it all HIAC is great. Even if she is in a care home we still have to HIAC because it is good for her. One day we will be there ourselves!
- Suggestion: Having participants standing and moving should be on regular basis and schedule at intervals throughout the day.
- While I would be interested in the Sun Downing Program, the isolated location of the center raises security concerns.
- I enjoy the activities very much and all the nice people I now call my friends and I feel safe.
- Mel helps me a lot with exercise, mahalo for that! Bronson is awesome, I miss him bathing me he makes everything fun and he's so good at his job! I appreciate him so much, he is a 10! Kalei is wonderful too, nice to talk too.
- I hope to be able to attend Adult Care for many more years.
- I like that staff is there to pick up participant in the morning, also they help to send him off in the afternoon. They're very helpful.
- When we were able to bring her to HIAC, we enjoyed a welcome few hours of respite. We found that hiring an aide to come to our home once a week was much more appropriate for our needs because even if my mom had a health problem someone came and gave us a break. Our aide also cleaned her bedroom, fed her lunch, and bathed her. This only cost us about \$35 more for the same 5 hours. For other people who don't need 8 hours of care/respite, I would highly recommend this alternative. The aide comes once a week and she is wonderful.
- Exercise or stretching. Afternoon napping.
- Thank you, Thank you, Thank you. I wouldn't be able to go to work if it wasn't for HIAC. This place gives me a peace of mind knowing that my mom loves it here and waits anxiously every morning to come to her second home!

**Days and hours of operation:**

1. Would you like us to be open on Sundays 17- Yes 27- No
2. Would you be interested in a Sundowning Program? 12- Yes 30- 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? 41- Yes 4- No

**Comments:**

- 6:30am-5:30pm, There are days when I need to work earlier or stay later.
- opening time 6:45am
- closing time 5:30pm
- Maybe Sat. 5pm?
- Closing time 6:00pm

4. Are you aware of the Caregiver Respite Fun Day? 40- Yes 3 - No

### **How can we improve the quality of our services?**

- Perhaps provide more activities for those seniors with poor eyesight.
- The voice message is pretty lengthy and I was never given an extension to use.
- It is already outstanding.
- Sometimes communication of sudden holiday hours is lacking, any change on schedule, perhaps a board will help staff.
- Extend hours/days as needed.
- Meet with family to let us know how participant is doing.
- It's amazing.
- Eagerly awaiting for your new facility to open.
- Hot food more days.
- Listening to the caregivers with understandings of individual needs of clients.
- I just read in an article from Mt.Sinai school of medicine that regular exercise or physical activity protects against cognitive decline. Those who cannot attend or do physical activity should walk around at the very least.
- You are all doing an excellent job.
- Text messages for medication updates or other messages.

### **What are the strengths of the services we provide?**

- The activities are varied, engaging and interactive.
- Very caring staff.
- Security, knowing she's in a good, healthy , safe environment.
- Makes my mom happy.
- A safe and fun environment for our loved one.
- Engaging and stimulating activities.
- Friendliness, crafts, games...your activities are amazing and the artistic caregivers!
- Activities for Kupuna, meals, inclusiveness, consistency, greetings/salutations to participants, cost of day care, assistance when participant needs assistance in the restroom, day care services.
- Allowing my mom to socialize on a daily basis.
- Good environment to leave someone, good hours, good people.
- Positive interactions and stimulation.
- Transportation
- Safe and comfortable environment, friendly and caring staff and excellent managers. Both Maile and Tiffany have been helpful.
- Friendly staff.
- Care at a reasonable price.
- Love your craft work that you have mom do.
- Arts and crafts.
- Peace of mind knowing my father is in a safe place.
- Compassion
- Safe and enriching environment. Staff is very caring and professional.
- Everything, the morning greetings, asking me each day if I need help of any kind.
- Caring for the participants in a loving manner.
- Friendly staff.
- Helpful caregivers/employees.

### What else can HIAC do to help you as a caregiver?

- Drive to appointments or late pick up.
- More education on specific topics, I'm presently preparing for a certification.
- Nothing really
- Respite Saturdays twice a month.
- Just having mom attend during the day is almost all the help I need.
- Keep communication between us. Let me know if anything can be done at home. Incident reports or info or HIAC.
- You folks are doing a great job as you are!
- Nothing

### Are you aware that HIAC has a part-time Day Center in Honouliuli?

39- Yes 8-No

### Are you aware of HIAC's Caregiver Support Group Meetings?

39- Yes 8- 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

### G. Would you be interested in participating or volunteering at our fundraisers?

14- Yes 28- No

### Questions for Caregiver-

Hilo/Honouliuli Adult Day Center...	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Total Responses
helped increase my ability to care for family member.	22 51%	20 47%	0 0%	0 0%	1 2%	43
helped me keep my loved one at home longer.	23 50%	19 42%	0 0%	0 0%	4 8%	46
given/improved my skills in caring for my loved one.	16 36%	19 43%	3 7%	0 0%	6 14%	44
helped me maintain my job.	25 56%	7 16%	0 0%	0 0%	13 28%	45
helped me maintain an acceptable work schedule.	24 53%	7 16%	1 3%	0 0%	13 38%	45
decreased the level of stress from care giving.	31 68%	12 26%	1 2%	0 0%	2 4%	46
improved my ability to handle the stress of care giving.	26 57%	18 39%	1 2%	0 0%	1 2%	46
allowed me to take care of myself.	26 57%	18 39%	0 0%	0 0%	2 4%	46
improved my own and my family's quality of life.	28 62%	16 36%	0 0%	0 0%	1 2%	45

**Questions for Elderly Person/Elder Client**

<b>Hilo/Honomu Adult Day Center...</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>N/A</b>	<b>Total Responses</b>
helped me do as much as I can on my own.	<b>12</b> 39%	<b>15</b> 48%	<b>0</b> 0%	<b>1</b> 3%	<b>3</b> 10%	<b>31</b>
helped me remain living at home.	<b>17</b> 55%	<b>10</b> 32%	<b>0</b> 0%	<b>0</b> 0%	<b>4</b> 13%	<b>31</b>
helped me with daily living tasks.	<b>6</b> 20%	<b>10</b> 33%	<b>2</b> 7%	<b>1</b> 3%	<b>11</b> 37%	<b>30</b>
helped me maintain/improve my overall health.	<b>20</b> 65%	<b>9</b> 29%	<b>1</b> 3%	<b>0</b> 0%	<b>1</b> 3%	<b>31</b>
helped me maintain/improve my physical health.	<b>18</b> 61%	<b>10</b> 33%	<b>1</b> 3%	<b>0</b> 0%	<b>1</b> 3%	<b>30</b>
helped me maintain/improve my nutritional health.	<b>18</b> 59%	<b>11</b> 35%	<b>0</b> 0%	<b>0</b> 0%	<b>2</b> 6%	<b>31</b>
helped me maintain/improve my mental health.	<b>19</b> 64%	<b>10</b> 33%	<b>0</b> 0%	<b>0</b> 0%	<b>1</b> 3%	<b>30</b>
helped me be a happier person.	<b>17</b> 61%	<b>11</b> 39%	<b>0</b> 0%	<b>0</b> 0%	<b>0</b> 0%	<b>28</b>
made me feel safe and respected.	<b>20</b> 71%	<b>8</b> 29%	<b>0</b> 0%	<b>0</b> 0%	<b>0</b> 0%	<b>28</b>

**Elder Unable to Complete Survey:**

<b>19</b>
-----------