

Therapy addressed your physical needs and met your expectations.

- Excellent
- Very Good
- Good
- Fair
- Poor

Comments and suggestions for Therapy:

Management and Staff Standards

Administrator, DON and/or other managers are responsive to patients and families when concerns arise.

- Excellent
- Very Good
- Good
- Fair
- Poor

Admissions process was professional and informative.

- Excellent
- Very Good
- Good
- Fair
- Poor

In general, staff are professional and attempt to fulfill residents and family needs.

- Excellent
- Very Good
- Good
- Fair
- Poor

Visiting hours are flexible and convenient for family members.

- Excellent
- Very Good
- Good
- Fair
- Poor

Comments and suggestions for Management and Staff:

Your name: _____

Residents name (optional): _____

Telephone #: _____

Would you like someone to call you to discuss any of the concerns or comments made in this survey?

- Yes
- No

Would you recommend this nursing facility to a family member or friend?

- Yes
- No

Your written comments and suggestions are the most valuable information you provide us. Please take a few moments to give us your suggestions and comments.

Has this survey allowed you to evaluate the facility in a satisfactory manner?

- Yes
- No

If no, what else would you like to let us know?

Our goal is to assure that everyone visiting has a pleasant experience. Please inform us if there is anything that would have made our stay more comfortable.

We always need and appreciate your positive comments. Please let us know what you enjoyed most about the facility and our staff.

Thank you for your participation and assistance. Your responses are most helpful as we strive for greater quality in our care. If you have any questions or would like to speak to me directly, please call (559)-321-0883.

Teresa Ewing,
Administrator



Horizon Health & Subacute Center

Family Survey

“Only by listening and responding to our residents and families can we achieve Excellence”

“Your first step to recovery”

**3034 E. Herndon
Fresno, CA 93720
Telephone 559-321-0883
Fax 559-321-7783**

Horizon Health & Subacute Center

Dear Family and Friends,

This questionnaire is designed to measure our performance in meeting your needs and to identify areas for improvement. Your responses and comments will assist us in evaluating our performance. Please take a few moments to answer the following questions. Thank you in advance for your time and cooperation.

Sincerely,
Angela Hopkins
Administrator

Nursing Care Standards

Help each patient to be as independent as his/her health will allow.

- Excellent
- Very Good
- Good
- Fair
- Poor

Quickly recognize and respond to the patient's physical and emotional needs.

- Excellent
- Very Good
- Good
- Fair
- Poor

Nursing Assistants are professional and take adequate time in caring for each resident.

- Excellent
- Very Good
- Good
- Fair
- Poor

Licensed Nursing Staff keep family members informed of changes in the patients condition.

- Excellent
- Very Good
- Good
- Fair
- Poor

Residents' dignity, respect and privacy are maintained at all times.

- Excellent
- Very Good
- Good
- Fair
- Poor

Nursing department comments and suggestions: _____

Meals and Dining Standards

The dining room(s) and staff responsiveness provides a pleasant and comfortable setting for meals.

- Excellent
- Very Good
- Good
- Fair
- Poor

Provide a variety of meals that meet the patients dietary needs.

- Excellent
- Very Good
- Good
- Fair
- Poor

Meals are attractively prepared and given in a timely manner to the patients.

- Excellent
- Very Good
- Good
- Fair
- Poor

Meals and Dining comments and suggestions: _____

Physical Setting Standards

Provide an environment that feels safe and secure for patients and family members.

- Excellent
- Very Good
- Good
- Fair
- Poor

Provide a comfortable, open and attractive setting that is as much homelike as possible.

- Excellent
- Very Good
- Good
- Fair
- Poor

Provides a clean, orderly environment.

- Excellent
- Very Good
- Good
- Fair
- Poor

Physical Setting comments and suggestions: _____

Patient Activities Standards

A variety of useful and interesting programs are provided on a daily basis to help patients enjoy life.

- Excellent
- Very Good
- Good
- Fair
- Poor

Programs are designed to meet the physical, social, emotional and spiritual needs of each patient.

- Excellent
- Very Good
- Good
- Fair
- Poor

Patient Activities comments and suggestions: _____

Social Services Standards

Provide family members good advise and assistance when choosing and entering California Park Rehab, as well as planning for discharge.

- Excellent
- Very Good
- Good
- Fair
- Poor

Provide emotional support and assistance to family members and our patients.

- Excellent
- Very Good
- Good
- Fair
- Poor

Therapy Standards

Physical therapy was done in a well-organized and courteous manner.

- Excellent
- Very Good
- Good
- Fair
- Poor