

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Comments
<b>In my opinion.....</b>						
1	5	4	3	2	1	_____
						_____
2	5	4	3	2	1	_____
						_____
3	5	4	3	2	1	_____
						_____
4	5	4	3	2	1	_____
						_____
5	5	4	3	2	1	_____
						_____
6	5	4	3	2	1	_____
						_____
7	5	4	3	2	1	_____
						_____
8	5	4	3	2	1	_____
						_____
9	5	4	3	2	1	_____
						_____
10	5	4	3	2	1	_____
						_____
11	5	4	3	2	1	_____
						_____
12	5	4	3	2	1	_____
						_____
13	5	4	3	2	1	_____
						_____
14	5	4	3	2	1	_____
						_____
15	5	4	3	2	1	_____
						_____

TURN OVER TO COMPLETE

Iowa Nursing Facility  
Customer Satisfaction Survey

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Comments
16 The nursing home is clean.	5	4	3	2	1	_____
17 The housekeeping department does a good job.	5	4	3	2	1	_____
18 Housekeeping staff are pleasant to visit with.	5	4	3	2	1	_____
19 There are activities available to encourage thinking.	5	4	3	2	1	_____
20 The resident's property is rarely stolen and if it is, property is usually recovered.	5	4	3	2	1	_____
21 There are no bad odors in the nursing home.	5	4	3	2	1	_____
22 The surroundings are comfortable.	5	4	3	2	1	_____
23 The chapel services are adequate.	5	4	3	2	1	_____
24 The administration spends money wisely.	5	4	3	2	1	_____
25 Residents will get a change in roommate if they request.	5	4	3	2	1	_____
26 If requested, residents will get a change in care.	5	4	3	2	1	_____
<b>I am satisfied with.....</b>						
27 The aides' service	5	4	3	2	1	_____
28 The dietary service	5	4	3	2	1	_____
29 The nursing service	5	4	3	2	1	_____
30 The housekeeping service	5	4	3	2	1	_____
31 The administration	5	4	3	2	1	_____
I would recommend this facility to a friend or family member. (circle one)				YES	NO	

Date Completed: \_\_\_\_\_

Survey completed by:

The resident

A responsible party

A family member

Other