2015 Staff Satisfaction Survey

We want to hear from YOU. We are conducting a staff satisfaction survey. As we implement changes it becomes increasingly important to gauge the level of satisfaction of our staff. Your honest responses will help us gain perspective on areas of strength and areas that can be improved upon. The survey is completely anonymous.

The survey will take approximately 10 – 15 minutes to complete. Surveys are due by August 3, 2015. Please read each question carefully and select the best answer (percent of the time questions can be rated by marking the percentage line or by filling in the blank).

Thank you for your time and participation!

Your Job

1. What is your position with Tender Care?

☐ CNA ☐ RN/LPN ☐ Therapist ☐ Other

2. The expectations of my position are clear to me ___ percent of the time.

3. I have the authority to carry out the responsibilities assigned to me.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

4. I have the skills necessary to carry out my job responsibilities.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

5. I receive adequate, on-going training and education.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

6. I see opportunities for professional development within my job.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

7. I enjoy my job ___ percent of the time.

8. I feel respected and valued ___ percent of the time.

9. When I do excellent work, it is recognized ___ percent of the time.

10. I see myself working for Tender Care in the future.

☐ Less than 1 year ☐ 1 year ☐ 3 years ☐ 5 or more years

11. I understand it is my responsibility to voice questions, comments, and concerns.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

12. I know who to direct questions, comments, and concerns to.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

Agency

13. I know what services Tender Care offers.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

14. I understand the mission and values of the company.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

15. While at work, I embody Tender Care's mission and values.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

16. I have confidence in Tender Care's ability to provide quality client care ___ percent of the time.

17. I believe that Tender Care proficiently manages business development and growth without sacrificing quality, compassionate, supportive client care.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

18. I have confidence in the leadership of upper management.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

19. My supervisor provides clear expectations of the tasks and responsibilities assigned to me.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

20. My supervisor has helped me to establish goals for professional development.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

21. My supervisor has a sincere interest in my career.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

22. I feel like Tender Care has a vested interest in my personal well-being.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

23. There is cohesiveness and cooperation among my peers ___ percent of the time.

Client Care / Risk Management

24. Our staff delivers quality care to each client ___ percent of the time.

25. I participate in my client's plan of care by providing input to the client's case manager as appropriate___ percent of the time.

☐ **N/A**

26. Client care is delivered in an efficient manner ___ percent of the time.

27. I understand my responsibilities in the event of a natural or man-made disaster.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

28. I know what to do in the event of a medical emergency ___ percent of the time.

29. I understand what a safety event is.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

30. I know what to do when a safety event occurs ___ percent of the time.

31. I feel comfortable reporting safety events.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

32. I know what steps to follow if a client or family is dissatisfied or has a complaint.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

33. I know what steps to follow if I am dissatisfied or have a complaint.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

34. I understand what precautions to take in the event of an infection or illness.

☐ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

35. I use appropriate infection control techniques while performing my day to day tasks ___ percent of the time.

Work Environment:

What three attributes/benefits do you value most in a company *(choose three or feel free to write in your own):*

☐ Positive atmosphere	☐ Teamwork	☐ Opportunity for advancement
☐ Competitive pay	☐ Employee recognition	☐ Productivity
☐ Flexible scheduling	☐ Health benefits	☐ Paid time off (PTO)
☐ _____	☐ _____	☐ _____

Questions / Comments / Concerns

Please use the space below to write any questions, comments, or concerns you have.

Thank you for your time and responses! We appreciate your feedback.