

**KNI PARENT/GUARDIAN SATISFACTION SURVEY
NOVEMBER 2021**

Summary of Responses Received by 3/19/22 (67 Surveys Received)

**Please answer the questions below based on your experience *during the past year*.
Rate your satisfaction using this scale:**

5--Strongly agree; 4--Agree; 3--Neutral; 2--Disagree; 1--Strongly disagree; NS--Not Sure

1) Staff members at KNI treat the person I care about in a positive and respectful manner.

11/21 Average—4.7	11/21 “1 or 2” responses---0
11/20 Average—4.7	11/20 “1 or 2” responses—0
11/19 Average—4.5	11/19 “1 or 2” responses—0
11/18 Average—4.7	11/18 “1 or 2” responses—0
11/17 Average—4.8	11/17 “1 or 2” responses—0
11/16 Average—4.8	11/16 “1 or 2” responses—0
11/15 Average—4.9	11/15 “1 or 2” responses—0

2) The home of the person I care about is clean.

11/21 Average—4.7	11/21 “1 or 2” responses---0
11/20 Average—4.4	11/20 “1 or 2” responses—0
11/19 Average—4.5	11/19 “1 or 2” responses—0
11/18 Average—4.6	11/18 “1 or 2” responses—0
11/17 Average—4.6	11/17 “1 or 2” responses—0
11/16 Average—4.8	11/16 “1 or 2” responses—0
11/15 Average—4.8	11/15 “1 or 2” responses—0

3) The home of the person I care about is in good repair.

11/21 Average—4.7	11/21 “1 or 2” responses---0
11/20 Average—4.4	11/20 “1 or 2” responses—0
11/19 Average—4.3	11/19 “1 or 2” responses—0
11/18 Average—4.4	11/18 “1 or 2” responses—0
11/17 Average—4.5	11/17 “1 or 2” responses—0
11/16 Average—4.7	11/16 “1 or 2” responses—0
11/15 Average—4.8	11/15 “1 or 2” responses—0

4) The person I care about is safe.

11/21 Average—4.6	11/21 “1 or 2” responses---1
11/20 Average—4.7	11/20 “1 or 2” responses—0
11/19 Average—4.7	11/19 “1 or 2” responses—0
11/18 Average—4.6	11/18 “1 or 2” responses—2
11/17 Average—4.8	11/17 “1 or 2” responses—0
11/16 Average—4.9	11/16 “1 or 2” responses—0
11/15 Average—4.8	11/15 “1 or 2” responses—0

5) Staff members at KNI take reasonable steps to prevent abuse and neglect.

11/21 Average—4.6	11/21 “1 or 2” responses---0
11/20 Average—4.8	11/20 “1 or 2” responses—0
11/19 Average—4.2	11/19 “1 or 2” responses—0
11/18 Average—4.5	11/18 “1 or 2” responses—1
11/17 Average—4.7	11/17 “1 or 2” responses—0
11/16 Average—4.8	11/16 “1 or 2” responses—0
11/15 Average—4.8	11/15 “1 or 2” responses—0

- 6) The person I care about receives good personal care from KNI's staff.
- | | |
|-------------------|------------------------------|
| 11/21 Average—4.6 | 11/21 “1 or 2” responses---0 |
| 11/20 Average—4.6 | 11/20 “1 or 2” responses—0 |
| 11/19 Average—4.5 | 11/19 “1 or 2” responses—0 |
| 11/18 Average—4.6 | 11/18 “1 or 2” responses—0 |
| 11/17 Average—4.8 | 11/17 “1 or 2” responses—0 |
| 11/16 Average—4.8 | 11/16 “1 or 2” responses—0 |
| 11/15 Average—4.8 | 11/15 “1 or 2” responses—0 |
- 7) The person I care about has adequate time, space and opportunities for privacy.
- | | |
|-------------------|------------------------------|
| 11/21 Average—4.7 | 11/21 “1 or 2” responses---0 |
| 11/20 Average—4.4 | 11/20 “1 or 2” responses—0 |
| 11/19 Average—4.4 | 11/19 “1 or 2” responses—0 |
| 11/18 Average—4.4 | 11/18 “1 or 2” responses—1 |
| 11/17 Average—4.4 | 11/17 “1 or 2” responses—0 |
| 11/16 Average—4.7 | 11/16 “1 or 2” responses—0 |
| 11/15 Average—4.8 | 11/15 “1 or 2” responses—0 |
- 8) Staff members at KNI do a good job of protecting confidential personal information related to the person I care about.
- | | |
|-------------------|------------------------------|
| 11/21 Average—4.7 | 11/21 “1 or 2” responses---1 |
| 11/20 Average—4.6 | 11/20 “1 or 2” responses—0 |
| 11/19 Average—4.4 | 11/19 “1 or 2” responses—0 |
| 11/18 Average—4.4 | 11/18 “1 or 2” responses—1 |
| 11/17 Average—4.5 | 11/17 “1 or 2” responses—0 |
| 11/16 Average—4.6 | 11/16 “1 or 2” responses—0 |
| 11/15 Average—4.8 | 11/15 “1 or 2” responses—0 |
- 9) The person I care about receives support to exercise his/her rights.
- | | |
|-------------------|------------------------------|
| 11/21 Average—4.6 | 11/21 “1 or 2” responses---1 |
| 11/20 Average—4.3 | 11/20 “1 or 2” responses—0 |
| 11/19 Average—4.0 | 11/19 “1 or 2” responses—0 |
| 11/18 Average—4.2 | 11/18 “1 or 2” responses—1 |
| 11/17 Average—4.2 | 11/17 “1 or 2” responses—0 |
| 11/16 Average—4.5 | 11/16 “1 or 2” responses—0 |
| 11/15 Average—4.8 | 11/15 “1 or 2” responses—0 |
- 10) The person I care about is treated fairly.
- | | |
|-------------------|------------------------------|
| 11/21 Average—4.6 | 11/21 “1 or 2” responses---0 |
| 11/20 Average—4.5 | 11/20 “1 or 2” responses—0 |
| 11/19 Average—4.2 | 11/19 “1 or 2” responses—1 |
| 11/18 Average—4.5 | 11/18 “1 or 2” responses—0 |
| 11/17 Average—4.5 | 11/17 “1 or 2” responses—0 |
| 11/16 Average—4.8 | 11/16 “1 or 2” responses—0 |
| 11/15 Average—4.8 | 11/15 “1 or 2” responses—0 |

- 11) Staff members at KNI do a good job of supporting the person I care about to do the things he/she likes to do on a day-to-day basis.

11/21 Average—4.5	11/21 “1 or 2” responses---0
11/20 Average—4.2	11/20 “1 or 2” responses—0
11/19 Average—4.4	11/19 “1 or 2” responses—0
11/18 Average—4.5	11/18 “1 or 2” responses—1
11/17 Average—4.7	11/17 “1 or 2” responses—0
11/16 Average—4.7	11/16 “1 or 2” responses—0
11/15 Average—4.8	11/15 “1 or 2” responses—0

- 12) Staff members at KNI do a good job of supporting the person I care about to experience or learn new things that are important to him/her.

11/21 Average—4.5	11/21 “1 or 2” responses---0
11/20 Average—4.1	11/20 “1 or 2” responses—1
11/19 Average—4.2	11/19 “1 or 2” responses—0
11/18 Average—4.2	11/18 “1 or 2” responses—1
11/17 Average—4.3	11/17 “1 or 2” responses—0
11/16 Average—4.5	11/16 “1 or 2” responses—0
11/15 Average—4.7	11/15 “1 or 2” responses—0

- 13) KNI’s staff provides the support necessary for my loved one to participate in the community to an acceptable degree.

11/21 Average—4.6	11/21 “1 or 2” responses---1
11/20 Average—4.4	11/20 “1 or 2” responses—0
11/19 Average—4.4	11/19 “1 or 2” responses—0
11/18 Average—4.2	11/18 “1 or 2” responses—1
11/17 Average—4.4	11/17 “1 or 2” responses—0
11/16 Average—4.5	11/16 “1 or 2” responses—0
11/15 Average—4.7	11/15 “1 or 2” responses—0

- 14) Staff members at KNI do a good job of keeping me informed about the life of my loved one.

11/21 Average—4.6	11/21 “1 or 2” responses---2
11/20 Average—4.6	11/20 “1 or 2” responses—0
11/19 Average—4.4	11/19 “1 or 2” responses—3
11/18 Average—4.4	11/18 “1 or 2” responses—2
11/17 Average—4.5	11/17 “1 or 2” responses—0
11/16 Average—4.6	11/16 “1 or 2” responses—2
11/15 Average—4.6	11/15 “1 or 2” responses—2

- 15) Staff members at KNI encourage me to be involved in the life of my loved one.

11/21 Average—4.7	11/21 “1 or 2” responses---0
11/20 Average—4.7	11/20 “1 or 2” responses—0
11/19 Average—4.5	11/19 “1 or 2” responses—2
11/18 Average—4.5	11/18 “1 or 2” responses—0
11/17 Average—4.5	11/17 “1 or 2” responses—0
11/16 Average—4.8	11/16 “1 or 2” responses—0
11/15 Average—4.7	11/15 “1 or 2” responses—3

16) The person I care about receives the health care services he/she needs.

11/21 Average—4.7	11/21 “1 or 2” responses---0
11/20 Average—4.7	11/20 “1 or 2” responses—0
11/19 Average—4.6	11/19 “1 or 2” responses—1
11/18 Average—4.6	11/18 “1 or 2” responses—1
11/17 Average—4.7	11/17 “1 or 2” responses—0
11/16 Average—4.8	11/16 “1 or 2” responses—0
11/15 Average—4.8	11/15 “1 or 2” responses—1

17) KNI’s staff have been responsive to any changing needs experienced by my loved one during the past year.

11/21 Average—4.7	11/21 “1 or 2” responses---0
11/20 Average—4.6	11/20 “1 or 2” responses—0
11/19 Average—4.5	11/19 “1 or 2” responses—1
11/18 Average—4.3	11/18 “1 or 2” responses—1
11/17 Average—4.5	11/17 “1 or 2” responses—0
11/16 Average—4.6	11/16 “1 or 2” responses—0
11/15 Average—4.8	11/15 “1 or 2” responses—0

18) Staff members at KNI provide the support necessary for the person I care about to identify and work toward personal goals and dreams.

11/21 Average—4.5	11/21 “1 or 2” responses---0
11/20 Average—4.2	11/20 “1 or 2” responses—0
11/19 Average—4.1	11/19 “1 or 2” responses—0
11/18 Average—4.0	11/18 “1 or 2” responses—1
11/17 Average—4.2	11/17 “1 or 2” responses—0
11/16 Average—4.5	11/16 “1 or 2” responses—0
11/15 Average—4.8	11/15 “1 or 2” responses—0

19) Overall, the person I care about has received good supports from KNI’s staff during the past year.

11/21 Average—4.7	11/21 “1 or 2” responses---0
11/20 Average—4.7	11/20 “1 or 2” responses—0
11/19 Average—4.5	11/19 “1 or 2” responses—0
11/18 Average—4.6	11/18 “1 or 2” responses—0
11/17 Average—4.6	11/17 “1 or 2” responses—0
11/16 Average—4.7	11/16 “1 or 2” responses—0
11/15 Average—4.8	11/15 “1 or 2” responses—0

20) **List the 3 things you are most satisfied with about KNI.**

#	Most satisfied with about KNI	%
32	Great personal care	Listed on 48% of surveys
32	Staff—Caring, professional, great relationships, etc.	Listed on 48% of surveys
31	Good communication and sharing of information	Listed on 46% of surveys
14	Person-centered care and services	Listed on 21% of surveys
12	Safe environment (during Covid, in general)	Listed on 18% of surveys
10	Overall satisfaction (everything is great, etc.)	Listed on 15% of surveys
9	Positive atmosphere in the home	Listed on 13% of surveys
9	Good health care services	Listed on 13% of surveys
1	KNI is still open	Listed on 1% of surveys

21) **List 3 suggestions you have for improving KNI.**

#	Suggestions to improve KNI	%
12	Family communication issues (Communicate more about general issues, knowing staff better, opportunities to ask questions, respond to complaints promptly, info on staff vacancies, etc.)	Listed on 18% of surveys
7	Resume opportunities for family members to visit in homes	Listed on 10% of surveys
5	Better or more staff, better pay and benefits for staff	Listed on 7% of surveys
3	Better health care services (dental care, PT, whirlpool)	Listed on 4% of surveys
3	Better personal care and hygiene (feet, teeth)	Listed on 4% of surveys
1	Clean bathrooms better	Listed on 1% of surveys
1	Provide more outdoor activities	Listed on 1% of surveys
1	Provide assistance to find a successor guardian	Listed on 1% of surveys
1	Use adult language in talking to people who live at KNI	Listed on 1% of surveys
1	Spend money more in accordance with my wishes	Listed on 1% of surveys
1	Digitize parent survey	Listed on 1% of surveys
1	Increase social media coverage	Listed on 1% of surveys