**Compassionate Care Survey Summary**

01/07/2022

Link to Survey:

<https://docs.google.com/forms/d/1-4V1tLrVRPPhJAgI5L7hnsvwpLsClVVGZPubZrNhnog/edit?usp=sharing>

1. In your opinion, what topics should we emphasize to support our mission and values? (11 responses)
2. We should include topics that help partners understand what older persons are going through and why they behave as they do. Developing empathy for the challenges Seniors face is critical for them to provide service that they would not necessarily need to do for a younger resident. Great examples could involve exercises where mobility or vision are reduced and asking the partners to complete certain tasks our residents find difficult.
3. Service recovery, how to interact with residents through conversations, how to say no, how smiling can help, difference between service and hospitality, how to make residents feel special, what is compassionate care, how to turn a negative experience into a positive experience.
4. Care and understanding of each resident with a focus on “listening skills.”
5. We should focus on defining the values, we should articulate how each partner can live out those values, and we should provide a common language to hold each other accountable for desired behaviors. Previously, we used the term Compassionate Service to articulate the above.
6. Timely responsiveness to residents and partners, the approach in which we interact with partners and residents, The Best Friends approach to dementia care, especially for those working in health care settings.
7. Hospitality training similar to the high-end resorts but laced with compassionate service to match the needs of the population we serve.
8. Hospitality towards residents, their families, and our coworkers
9. Emphasis on this program existing in all care areas and inclusion of both residents and partners.
10. Understanding the differences between the generations. Hospitality mindset vs. healthcare mindset. What ageism looks like ... It's about stage (of life), not age.
11. The respect, integrity, compassionate care for excellence towards your fellow partners. Brighten your partners day. Possibly how to handle workplace conflict. More on first impressions with partners and residents - not just the verbal but non-verbal. More in depth about a best friend - attributes of best friend, impact on their life, and your life, as well as their families’ lives.
12. Compassionate caring and what that truly means and looks like. It can look very different partner to partner and that’s okay! Doing the right thing, integrity. Going the extra mile even when no one is looking. The golden rule. Professional love and dedication. How what we do makes a difference in the lives of our residents, and in the lives of the partners that work with us.
13. Are there areas we should not include or focus on? (5 responses)
14. No, the course needs to cover not only compassionate care, but also hospitality and relate to Facilities functions.
15. In dining it should be about food and service. Their memories of favorite foods that we can recreate or feature on our menus. Not focus on any health issues but be aware. Our residents like the independence and what to do things on their own, we should support that the best we can.
16. Technical training for each different job type.
17. The emphasis should be more on exceptional service rather than care related, the resident care should be only a part of the hospitality red carpet of an experience, not all of it.
18. N/A
19. What specific behaviors would you like to see emerge because of this program? (11 responses)
20. A focus on customer service and going above and beyond what was asked so the recipients’ expectations are exceeded.
21. Greater degree of hospitality from FOH team members.
22. Trust, conversation, life stories, a genuine sense of caring and understanding.
23. Smile, Greeting Residents, owning enhancing the service delivery. In other words, deliver excellent hospitality in all areas.
24. Fellow partners answering emails, or even noting I have received and will get back to you... A more person-centered approach to interactions with all residents. When interacting with someone with cognitive deficits remembering to take the time to protect residents’ dignity.
25. Polite, can-do attitude, going above and beyond, beautiful presentation of any service we provide, service that brings joy to the residents and always delivered with a smile.
26. Compassion, spirit to serve each person, culture of partners who are committed to living our mission and values and celebrate the successes of individuals who are exceptional at doing so.
27. I would like to see the life story aspect of Compassionate Care resurface.
28. Hospitality mindset
29. Partners being held accountable for their actions and reactions - positive and negative. Partners to find that Moorings Park is the Prestigious (aka Prestigious Care Program) Place to work - the impact they can make on residents, as well as their fellow partners. Having these behaviors outside the work place to guide them through their life - personal and professional.
30. Enhanced leadership skills. Better communication, better follow up. Accountability.
31. Anything Else? (7 responses)
32. A program that is spread across a defined time limit, i.e., a year that delivers the curriculum in bite size portions and those that complete the training are celebrated at the conclusion of training.
33. Make our residents feel important and included; food is a great start to achieve those objectives.
34. Success will be all 900+ employees owning a similar set of behaviors and language that will lead to great relationships with each other and great relationships with the residents.
35. Should Partners helping Partners be addressed at all from the perspective that many are still having (PIC) $ deducted from our paycheck and there has been question if that program is still in place?
36. Create a sense of pride and ownership that goes beyond a paycheck.
37. Connect the training with the partners. Use applicable examples of residents who demonstrate our mission, vision, and values.
38. More in person programming if possible. Less reliance (computer screen speaking at you) more back and forth with open dialogue. Two-way communication.