

Dept. of Veterans Affairs: Survey results from the Wisconsin State Veterans Homes at King and Union Grove

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MADISON — The Wisconsin Department of Veterans Affairs (WDVA) released results from satisfaction surveys from the Wisconsin State Veterans Homes at King and Union Grove, which showed positive responses from home residents and their families on the quality of the care at the homes while also underscoring the need to retain and recruit talented workers. A survey was conducted of residents, family members of residents, and employees of both homes, respectively, based on nursing home industry-standard surveys. The results were released to the Joint Legislative Committee on Audit Friday.

“In order to plan for the future and provide the best level of service to veterans in our homes, we must hear from those who know these places best—those who live and work there, and loved ones of the residents,” said Secretary-designee James Bond. “I’m thrilled to hear how much residents and family appreciate the excellent staff and feel well-cared for. We will continue our efforts to support our workers and recruit more talented individuals to work in our homes. Employees provided invaluable feedback that will be integral to planning for creating better workplaces and even better homes.”

Below are highlights from all three of the satisfaction surveys in which residents, family members of residents, and staff were asked to respond based on their experience over the last six months:

Resident Satisfaction:

- Residents gave the state veterans homes an average of **8.1** when rating the care from 1 to 10, where 10 is the best care possible. **Over 75%** of residents **gave the nursing home** a score of **10/10, 9/10, or 8/10**.
- Nearly **75% of residents** said they were **never unhappy with care** they received at the nursing home.
- About **42% of residents** feel there are **enough nurses and aids** in the nursing home.
- **More than 93% of residents** say they are treated with courtesy and respect all or most of the time.
- **3 of every 4 residents** said they **never saw an aide or nurse be rude** to them or any other resident.
- Nearly **90% of residents** indicated nurses and aides explain things in a way that was easy for them to understand.
- **Over 95% of residents** indicated the public areas of the nursing home look and smell clean all or most of the time.

Family Satisfaction:

- Families gave the state veterans homes an average of **8.71** when rating the care from 1 to 10, where Zero is worst care possible, and 10 is the best care possible. **About two of every three** families gave the nursing home a score of **10/10 or 9/10**.
- **More than 80%** of families said they were **never unhappy with care** their family member received at the nursing home.
- **Over 80%** of families indicated that they **always** saw nurse or aides **treat their family member with courtesy and respect**.
- **Over 90%** of families indicated that **never saw an aide or nurse be rude** to their family member or any other resident during any of their visits.
- **3 of every 4 families** said if a veteran or eligible veteran spouse you knew needed nursing home care, they **would recommend the state veterans nursing home** to them.

Employee Satisfaction:

- **Over 90% of staff** feel like their work has a **positive impact on residents'** lives.
- **More than 88% of staff** said they **take pride in their team and the work** we do to care for residents.
- Nearly **75% of staff** members indicated their **supervisor respects them** and

treats them fairly.

- **Over 70% of staff** said their **supervisor appreciates the work** they do for the residents.
- **Only 35%** of staff feel that their **pay is fair** in relation to the local community.
- **Nearly 1** of every 2 staff members said they **choose to continue working at the homes** instead of another potential employer because it is **meaningful work and making a difference for residents.**

The resident and family member survey questions were taken from nursing home surveys from the Consumer Assessment of Healthcare Providers and Systems (CAHPS). The employee satisfaction survey questions were taken from the Centers for Medicaid and Medicare Services (CMS) nursing home employee survey.