



2016-2018 Participant & Family Satisfaction Survey Results

Question	2016	2017	2018
There was a smooth orientation to the program	88.23%	85.7%	100%
Initial questions answered in thorough manner	88.23%	85.7%	100%
Had opportunity to participate in rehabilitation planning	88.23%	85.7%	100%
I agree with the rehabilitation plan	94.12%	92.9%	100%
The staff are skilled	88.23%	100.0%	100%
The program is helpful	70.59%	92.9%	100%
Program is flexible to changing rehabilitative needs	82.35%	100.0%	100%
I have access to quality information	76.47%	100.0%	100%
Participants are treated with dignity & respect	82.35%	100.0%	100%
I would recommend the program to others	64.70%	78.6%	93%
External quality monitoring influenced my decision to work with CNR	58.82%	35.7%	60%
I am satisfied with the quality of services	82.35%	92.9%	100%
Rehabilitation was a positive experience with CNR	82.36%	92.9%	100%
Have had opportunity to participate in discharge planning	76.47%	92.9%	100%
Staff respect my rights	94.12%	100.0%	100%
Total Average Satisfaction	81.17%	89.1%	96.9%