

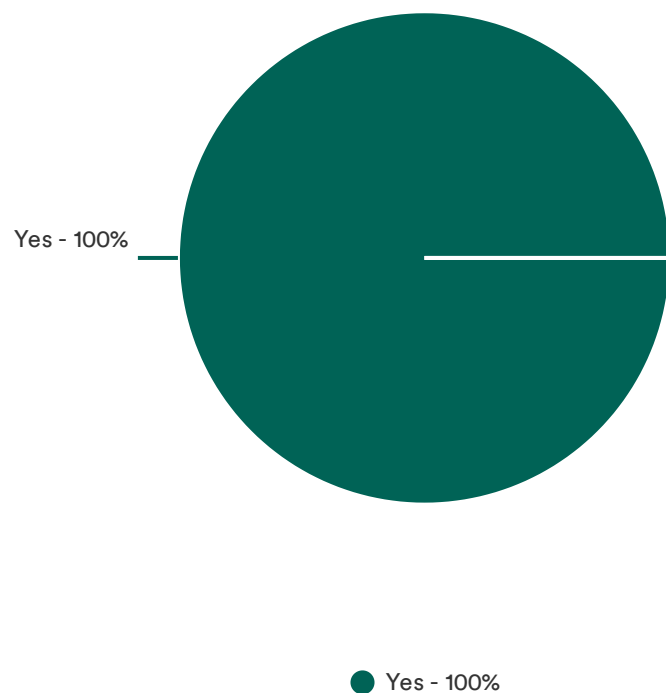


Hospice Muskoka - Andy's House Satisfaction Survey

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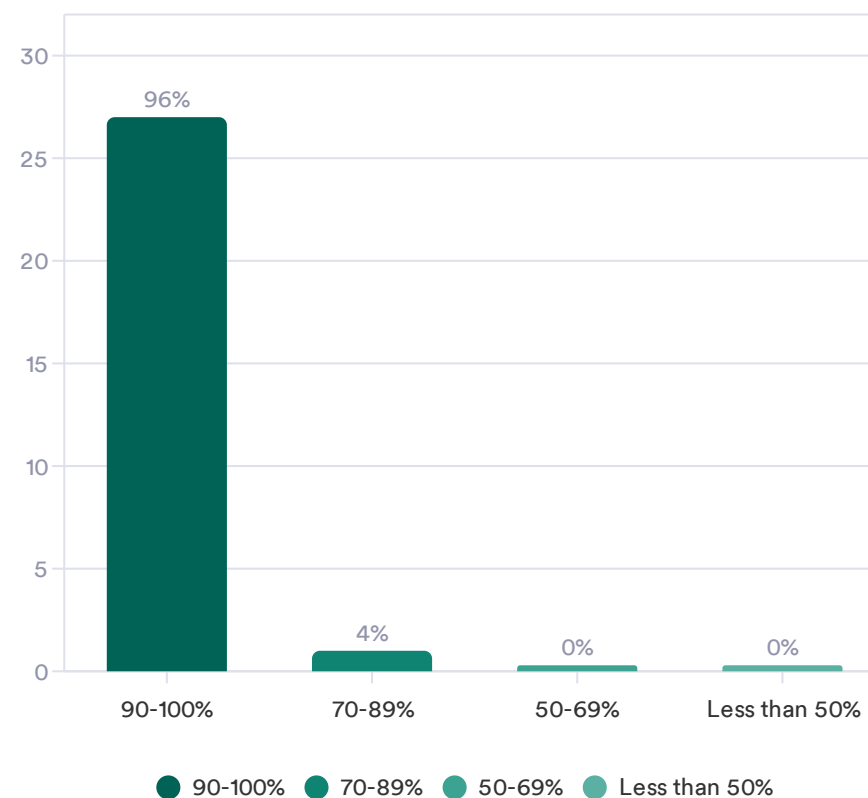
1. When you first met members of the Hospice Muskoka team, did they introduce themselves by first name?

28 Responses



2. Do you feel that your loved one's needs were met rapidly, effectively and compassionately?

28 Responses

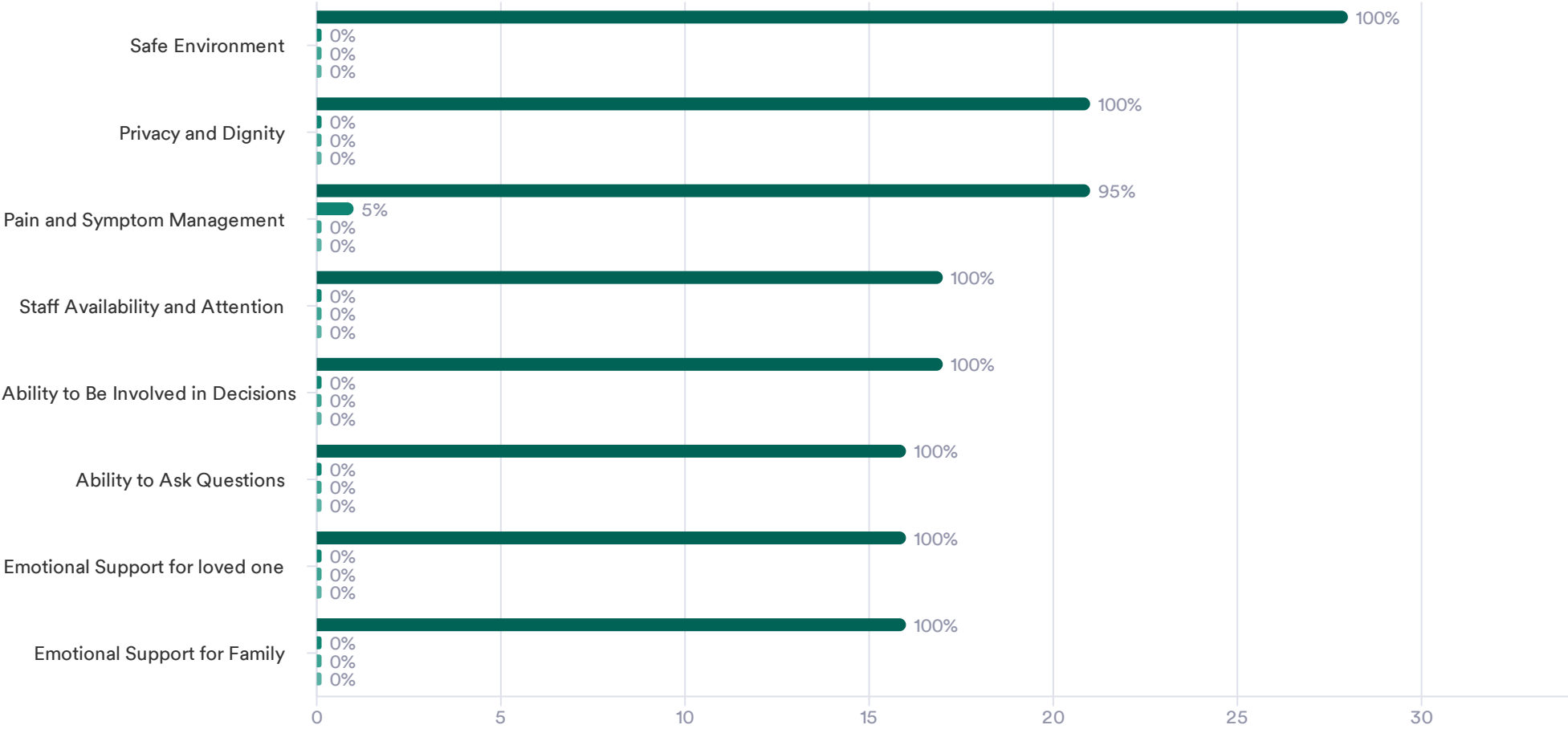


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3. Please rate the following:

28 Responses

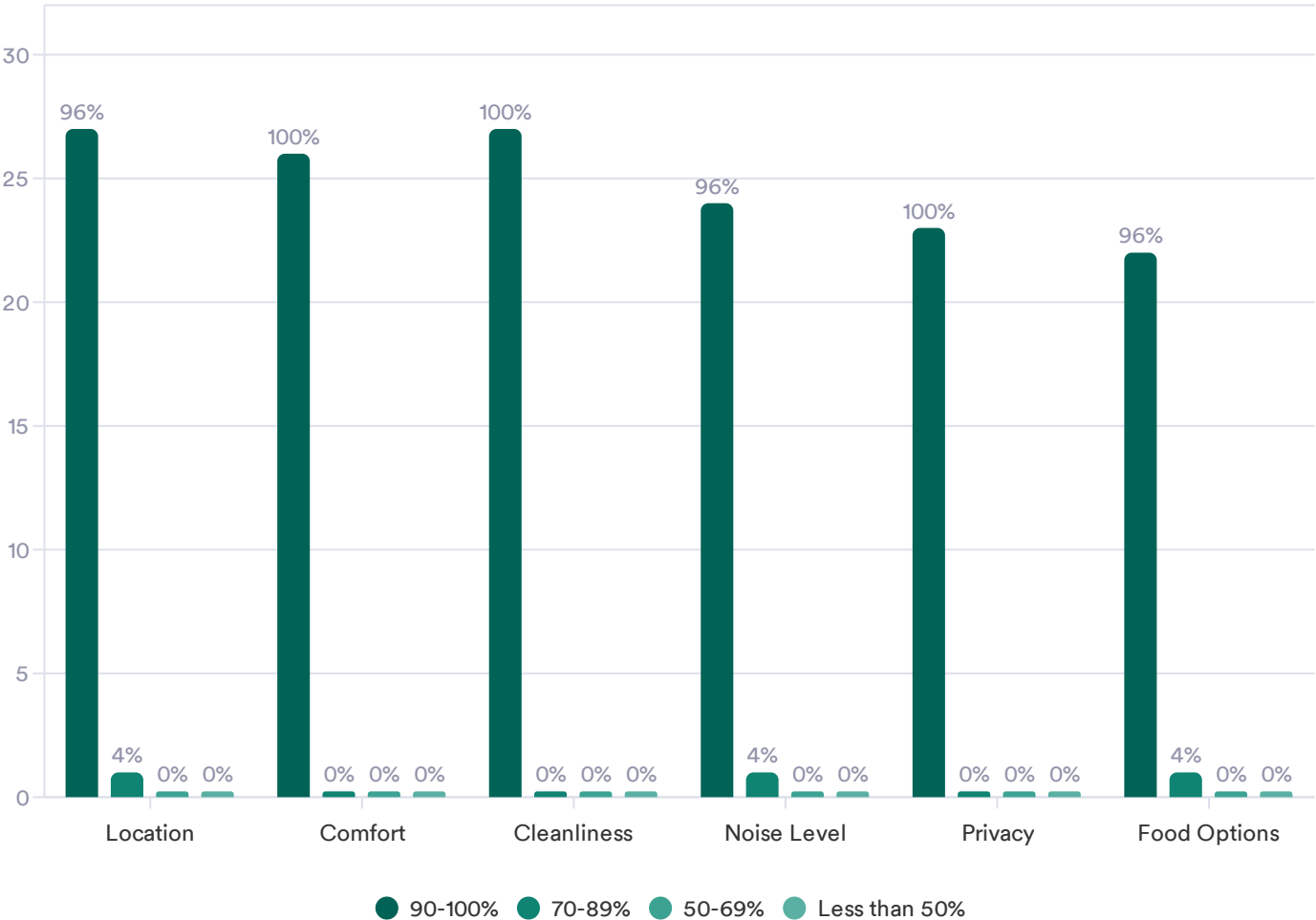
● 90-100% ● 70-89% ● 50-69% ● Less than 50%



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4. When visiting Hospice Muskoka/Andy's House, how would you rate the following? Facilities

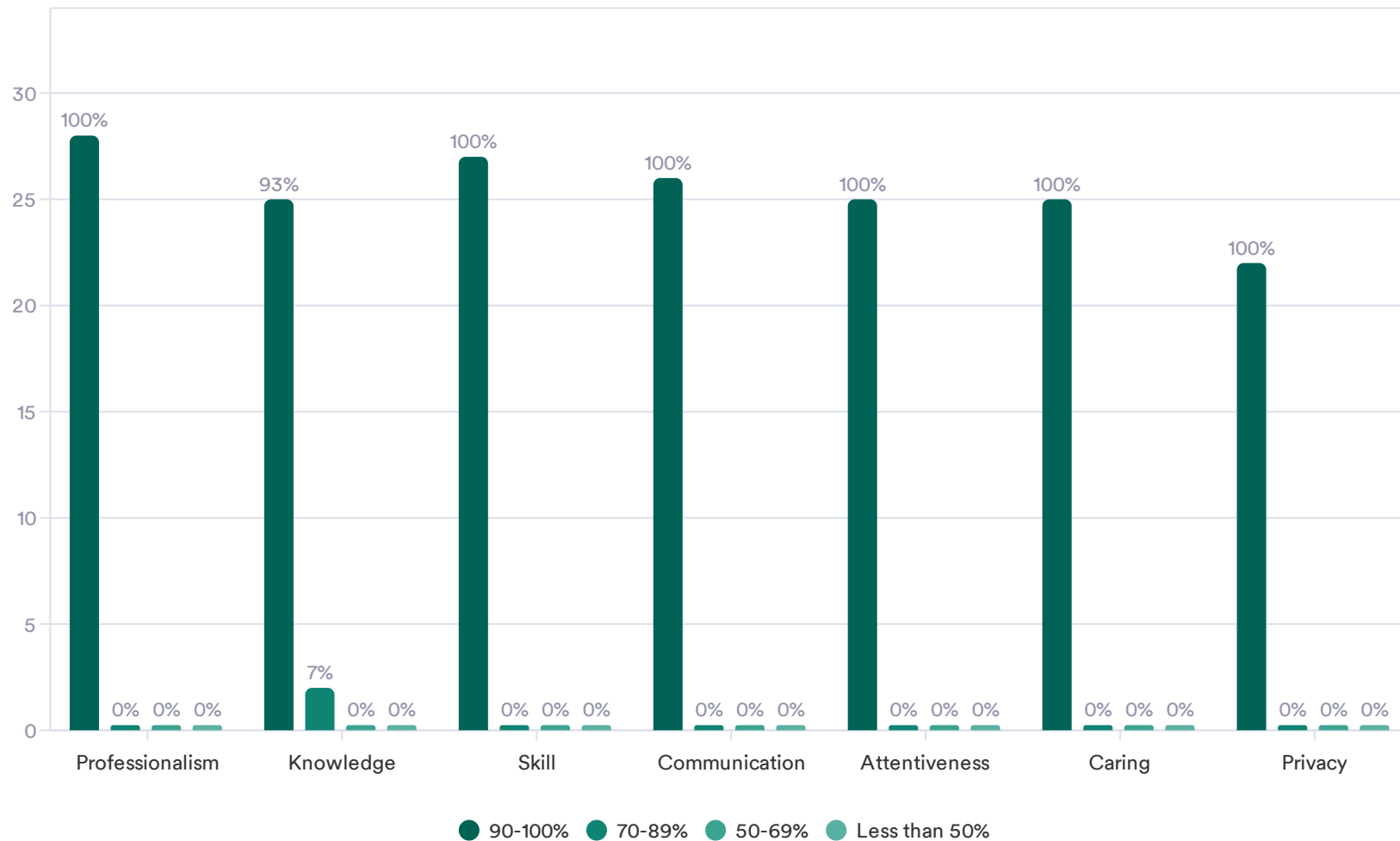
28 Responses



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5. When visiting Hospice Muskoka/Andy's House, how would you rate the following? Staff:

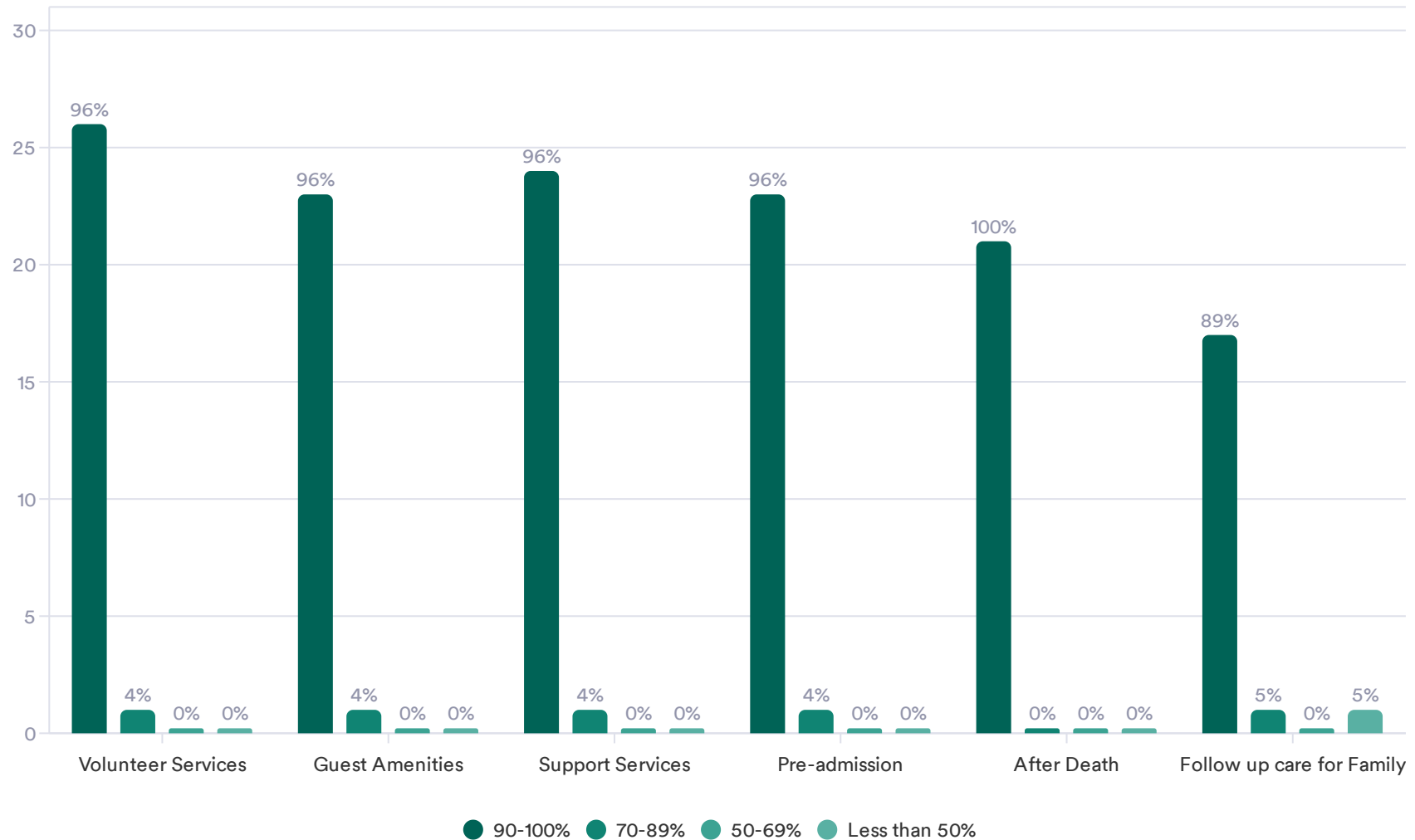
28 Responses



Hospice Muskoka - Andy's House Satisfaction Survey

6. When visiting Hospice Muskoka/Andy's House, how would you rate the following? Other:

28 Responses



Hospice Muskoka - Andy's House Satisfaction Survey

7. What impressed you the most about Hospice Muskoka/Andy's House?

25 Responses- 3 Empty

Data	Responses
From the moment I stepped into Andy's House for the first time it felt like I was walking into my home. The staff and volunteers were so welcoming and comforting in the most difficult time. My father was treated so wonderfully that I can't think of a better place for him to spend his final days. He loved chatting with everyone and they always made time to listen to his stories. There should be more places like this for people to be able to spend their final days. Such a beautiful place to spend the most difficult time in our lives. I can't thank everyone at Andy's House enough for everything they did for my father and for me.	1
Everything you offered was the best Thankyou	1
Andy's house almost feels like a cottage in the country. The peaceful setting, combined with the caring professionalism of the staff makes for a wonderful hospice environment.	1
Everything!	1
It was like a five star resort experience for end of life and dying with dignity	1
Everybody at Andy's house impressed me so much with their love and care truly touching my heart and my families I thank you for everything and we are so grateful and blessed to have you all. Jane	1
Very friendly. A great place.	1
The staff, location, cleanness, Toni Chaplain.	1

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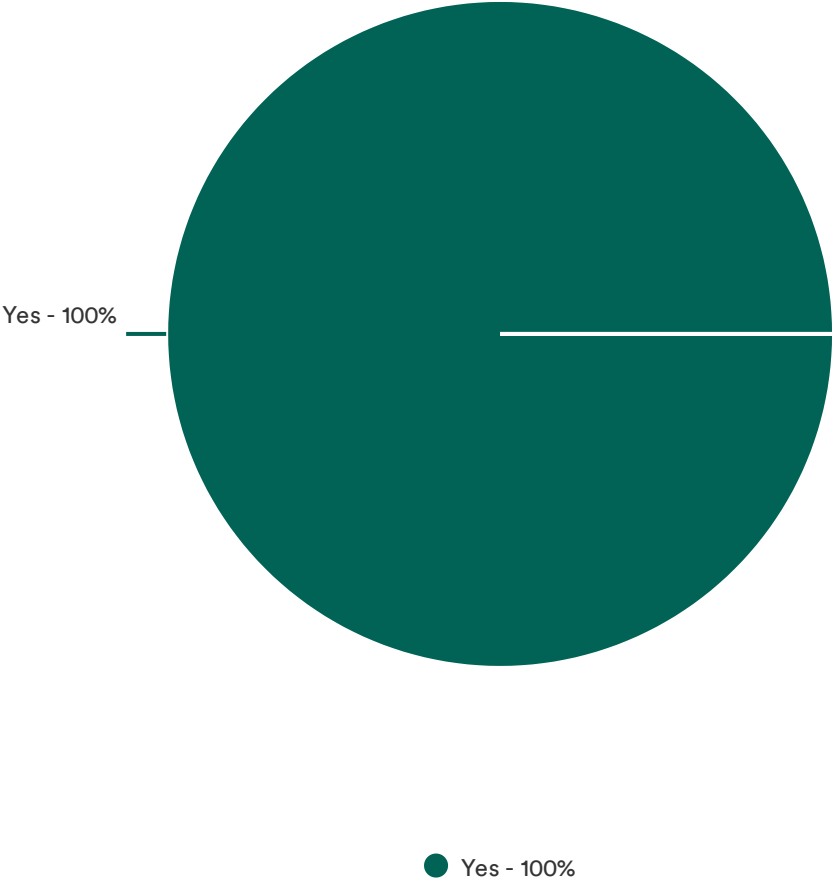
8. What impressed you the least about Hospice Muskoka/Andy's House?

24 Responses- 4 Empty

Data	Responses
Nothing	3
There is not a bad word I could say about Andy's House.	1
Can't think of any improvements.	1
I struggle to find anything to say in this regard.	1
The fact that it is not supported by OHIO	1
Not a thing	1
I don't know	1
We didn't get a walk through but we were not the first to arrive although we were the direct descendants of the patient	1
Parking could be difficult at times but they always had a solution. It was a busy time of the year.	1
We were pleased with every aspect of care.	1
Absolutely Nothing negative to say	1

9. Would you recommend Hospice Muskoka to others in the community?

28 Responses



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10. Do you have any comments that you would like to add?

15 Responses- 10 Empty

Data	Responses
I found out about Andy's House at just the right moment. Every encounter our family had with the staff and volunteers was spot on. They knew just when to intervene and when to allow us time alone in my mothers final hours. Comfort for my mother was key and they made it a priority. The dignified way mom was processed from Andy's House to the FH vehicle was so touching. If you are not sure about hospice for your self or a loved one, make a visit. They answered all of our questions in detail. We are so thankful for them.	1
Thank you all very much for caring for my mother.	1
I would recommend Andy's House to anyone facing end of life situations and speak slowly of it all the time	1
Thank you for all that you do .	1
You and your team made my mother's last days the best I could hope for I thank you ALL for that.	1
Andy's House needs more Government funding as it is paramount it remains open.	1
Thank you to the exceptional professional health care team and all of the volunteers	1
Everyone was so kind, thoughtful, helpful and compassionate .	1
If it wasn't for Andy's house I truly do not know how we as a family would have managed. Andy's House was beyond a blessing. I will never forget what Andy's did for us. As my husband was dying he thanked me and said it was beautiful.. I said what was beautiful? He said everybody... We filled the fireplace room	1

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11. Do you give Hospice Muskoka/Andy's House permission to use your comments on future communications after removing identifiers?

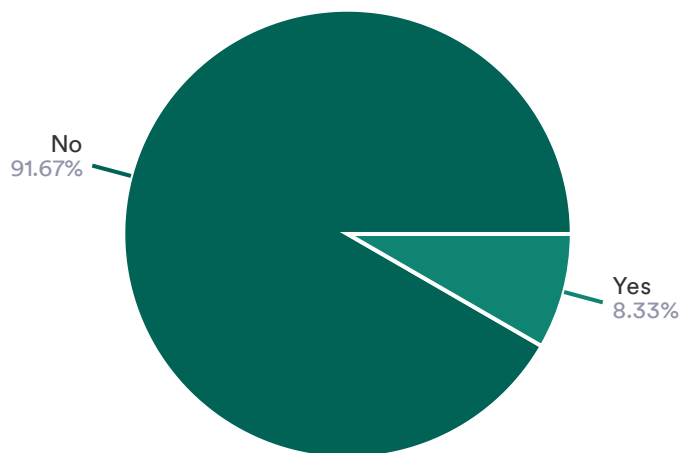
25 Responses- 3 Empty

Data	Responses
Yes	16
Absolutely	3
Certainly.	2
Absolutely.	1
Absolutely yes!	1
Absoloutly	1
Of course	1

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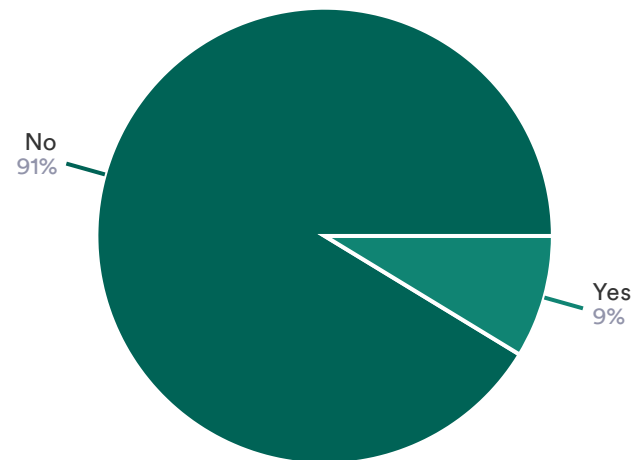
12. Are you interested in Grief and Bereavement Support through Hospice Muskoka? If yes, please call 705-646-1697 to inquire

24 Responses- 4 Empty



13. Are you interested in Advance Care Planning through Hospice Muskoka for yourself or another family member? If yes, please call 705-646-1697 to inquire

23 Responses- 5 Empty



Thank You!

Hospice Muskoka/Andy's House Satisfaction Survey

