

The Service Evaluation Survey and Our Website Star Rating

What is the Service Evaluation Survey?

Fair Haven recognizes that constant monitoring of our care and services is essential to the successful fulfillment of our mission each and every day. To help us monitor our care and services, we use an internal Service Evaluation Survey. The survey contains 7 questions with an opportunity to give details about each response. The Service Evaluation Survey is presented only once to each short-term stay guest (or their representative) before discharge from a short-term stay at one of our rehabilitation households.

Why do you conduct a Service Evaluation Survey?

The survey helps us gather information about each guest's experience with our care teams and therapy team. In short, it tells us how we are doing. The knowledge we gain is used to continually make our community better for all guests, residents and their families.

What is the value of the short-term stay Service Evaluation Survey?

The very nature of our short-term stay community challenges our therapy and care teams to provide consistently high quality care and services to an every-changing customer base. This requires us to provide high quality care and services that are unique and personal to each guest who chooses their recovery and rehabilitation at Fair Haven.

Who receives the results of the Service Evaluation Survey?

The survey responses are sent automatically to the Executive Director and the Administrator of Fair Haven, and to the Public Relations Director at the Methodist Homes office in Birmingham. The Executive Director and the Administrator use the responses to monitor care and service quality. The PR Director is responsible for compiling and reporting the results of the surveys.

How do you turn the Service Evaluation Survey results into a Star Rating?

The 7th question on the Service Evaluation Survey asks the respondent specifically for a star rating for their experience with Fair Haven, where:

5 Star = Highly Satisfied; Experienced service excellence

4 Star = Satisfied; Met service expectations

3 Star = Average; Neither satisfied nor dissatisfied

2 Star – Dissatisfied; Service below expectations

1 Star – Highly Dissatisfied; Service unacceptable

The Star Rating is reported as the actual average of all responses to this question, rounded (up or down) to the nearest half-star. The number of total respondents since the Service Evaluation Survey was implemented in August of 2019 is in parenthesis so that you can see how many guests surveys are calculated into the results.

How often do you update the website results of the Service Evaluation Survey?

The website is refreshed each week, adding all the new data from the previous week.