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Mifflin Care Center ranks high on statewide survey

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MANSFIELD -- Would patients' relatives recommend Mifflin Care Center to others?

The survey says "Yes."

On Dec. 22, the Crider Road facility was ranked fourth in the state for customer satisfaction, according to the Ohio Department of Aging. Mifflin scored a 98.2 rating, making it the area's top facility of its kind.

Director of nursing Judy Clyburn said staff members were ecstatic.

"They were all whoopin' and hollerin' when we found out," she said. "I think when you have long-term staff it helps. Our administrative director has been here 11 years. I've been here 10 years. My assistant director of nursing has been here 10 years and many of the nurses have been here five years-plus. Our entire staff works hard here every day."

The average satisfaction score for facilities was 88.2, up from 86.6 on the same survey two years ago. Twenty-five facilities scored 94.9 or better.

"The more tools that are available to consumers and their families as they make important decisions about care providers, the more likely they'll be to get the quality care they need and want," said Barbara E. Riley, director of the department. "When you are trying to pick the right facility for Mom, Dad or another loved one, certainly you would want to know what the family members of current residents think. This survey provides that insight."

Clyburn said one way staff strives to meet patient needs is through a program called "Caring Partners."

"Basically, our staff takes ownership of certain patients, and gets to know them and their families well," she said. "Every patient has one. We just try to make sure they are satisfied here and they're getting their questions answered."

The statewide survey asked family members their opinions on activities, administration, admission, choices, direct care and nursing, laundry, meals and dining, social services, therapy and general satisfaction.

Researchers identified two key questions: "Overall, do you like this facility?" and "Would you recommend this facility to a family member or friend?"

Clyburn said the state isn't the only one surveying patients and family members.

"We survey them shortly after they're admitted, and then we survey family members periodically," she said. "Once the surveys are done, we review them at the corporate level and then the results are fed back to us. If we do get negative feedback, our company develops a plan to fix it."

Clyburn said the 100-bed facility has 110 staff members. On any given day, 60 staffers are working.

"You can't get these kind of results without all the departments working together," Clyburn said. "I'm very proud of the staff."

Herbert Shafer, 90, said he's been a resident of Mifflin Care since June.

"I have no complaints," he said. "It's nice and clean and everyone is pleasant. I meet a lot of new people coming in and I try to cheer up others, which helps cheer me up, too."

Betty VanRiper, 82, said she knows just about everyone in the building.

"I now do the mail route around here," the four-year resident said. "I like it because I meet everyone. I also like doing different things that go on here like Bingo and crafts. I really enjoy it here. They have good service and the food isn't too bad, either."

Don Ritter, 50, visited his wife Deb, 54, on Friday. The Mansfield man said his wife has been living at Mifflin for two years with Parkinson's disease.

"She needs 24-hour care," he said. "She doesn't require a lot of work, but she just needs to be kept an eye on at all times."

Don said he's had no complaints with the nursing staff, and was not surprised to learn of their high ranking.

"I just want to say thanks to all the staff," he said. "I'm very glad they're as good as they are."