



PALS Program 2023 Survey Results

Residents who are enrolled in PALS.

21 surveys were completed with older adults who are enrolled in PALS.

- 20 out of 21 resident surveys agree that they feel safer and more secure in their own apartment, because of the service PALS provides.
- 81% of residents stated that they feel that they have a better control over their own medical conditions because of the assistance of PALS staff.
- 86% of residents report that their medications are now better managed.
- 95% of residents report that the PALS program has helped them live comfortably in their own apartment.
- 100% of surveys stated that residents are satisfied by PALS nursing staff.
- 72% of residents state that they are completely satisfied with the social work services provided (information and guidance regarding available programs and services like Medicaid, help with paperwork, counseling etc.

Quotes

- "Excellent Service."
- "Very Helpful."
- "Always here when I need them."
- "Very kind."
- "Helped me talk out problems."
- "Gave me structure to my life. Helped with issues."



PALS Program 2023 Survey Results

Families and Caregivers of Those Enrolled in PALS

13 surveys were completed with families and caregivers whose loved ones are enrolled in PALS.

- 11 out of 13 participants stated that they were completely satisfied and felt that the PALS Program had allowed their loved one to be safer and more comfortable while living in their own apartment.
- 87% of participants stated that they highly agree that their loved ones' medical conditions are better managed now because of the PALS staff.
- 100% of participants agree that they feel more secure because their loved one has the PALS staff to assist them.
- 92% of surveys stated that they completely agree with recommending PALS to others.

Quotes

- "Thank you, we feel comfortable with the PALS staff present."
- "Mom and I are very happy with the program."