

FNC CAREGIVER SURVEY RESULTS FOR 2017

	COLOR CODE	PINK	GOLD	YELLOW	GREY	AQUA	BLUE	GREEN	SALMON	LILAC	IVORY		
		B/R FNC	DB FNC	WLW FNC	LW FNC	WPB FNC	PBG FNC	PH FNC	NS FNC	WELL FNC	SLC FNC	TOTAL	%
	Total of Surveys Sent Out	58	186	171	95	102	119	53	78	151	162	1175	
	Total Surveys Returned	10	19	24	16	6	8	1	17	8	24	133	11%
1	I know how to contact my Family Nurse Consultant.												
	Yes	8	14	15	14	5	4	1	15	3	16	95	71.4%
	No	2	3	7	2	1	1	0	1	2	7	26	19.5%
	No Response	0	2	2	0	0	3	0	1	3	1	12	9.0%
2	After the first visit with your Family Nurse Consultant, you are accessible to the services and resources that Alzheimer's Community Care provides?												
	Yes	9	12	18	14	5	4	1	15	3	18	99	74.4%
	No	1	3	3	1	0	0	0	0	0	1	9	6.8%
	No Response	0	4	3	1	1	4	0	2	5	5	25	18.8%
3	How often do you turn to the Family Nurse Consultant for concerns or questions? (Multiple Choice)												
	More than 5 times a month	0	0	0	1	0	0	0	0	0	0	1	0.75%
	More than 3 times a month	0	0	3	1	1	0	0	0	0	1	6	4.51%
	More than 1 time a month	4	1	7	5	3	0	1	3	1	4	29	21.80%
	Not at all	4	12	10	8	1	4	0	9	3	14	65	48.87%
	No Response	2	6	4	1	1	4	0	5	4	5	32	24.06%
4	Since my first contact with my Family Nurse Consultant, I feel that I am not going through the disease process alone?												
	Yes	6	10	17	10	4	4	1	11	3	16	82	61.7%
	No	3	3	3	3	0	0	0	1	0	4	17	12.8%
	No Response	1	6	4	3	2	4	0	5	5	4	34	25.6%

5	Are you aware of the crisis line?													
	Yes	7	11	14	14	4	5	1	14	2	15	87	65.4%	
	No	3	2	7	1	2	1	0	2	2	5	25	18.8%	
	No Response	0	6	3	1	0	2	0	1	4	4	21	15.8%	
5a	If so how many times?													
	No Response	10	19	24	16	6	8	1	17	8	24	133	100.0%	
6	With the Family Nurse Consultant education & support I feel my loved one is safe at home?													
	Yes	6	9	18	14	4	5	1	13	3	14	87	65.4%	
	No	3	3	2	0	2	0	0	0	0	4	14	10.5%	
	No Response	1	7	4	2	0	3	0	4	5	6	32	24.1%	
	Overall													
1	Overall, Alzheimer's Community Care has provided support that has allowed me to continue to provide care for my loved one in the home?													
	Yes	7	12	19	14	4	7	1	15	4	19	102	76.7%	
	No	2	3	0	1	0	0	0	1	2	2	11	8.3%	
	No Response	1	4	5	1	2	1	0	1	3	3	21	15.8%	

COMMENTS

Boca	
1. It was not very easy to get a hold of our FNC	
1. Lia was good. She is no longer there. Who is it now?	
Overall: I was very disappointed with ACC as I know there are so many wonderful service available. We were just not fortunate enough to find a staff	
3. Once in awhile.	
4. Our consultant was not very helpful.	
4. The support group is the most helpful led by Dale. I don't feel that we need a nurse at our meetings.	
6. He requires constant supervision.	
Overall: Outstanding staff and care. Very grateful.	
Overall: Allows me to take classes. I am very grateful for this service. It helps me catch up with household chores. Thank you for your service.	
Overall: yes, it's absolutely true.	

Delray	
1. They are very good.	
1. I did have a meeting with a representative at their office. I didn't know if that was a Family Nurse Consultant.	
1. Lia visits quarterly, representative calls monthly.	
1. We really have not used a family nurse consultant. Do to the fact that mom has PCP.	
2. I started to use the ACC support group before using daycare and Nurse Consultant services.	
3. I no longer need help as my husband is in heartland - However nurse consultant still calls me to see if I'm alright & if I need help.	
3. Available when necessary. Very helpful!	
3. However, I appreciated hearing new info and suggestions that the FNC had and/or helpful others familiar with.	
3. "At This Time"	
3. When she calls me or comes and visits only - which is perfect :)	
3. Very rarely unless it is something I cannot handle alone.	
4. I used the ACC support group first and am a retired RN that primarily worked LTC & Hospice and had a lot of experience working with geriatrics, dementia, AD and terminal agitation.	
5. None	
5. None	
5. "Not Yet"	
6. They were a phone call away.	
6. Safe at home, not because of nurse consultant. They may be helpful to some families , for ours the nurse consultant is not useful or necessary.	
6. To a certain degree, yes.	
Overall: While I used them. However, I was wearing out, especially nights with John being up a lot. My stress level going up. Education on caregiver statistics and caring for themselves is very important. Very hard to let go.	
Overall: You provide a great service. Thank you so very much.	
Overall: They are all very caring people. Shay is excellent.	
Overall: I have not used your services. Now that I am aware of this I might utilize them in the future.	
Overall: This does not apply to me as a caregiver I was very disappointed you dismissed my husband from the school over a year ago because he could not walk. And never gave me anything else to help me. No one should be treated like this, there should be a place for Alzheimer's patients to go to a school in the day time to relieve caregivers.	
Overall: Answer is yes when my husband was enrolled in day care unfortunately he is now in heartland because I am no longer able to care for him (I'm 87 yrs. old) & have no family members to help me. The help & services I received as a caretaker was fabulous & certainly help me through trying times. I shall never forget all involved in helping me keep my sanity - I wish I was rich so I could pay -back-.	

Overall: I really have great comfort in knowing my mom is with the staff at this location when I am at work. They love her and she loves them. I am so glad I was able to find this location. Very grateful for you all and the staff at the center. I would recommend this service to anyone that is going thru what I was going thru before I found you guys. Thank you for everything.	
Overall: Without daycare the stress of caregiving would be unbearable for me.	
Overall: I sing the praises of your wonderful, caring organization! We will be forever grateful to ACC! Thank you all!!	
Overall: I am very grateful for all the care provided for my husband by Alzheimer's Community Care. Without you I would not be able to have the care for my husband that I do.	
Ft. Pierce	
1. I don't have one that I know of.	
1. At the ACC location.	
2. Have not yet met the new FNC, as we were gone for a week.	
2. I don't think I've had a visit I might have saved some 911 calls if I knew.	
4. I am!	
5. None.	
6. I don't let him out of my sight I follow him when he gets up at night.	
Overall: I really appreciate the service provided by ACC.	
Overall: it's been an absolute blessing. Couldn't keep my sanity w/o them. its nice to have uninterrupted time for errands and household chores.	
Lake Worth	
1. Thank you very much for all you do for us. God Bless.	
1. I think it's Marcia? If it's Shay, I know how to get in touch with both.	
1. No comments.	
2. Still awaiting to be able to attend Lake worth West facility.	
2. This is a big help for the caregiver.	
3. She gives me lots of information during our meeting, that is why I have no need to contact her.	
3. When need to.	
3. C - only during the enrollment period, not since then.	
3. 1 X a month.	
3. because I don't need any help for the moment.	
4. Her support and suggestions are excellent and help me not to feel alone.	

5. None yet.	
5. Not yet.	
5. Not used.	
5. Never	
5. None.	
6. The support group is a big help for me.	
Overall: Awesome staff.	
Over: Thank you for all the services!!!	
Overall: I really appreciate you.	
Overall: Definitely so.	
Overall: With the Alzheimer's Community Care I have time for myself, to see my doctor, go shopping (etc.).	
North Stuart	
1. She is very good about returning phone calls.	
1. Always accessible and helpful.	
1. Hope I never have to.	
1. Erica is wonderful.	
1. Do not know who it this.	
1. If it's the nurse that did the intake interview.	
2. The day care is far away & adds too much time to my commute.	
2. Sat with me a time and listened and advised me well.	
2. I think so. The only service we get is the ID locator.	
3. Once a month.	
3. On an as needed basis.	
3. See her weekly at support group.	
3. On an as needed basis.	
4. Have not had any follow up from the nurse consultant nor have I called.	
4. The caregivers at the Stuart Alzheimer's Community Care. Are so wonderful! They help me with all my concerns or questions I have. I'm so grateful for them!	
4. Very caring, listens and very helpful	
4. N/A - Patient in Group Home run by ARC in Stuart, FL.	
4. I feel very alone, I'm sole caregiver for my mom & she doesn't even know who I am.	

5. I was told it's for emergencies.	
5. None.	
5. Unsure I have not had to use it. If an emergency I have called 911.	
5. Not so far.	
5. Have not used it to-date.	
5. No.	
6. She's safe at home but not because of the above.	
Overall: I am very grateful for the ID locator, it definitely gives me peace of mind. Thank you :)	
Overall: Thank you for the work you do!	
Overall: They have saved me and my family from so much hardship. I am so grateful!!! Thank you! Thank you!	
Overall: I have to work and this wonderful organization makes it possible. I am blessed as is my mother to have found them!!	
Overall: The staff in Stuart is amazing loving, caring, sensitive, & vigilant. I couldn't ask for a better team to take care of my mother.	
Overall: Alzheimer's Community Care is a dedicated & caring association & a lot of people have been helped so much by such a caring group.	
Overall: I am surprised and concerned that there is not enough communication to caregivers and the community about the ACC support groups. I also raise the question: Why not have a support group started to meet on a Saturday for those that work. -- Maybe once a month?	
Overall: Passed on May 8, 2017	
Overall: Group Home ARC.	
Overall: Not really - the only thing I use the service for was the transmitter. No follow up, no real support as far as workshops because everything was held at hours that most folks work.	
Pahokee	
No comments.	
Palm Beach Gardens	
1. Rarely know who the nurse consultant is, for more than a minute. Only a vague idea what the nurse consultant does.	
1. Sorry but I cannot answer these questions. I have not availed myself of any of your helpful aids. I appreciate all the info that Diane McCarthy left with me but so far I have been managing sort of okay.	
3. If I need to.	
5. None.	
5. None	
Overall: Completely satisfied with caregiver.	
Overall: Thank you.	
Overall: But still hard with my husband asking over and over the same question - can't help you - you center is wonderful!	

West Palm Beach	
1. Need a nurse asap.	
1. Ingrid Navas is our nurse and she is fabulous!	
2. Hasn't happened yet! Things are highly tense w/ patients behaviors.	
3. She is very responsive and helpful.	
3. Haven't had a opportunity look forward to the help!	
4. I feel like I have a competent and informed consultant in Ingrid.	
5. Haven't started yet!	
6. I feel like we are working towards mom getting services she needs to be safe at home through PACE.	
Overall: My wife is I'm Morse life and these questions do not apply to me.	
Overall: Not yet!	
Overall: I feel that my love one is safe with the continued services provide by the center.	
Overall: And thank you very much.	
West Lake Worth	
1. We are not a member.	
1. No I do not.	
1. She is also easily accessible at day care center.	
1. It's been over 1 year since I've verbally spoken to anyone from your department, but if in case I assume I reach you with phone.	
2. It is greatly needed.	
3. Do not have one.	
3. Are we referring to the sweet young girls that come to my home - I am sorry they are perfect I am just having a bad day.	
3. I haven't had a chance my mother "Simone Michel" is a patient or I should say attend mid county but I feel she need more help.	
4. With your services it is greatly needed and will received when processed with her care. If monies are available.	
5. No not yet.	
5. But every time I have called the gals they have been here for me.	
5. None.	
5. Never yet so far.	
6. We don't have one.	
6. Only if she is being watched at the time that I'm at work but otherwise she is daily medicated.	
Overall: Never thought that obelia would adjust, but everyone has made it possible. Her attitude at home has improved.	

Overall: The gals are there when I need them and they are so supportive!	
Overall: She is at a day care center not at the Alzheimer's Community Care so therefore I'm not sure what the difference is. But her care is at mid county day care center.	
Wellington	
1. Was not helped at all.	
1. I have talked to her.	
1. Have no idea who consultant is.	
2. Get no help.	
3. 1 time every 2 months.	
3. Very dissatisfied.	
4. Staff very supportive at com. care center	
4. I have my family support.	
4. I did go alone.	
5. Never.	
5. None.	
6. Wish it could of happened.	
Overall: My mom attended the Wellington day center from opening in July 2015 to March 2016. It was wonderful! You may want to take me off your mailing list for future caregiver surveys as mom is not attending the day center any longer (she resides in a SNF now).	
Overall: He died because I could not get financial assistance for him to stay at home.	
Overall: I hope to continue sending my wife to care center even if I get home help.	
Overall: My name is Paddy Tracy I care for my 86 yr. mother. My phone # 757-581-4478 349 Wellington H West Palm Beach, FL 33417.	
Port St. Lucie	
1. Through my own insurance.	
1. I have no idea.	
1. No nurse has ever contacted me.	
1. I no longer use the services of the Alzheimer's Community Care because my mother is now residing in Solaris Memory care.	
2. Same as above.	
2. No one told me,	
2. No visit yet.	
3. I don't know who they are.	
3. I have not had occasion to do as yet. However, I believe my concerns would be addressed.	
3. We have group on Tues. so we are in contact with the nurse consultant their 1x a wk.	

3. At this time I am able to care for my husband and do not need help.	
3. My husband is in the early stages therefore I have only met w/ nurse twice.	
3. Same as #1.	
4. No contact.	
4. It is so nice to have this organization as I am the only family member here in FL. to help my husband.	
4. I attend the Alzheimer's Community caregivers meeting @ the Lutheran church here in Port St. Lucie. I love that group. It has been an immense help for me.	
5. None.	
5. None.	
5. I don't know how to.	
6. No contact.	
Overall: It was not through any reason with the day care but the past that my husband and I saw as continuous deterioration of mons condition to the point that we could not care enough for her. It was wearing on us as care takers. The staff at St. Peters on Jenkin's Rd. was very caring and helped	
Overall: No one helps me with the needs for my mom.	
Overall: Very happy with the care.	
Overall: Without the day care I couldn't continue on with the time she spends at home. Me time is appreciated.	
Overall: Yes.	
Overall: No.	
Overall: I really feel, I couldn't do without the center. Everyone is so kind, friendly & caring.	
Overall: Without the center, I would not be able to keep my loved one at home.	
Overall: At this time I am able to care for my husband in our home. I was very impressed with the setup of the Port. St. Lucie care center. I am glad I made contact with the Alzheimer's Community Care.	