



Kathy's House

A HOSPITAL GUEST HOUSE

EXECUTIVE SUMMARY

For “Aggregated Results and Trends for Kathy’s House Guest Surveys

Conducted Between November 2015 and May 2019”

Research Objectives

The health and wellbeing of caregivers and patients is at the core of the values, mission, and goals of Kathy’s House. One objective of the Guest Surveys was to assess guests’ perceptions with regards to the impact their stay at Kathy’s House had on their health and well-being. The survey also aimed to measure guests’ level of satisfaction with the operation and facilities of Kathy’s House.

Main Findings

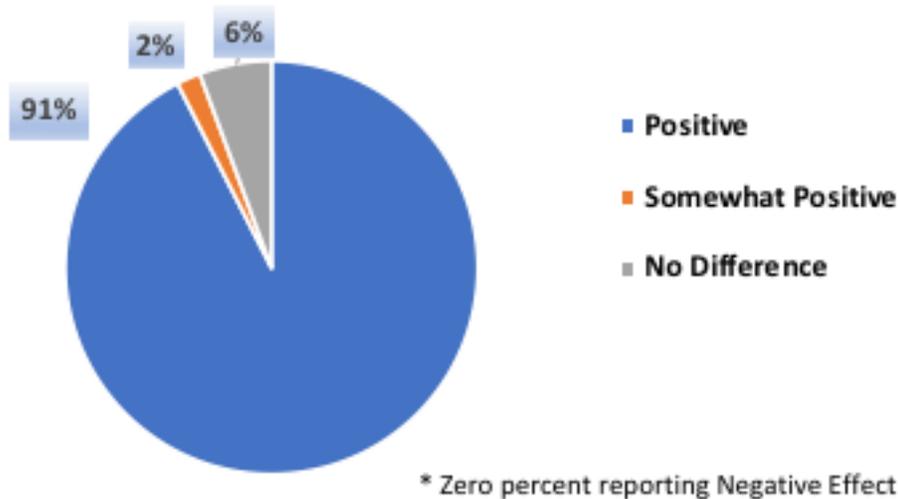
Guest responses were overwhelmingly positive over the years; not only have guests expressed high levels of satisfaction with how well their needs have been fulfilled, but also reported positive effects on their well-being and ability to receive treatment in the Milwaukee area. Negative comments about cleanliness, accommodations, and staff were rare. Positive comments, however, were frequent. Below is an example guest comment, which represents the gratitude Kathy’s House guests tend to feel:

“I cannot say enough for the facility or the staff. Without you all we could not have come for treatment. Now my tears at night were tears of joy. How lucky we were to have this wonderful place to stay. The staff was there at every turn and even anticipated what we needed before we knew it. I thank you all in my prayers every night for giving us our son back. Could never thank you enough and any extra money we may get this year will certainly go to this extraordinary place. You are all angels to us. Thank you.”

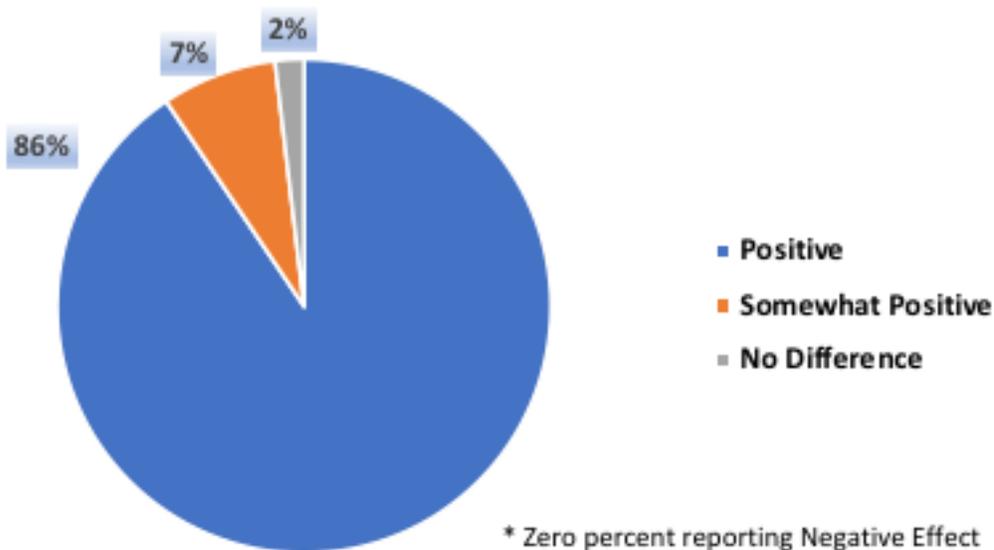
Impact on Health and Wellbeing

Guests’ perceptions with regards to the effect their stay at Kathy’s House had on their patients’ and caregivers’ health have improved over the five years. By 2019, 91% reported that the patient’s and 86% reported that the caregiver’s health was positively impacted by their stay at Kathy’s House, with no guest choosing “negative effect” as their answer, as can be seen in the charts below.

2019 - Effect of Kathy's House Stay on the *Patient's* Health*



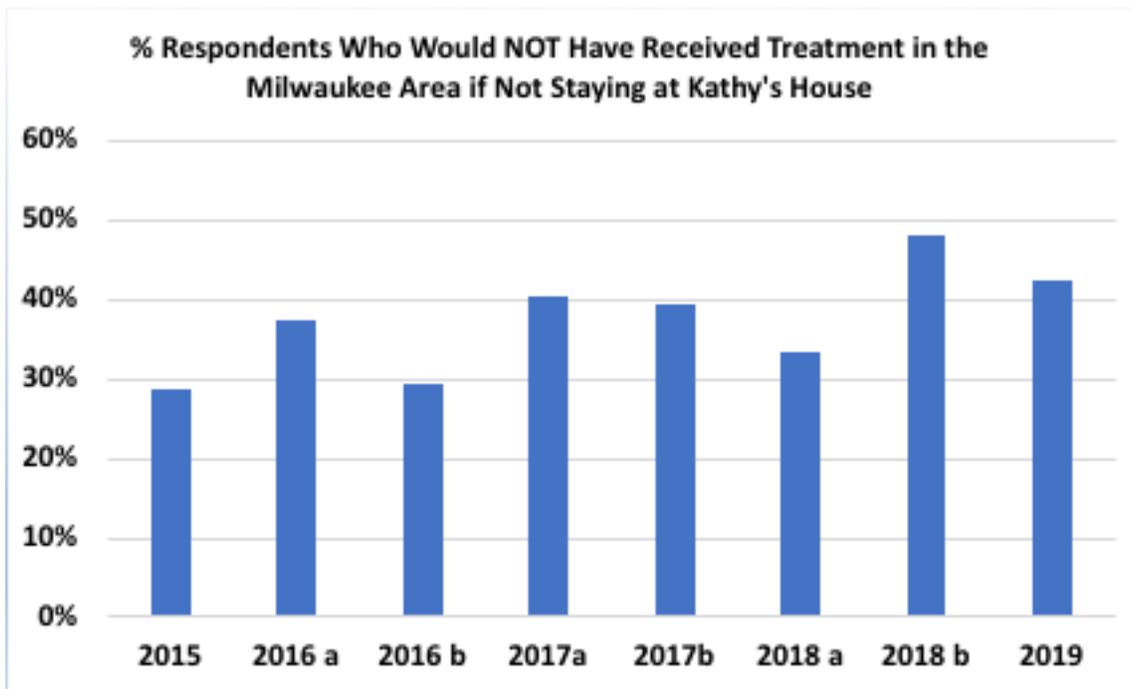
2019 - Effect of Kathy's House Stay on the *Caregiver's* Health*



The following is an example participant comment that summarizes the potential reason guests feel a positive effect on their wellbeing while at Kathy's House: "Staying at Kathy's House while receiving medical treatment makes me feel like it's a type of vacation...no worries, safe, and comfortable ... we share our stories, the good and the bad, and it's reassuring that we are not alone in our struggles. Staying at a hotel makes one feel isolated and sad, because you are around healthy people that have no idea [about] the reason you are there ... I cannot express how much I value Kathy's House."

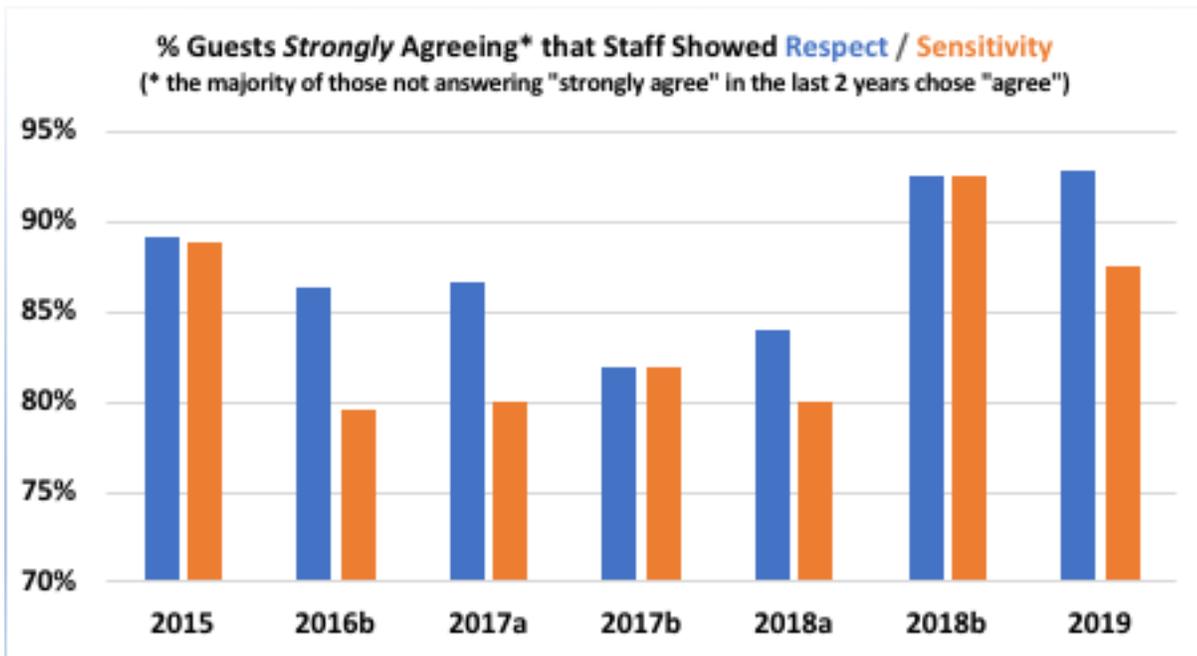
Impact on Treatment-Seeking in the Milwaukee Area

30% of guests or more consistently reported since 2015 that they would not have received treatment in the Milwaukee area had they not stayed at Kathy's House. 2018 and 2019 had the highest percentage of guests since 2015, 48% and 43% respectively, who would have received treatment elsewhere had it not been for Kathy's House.



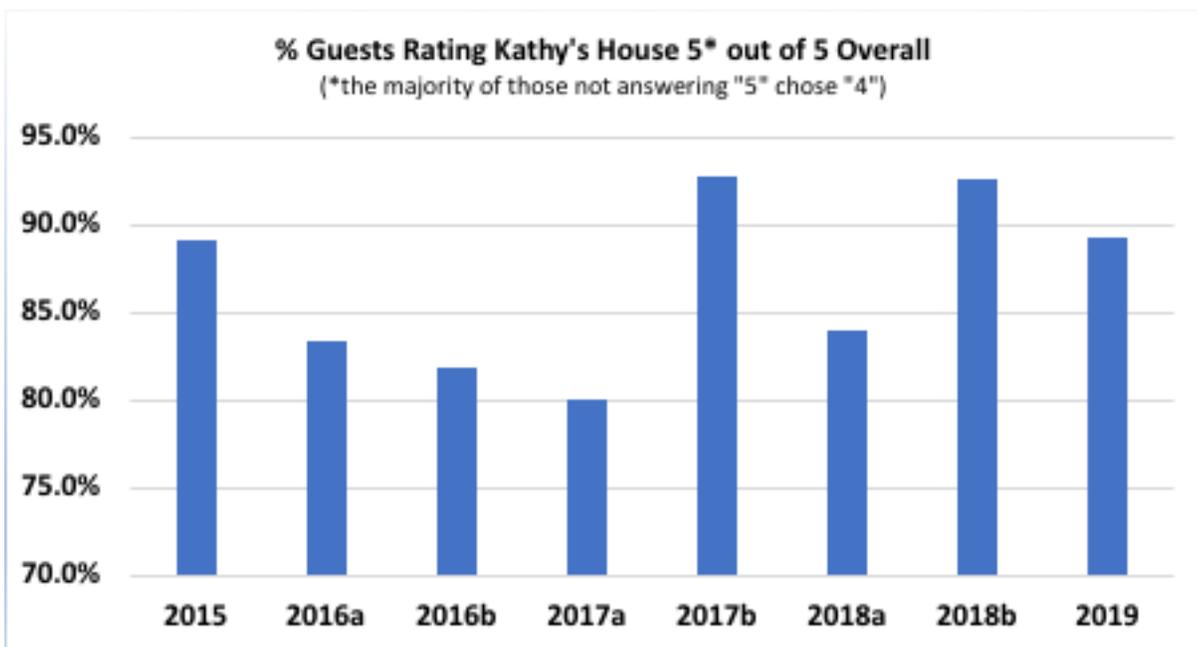
Respect and Sensitivity by Staff

Over 90% of respondents throughout the years, and almost 100% in the last two years 'agreed' or 'strongly agreed' that staff showed both Respect and Sensitivity. The percent of those who 'strongly agreed' has increased in the last two years, as can be seen in the chart below.



Overall Impression

Guests have consistently rated Kathy’s House very high with regards to their overall experience throughout the last 5 years, with ratings of 4 or 5 out of 5 by almost 100% of respondents. The percentage of guests rating Kathy’s House 5 out of 5 has been increasing over the last two years, as can be seen in the following chart.



The following are two guest comments that support these high ratings:

“Your staff/volunteers were wonderful and so accommodating. We were truly blessed that we were able to stay at Kathy’s House.”

“Everything was great ... I felt so supported at a time of great need ... I thank God for your facility. It made me feel so safe!”

Suggestions for Improvement

A need for an exercise room was expressed by numerous guests. Occasional comments about a need for a separate area for transplant patients, more recliners, better laundry availability, improved accessibility, as well as small and musty rooms will be addressed at the new Kathy’s House facility. This promises to further improve guest experience, and increase ratings of Kathy’s House.