

Friendly Home Member/Satisfaction Survey 2009 Results

“You demonstrate genuine care and respect for your Members.”

“I’d rather be home, but if there’s any other place—this is it!”

Each year The Friendly Home conducts a Member/Family Survey to measure satisfaction with the care and services we provide. This is an excellent tool for assessing how well we’re doing, identifying opportunities for improvement and providing Members and their loved ones with an opportunity to give us their candid feedback.

The Friendly Home consistently receives outstanding survey results. In fact, our **2009 results exceed national averages in every category**. These results demonstrate the Home’s dedication to achieving excellence in everything we do.

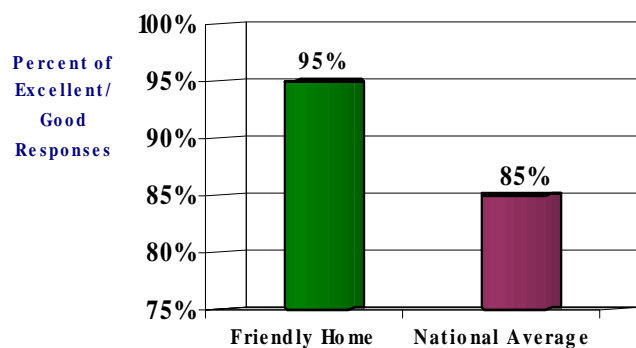
The survey questions and results are grouped into three domains: Quality of Life, Quality of Care, and Quality of Service. The measurement scale consists of four possible ratings—Excellent, Good, Fair, and Poor. The survey was administered by *My Inner View*, a national health care satisfaction measurement firm. Nearly 4,000 facilities of various sizes, affiliations and geographic locations participated in the most recent survey process.

We are very pleased to share The Friendly Home’s survey results and comments with you. We believe they reflect areas of care and service which are most important to our Members and their loved ones.

The Friendly Home is measured on overall satisfaction levels as well as the likelihood of Members/families recommending the Home to others as shown below.

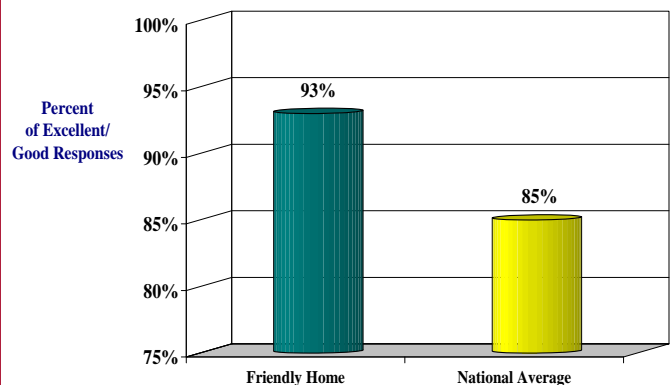
Overall Satisfaction

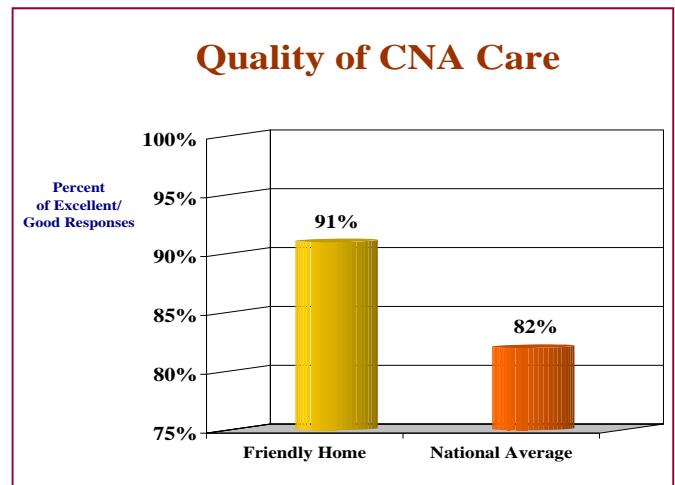
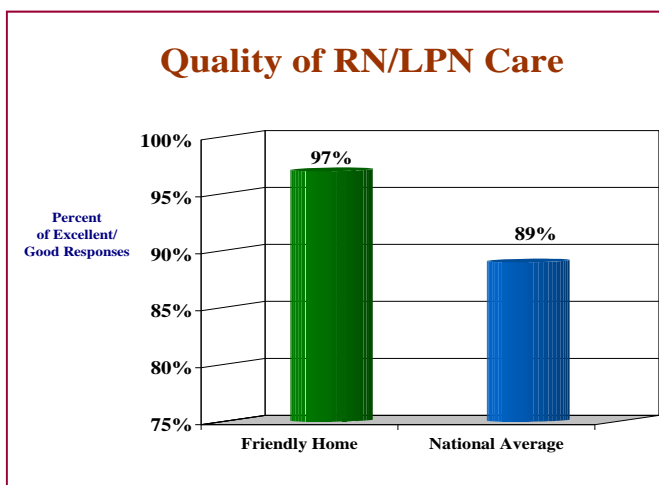
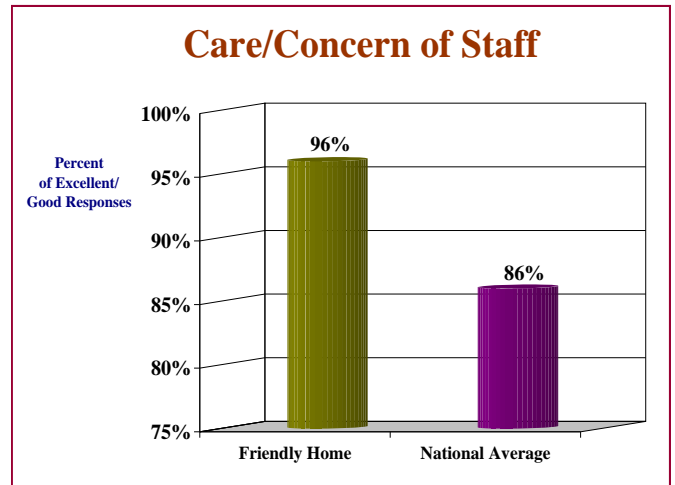
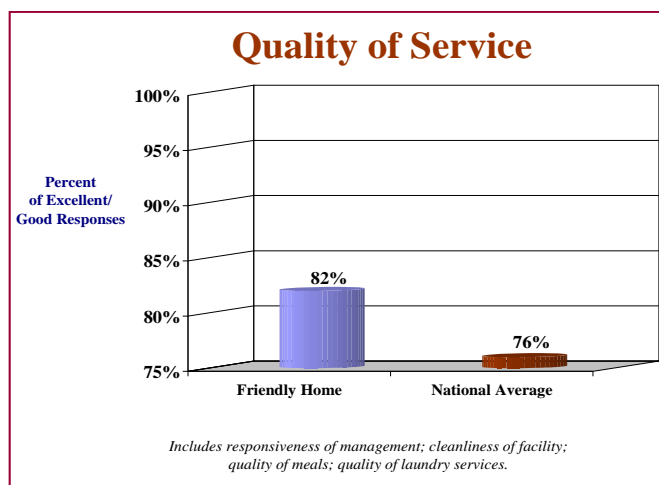
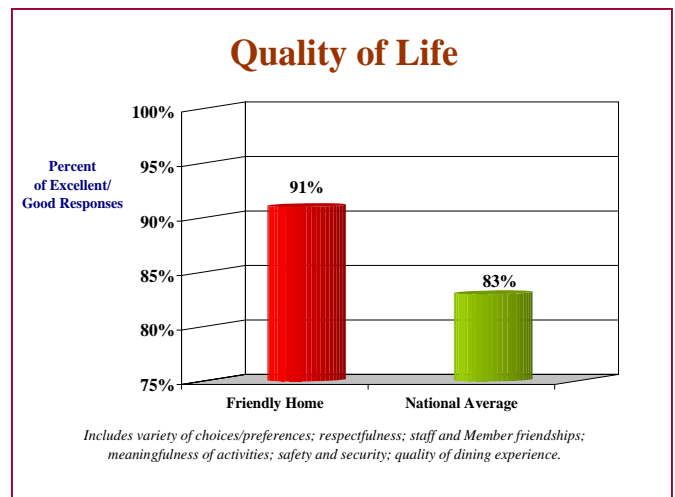
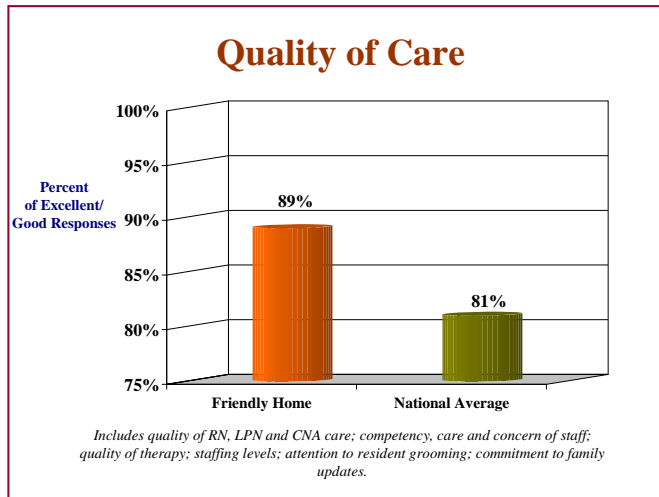
How would you rate your overall satisfaction with this facility?



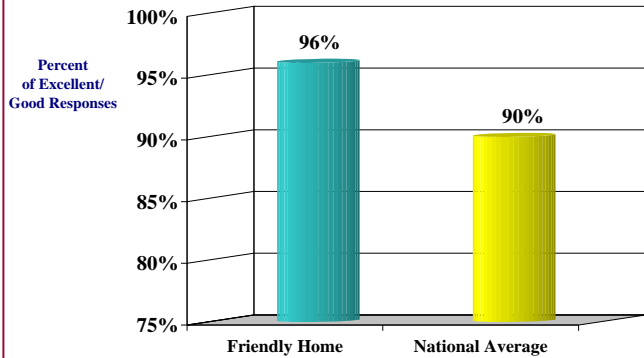
Recommendation to Others

What is your recommendation of this facility to others?

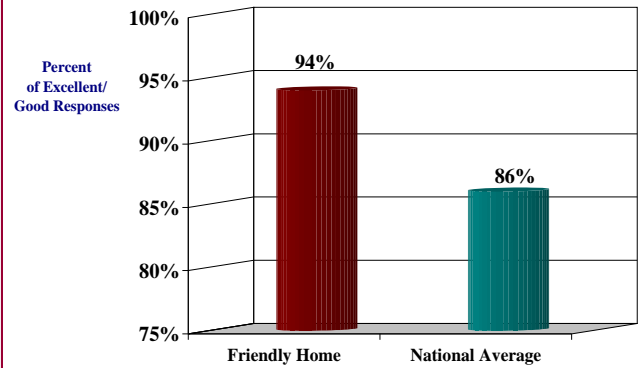




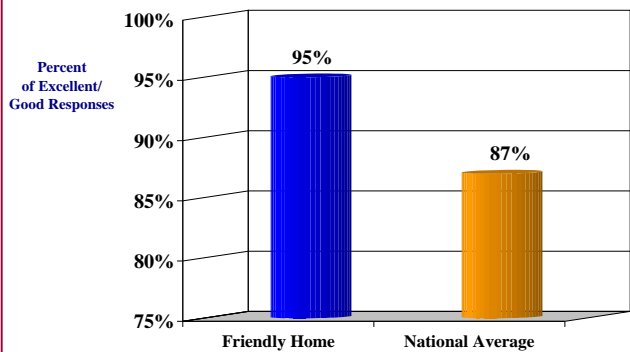
Respectfulness of Staff



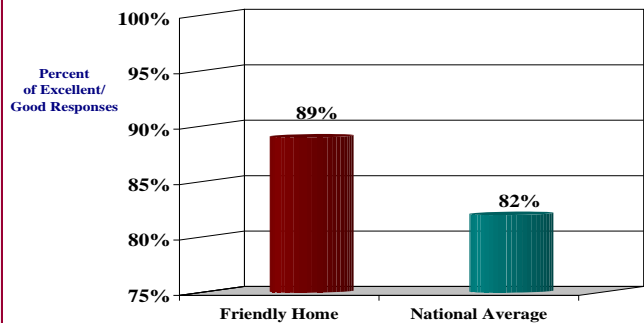
Competency of Staff



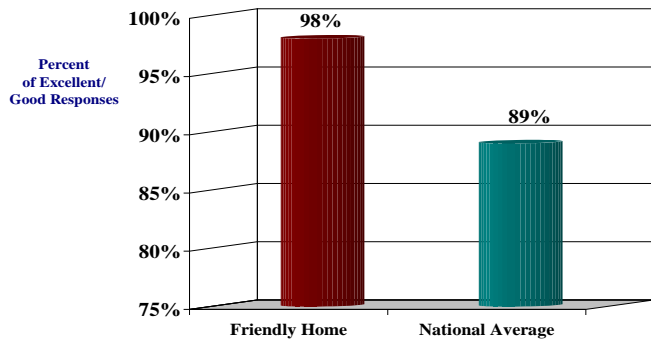
Resident to Staff Friendships



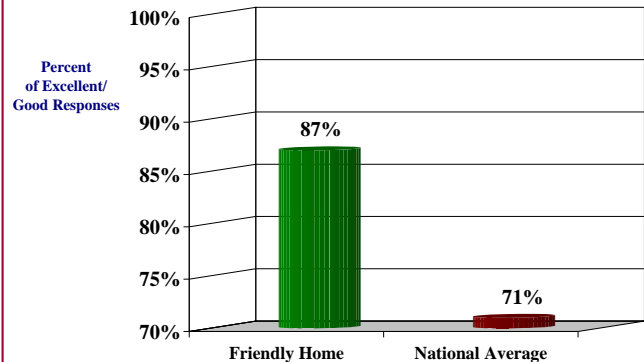
Quality of Rehabilitation Therapy



Safety of Facility



Quality of Dining Experience



The survey's write-in comments from both Members and families provide a more personal perspective on the level of care and services provided by The Friendly Home:

The nurses and aides show kindness, caring and respect for Members. (Family)

The care you provide to my family member provides me a great deal of peace. Thank you for the wonderful culture you have created. (Family)

You demonstrate genuine care and respect for your Members. You respond to family members with a willingness to help. The food is very good and served well. The overall ambience is warm. (Family)

The Friendly Home is indeed a wonderful nursing home. They really are caring people. I am so grateful that my husband is being cared for by The Friendly Home. It is indeed a warm and caring nursing home. (Family)

Everything is really top shape. (Member)

They give you personal care and take care of your needs. (Member)

Very nice staff - attentive. (Member)

I'd rather be home, but if there's any other place, this is it. (Member)

They care. (Member)



Because Friends Care.