

Friendly Home Member/Satisfaction Survey 2010 Results

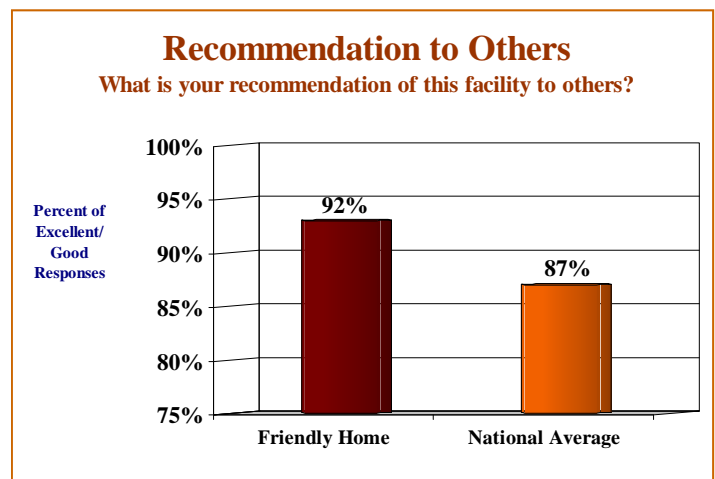
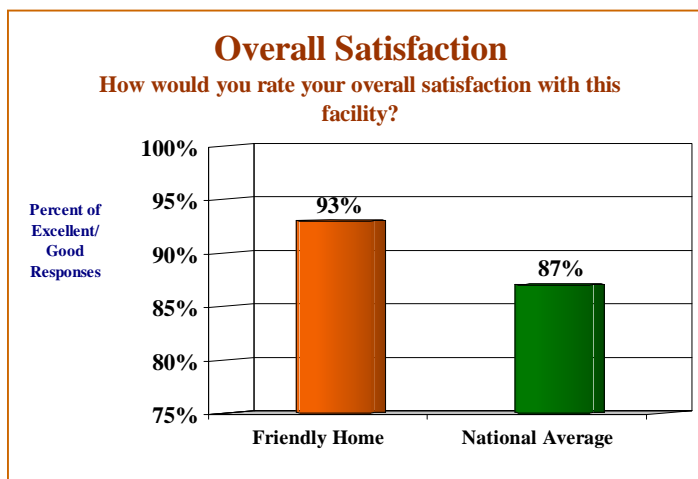
“ I think on a scale of 1 to 10, The Friendly Home tries very hard to make residents comfortable and happy. I give them a 10.”

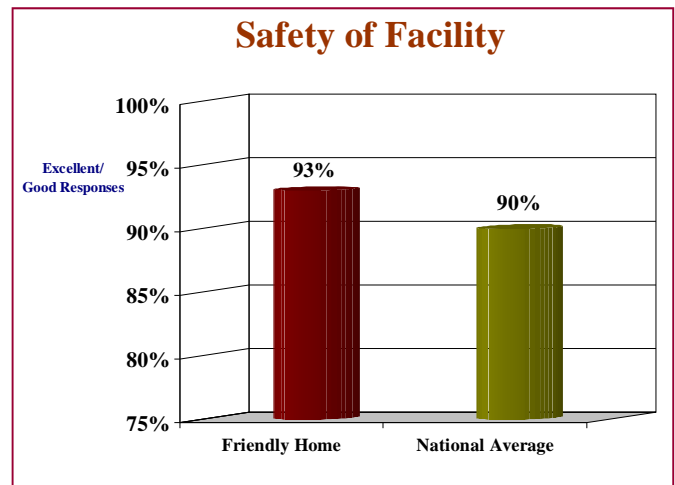
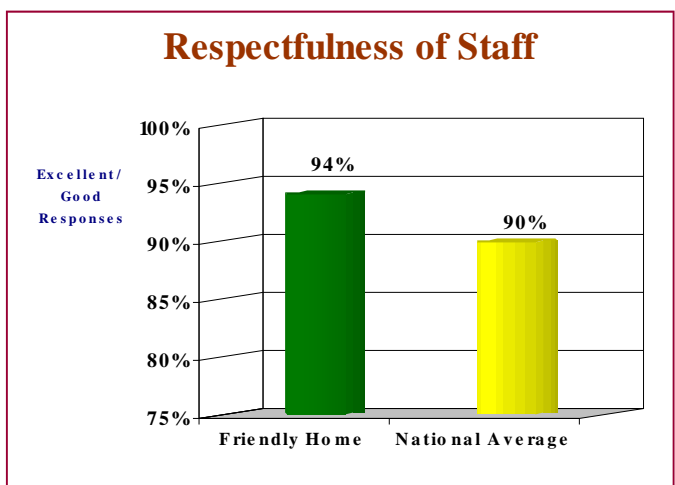
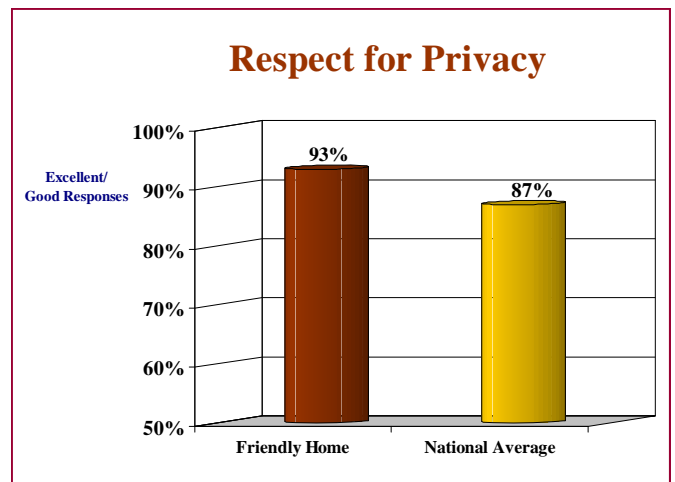
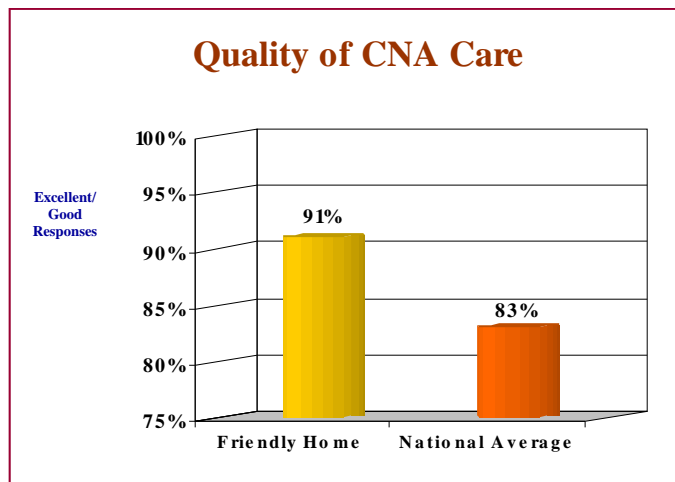
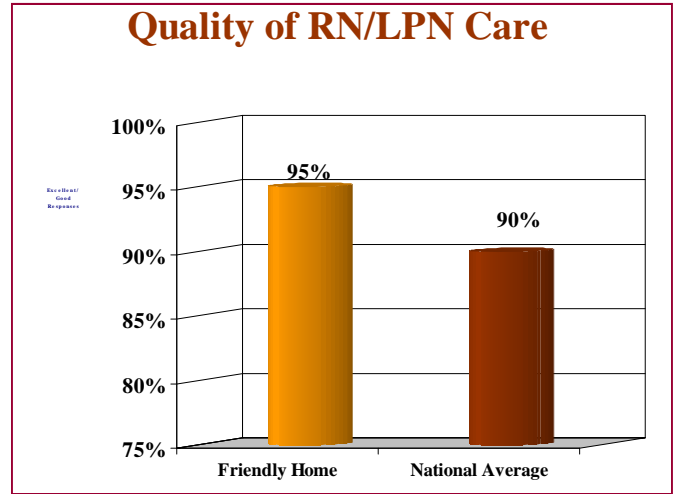
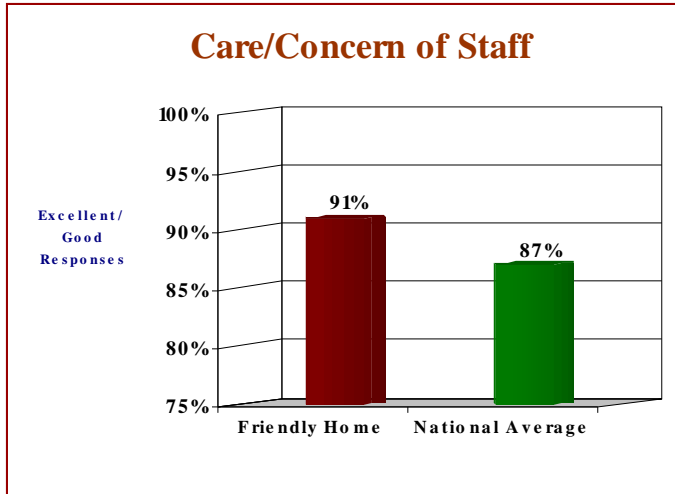
Each year The Friendly Home conducts a Member/Family Survey to measure satisfaction with the care and services we provide. This is an excellent tool for assessing how well we’re doing, identifying areas for improvement, and providing Members and their loved ones with an opportunity to give us their candid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

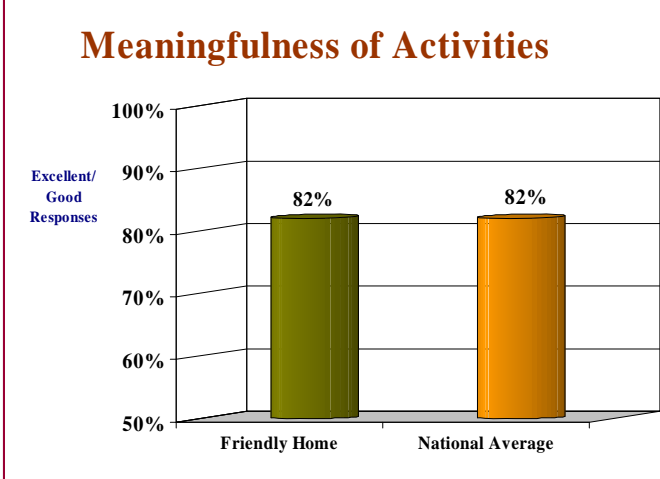
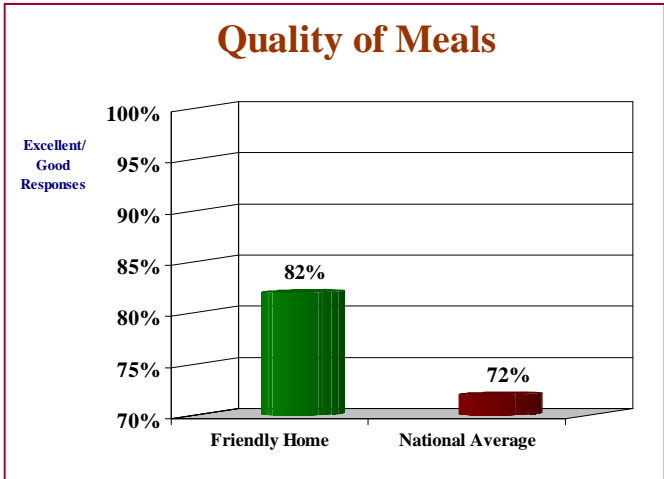
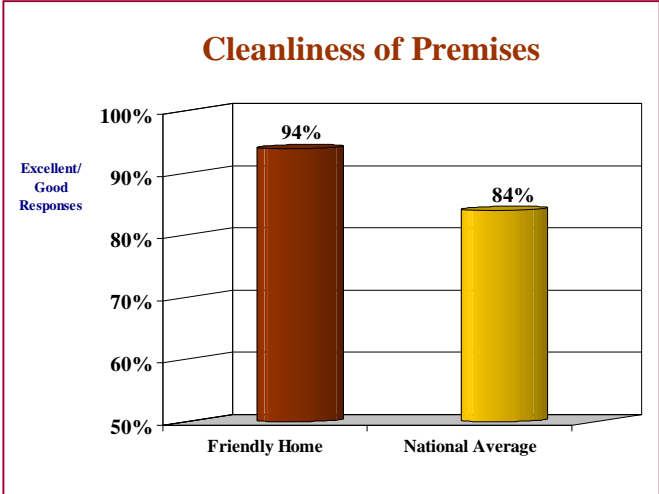
The measurement scale consists of four possible ratings in various areas—Excellent, Good, Fair, and Poor. The survey was administered by *My Inner View*, a national health care satisfaction measurement firm. More than 4,000 facilities of various sizes, affiliations and geographic locations participated 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.







The survey write-in comments of Members and families capture a more personal perspective on the level of care and services provided by The Friendly Home. In response to the question “Tell us what we do best,” the following replies were received:

The Friendly Home provides friendly and capable aides and very good entertainment. You can talk to the dietitian and change anything you don't like. (Member)

Individual care. (Member)

It's a wonderful place! (Member)

You keep up with what we need. (Member)

Answer requests and address concerns. (Member)

The attention they give you. (Member)

Everything! (Member)

The friendliness and caring of most aides is heartwarming. They encourage Members to engage in one-on-one interaction. (Family)

I feel my husband gets very good care at this friendly home! (Family)

I think on a scale of 1 to 10, The Friendly Home tries very hard to make residents comfortable and happy. I give them a 10. (Family)

We have found the care and concern of the entire staff to be excellent, and they have done a terrific job of keeping us very well informed with regard to issues concerning my father's care. (Family)

As soon as we stepped foot into The Friendly Home we had a strong sense of “home.” Throughout our visiting tour we were extremely impressed with the warm friendliness and sincere caring of everyone we encountered. We have not been disappointed with our choice, and our esteem continues to grow. (Family)

The quality of nursing care and the patience of the staff are fantastic and very much appreciated. (Family)

The Friendly Home has proven to be the name it is titled – “A Friendly Home.” I have been truly blessed to have my mother in such a wonderful place. (Family)

