

Friendly Home Member/Family 2011 Satisfaction Survey Results

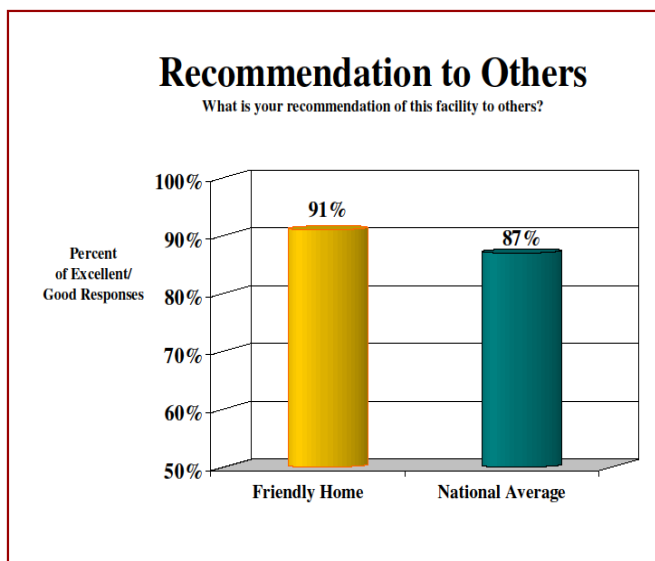
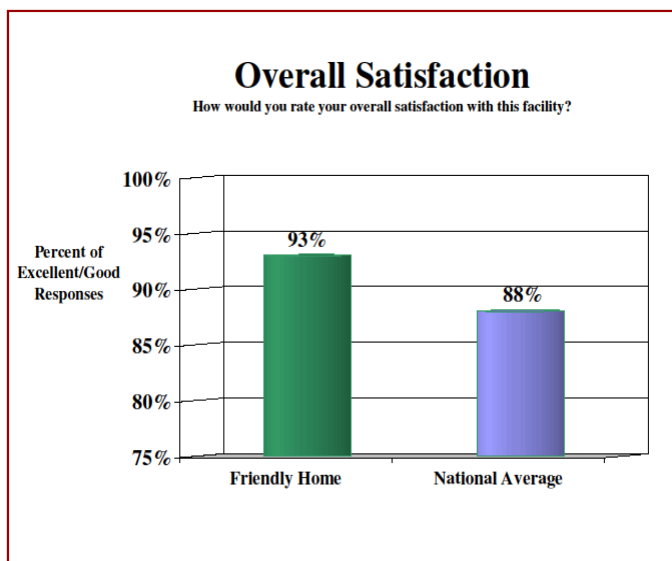
“Our family is grateful for making each day of my mother’s life a pleasant one. It’s comforting to know that she’s in good hands! We can’t thank you enough!”

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.

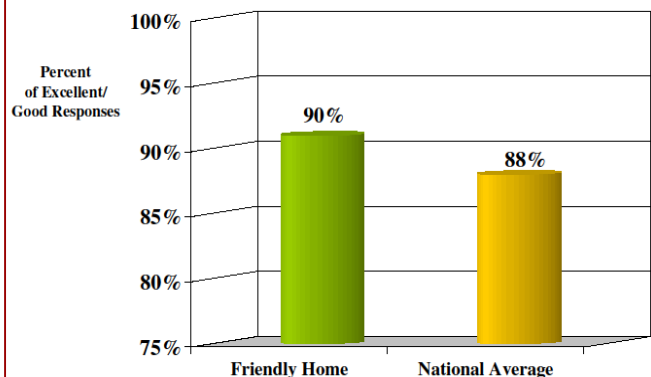
The measurement scale consists of four possible ratings in various areas—Excellent, Good, Fair, and Poor. The survey was administered by *My Inner View*, a national health care satisfaction measurement firm. Over 4,500 facilities of various sizes, affiliations and geographic locations participated in 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. In each of the following categories, The Friendly Home’s ratings exceed the national average.

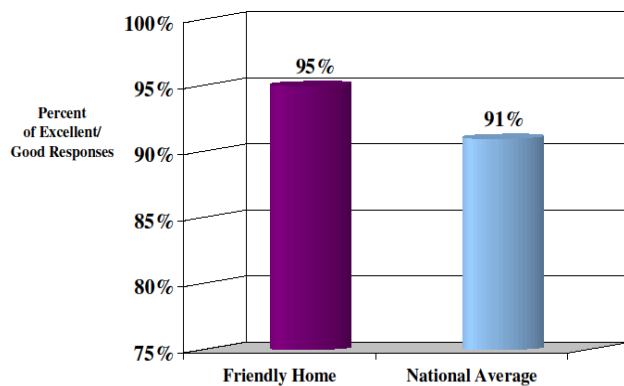
The Friendly Home is measured on overall satisfaction levels as well as the likelihood of Members/families recommending the Home to others as shown below.



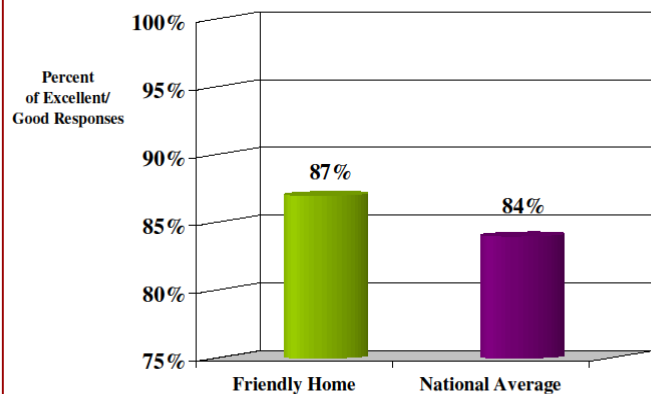
Care/Concern of Staff



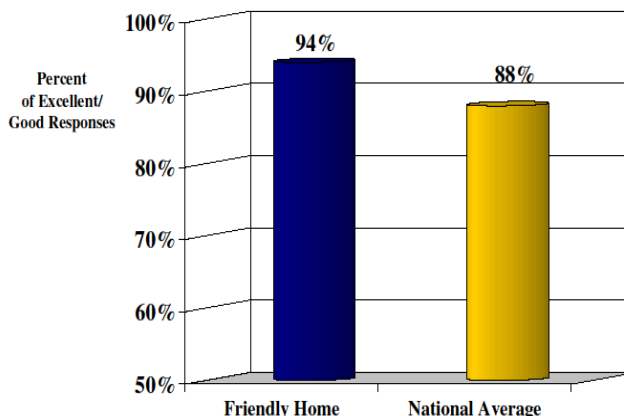
Quality of RN/LPN Care



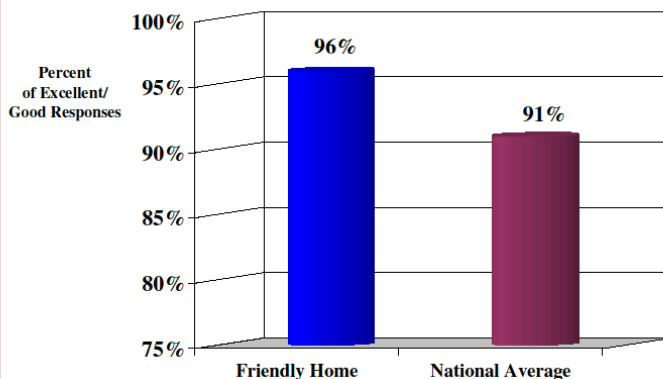
Quality of CNA Care

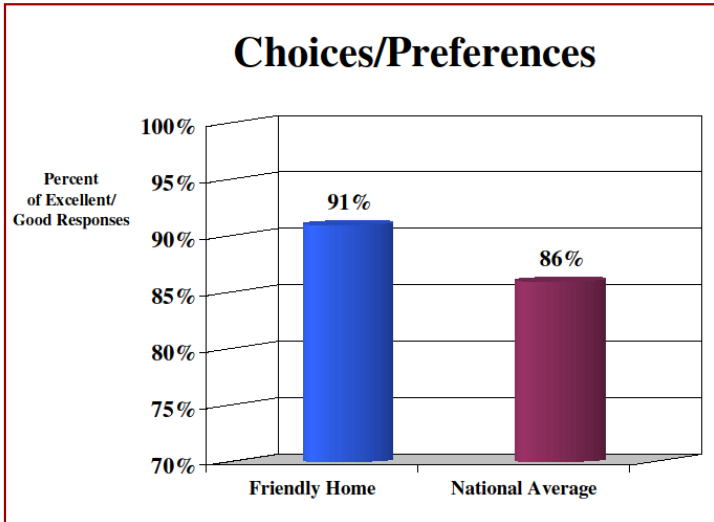
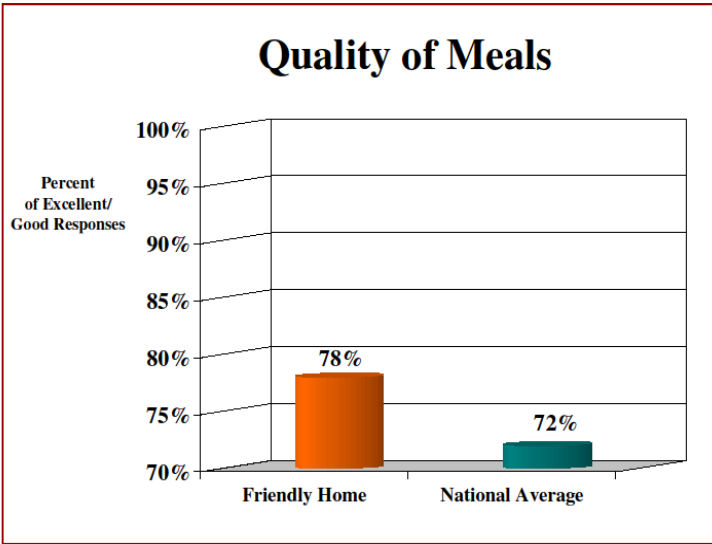
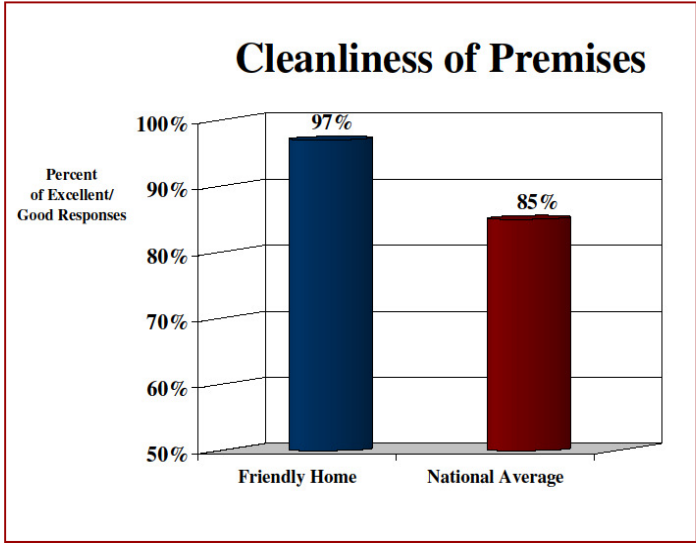
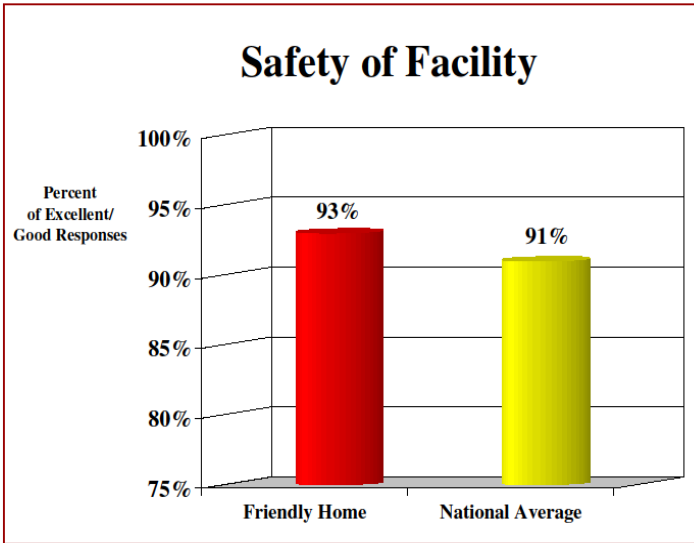


Respect for Privacy



Respectfulness of Staff





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 staff really cares about the Members. I’ve seen first-hand how the staff treats the Members with such care and compassion, patience and respect. (Family)

I am very happy to be here. I’ve met several kind friends. (Member)

Your gentleness and kindness makes me feel better. (Member)

I think you have a great staff. I am very impressed with The Friendly Home. My dad was here about nine years ago, and my aunt is currently a Member. I would highly recommend this nursing home. (Family)

What you do best is hire good people to work at The Friendly Home. From maintenance to direct care staff, everyone treats my father with dignity and respect. (Family)

The entire operation here is excellent. (Member)

There are great recreation programs designed to capture the interest of Members and provide stimulation. (Family)

I appreciate the attention and details to keep me informed. It makes me feel we are working together to find quality of life for Mom. (Family)

The Friendly Home is very good at providing a warm, welcoming environment for Members and their families. The rooms are spacious and always clean. My family feels blessed that my father is here. (Family)

It’s home away from home—friendly and accommodating. (Member)

I like the fact that the Home has the Member Council to voice concerns. (Member)

I think everything is perfect! (Member)



Because Friends Care.