



The Friendly Home Transitional Care Center

Back to Health. Back to Home.



Soon after discharge from The Friendly Home's Transitional Care Center (TCC), our patients are asked to complete a survey rating their level of satisfaction in a variety of areas. This survey is administered by My InnerView, a leading national health care satisfaction measurement firm. Results are compiled and shared twice a year.

We strive to make each patient's TCC experience outstanding and the feedback we receive from our patients is a very important tool in helping The Friendly Home achieve this goal. Here are the highlights of the most recent surveys, which reflect the percentage of patients who rated our care and services as Excellent/Good, as well as comparisons to the National Average in each of these categories.

TCC Survey Results

JULY 2009—DECEMBER 2009



A patient room in our brand new TCC! All 16 rooms are private, featuring complimentary satellite television and phone service.

Overall Satisfaction:

Friendly Home 93%, National Average 83%

Likelihood of Recommending to Family or Friends:

Friendly Home 93%, National Average 82%

Quality of Rehabilitation Therapy:

Friendly Home 95%, National Average 91%

Admissions Process:

Friendly Home 93%, National Average 91%

Discharge Process:

Friendly Home 95%, National Average 86%

Quality of RN/LPN Care:

Friendly Home 93%, National Average 88%



The warm and inviting TCC dining room and lounge has a cozy fireplace and comfortable furnishings.

Quality of CNA Care:

Friendly Home 95%, National Average 85%

Progress Toward Achieving Rehab Goals:

Friendly Home 98%, National Average 88%

Respectfulness of Staff:

Friendly Home 93%, National Average 90%

Treatment by Staff:

Friendly Home 95%, National Average 93%

Quality of Meals:

Friendly Home 84%, National Average 64%

Cleanliness of Room/Surroundings:

Friendly Home 95%, National Average 84%



We are pleased to share some of the positive comments written in by our TCC patients on the survey. These comments support the statistical results in a very personal and meaningful way!

The quality of the therapists, doctors, nurses and CNA's was exceptional. All of the staff was kind, thoughtful, conscientious, compassionate and professional. Upon my discharge I was ready and physically prepared to go home!

I have been in a number of rehab facilities over the last ten years. Without equivocation, Friendly Home rehab is number one. You lead the pack by far.

The physical therapy department is first rate.

The genuine concern for the patient and the staff working together as a team ensures a positive outcome for the patient. Tailoring the therapy for my individual needs at home was appreciated.

Your rehab unit was excellent in all respects. Each and every one of your staff was quick to respond to my needs, courteous, kind and considerate.

They make you feel you are very important to them, and will make your recovery as pleasant and easy as possible. Staff always cheerful, polite and eager to accommodate.

