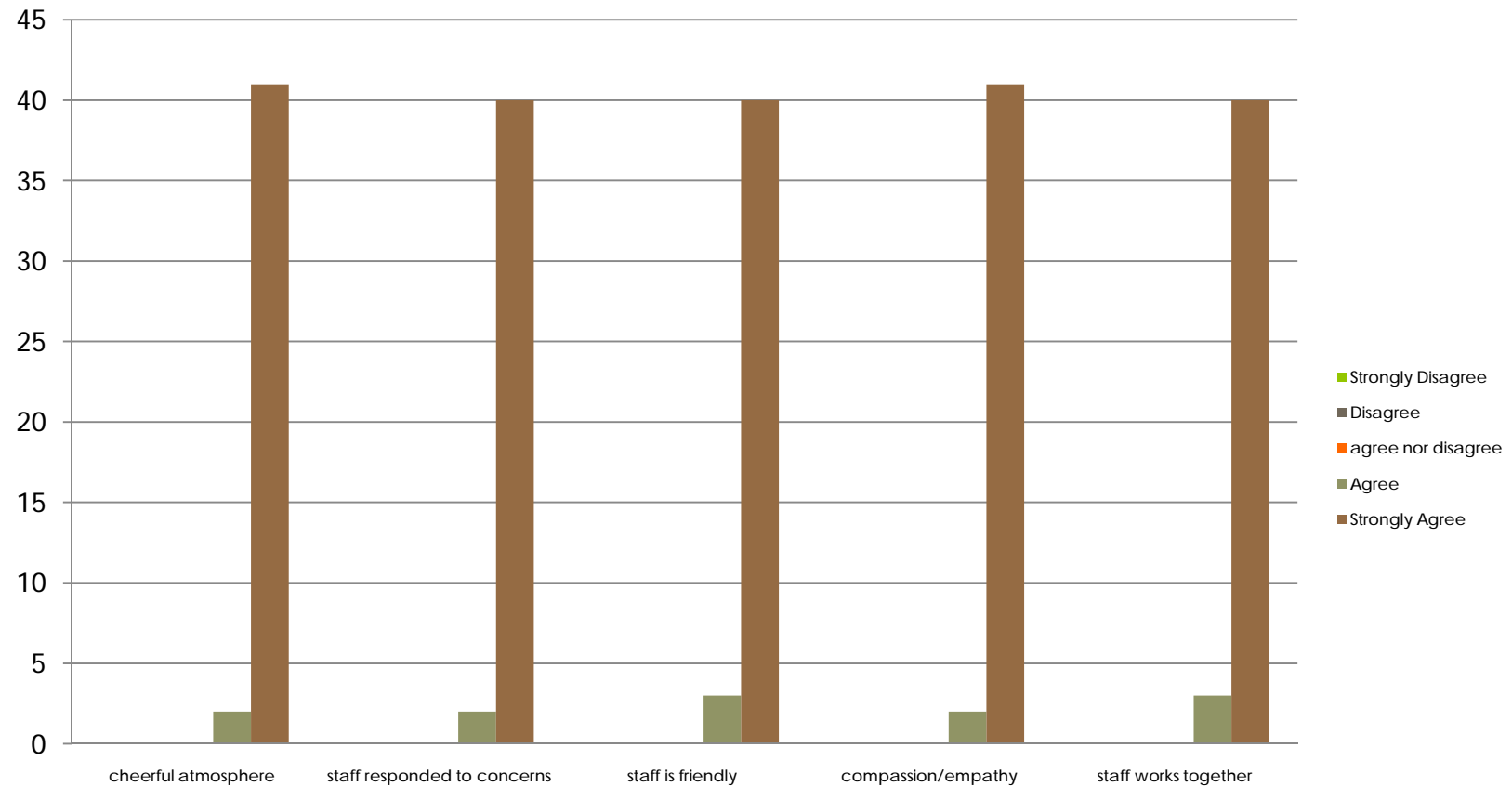




Patient Satisfaction

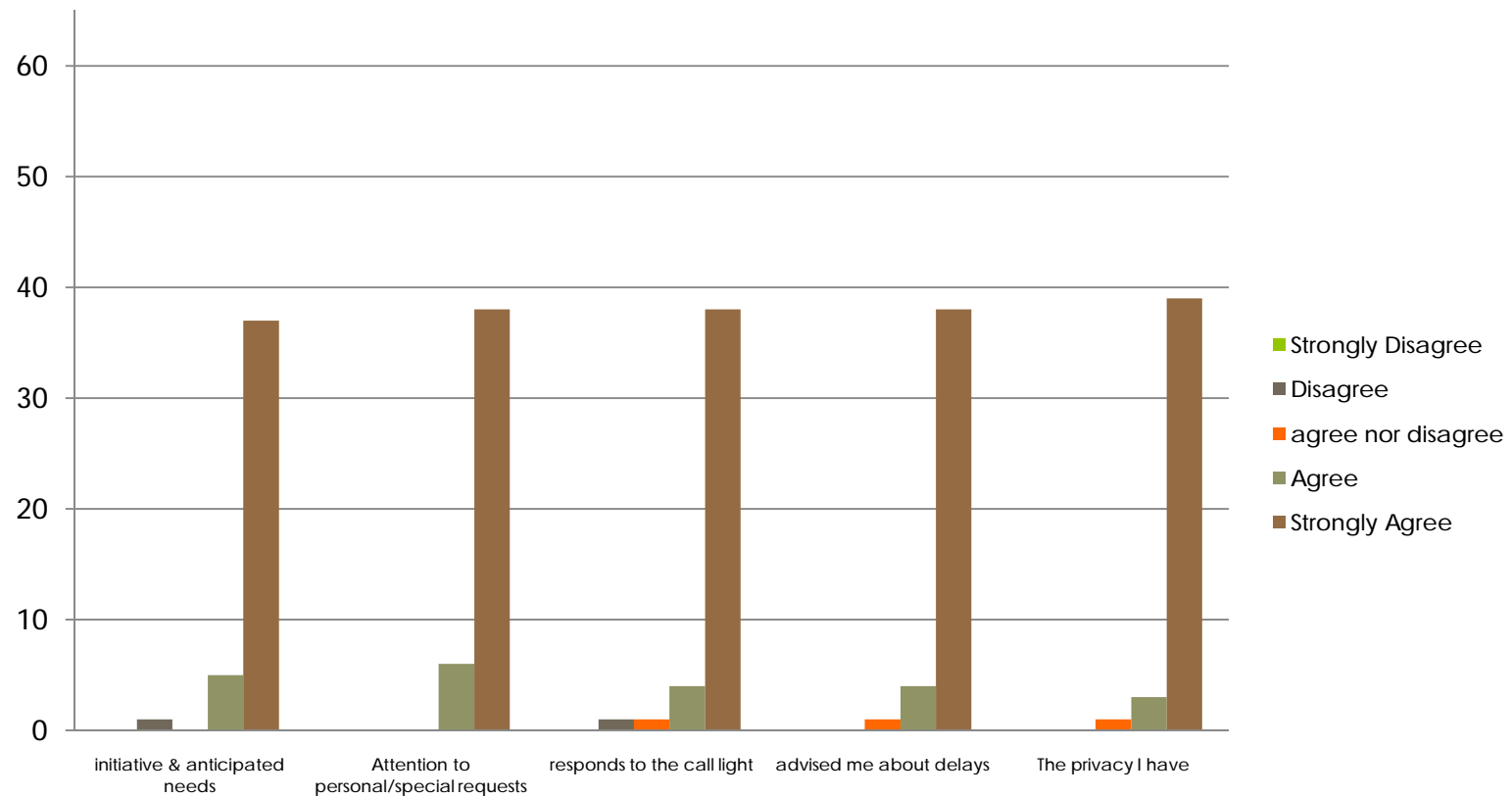
June, 2013

Overall Atmosphere



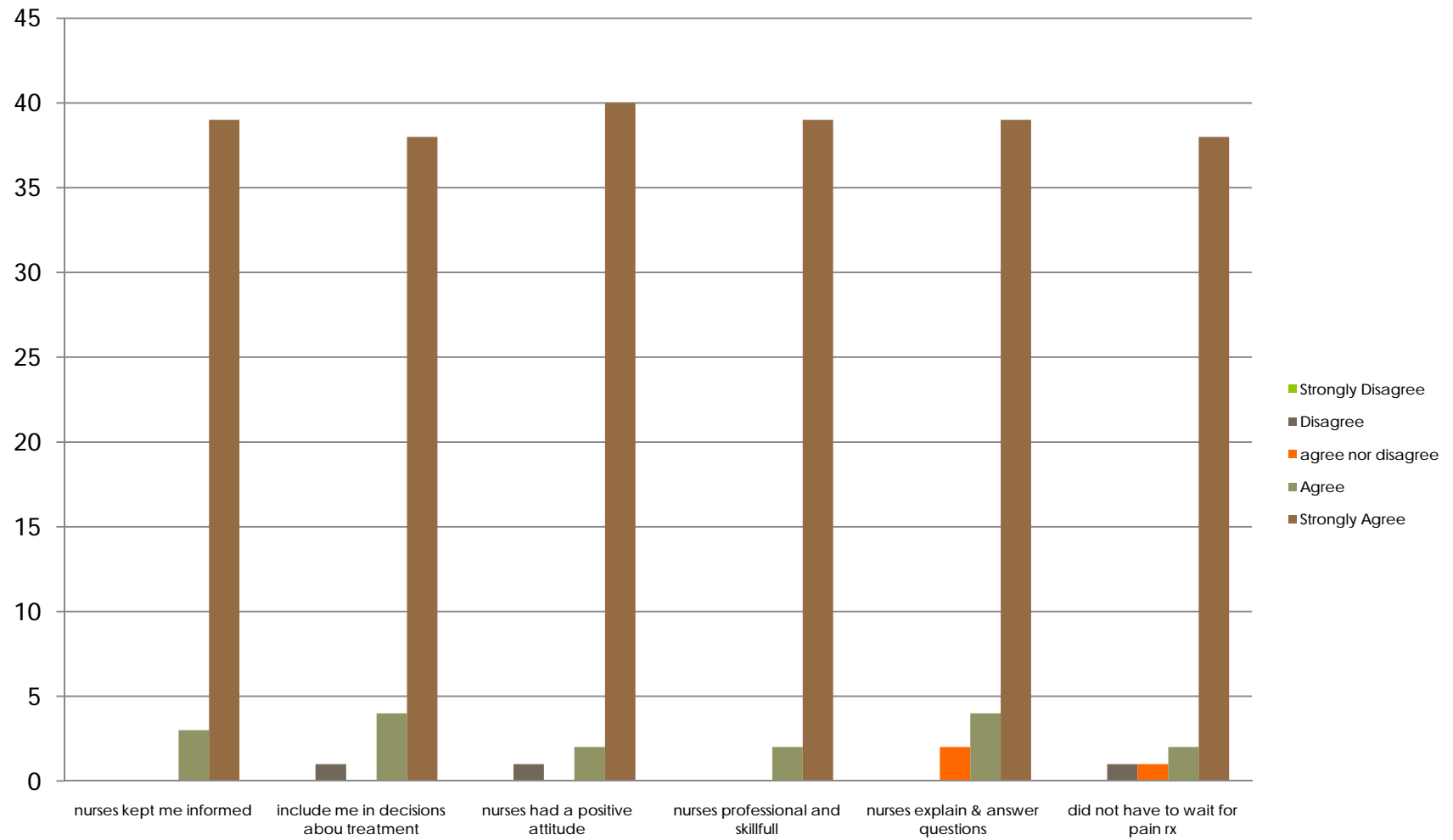
June 2013

Quality of Life



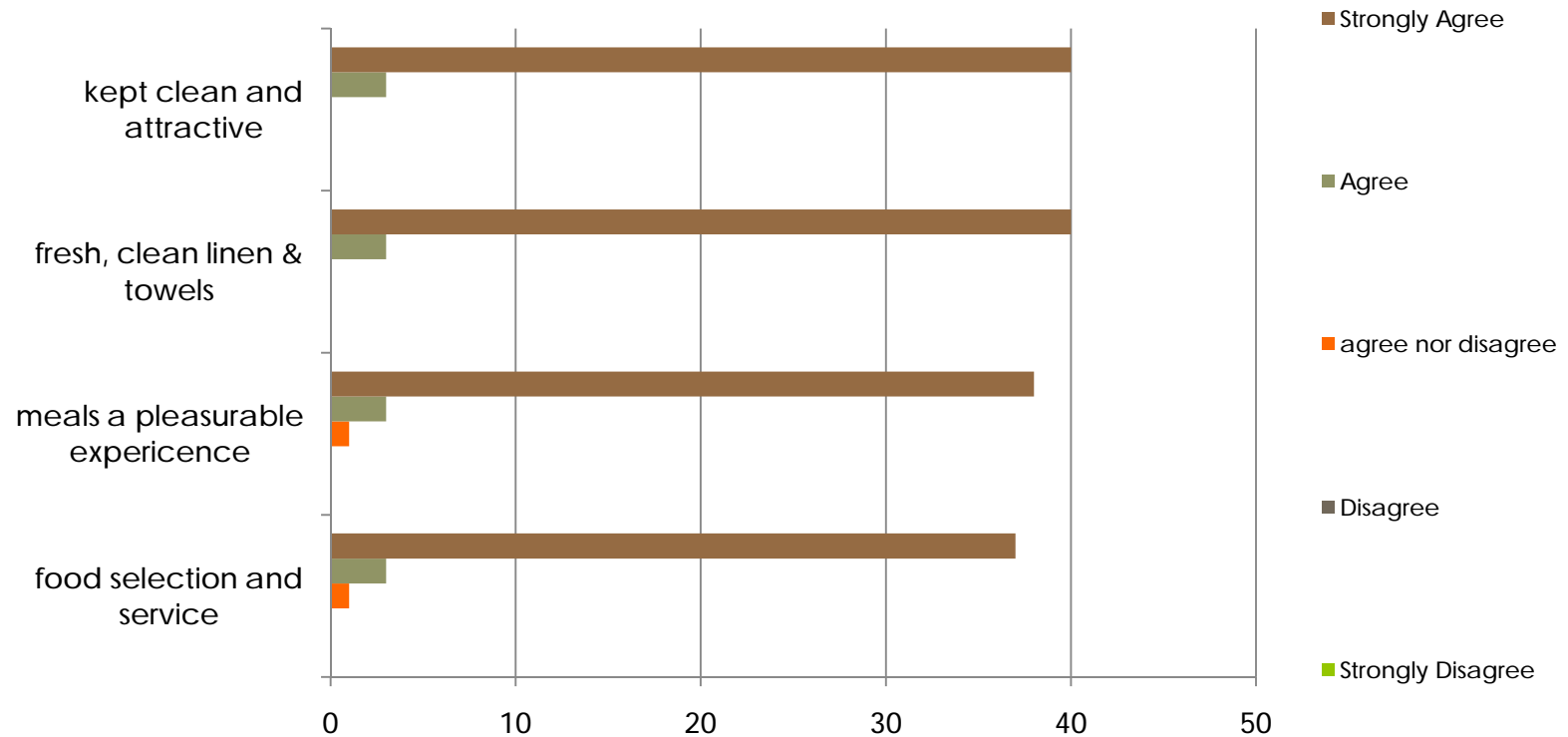
June 2013

Quality of Care



June 2013

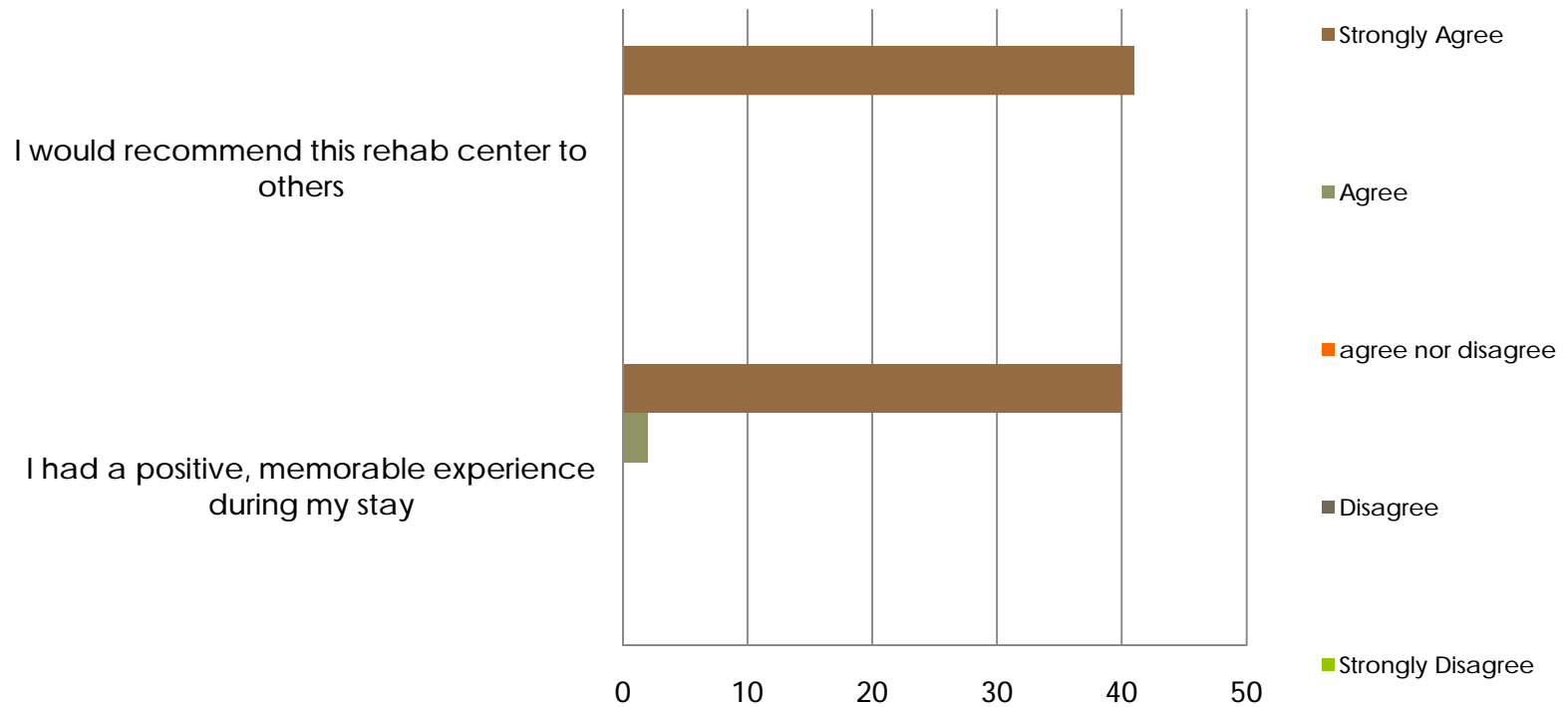
Judgement of Services



June 2013

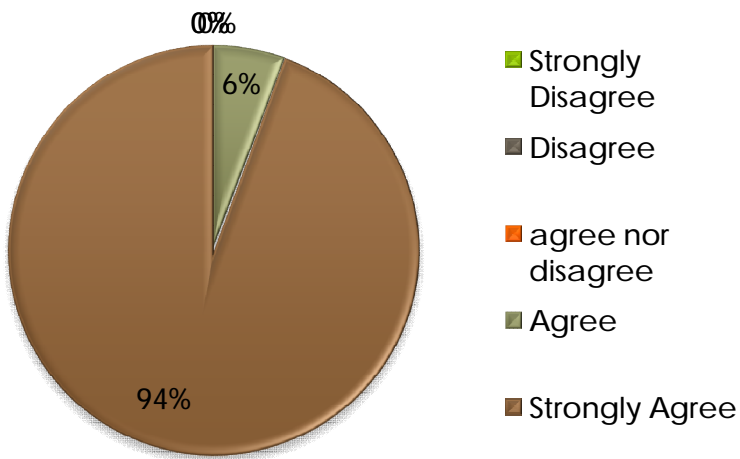
"Word of Mouth" Referral

Overall Assessment



June 2013

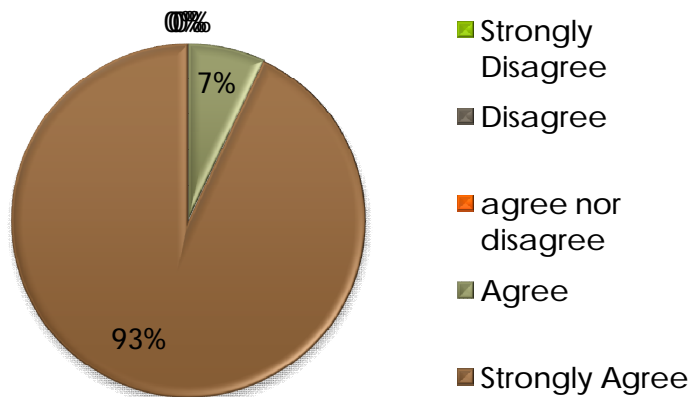
TEAMWORK



Team Work

- The nursing center has a cheerful atmosphere
- The staff responded to my concerns/complaints
- The staff is friendly
- The staff responds with care, compassion and empathy
- The staff works together to care for me

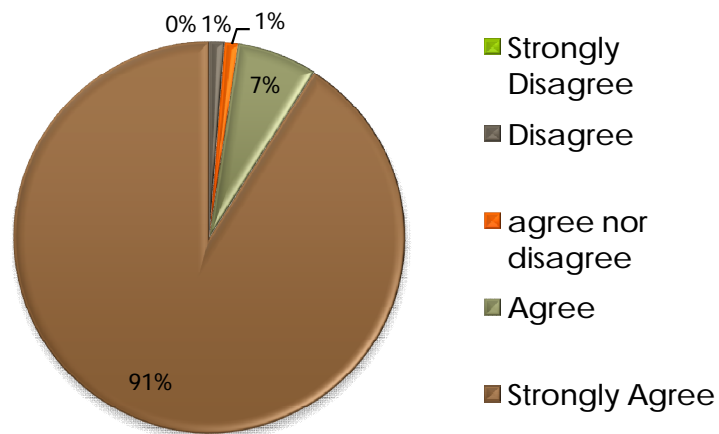
ENVIRONMENTAL SERVICES



Environmental Services

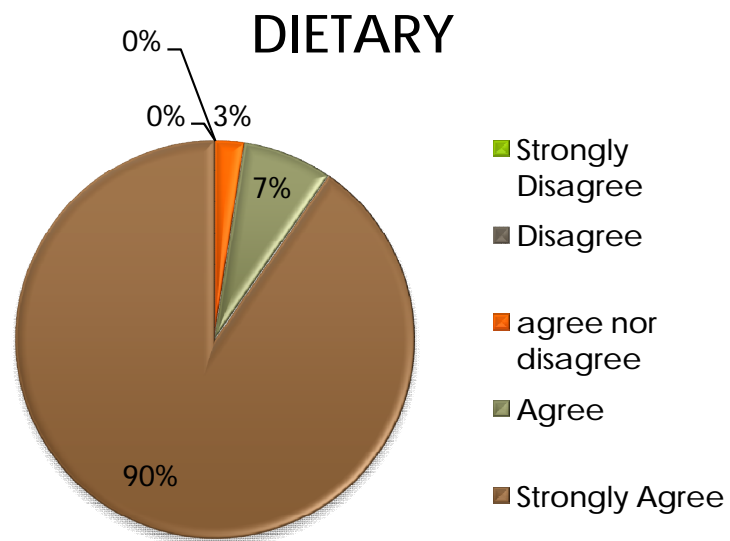
- I received fresh, clean linen and towels
- The center and my room were kept clean and attractive

NURSING



Nursing

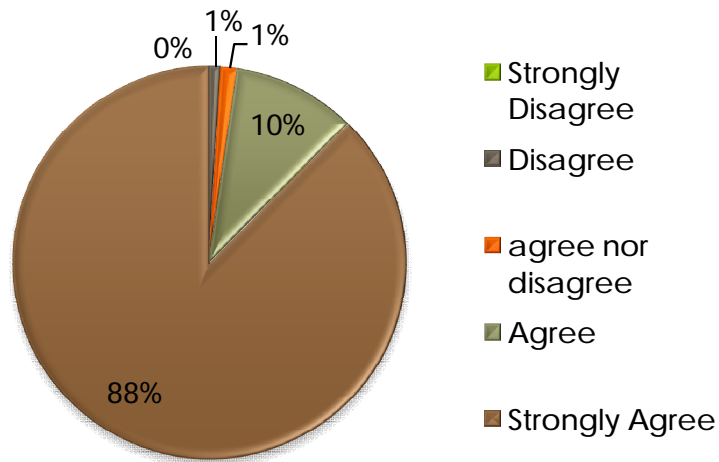
- The nurses kept me informed regarding my care
- The staff made an effort to include me in decisions about my treatment
- The nurses had a positive attitude toward my requests
- The nurses were professional and skillful
- Nurses explain & answer questions about medications, procedures
- I did not have to wait for pain medication



Dietary

- I enjoyed the food selection and service
- Meals and special events were a pleasurable experience

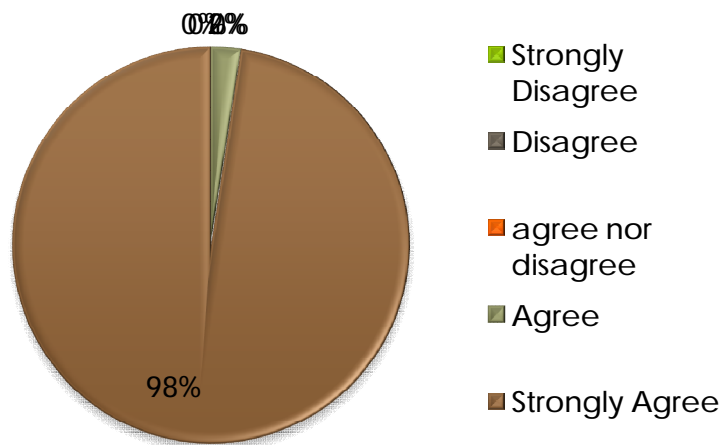
CUSTOMER SERVICE



Customer Service

- The staff take the initiative and anticipated my needs
- Attention is paid to personal & special requests
- Staff responds to the call light in a reasonable amount of time
- The staff advised me if there were going to be delays
- The privacy I have

REFERRAL



Referral

- I had a positive, memorable experience during my stay
- I would recommend this rehab center to others

Areas for Improvement

- › Call light response – ALL STAFF
- › Patient education on medications & procedures - NURSING
- › Food Selection & Service - DIETARY
- › Meals & Special Events – DIETARY & REC THERAPY