



*transitional care at friendly home*

***“I can’t thank you enough for the care you showed me. I know I will be just fine now!”***



Soon after discharge from the Friendly Home’s Lovejoy 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 the best it can possibly be, and the feedback we receive from our patients is a valuable tool in helping the Friendly Home achieve this goal. Here are the most recent survey highlights, which reflect patient satisfaction ratings. ***WE ARE VERY PROUD TO SHARE THAT THE FRIENDLY HOME:***

- ***EXCEEDS THE NATIONAL AVERAGES IN ALL 26 CATEGORIES!***
- ***ACHIEVES AN IMPRESSIVE NUMBER OF 100% EXCELLENT/GOOD RESPONSES!***
- ***RANKS IN THE TOP 10% OF SHORT-TERM REHABILITATIVE CENTERS NATIONALLY!***

***FURTHER, 98% OF RESPONDENTS WOULD RECOMMEND THE FRIENDLY HOME TO OTHERS AND WE RECEIVED A 98% OVERALL SATISFACTION RATING!***

## ***TCC Survey Results***

***JANUARY 2019—JUNE 2019***

The Lovejoy TCC achieved 100% Excellent/Good responses in each of the following categories:

- **Quality of Medical Care**  
(National Average: 88%)
- **Care Provided by Nursing Team**  
(National Average: 91%)
- **Certified Nursing Assistant Care**  
(National Average: 89%)
- **Care/Concern of Staff**  
(National Average: 90%)
- **Treatment by Staff**  
(National Average: 95%)
- **Respectfulness of Staff**  
(National Average: 92%)
- **Competency of Staff**  
(National Average: 90%)
- **Help with Admissions Process**  
(National Average: 93%)
- **Respect for Privacy**  
(National Average: 91%)
- **Responsiveness of Social Worker**  
(National Average: 91%)
- **Responsiveness of Management**  
(National Average: 86%)
- **Help with Discharge Process**  
(National Average: 90%)
- **Arranging for Services/ Equipment**  
(National Average: 90%)
- **Religious/Spiritual Opportunities**  
(National Average: 91%)
- **Billing/Payment**  
(National Average: 92%)



The Lovejoy TCC exceeded the national average in each of the categories listed on the left, in addition to the following:

- **Overall Satisfaction: 98%**  
(National Average: 88%)
- **Recommendation to Others: 98%**  
(National Average: 88%)
- **Rehabilitation Therapy: 98%**  
(National Average: 95%)
- **Progress Toward Rehab Goals: 98%**  
(National Average: 91%)
- **Commitment to Family Updates: 98%**  
(National Average: 86%)
- **Answering Call Lights: 98%**  
(National Average: 72%)
- **Choices/Preferences: 97%**  
(National Average: 88%)
- **Security of Personal Belongings: 97%**  
(National Average: 92%)
- **Quality of Meals: 81%**  
(National Average: 73%)
- **Cleanliness of Room and Surroundings: 98%**  
(National Average: 89%)
- **Setting Discharge Goals: 98%**  
(National Average: 88%)



Compared to our peer group locally, the Friendly Home scored the highest in 25 of the 26 categories!



**WE ARE PLEASED TO SHARE SURVEY COMMENTS WRITTEN IN BY OUR TCC PATIENTS. THESE THOUGHTS DESCRIBE THE FRIENDLY HOME TCC EXPERIENCE BEYOND THE STATISTICS IN A VERY PERSONAL AND MEANINGFUL WAY! HERE ARE SOME RESPONSES TO THE QUESTION "TELL US WHAT WE DO BEST":**

- ♦ **Wonderful care from very kind and thoughtful people.**
- ♦ **Very friendly and helpful! Ready to help always.**
- ♦ **The Lovejoy dining room was a wonderful way to meet other people.**
- ♦ **If I need to go to rehab again, it would be at the Friendly Home!**
- ♦ **Therapy was excellent.**
- ♦ **Very satisfied! Thank you for all your help.**
- ♦ **You have outstanding employees. I could not have asked for a better group of people to care for me, resulting in a quick recovery.**
- ♦ **Everyone was always pleasant and helpful. The meals were delicious and the variety was great. The nurses were always willing and able to answer my questions and address my concerns.**
- ♦ **I was pleased from the moment I was brought into the Friendly Home with the care and respect I received. Everyone kept me on track for a successful return home.**
- ♦ **I felt the staff, each and every one, were my friends. I cherish them.**
- ♦ **Everyone did a terrific job! It is exceptionally clean and beautifully decorated.**
- ♦ **I felt as though I was wrapped in a bubble of love and I got tremendous help!**



***Because Friends Care Always!***

### **OUR VALUES**

**Friendship · Teamwork · Compassion · Excellence · Integrity · Customer Focus**