



transitional care at friendly home

***“WONDERFUL CARE FROM VERY KIND AND
THOUGHTFUL PEOPLE.”***



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 EXCEEDED THE NATIONAL AVERAGES IN 24 CATEGORIES, AND ACHIEVED AN IMPRESSIVE NUMBER OF 100% EXCELLENT/GOOD RESPONSES!***

Back to Health. Back to Home.

TCC Survey Results

JULY 2018—DECEMBER 2018

TCC SURVEY RESULTS

JULY 2018—DECEMBER 2018

The Friendly Home's Transitional Care Center exceeded the national average in each of the following survey categories! Below are Friendly Home percentages of Excellent/Good responses:

- Overall Satisfaction—100%
- Recommendation to Others—100%
- Quality of Medical Care—100%
- RN/LPN Care—100%
- CNA Care—100%
- Care/Concern of Staff—100%
- Respectfulness of Staff—100%
- Treatment by Staff—100%
- Competency of Staff—100%
- Responsiveness of Social Worker—100%
- Help with Discharge Process—100%
- Religious/Spiritual Opportunities—100%
- Billing/Payment—100%



- Quality of Rehabilitation Therapy—97%
- Answering Call Lights—97%
- Help with Admissions Process—97%
- Choices/Preferences—97%
- Setting Discharge Goals—97%
- Arranging for Services and Equipment—97%
- Commitment to Family Updates—97%
- Responsiveness of Management—96%
- Progress Toward Rehab Goals—94%

- Respect for Privacy—94%
- Cleanliness of Room and Surroundings—94%

Compared to our peer group locally, the Friendly Home scored the highest in each of the following categories:

- RN/LPN Care
- Respectfulness of Staff
- Answering Call Lights
- Responsiveness of Social Worker
- Therapist Help with Discharge



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”:

- ♦ **Excellent care, excellent staff—helpful and friendly.**
- ♦ **Friendly, caring, attentive, well-trained staff.**
- ♦ **The therapists and nurses were all great and helpful.**
- ♦ **I am very happy with the care my mother received at the Friendly Home. I would recommend the Friendly Home to anyone who needs it!**
- ♦ **Care is outstanding. Cleanliness is outstanding. Everything is outstanding!**
- ♦ **As pleasant an experience as possible with a fractured ankle. I made many special new friends during my stay.**
- ♦ **Wonderful care from very kind and thoughtful people.**
- ♦ **The admissions process was excellent.**
- ♦ **The surroundings were most pleasant and attractive.**
- ♦ **A friendly and nurturing atmosphere.**
- ♦ **I felt the staff, each and every one, were my friends. I cherish them.**
- ♦ **I consider myself fortunate to have chosen this particular rehab center.**



Because Friends Care ... Always!

OUR VALUES

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