

From the Desk of the Administrator

Country Court Skilled Nursing & Rehabilitation Center had the Resident Satisfaction Survey completed by Scripps Gerontology in association with Miami University in December 2022. We have received the results of the survey and I would like to share some of the highlights with everyone.

We received an overall satisfaction score of 91.4%. This score will also provide us a Quality Measure point to go towards our Five Star Rating as a score over 90% provides a facility a quality point. Our four highest areas of satisfaction are Environment (95%), Care and Services (93%), Meals and Dining (93%), and Caregiving (91%).

The following are some of the questions and the satisfaction level of our residents,

- Did you feel warmly welcomed as a new resident? 100%
- Does the therapy help you meet your goals? 100%
- Are the people who work here gentle with your care? 100%
- Are the people who work here knowledgeable about your medical condition and treatments? 100%
- Do you get enough to eat here? 100%
- Do you feel safe here? 100%
- Is it very clean here? 100%
- Is it easy for you to get around in your room? 100%
- Overall, are you satisfied with your care you receive here? 100%
- Do the people who work here seem happy to work here? 100%
- Do you feel you have enough privacy? 100%
- Would you highly recommend Country Court to someone who needs this type of care? 96%
- Do the people who work here go above and beyond to give you a good life? 96%

We are very honored to be able to care for our residents and your loved ones. We are all humbled by the results of the survey. We will continue to work and improve as there is always room to improve. Next year will be the Family Satisfaction Survey conducted by the same group. Thank you all for your care and support.

Will Levering