

Your guide to our resident and family satisfaction ratings

AHC is committed to providing the information you need to make informed decisions about senior living options and to evaluate the care and services we provide. As part of that commitment, we are posting our resident and family satisfaction ratings online.

We've developed this guide to explain how we capture and report our resident and family satisfaction ratings.

About our survey

AHC utilizes the Resident, Patient and Family Feedback Program administered by The National Research Corporation, NRC Health. The program surveys residents, discharged patients and families to evaluate their overall loyalty and perception of our care and services. We use this information to help us identify areas of improvement. Our results are benchmarked against senior living communities across the country by NRC Health.

NRC Health calculates our satisfaction star ratings based on responses to the following questions from the Resident, Patient and Family Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

Who receives the survey?

The survey is provided to patients upon discharge and to all current AHC residents and their family members twice a year. Recipients are asked to complete the survey and provide comments regarding specific aspects of care and services. For those physically unable to complete the survey on their own, the local staff can read the survey to them and record their responses. Surveys are sealed in envelopes and mailed to NRC for tabulation. Our communities receive their results with no identifying resident or family information. Each community uses its survey feedback to improve its care and services.

Does AHC post all comments?

AHC is committed to transparency. That means we post all relevant feedback – whether it's positive or negative. However, we do not post comments that are libelous, profane, or that violate the privacy of our residents. Every star rating is published regardless of comment status. Names and other personally identifiable information are removed prior to displaying rating and comments on our site.



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Can anyone complete the survey?

No. Only current residents, discharged patients and resident's families may take the survey. Therefore, our results are based entirely from customers who have experienced our care and services. We believe those comments are most helpful to seniors and families considering placement in one of our communities.

Redacted names

Employee and patient names are redacted for privacy purposes.