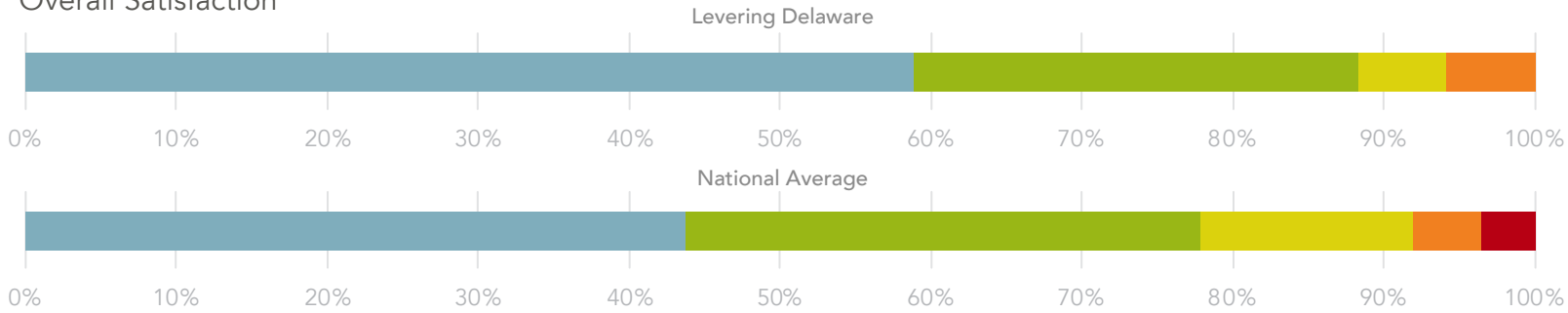


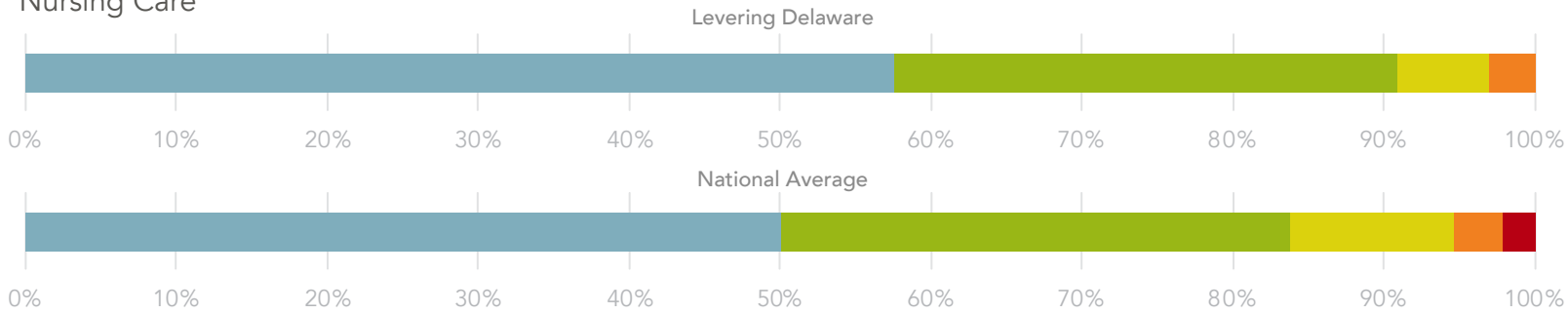
The following graphs display the percentage of respondents that selected each rating value. Each color represents a different rating value. All values reflect averages from the last 12 months.

### Overall Satisfaction



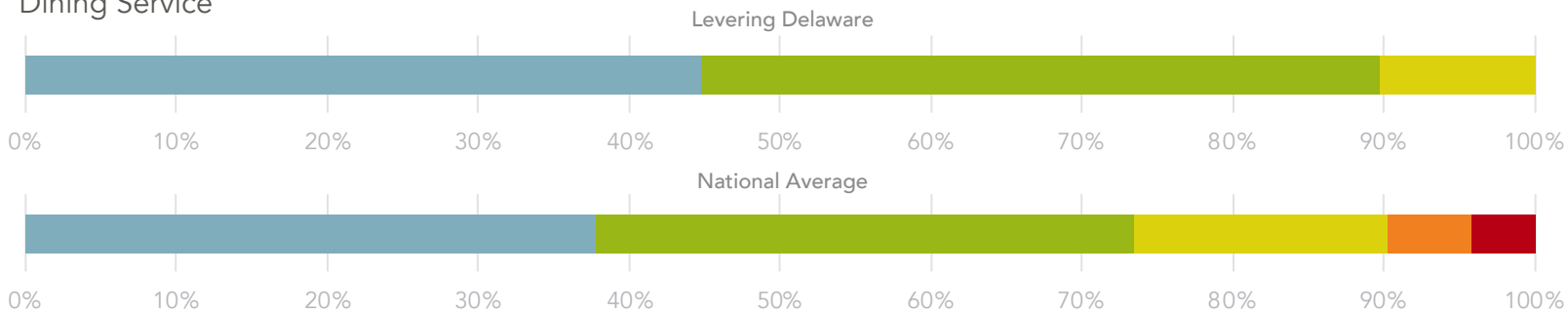
**88.2% POSITIVE**

### Nursing Care



**90.9% POSITIVE**

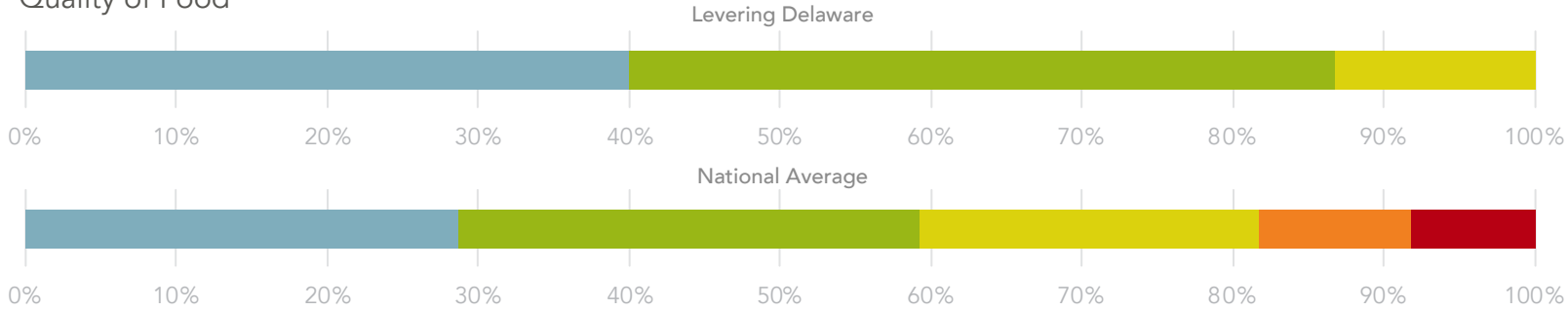
### Dining Service



**89.7% POSITIVE**

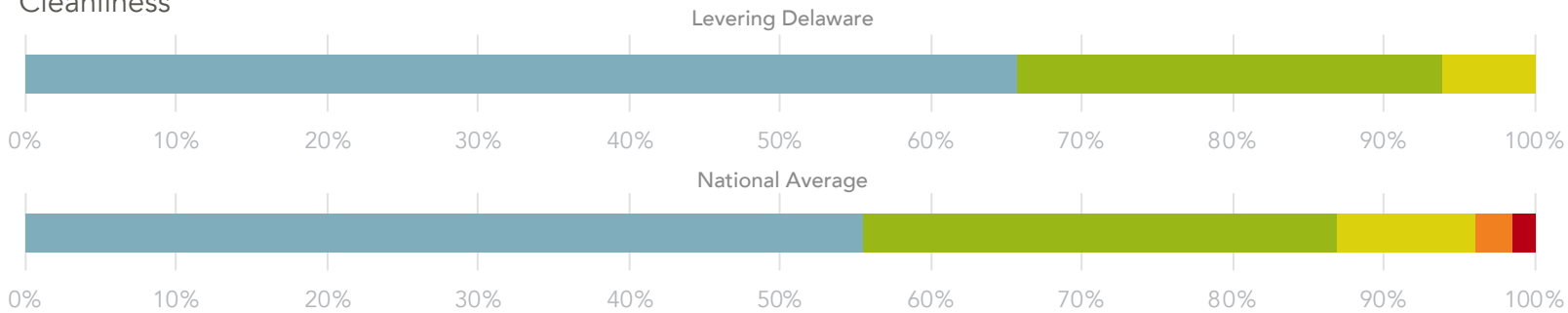
The following graphs display the percentage of respondents that selected each rating value. Each color represents a different rating value. All values reflect averages from the last 12 months.

### Quality of Food



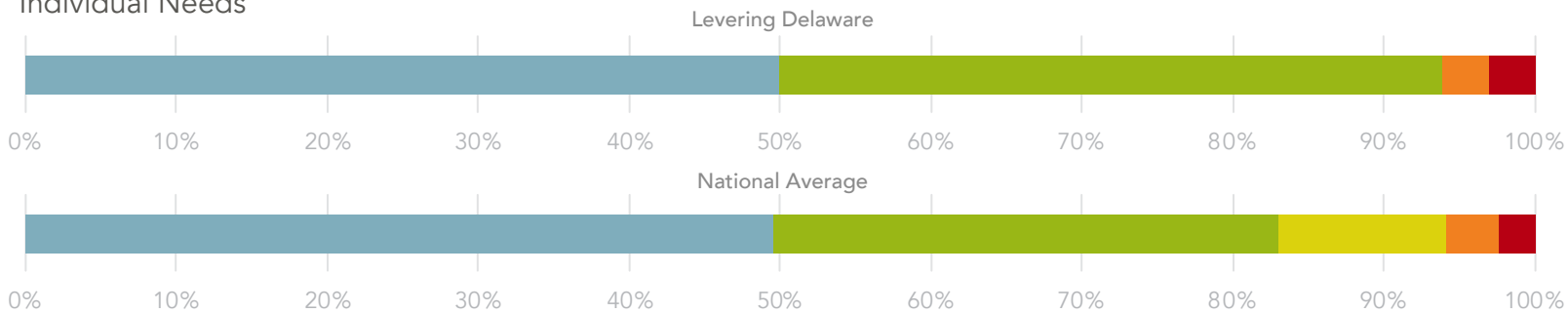
86.7% POSITIVE

### Cleanliness



93.8% POSITIVE

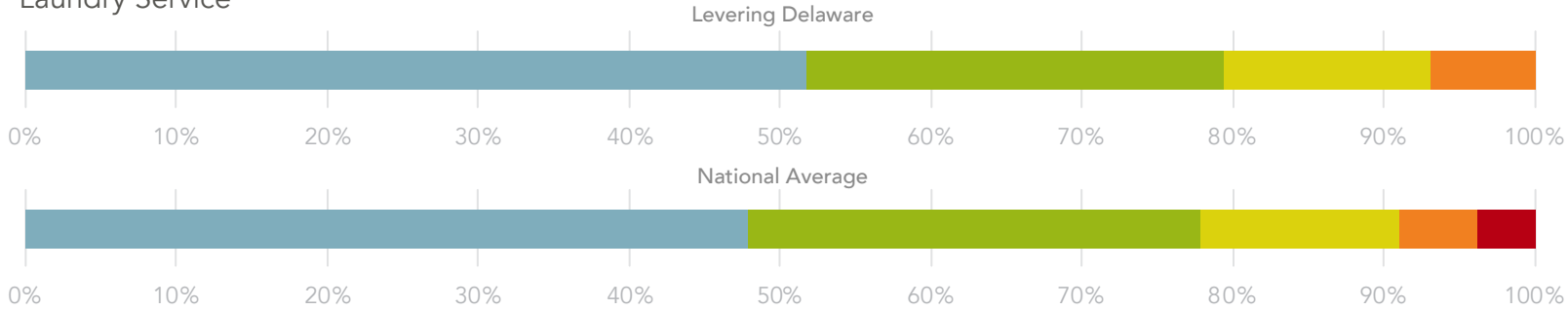
### Individual Needs



93.8% POSITIVE

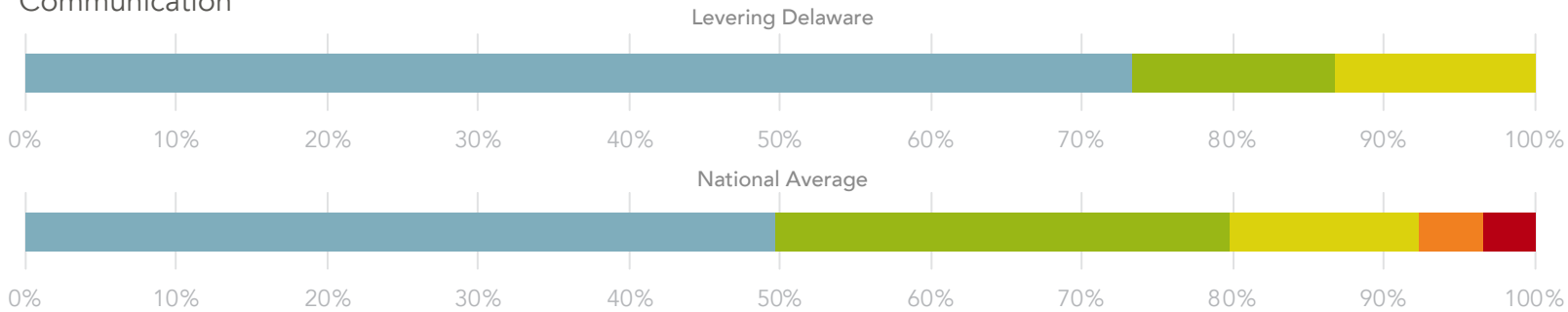
The following graphs display the percentage of respondents that selected each rating value. Each color represents a different rating value. All values reflect averages from the last 12 months.

### Laundry Service



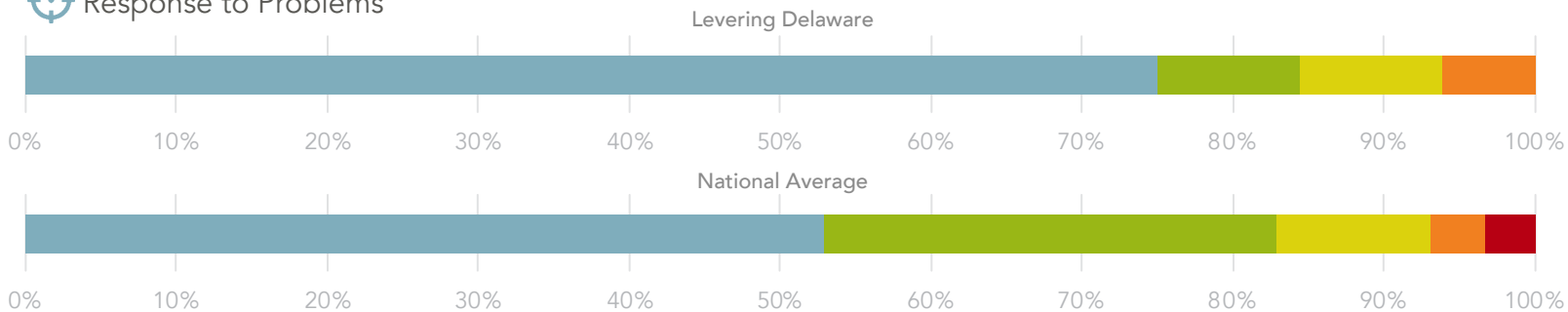
79.3% POSITIVE

### Communication



86.7% POSITIVE

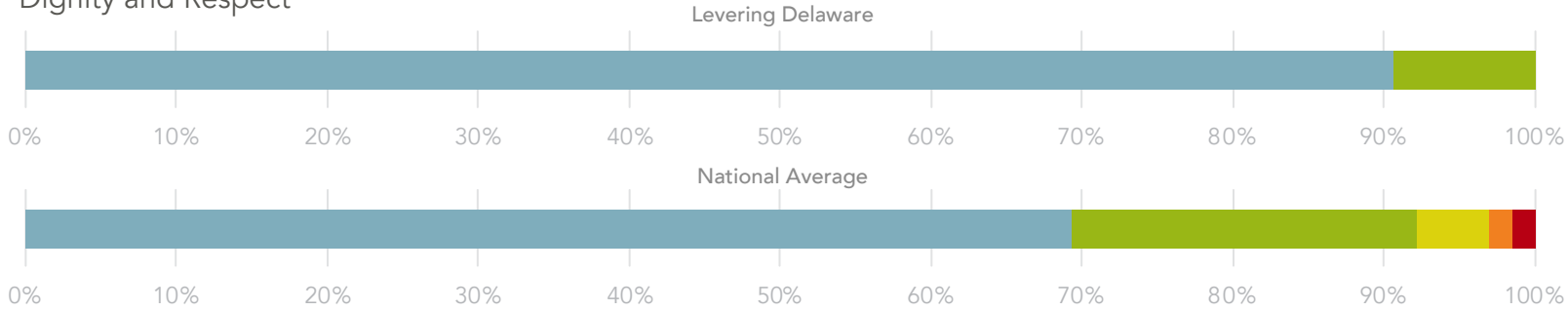
### Response to Problems



84.4% POSITIVE

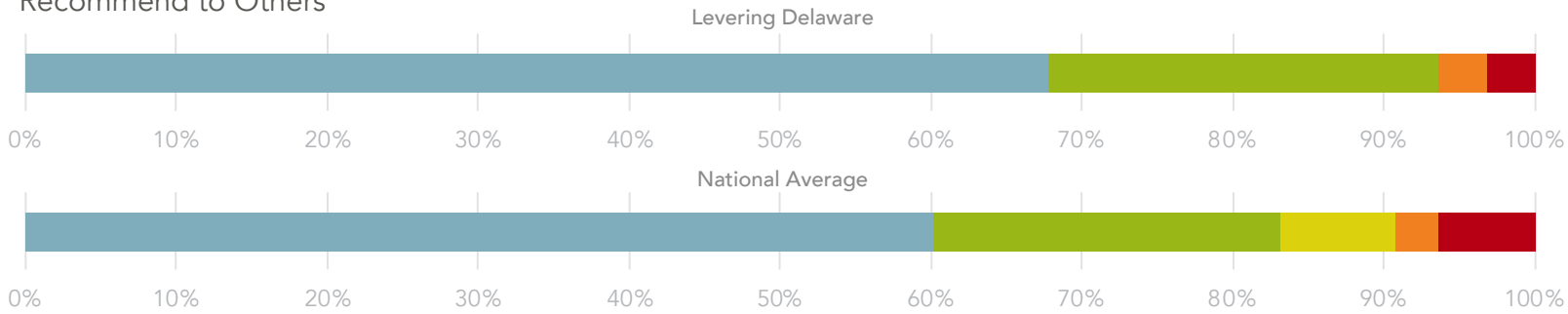
The following graphs display the percentage of respondents that selected each rating value. Each color represents a different rating value. All values reflect averages from the last 12 months.

### Dignity and Respect



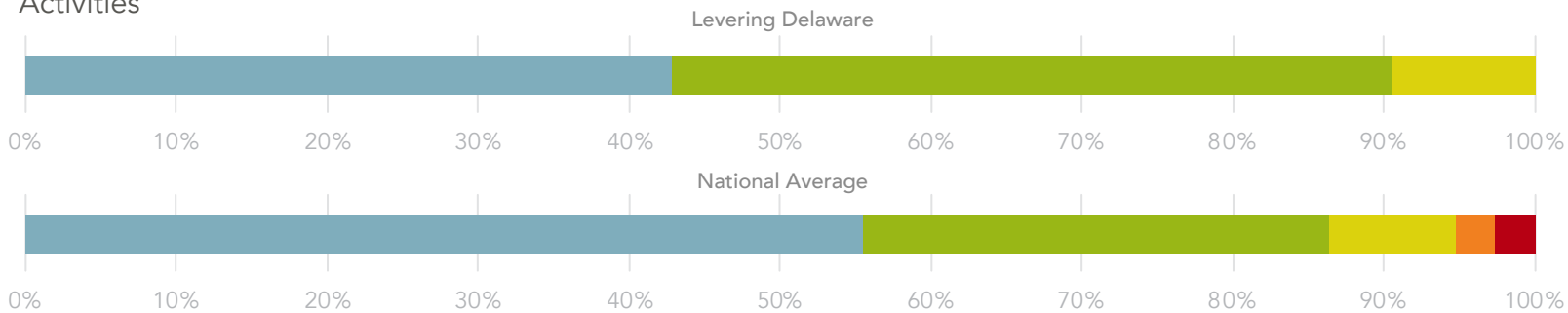
100.0% POSITIVE

### Recommend to Others



93.5% POSITIVE

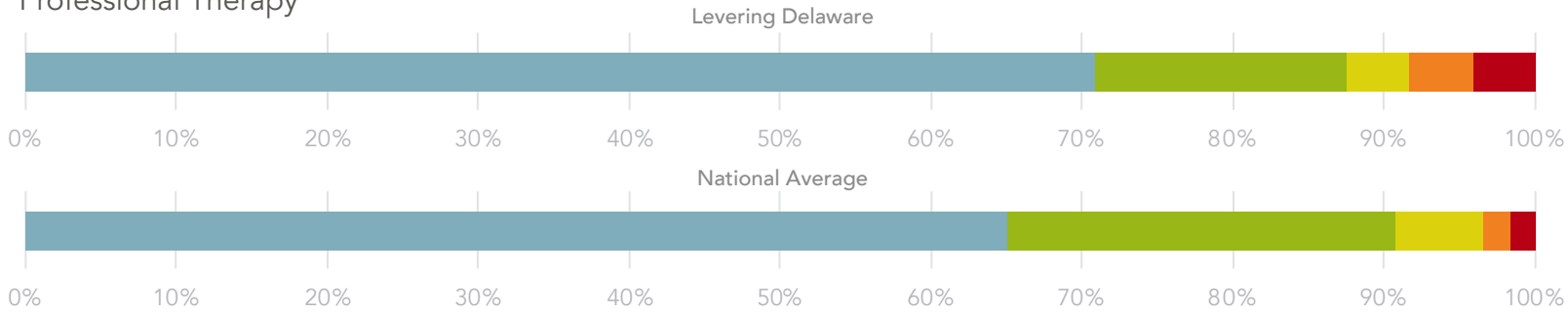
### Activities



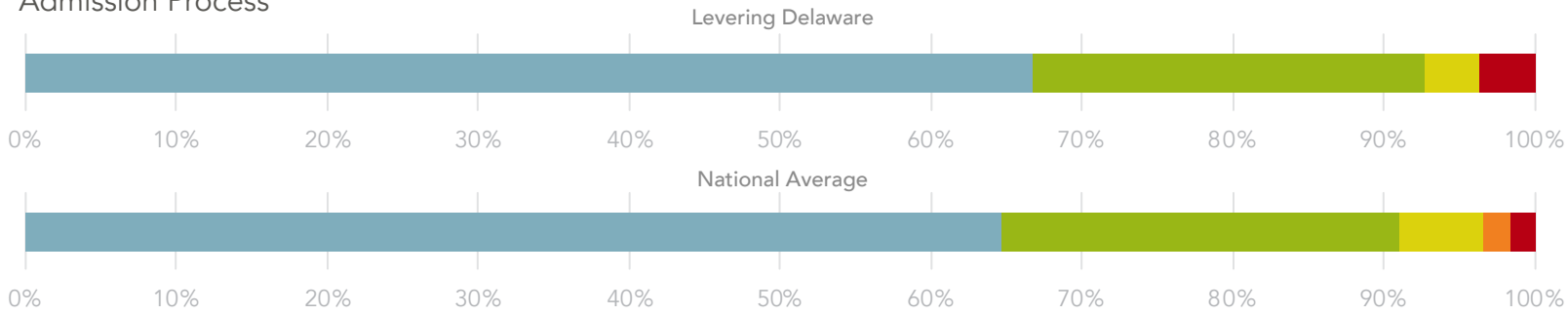
90.5% POSITIVE

The following graphs display the percentage of respondents that selected each rating value. Each color represents a different rating value. All values reflect averages from the last 12 months.

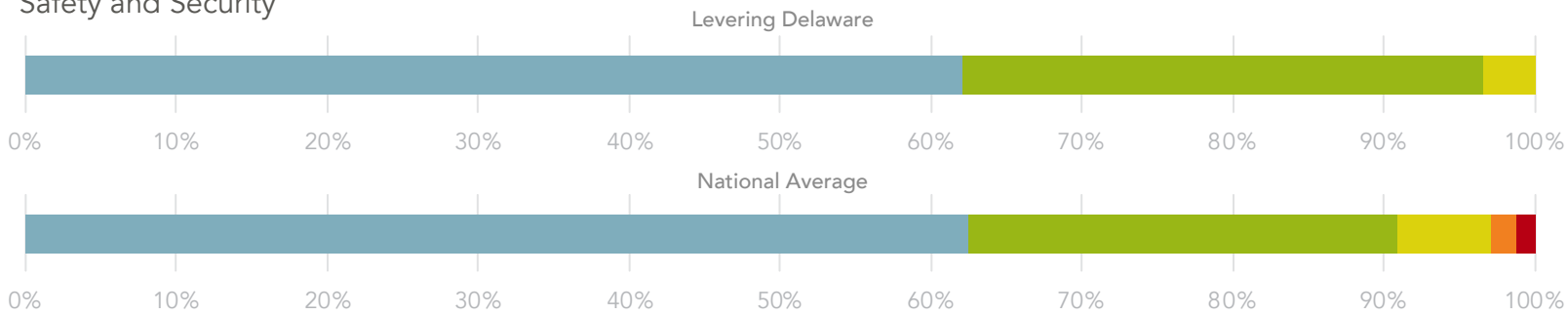
### Professional Therapy



### Admission Process

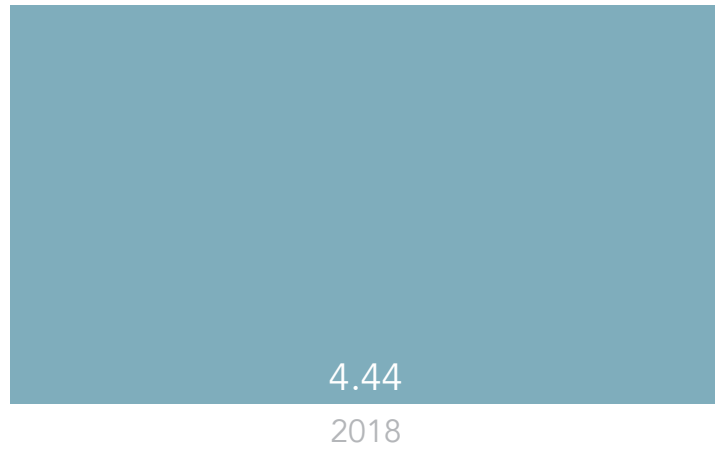


### Safety and Security



HISTORICAL QUESTION AVERAGES	2018
Activities	4.36
Admission Process	4.52
Cleanliness	4.59
Combined Average	4.49
Communication	4.62
Dignity and Respect	4.91
Dining Service	4.38
Individual Needs	4.36
Laundry Service	4.24
Nursing Care	4.45
Overall Satisfaction	4.44
Professional Therapy	4.48
Quality of Food	4.32
Recommend to Others	4.53
Response to Problems	4.55
Safety and Security	4.60

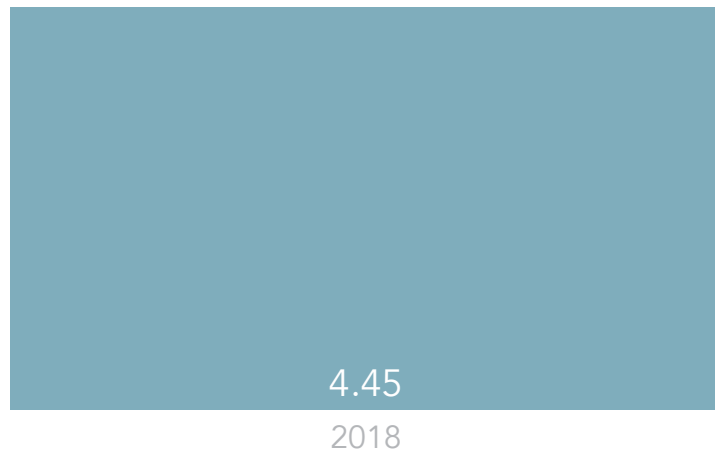
### Overall Satisfaction



### Dining Service



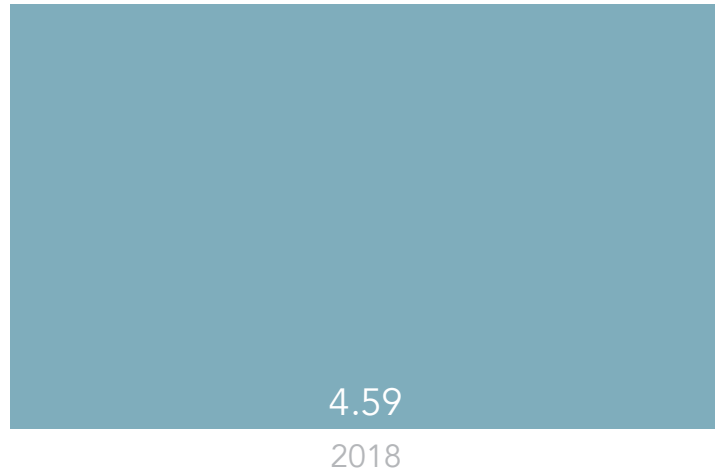
### Nursing Care



### Quality of Food



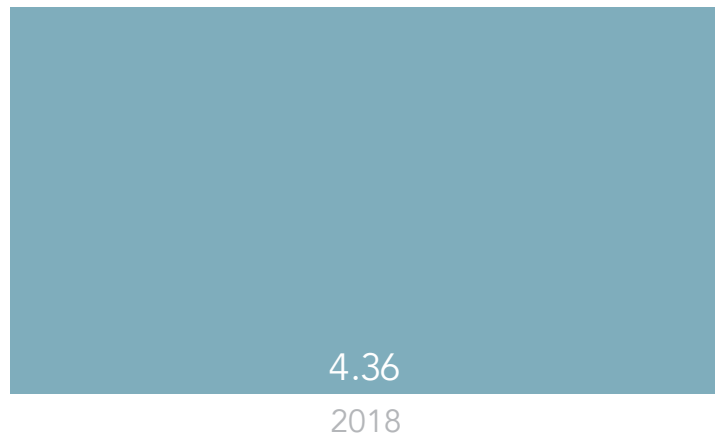
### Cleanliness



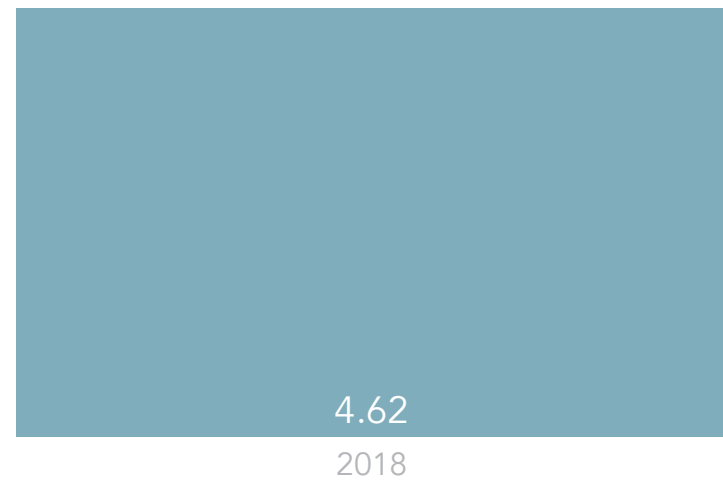
### Laundry Service



### Individual Needs



### Communication





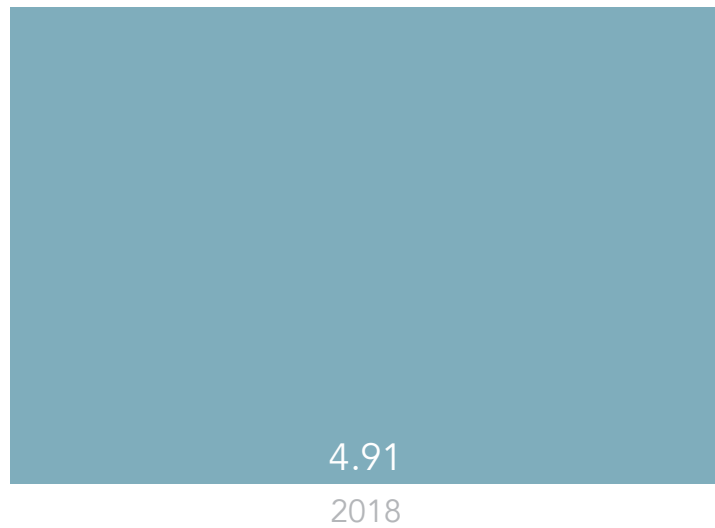
### Response to Problems



### Recommend to Others



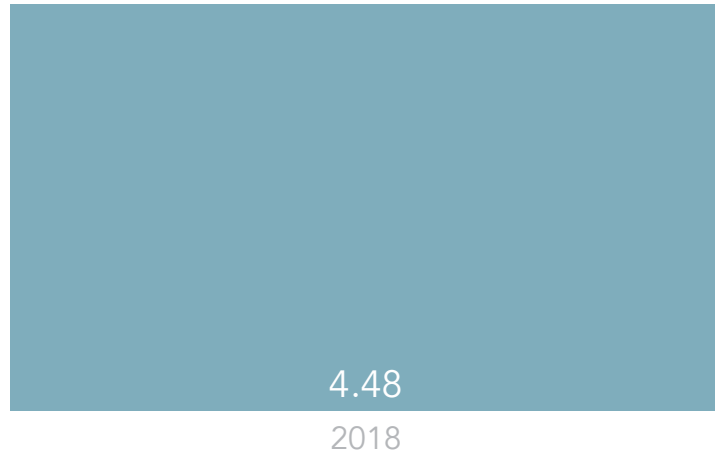
### Dignity and Respect



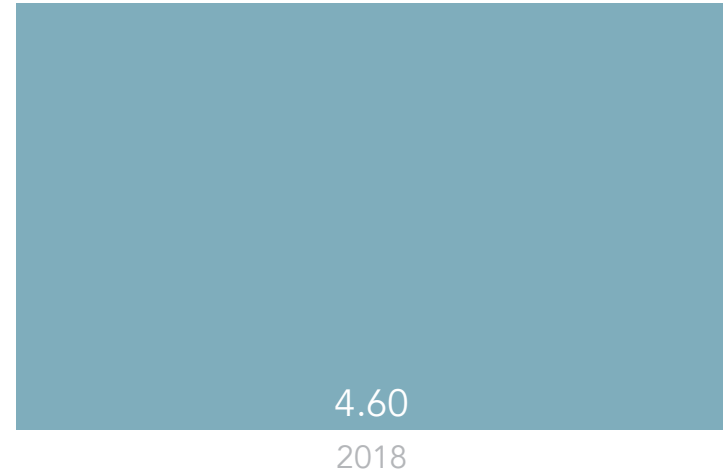
### Activities



### Professional Therapy



### Safety and Security



### Admission Process



### Combined Average

