

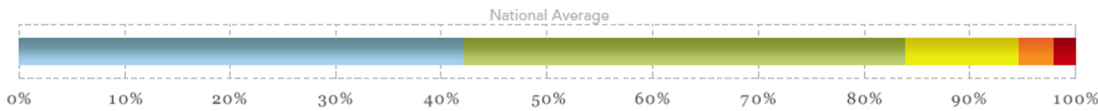


**2010 RESPONSE PERCENTAGES**

Five Point Scale

**OVERALL QUALITY**

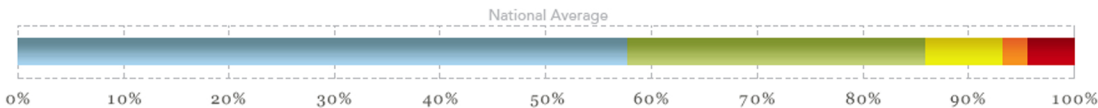
How would you rate the overall quality of your loved one's stay?



Rating Value	National AVG
5	42%
4	42%
3	11%
2	3%
1	2%

**RECOMMEND FACILITY**

Please rate how likely you would recommend [facility name] to someone else?



Rating Value	National AVG
5	58%
4	28%
3	7%
2	2%
1	4%

**2010 RESPONSES**

TOTAL RESPONDENTS

**34,872**

with 34,872 responses, the margin of error for the national data is  $\pm 0.5\%$

**THREE-YEAR TREND - RECOMMEND FACILITY**



Percentage of respondents who gave a 4 or 5 rating value  
2011 contains data from January - September