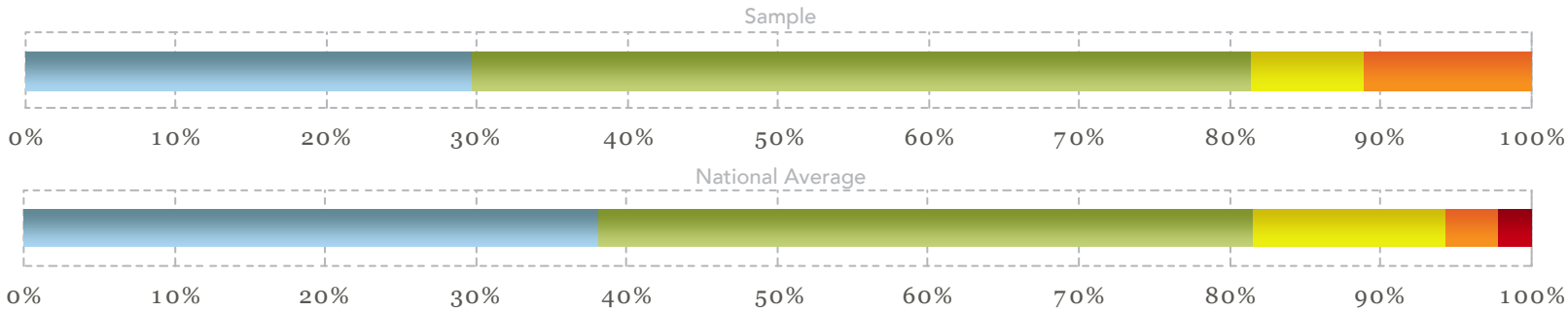


SAMPLE NURSING FACILITY

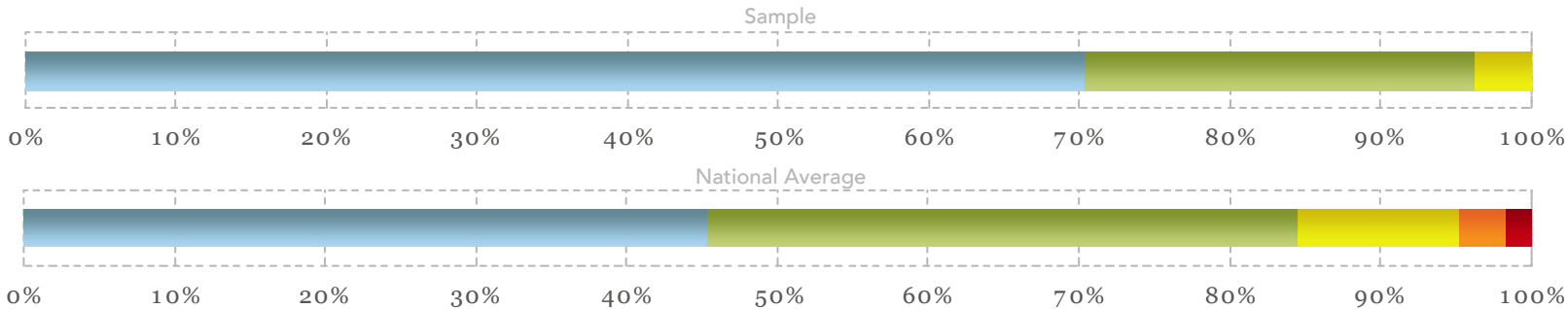
The following graphs display the percentage of respondents that selected each rating value. Each color represents a different rating value. All values reflect averages from the last 365 days.

OVERALL QUALITY



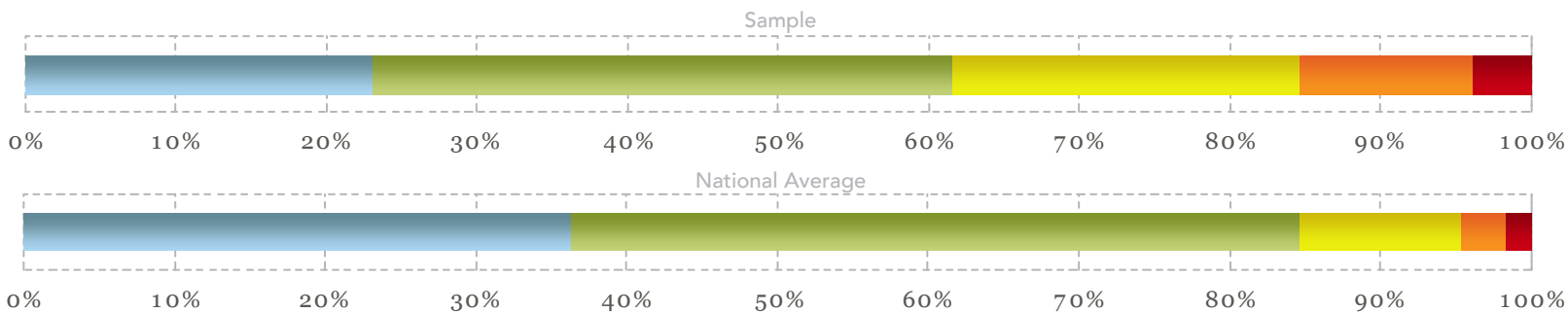
81.5% POSITIVE

NURSING



96.3% POSITIVE

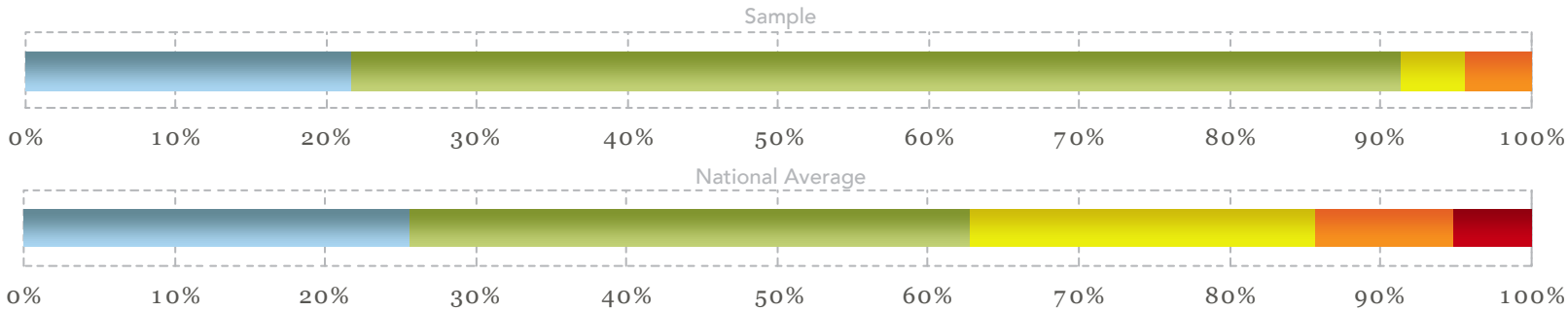
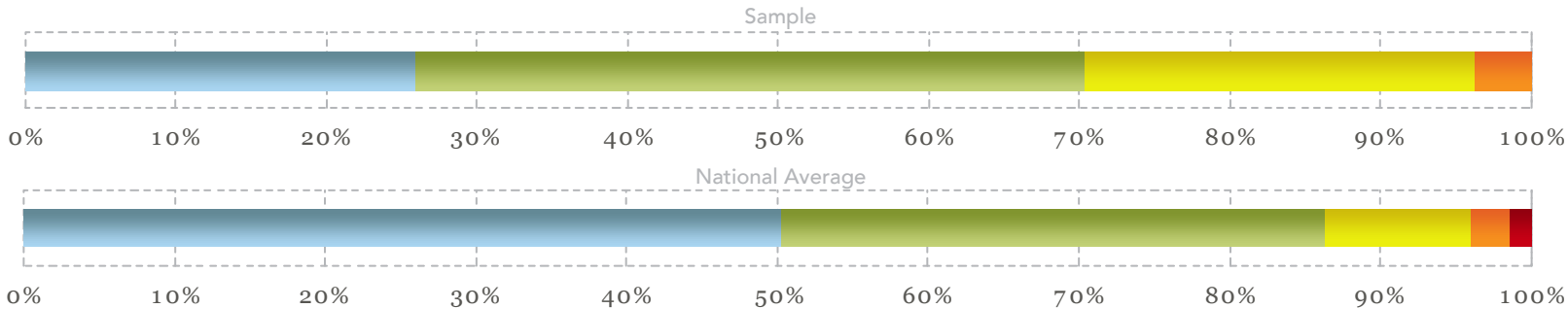
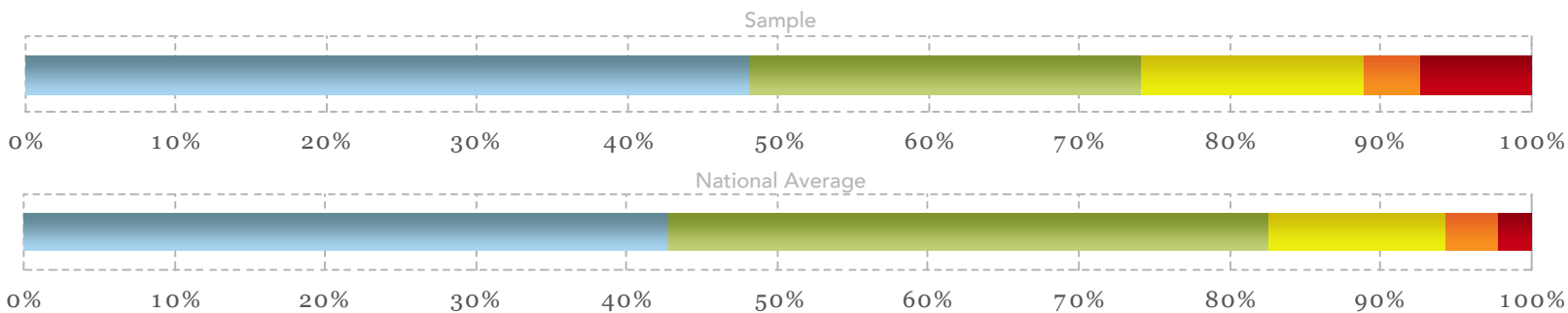
DINING



61.5% POSITIVE

SAMPLE NURSING FACILITY

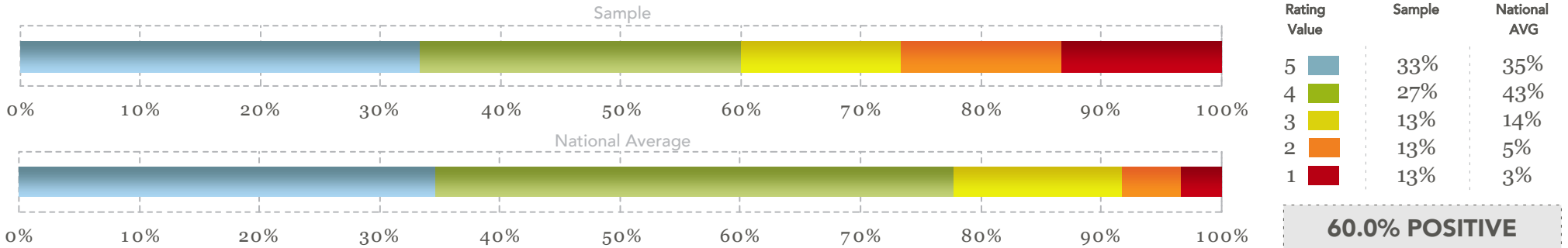
The following graphs display the percentage of respondents that selected each rating value. Each color represents a different rating value. All values reflect averages from the last 365 days.

FOOD

91.3% POSITIVE
CLEANLINESS

70.4% POSITIVE
INDIVIDUAL NEEDS

74.1% POSITIVE

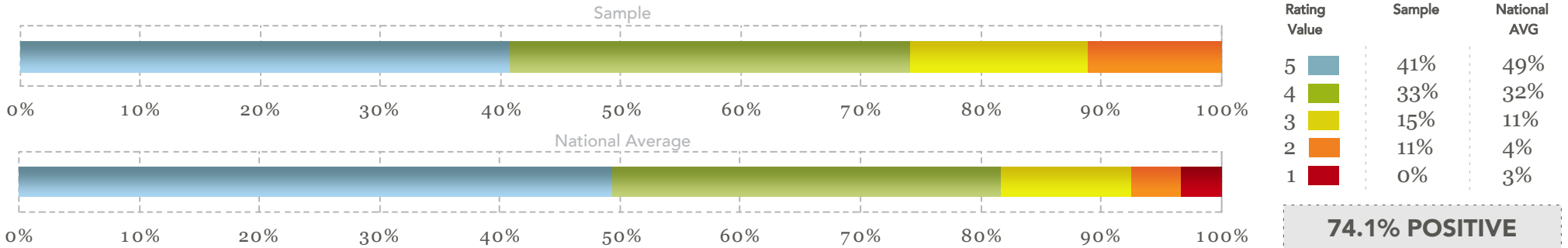
SAMPLE NURSING FACILITY

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 365 days.

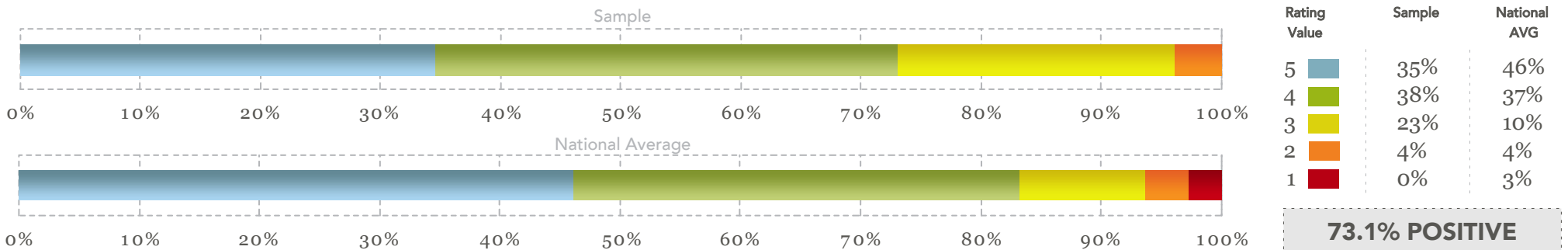
LAUNDRY



COMMUNICATION



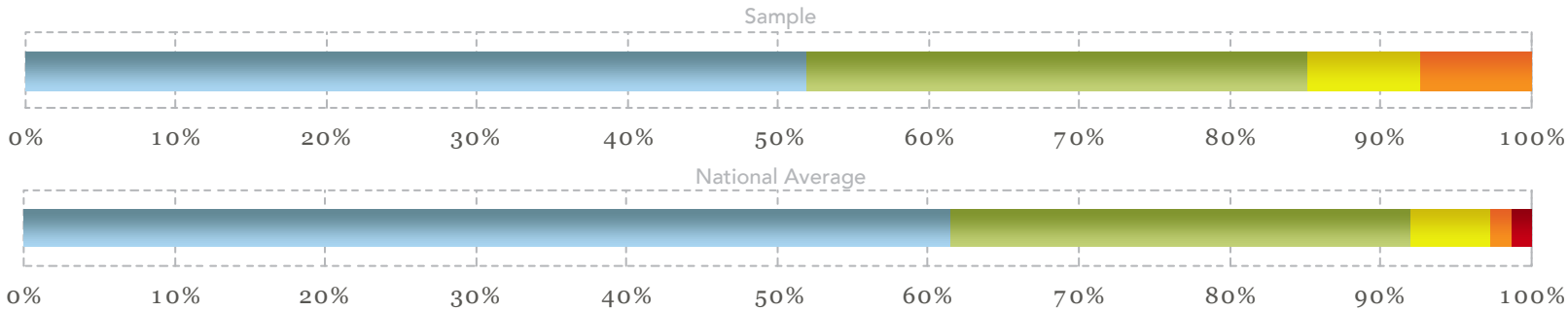
RESPONSE/PROBLEMS



SAMPLE NURSING FACILITY

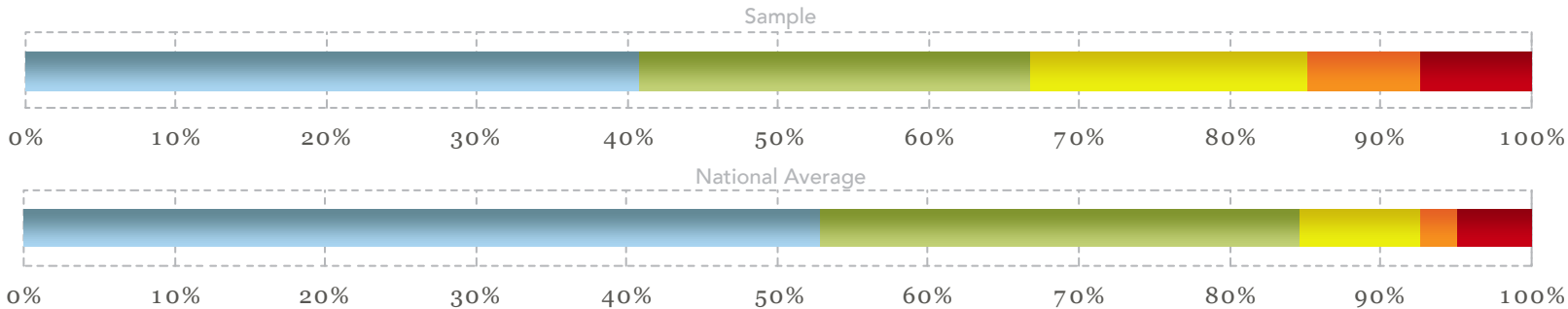
The following graphs display the percentage of respondents that selected each rating value. Each color represents a different rating value. All values reflect averages from the last 365 days.

DIGNITY



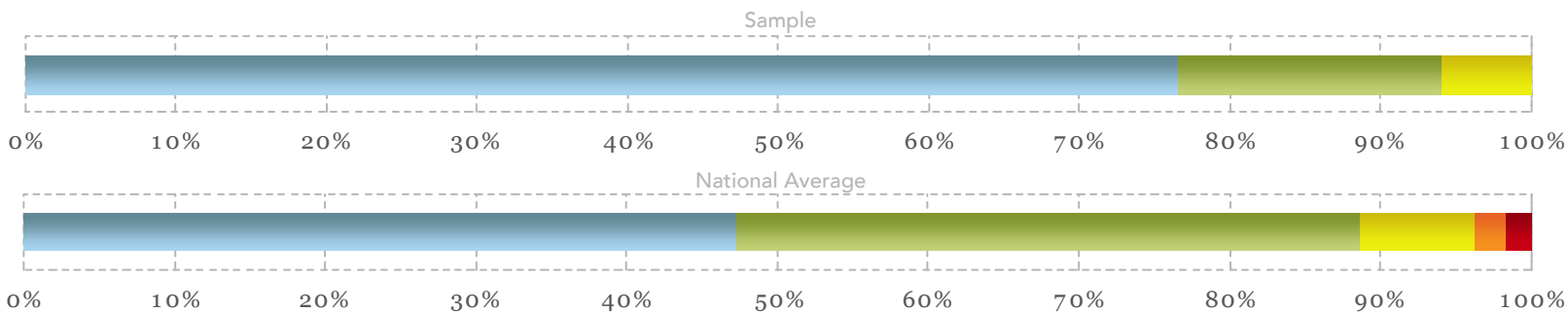
85.2% POSITIVE

RECOMMEND FACILITY



66.7% POSITIVE

ACTIVITIES

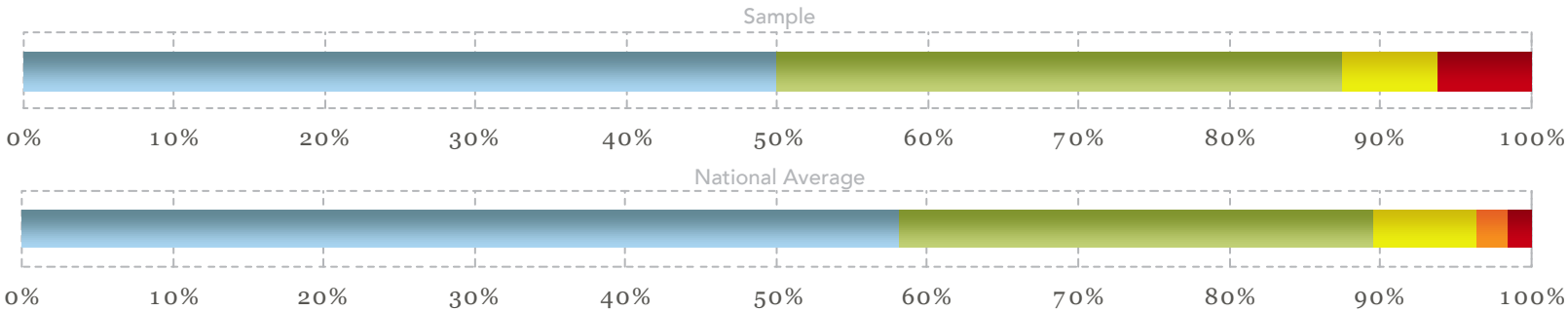


94.1% POSITIVE

SAMPLE NURSING FACILITY

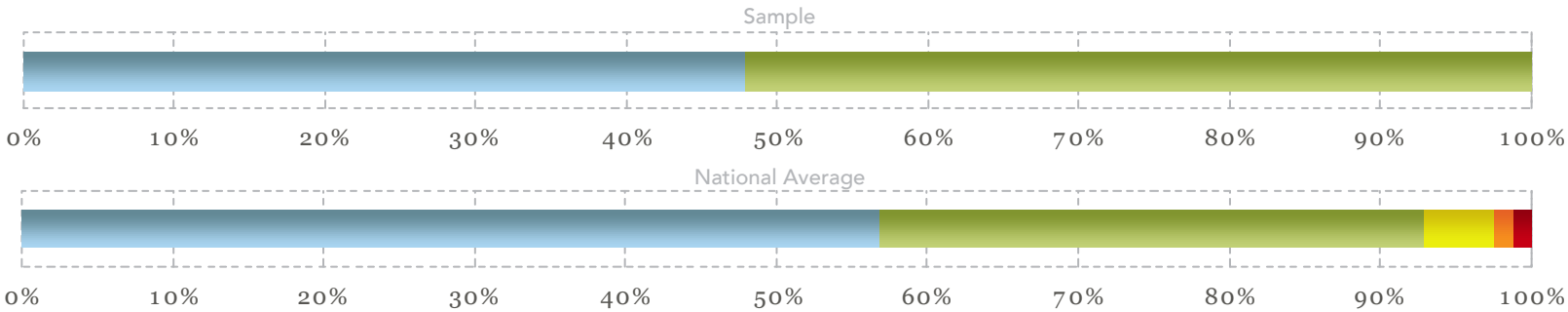
The following graphs display the percentage of respondents that selected each rating value. Each color represents a different rating value. All values reflect averages from the last 365 days.

THERAPY



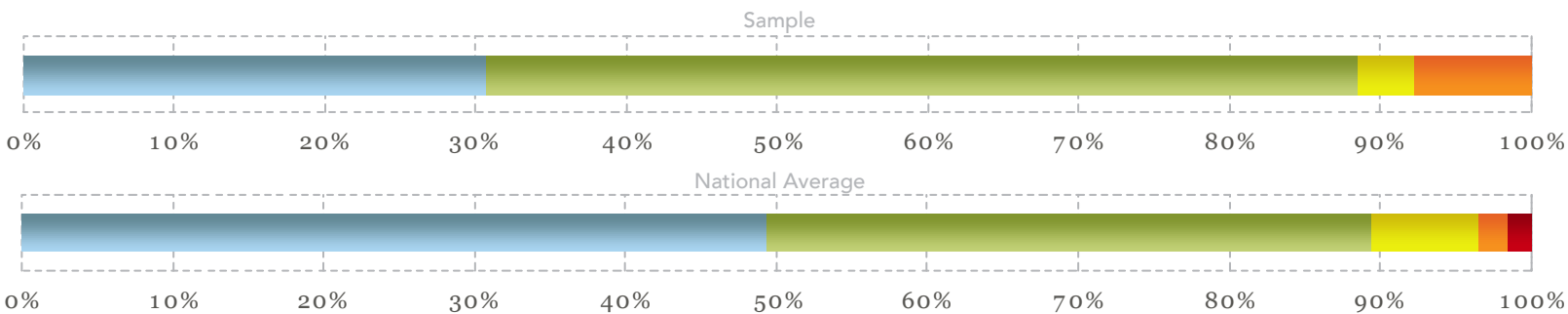
87.5% POSITIVE

ADMISSIONS



100.0% POSITIVE

SAFETY



88.5% POSITIVE

SAMPLE NURSING FACILITY

The following contains comments from each question. The comments are grouped by rating.

Overall Quality of Stay**2.0**

1/1/09 - I wasn't happy with that place at all.

3.0

10/1/08 - There was a time or two that she wasn't cleaned up.

5/1/09 - We have had a terrible time with the laundry situation. They keep losing some of her things.

4.0

10/1/08 - They don't have enough staff. This is mainly with the nursing staff. Also, I don't think the people in the office were very cooperative.

10/1/08 - The laundry system could be improved.

12/1/08 - John would have dialysis, and I'd ask them to make sure he could bring a sandwich because it lasted a long time. They never did that. He missed lunch and sometimes dinner because of that. I also told them to only give Jane one cigarette at a time. Nobody ever listened, and they always gave her an entire pack. It made me more furious that they kicked her out for smoking in her room.

12/1/08 - They could be more cautious about keeping up with her personal keepsakes. That has caused me some frustration. Those personal pictures shouldn't come up missing. They need to be responsible and accountable for things that disappear. It's not real businesslike.

1/1/09 - It wasn't perfect, but it wasn't bad either.

2/1/09 - I would give it that because of the condition of the facility. In her room, the floor tiles are chipped. Yesterday, her call button didn't work.

3/1/09 - At first they had problems with giving her cold water to drink, but I complained, and they are trying to do better with that.

4/1/09 - They are short staffed.

4.5

12/1/08 - We are happy with her care.

5.0

11/1/08 - She's pleased and happy there.

3/1/09 - She had a great roommate! She was so sweet. They hit it off really well. She was pretty confused on where everything was. The courtyard isn't very accessible, unless you are very familiar with the layout.

Nursing Care**2.0**

5/1/09 - It just takes them too long to answer to the call lights.

3.0

2/1/09 - I know she says they don't come quick enough when she pushes her call button.

4.0

9/1/08 - Kaylee, Janice, and the new woman who used to be in recycling, were all wonderful. They have some very fine people there.

12/1/08 - I'm glad she's getting up and getting dressed to play cards. She said they let her have a shower every other day.

12/1/08 - I think it's pretty good.

SAMPLE NURSING FACILITY**Nursing Care****4.0**

4/1/09 - They were a little short staffed at times. Some were not as motivated as others, but the three I mentioned before were always consistent with the quality of care.

5.0

10/1/08 - I think it's very good so far.

11/1/08 - They are great! She had one nurse, Stephanie, that was a precious girl. She was a sweetheart!

1/1/09 - The nurses were pretty good, but the aides weren't very good. It took a long time for them to respond to my call button. I had to ask for ice water constantly.

1/1/09 - They didn't always have enough staff.

2/1/09 - The one that was on duty when my mother had a problem had kind of a know-it-all attitude. The aides are a five, but the nursing would be a four.

3/1/09 - It was very good.

3/1/09 - Some are really good and some act like they could care less.

Dining Service**1.0**

12/1/08 - To run out of food in a nursing center is unacceptable. When they serve her in her room, the food is brought cold. I've been there to witness this.

2.0

1/1/09 - My food was never warm. It was always cold. They brought me Cream of Wheat without milk. They told me they were out of milk. That was awful.

4/1/09 - The service is too slow. The atmosphere is nice.

3.0

10/1/08 - He wasn't able to eat on his own. By the time we got there, his food was cold and his ice-cream was melted.

11/1/08 - They put gravy on a lot of the food. She can't eat it because of her gall bladder surgery. It makes her sick.

2/1/09 - I don't know. The food is not warm when it is served.

3/1/09 - I didn't witness it all of the time, but I know on occasion they didn't get their lunch until 1:00 P.M. Some meals were probably more organized.

4.0

12/1/08 - During the week it is good, but on the weekends it is slow.

1/1/09 - He goes to the dining room. He likes it fine.

3/1/09 - I know they get frustrated when they have to wait awhile before being served.

5.0

11/1/08 - Mother loves it.

5/1/09 - It's fine. Sunday we went and the meals looked real good. I was really impressed with how the table was set.

Quality of Food**2.0**

1/1/09 - I lost a lot of weight. I wasn't impressed with the food.

SAMPLE NURSING FACILITY**Quality of Food****3.0**

1/1/09 - It wasn't real good. They didn't have much variety. The tomato soup was more water than soup.

4.0

1/1/09 - He says it's good.

3/1/09 - I only sampled one thing, but mom didn't care for it that much.

4/1/09 - I never ate it. My grandpa was always fine with it.

4/1/09 - The food isn't that bad, but they run out of food. I don't know what's going on. I have noticed that sometimes the portions are just really small.

5.0

9/1/08 - If they could cut down on the amount of food that they set in front of her, she would eat better. It is wonderful food, but it is a portion for a teenage boy. She can only touch it. It is just too much food. I think that it is a waste of food. If she had very, very small portions, she might eat them. She looks at the portions and she can't even begin to eat.

12/1/08 - They feed them very good. They've never refused to accommodate her.

Facility Cleanliness**2.0**

1/1/09 - They should've been better about cleaning up spills. I shook because I was so weak. I told them when I spilled, but the messes stayed there. I finally dropped Kleenex on the floor where it was wet. It took them a week to pick up the saturated Kleenex.

3.0

10/1/08 - They could pick up the patient's rooms more often.

12/1/08 - It's always neat and orderly, but the odor needs to be improved.

1/1/09 - There was an odor in the hallway.

2/1/09 - It is clean, but there is always a smell.

3/1/09 - The carpet looked dirty.

4/1/09 - There is a bad odor that is hard to get rid of. It isn't all of the time. It's mostly back in the halls.

3.5

10/1/08 - There were cockroaches crawling up his wall. The bathroom toilet was always running, and we had to adjust it often.

4.0

12/1/08 - I think it's clean.

1/1/09 - They keep it pretty clean.

3/1/09 - It's an older place but it was pretty clean.

5.0

11/1/08 - He loved the food!

11/1/08 - It is very clean. During the week it does stink. They need to try harder with that. They could use more Lysol spray. I remember when she was first there, a lady would always be running down the hall with Lysol spray. That really helped it then.

2/1/09 - It's very clean.

Laundry Service**1.0**

SAMPLE NURSING FACILITY**Laundry Service****1.0**

12/1/08 - That's a zero! Jane and John used their services but didn't get their clothes back. From then on we did their laundry.

2/1/09 - That is poor because they have lost her things.

2.0

3/1/09 - They have lost a few items, and I find other people's clothes hanging in her closet. I'm sure some of her things are hanging up in someone else's closet too.

3.0

10/1/08 - Other people's clothes end up in her room, and her clothes are missing.

12/1/08 - It takes a week for her to get her laundry back. They did lose one pair of pants already.

5/1/09 - It is bad. All of her things have been lost and she is wearing someone else's clothes. Even her blankets have been lost.

4.0

3/1/09 - It was okay. They never lost my mom's clothes, but they lost her roommate's clothes.

5/1/09 - They have only found some things but not all of them.

5.0

11/1/08 - Betty is in there now. She is great! She takes care of everything!

5/1/09 - I can't say anything negative about it.

Communication from Facility**2.0**

1/1/09 - Their wasn't enough communication.

1/1/09 - There really isn't any communication. They called me once to get together for a meeting, but I was shorthanded at work and couldn't get away. I haven't talked to anyone about the goals or insurance issues.

5/1/09 - It hasn't been very good. When I go and visit, they don't come and tell me how my mother's blood sugar is doing. She is diabetic. She fell and was sent to Hillcrest, but I don't know the details to what happened and would like to know. The doctor hasn't told me anything about what's going on with her.

3.0

12/1/08 - Sometimes when John would fall they would call us, but they were rude when passing on the information.

2/1/09 - I'm not sure. My brother feels out of the loop. However, I don't know that he really asks questions.

4/1/09 - When my dad was there, they had care meetings. They've never had a care meeting for my mom since she's been there. I think that is strange.

4/1/09 - Because they were understaffed, they were a little slow at calling us at times.

5/1/09 - I had an appointment to meet the staff. I called to confirm the appointment and showed up. I waited for 40 minutes and finally left. Nobody was there, so I was disappointed in that.

4.0

12/1/08 - It's fine.

12/1/08 - That's been fine.

1/1/09 - It was good.

5.0

SAMPLE NURSING FACILITY**Communication from Facility****5.0**

9/1/08 - Because I was out of state, they were on the phone to me all the time. It was great.

10/1/08 - They always tell me of any changes.

10/1/08 - They are real good about calling me no matter what time it is if she has a fall or a problem.

11/1/08 - They're really great! I love the staff. I can talk to everyone there about everything! I made it a point to get to know them all.

11/1/08 - They call me all of the time. I appreciate that.

11/1/08 - The communication was very good!

3/1/09 - It was very good. I appreciated that the psychiatrist came in and did an assessment. He is a very nice guy. He had some new ideas on what to do for her. He returned my call within 10 minutes. He was great to work with. It was fabulous!

3/1/09 - I know that is why she is getting cold water more often now. I talk often to Keith and Lisa. The nurses are good to talk as well.

Response to Problems**2.0**

1/1/09 - It took a lot for them to respond after I communicated my needs. They didn't always give me my medications on time. I was supposed to get my heart medicine after coming back from the hospital. They never got it, and I got back to the facility at 2:00 p.m. They had the excuse that the pharmacy was closed. Someone else told me it was never closed.

3.0

12/1/08 - Sometimes they would respond, but usually only if it was a health related issue. The smoking issue was ignored.

12/1/08 - I just thought they were too quick to tell me they weren't responsible for her personal pictures being stolen. It didn't sit well with me.

2/1/09 - They need to have a quicker response time when she pushes her light. She can't get out of bed on her own, and it takes forever for them to come in.

4/1/09 - My mom lost her wedding ring there, and nobody ever got back with me. It has sentimental value.

5/1/09 - It's mainly because of the laundry problem and the personal attention she gets.

3.5

1/1/09 - The one time I went to the director, she handled it right away.

4.0

9/1/08 - My mom came in with a developing bed sore. I think that they didn't recognize that it was already established like it was. It got a little bit more established than it should have. When they did recognize it, they took care of it immediately.

1/1/09 - They responded to my problems okay. My mother has been there and that situation didn't go as well as mine. She didn't get nearly the service I did. It took an hour for them to get her help during a heart attack.

5.0

11/1/08 - They responded very well to anything we asked.

11/1/08 - We haven't had any real problems. They respond real well to what we need. They helped us get her signed up with Medicare and Medicaid.

SAMPLE NURSING FACILITY**Response to Problems****5.0**

12/1/08 - I haven't had a problem with that.

3/1/09 - We didn't have any problems.

Treatment/Dignity**2.0**

1/1/09 - If they had respect for him, they wouldn't leave him dirty like that.

2.5

1/1/09 - When they came into my room, they were fairly nice, except for one little girl. We went down to one big shower room, and she hosed me down and left. I sat there cold. I was very ill, and she soaped me down and left again. I sat there again with soap on me. She came back, and I told her again that I was cold and weak. She finally took her time to wash me and dry me off. It was a frustrating experience.

3.5

12/1/08 - I didn't like that they avoided talking directly to Jane and John about the problems that were happening. They just came to us.

5.0

11/1/08 - She loves them!

11/1/08 - They most definitely did that.

11/1/08 - They treat her well. My sister says that they are real nice to her.

12/1/08 - I believe they are treating her well.

3/1/09 - They were very good with that!

Recommend Facility to Others**1.0**

1/1/09 - I wouldn't recommend them at this point.

2.0

1/1/09 - I didn't have a good experience.

3.0

10/1/08 - I don't have a comment.

12/1/08 - I know it's a tough industry, but I'd recommend them.

1/1/09 - The therapy was wonderful, but the nursing home part wasn't good. If someone only needed therapy, I would recommend them.

5.0

9/1/08 - That's definitely a five. I looked at other facilities locally. I knew my mom would get good care there. The location was not at all convenient. I've told people that it is the kind of place to work as well as live.

11/1/08 - We would highly recommend them!

12/1/08 - I would recommend them.

Recreational Activities**4.0**

1/1/09 - I played Bingo in the therapy room, but that was it. I didn't know they had any other activities.

5.0

SAMPLE NURSING FACILITY**Recreational Activities****5.0**

9/1/08 - The little nuances were nice. They had magazines in her room to look through. They had a lot of light music playing. I saw people coming in on a couple of occasions doing Bingo. I could tell there was stimulation. I liked that there were folks taking the residents out for walks. There was even a notice up that they would transport the residents to where there were going to be fireworks.

9/1/08 - I think they need more involvement. A lot of them just sit there and do nothing. If they had more music or more entertainment, it would be good. The people that go out for a walk usually get out because a relative is there; otherwise, they don't get out much.

11/1/08 - They provide them, but she refuses to participate.

11/1/08 - She likes the arts and crafts.

11/1/08 - He didn't participate, but from what I saw on the schedule, it was good.

12/1/08 - They do have something every day for the residents.

3/1/09 - The activity room is depressing. They could offer two activities at activity time so the residents have an option of what to do. They had a huge group trying to do the same thing at the same time.

Professional Therapy Services**1.0**

1/1/09 - I didn't really receive much therapy. That's why I was there, but I didn't get the help I needed to build up my strength.

4.0

12/1/08 - That was good.

12/1/08 - Her therapy needs to be extended, but I don't know who to talk to about it.

2/1/09 - When she was receiving therapy, it was good. She's not having it right now. I'm hoping she can get some kind of therapy going once her Medicaid kicks in.

5.0

11/1/08 - It was very good!

11/1/08 - Those therapists came up to Mother to show their support when John died. They are nice people!

11/1/08 - They've brought her back real well. She was about to die, and they brought her back!

12/1/08 - They have wonderful therapists!

Admission Process**4.0**

10/1/08 - It was very simple and self explanatory.

10/1/08 - It went smoothly.

12/1/08 - I had no problems.

4.5

1/1/09 - I think it went fine.

5.0

10/1/08 - It was good, but the only problem we're having is with the social security check. I understand they just got a new person in charge of those things.

SAMPLE NURSING FACILITY**Admission Process****5.0**

11/1/08 - I didn't really understand it, but I'm sure it was because it was a new experience for me. They went over everything a few times to be sure I understood.

11/1/08 - I had no problems with it. The lady that took care of it isn't there anymore.

12/1/08 - It was very good!

3/1/09 - Stephanie is very good. The only thing I had a problem with was the length of the 40-page contract. It is a really long process. I didn't like that they have a 5-day wait for a transfer. How it works was not stated very clearly. It was a little shady. I talked to Stephanie about that.

4/1/09 - They took her on a weekend!

5/1/09 - It was great!

Overall Safety**2.0**

10/1/08 - It wasn't very good. He fell out of his bed the very first night, and he already had a broken hip.

12/1/08 - Giving her a whole pack of cigarettes was a safety issue. John had an oxygen tank in his room, and that's a safety hazard. I told them that she forgets everything, and that's why they shouldn't do that. She would fall asleep while smoking!

3.5

2/1/09 - I'm not sure that if they had a fire that they could get everyone out.

4.0

9/1/08 - The people with the bells on, they can get through the doors. Someone has to be there watching them more closely.

10/1/08 - They try and help her.

1/1/09 - I suppose it was adequate. I don't know of anything that was unsafe.

5/1/09 - She has fallen twice in the bathroom because nobody came to help her in time.

5.0

11/1/08 - I feel that she is safe and secure. I like the location of her room.

5/1/09 - It looks like it is okay.