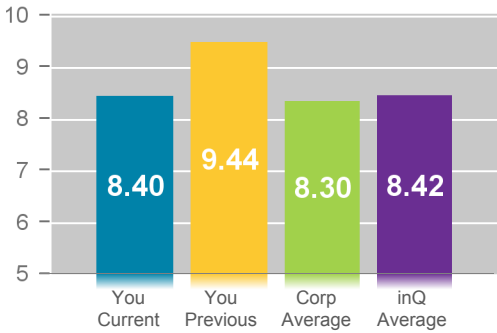
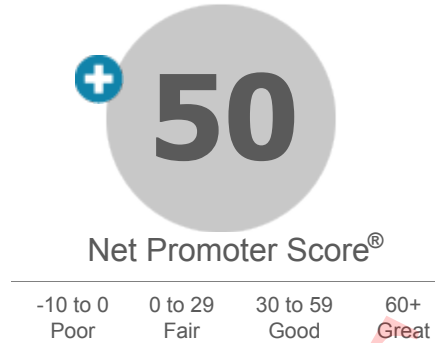


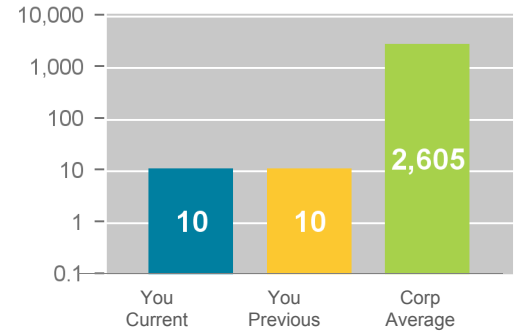
Overall Experience



Likelihood to Recommend



Your Responses



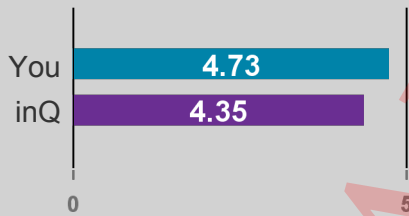
Key drivers that contribute to a **MORE POSITIVE** experience

The results on the items below correlate to a higher score on the overall experience question.

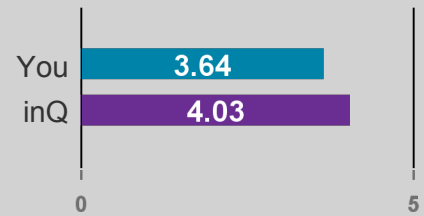
Key drivers that contribute to a **LESS POSITIVE** experience

The results on the items below correlate to a lower score on the overall experience question.

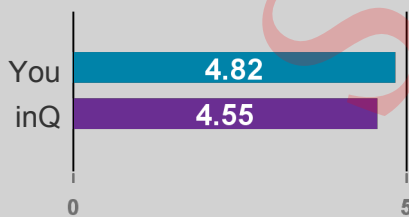
+ 0.38 Housekeeping



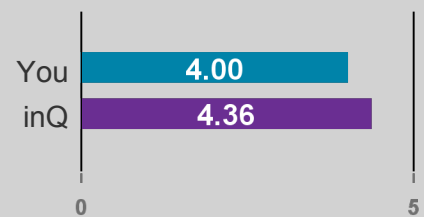
-0.40 The staff regularly discusses my family member's care with me.



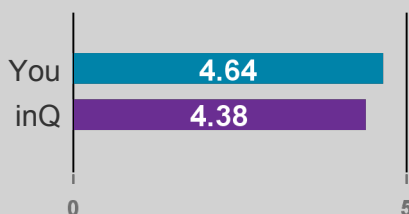
+ 0.27 My family member is treated as an individual.



-0.36 Social services



+ 0.26 Maintenance



-0.33 Access to healthcare services

