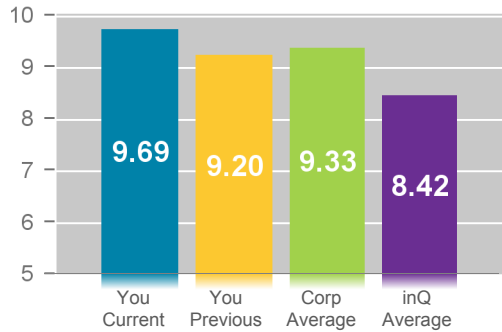
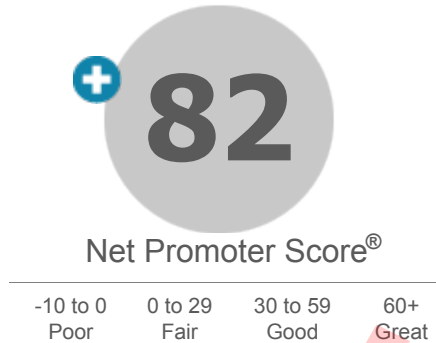


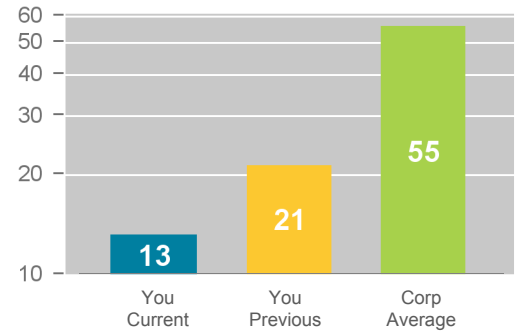
Overall Experience



Likelihood to Recommend



Your Responses



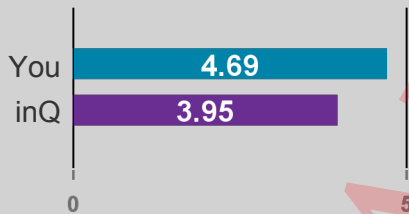
Key drivers that contribute to a **MORE POSITIVE** experience

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

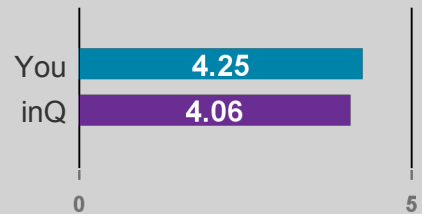
Key drivers that contribute to a **LESS POSITIVE** experience

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

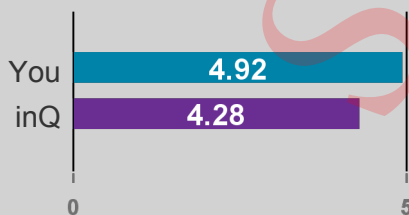
+ 0.74 The staff responded promptly to my requests.



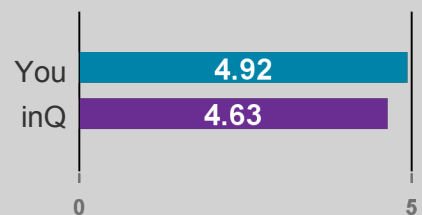
- 0.19 Activities and programs



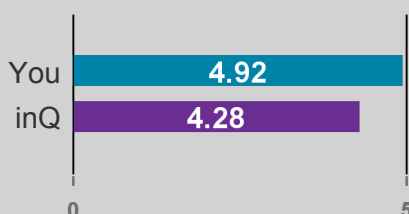
+ 0.64 I was satisfied with the knowledge and skills of the staff.



- 0.29 Therapy



+ 0.64 The staff genuinely cared about my well-being.



- 0.31 Social services

