



Your guide to our resident and family satisfaction ratings

Americare is committed to providing the information you need to make informed decisions about senior living options and about the care and services we provide. As part of that commitment, we now post our resident and family satisfaction ratings online.

We've developed this guide to help prospective residents and their families understand how we capture and report our resident and family satisfaction ratings.

About our survey

Americare utilizes the Resident and Family Feedback Program through The National Research Corporation, NRC Health (formerly My InnerView™). The survey asks residents and families to evaluate their overall loyalty and perception of our care and services in order to identify areas of improvement. Our results benchmarked against senior living communities across the country using the NRC Health feedback program.

NRC Health calculates our satisfaction star ratings based on responses to the following questions from the Resident and Family Feedback Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

Who receives the survey?

The survey is mailed to all current Americare residents and their family members each October. Recipients are asked to complete the survey and provide comments regarding specific aspects of care and services. For those physically unable to complete the survey on their own, the local Ombudsman or a church volunteer is assigned to assist. We use this feedback to improve and enhance the care we offer. Surveys are mailed back to NRC for tabulation. Our communities receive their results with no identifying resident or family information.

Does Americare post all comments?

Americare is committed to transparency. That means posting all relevant feedback – whether it's positive or negative. However, we do not post comments that are libelous, profane, or those that risk the privacy of our residents. Every star rating is published regardless of comment status. Names are not displayed through the online ratings and commentary reviews. All personally identifiable information is removed prior to display.

Can anyone complete the survey?

No. Only current residents and their families. Therefore our results are based entirely from customers who have experienced our care and services. We believe those comments are most helpful to elders and families considering one of our communities.

Redacted names

Employee and patient names are redacted for privacy purposes.