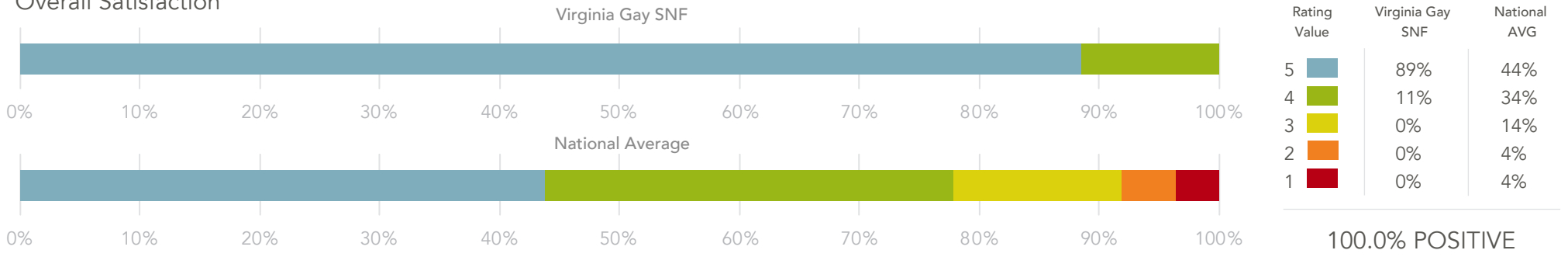
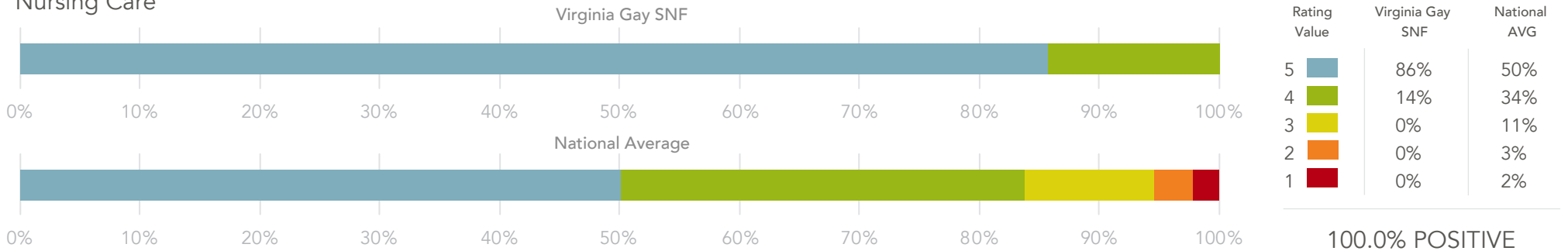


The following graphs display the percentage of respondents that selected each rating value. Each color represents a different rating value. All values reflect averages from the last 12 months.

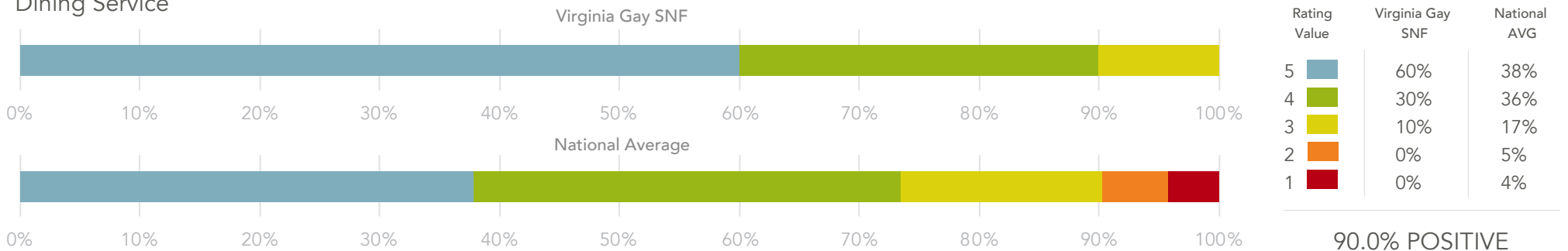
Overall Satisfaction



Nursing Care

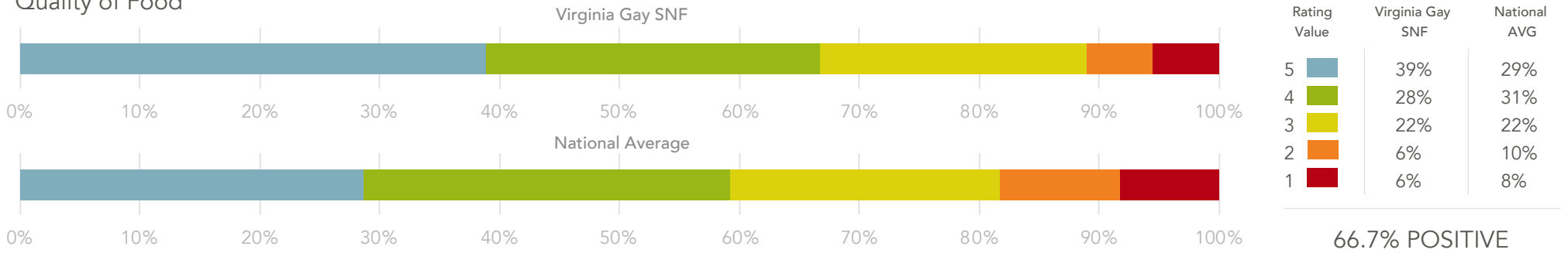


Dining Service

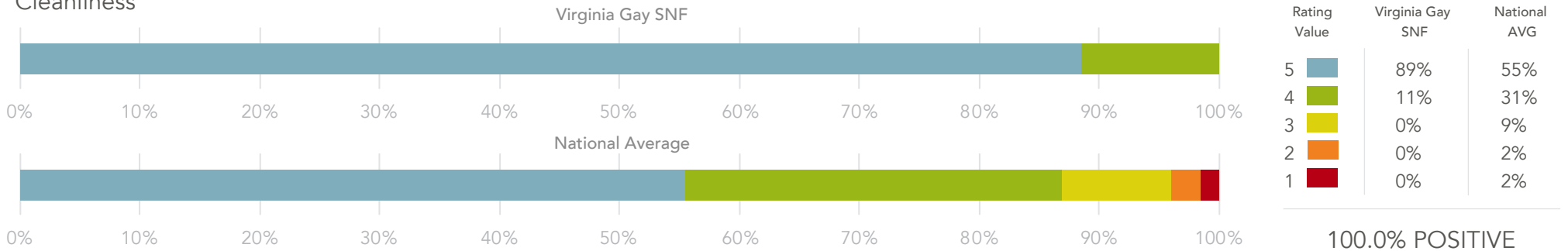


The following graphs display the percentage of respondents that selected each rating value. Each color represents a different rating value. All values reflect averages from the last 12 months.

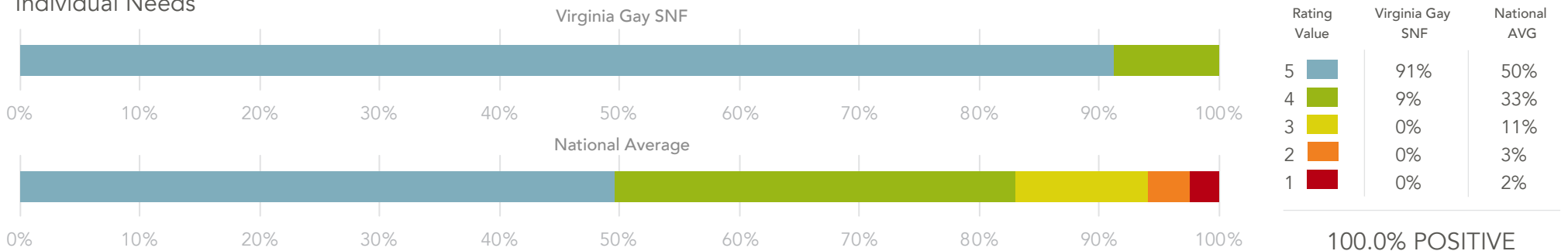
Quality of Food



Cleanliness

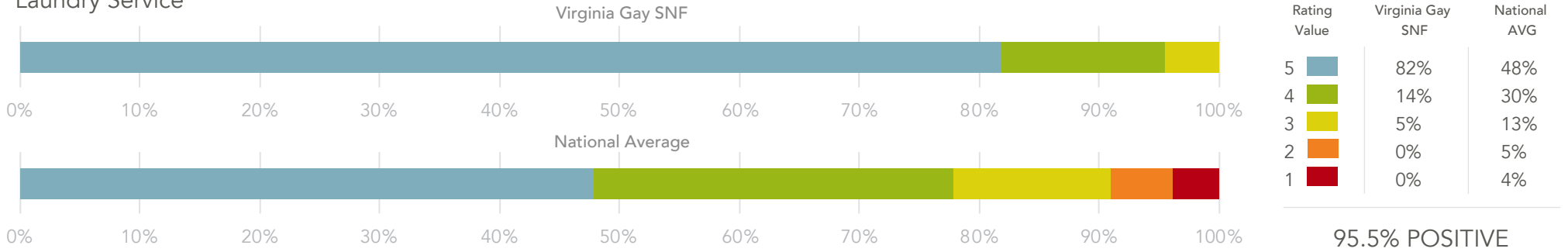


Individual Needs

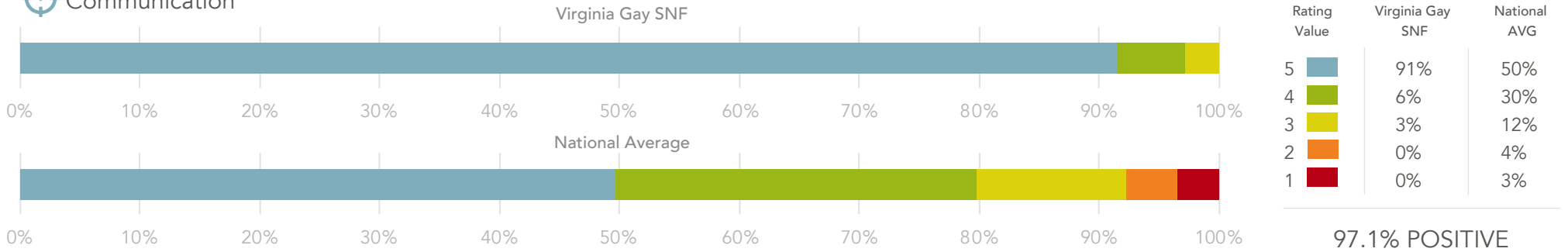


The following graphs display the percentage of respondents that selected each rating value. Each color represents a different rating value. All values reflect averages from the last 12 months.

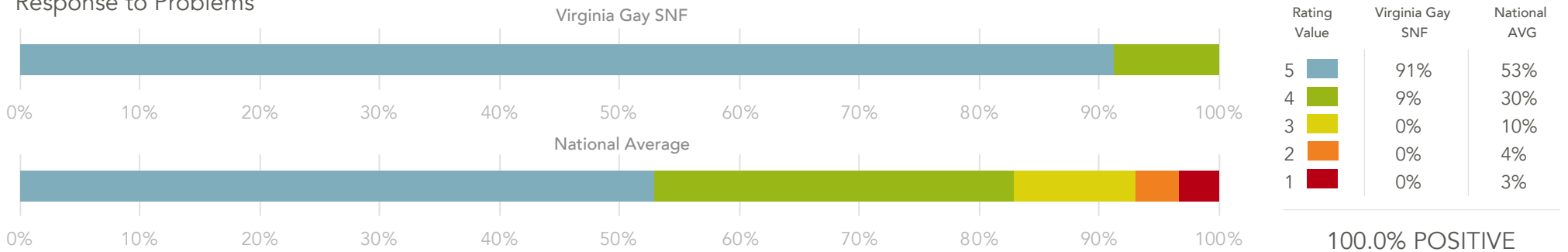
Laundry Service



Communication

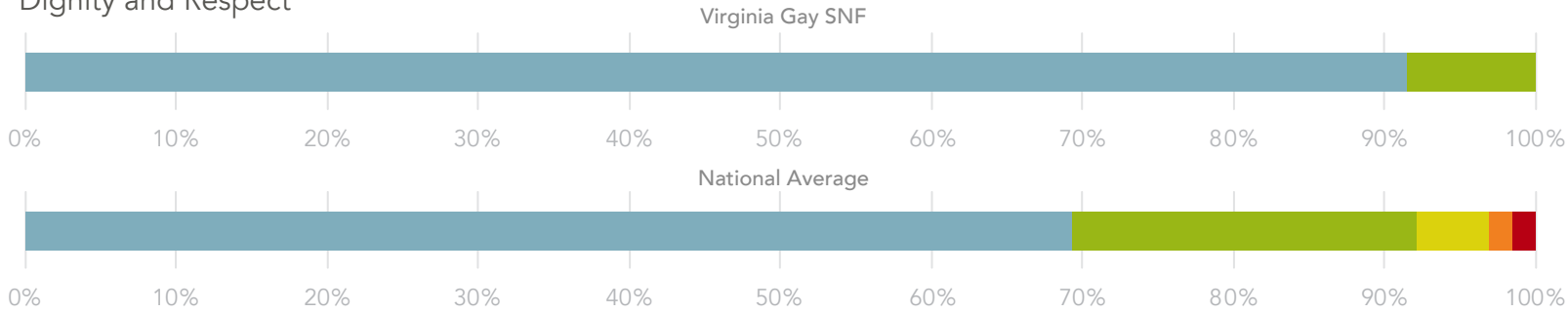


Response to Problems



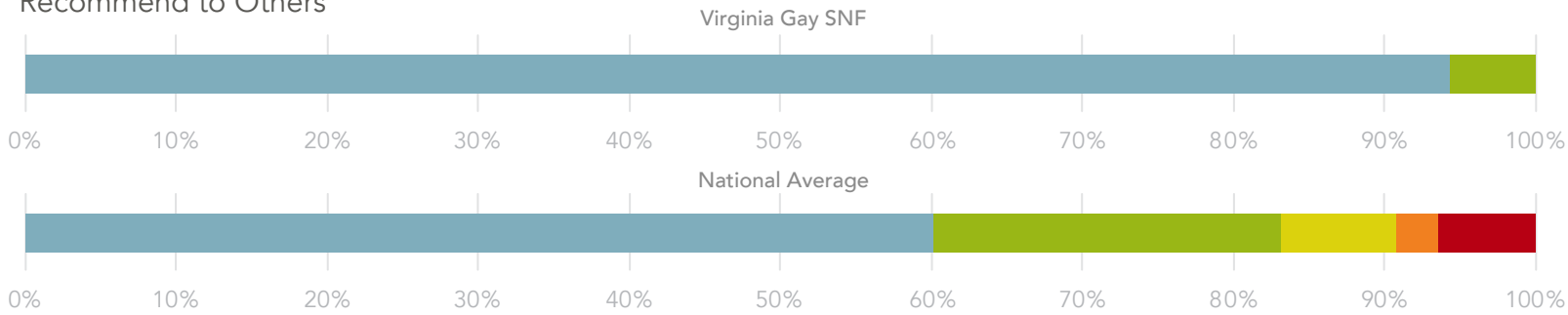
The following graphs display the percentage of respondents that selected each rating value. Each color represents a different rating value. All values reflect averages from the last 12 months.

Dignity and Respect



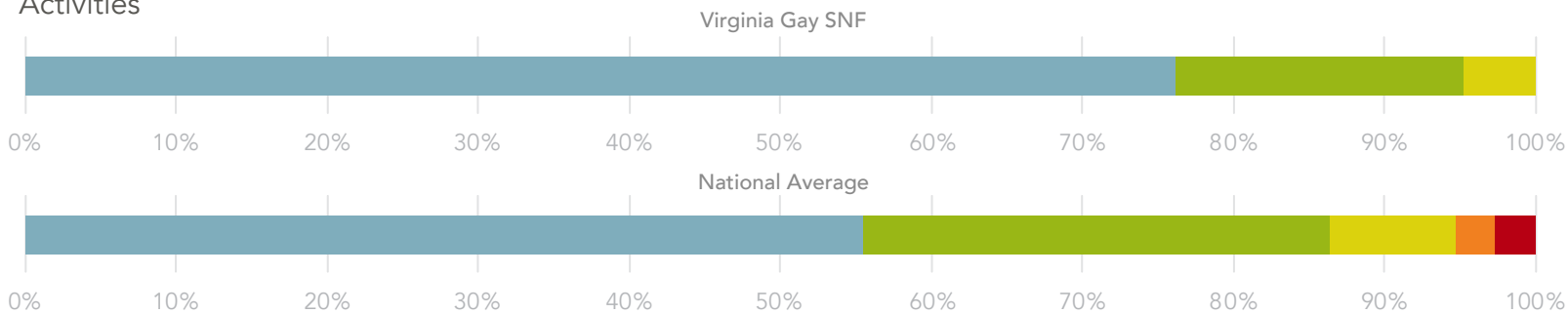
100.0% POSITIVE

Recommend to Others



100.0% POSITIVE

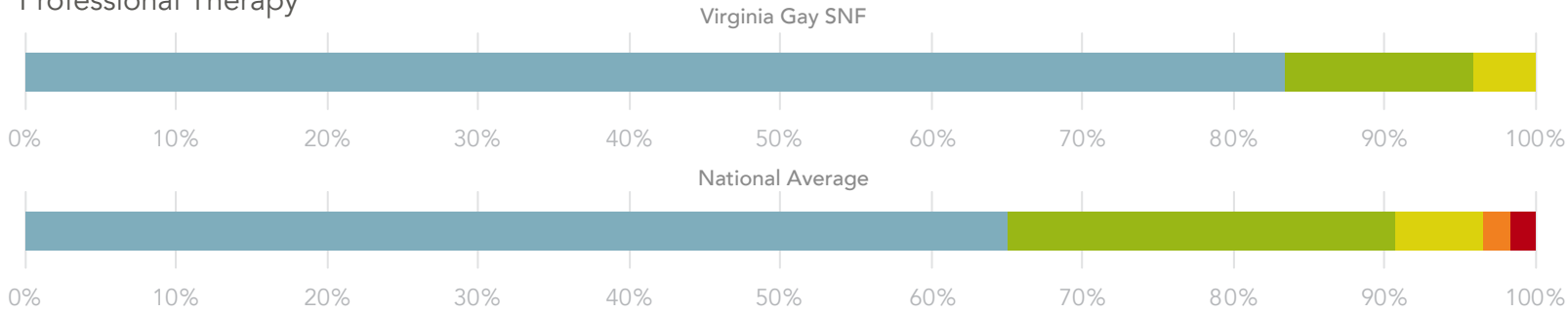
Activities



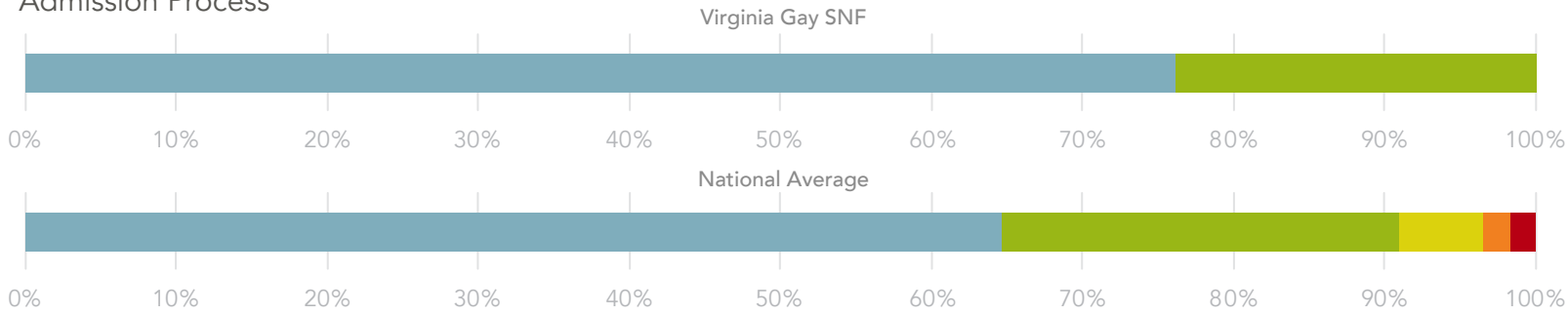
95.2% POSITIVE

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 12 months.

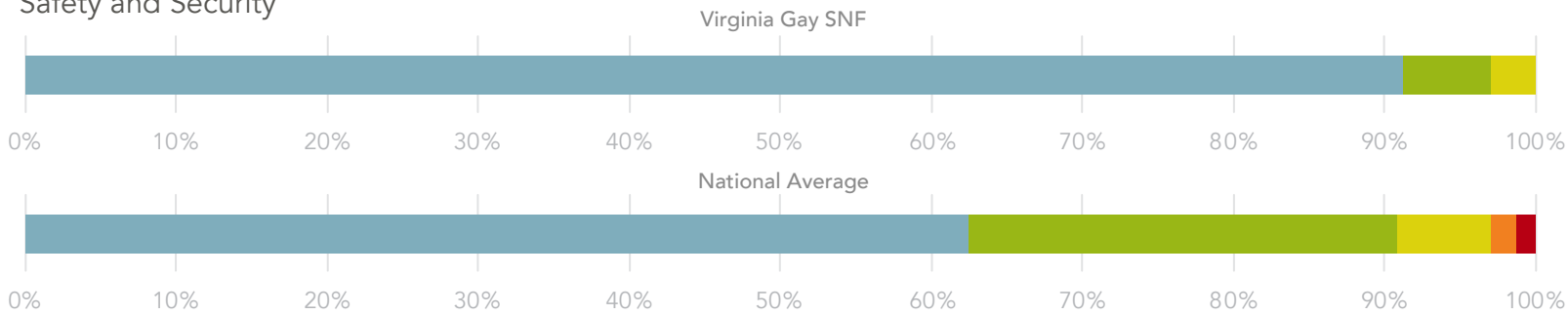
Professional Therapy



Admission Process

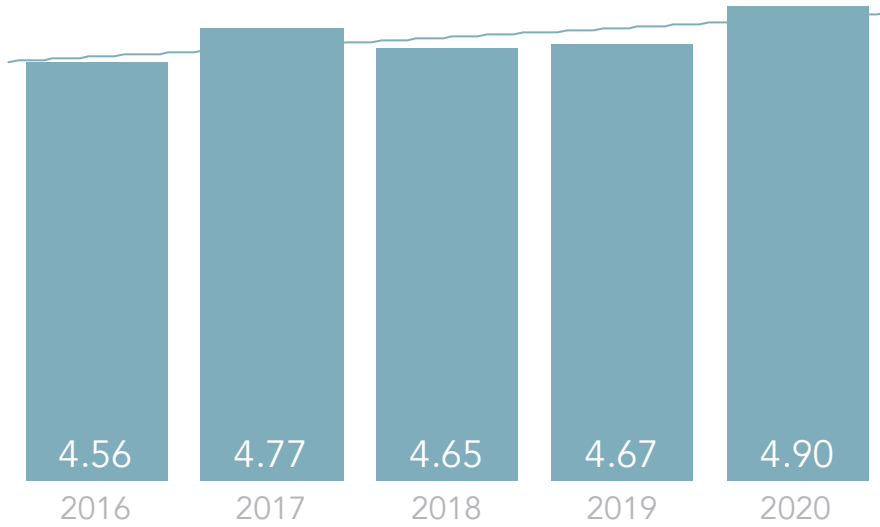


Safety and Security

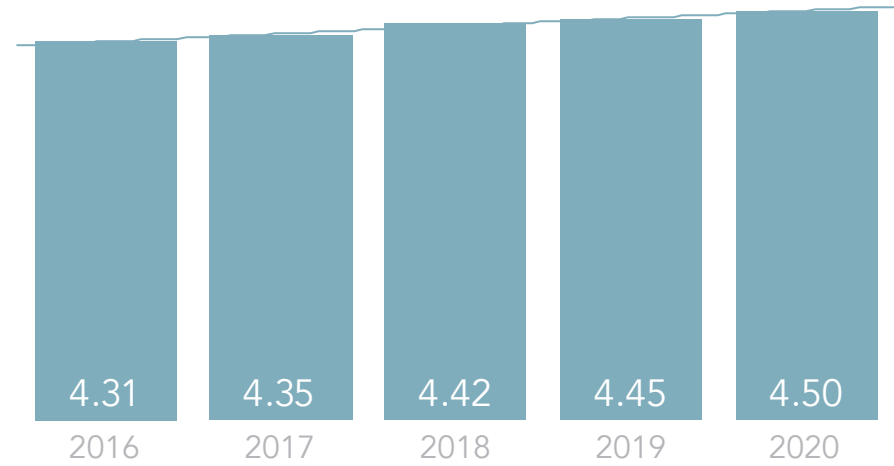


HISTORICAL QUESTION AVERAGES	2016	2017	2018	2019	2020
Activities	4.52	4.66	4.61	4.59	4.71
Admission Process	4.81	4.98	4.91	4.77	4.76
Cleanliness	4.81	4.92	4.80	4.89	4.90
Combined Average	4.63	4.68	4.68	4.68	4.82
Communication	4.78	4.72	4.73	4.73	4.89
Dignity and Respect	4.75	4.79	4.88	4.90	4.91
Dining Service	4.31	4.35	4.42	4.45	4.50
Individual Needs	4.72	4.77	4.78	4.71	4.93
Laundry Service	4.64	4.70	4.67	4.79	4.80
Nursing Care	4.71	4.78	4.76	4.69	4.87
Overall Satisfaction	4.56	4.77	4.65	4.67	4.90
Professional Therapy	4.67	4.72	4.48	4.64	4.79
Quality of Food	3.63	3.47	3.90	3.83	3.89
Recommend to Others	4.81	4.82	4.85	4.87	4.94
Response to Problems	4.74	4.73	4.69	4.77	4.93
Safety and Security	4.84	4.96	4.89	4.78	4.88

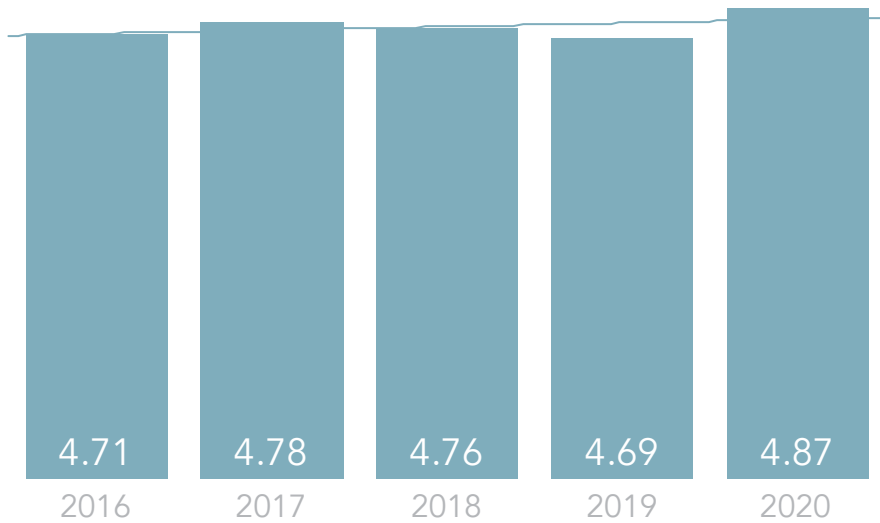
Overall Satisfaction



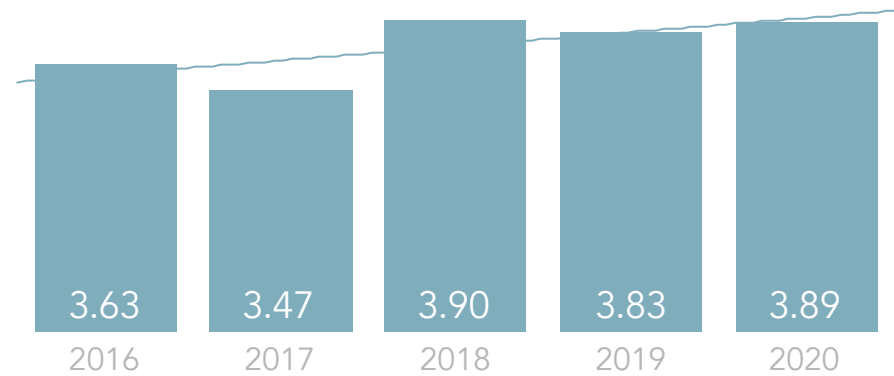
Dining Service



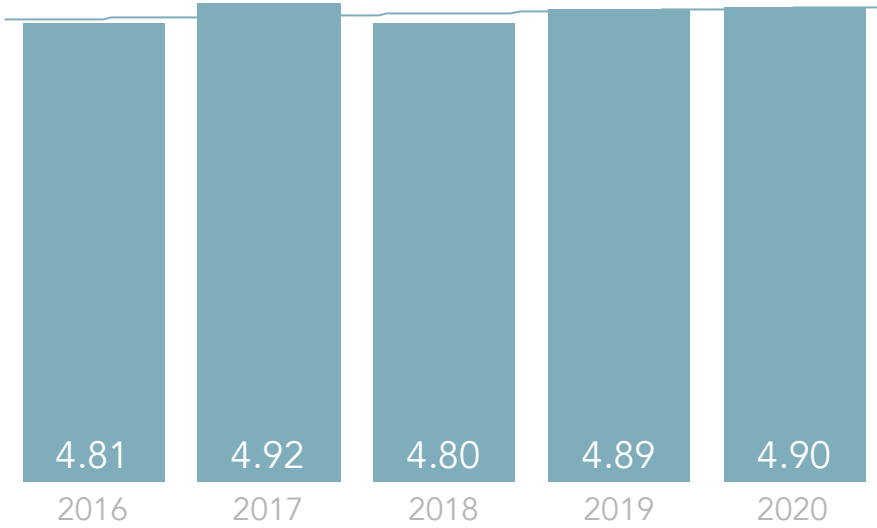
Nursing Care



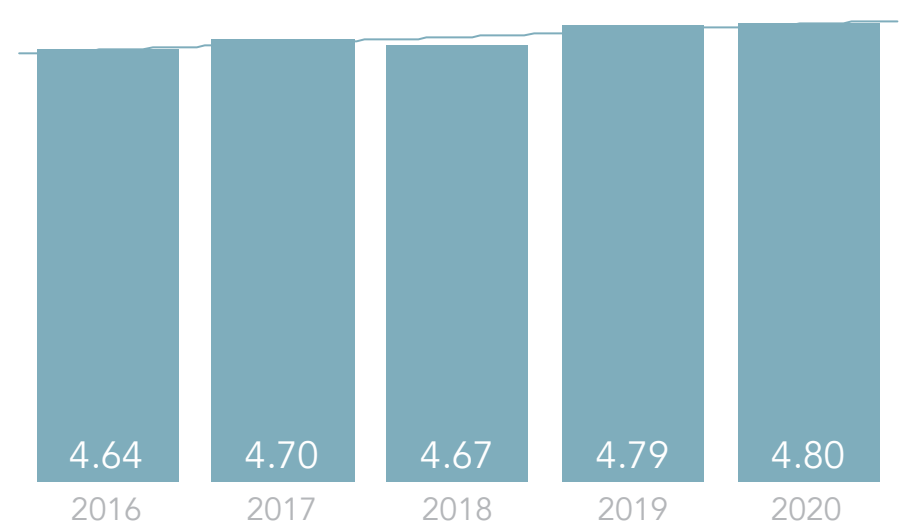
Quality of Food



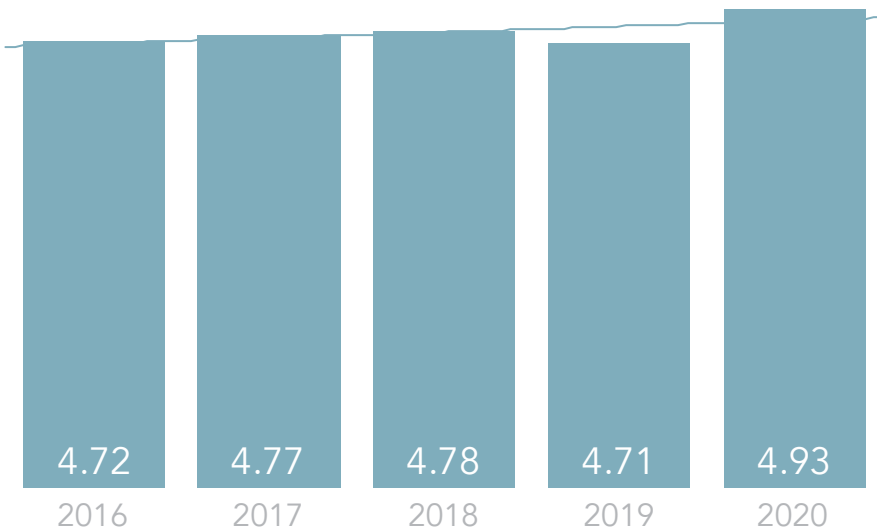
Cleanliness



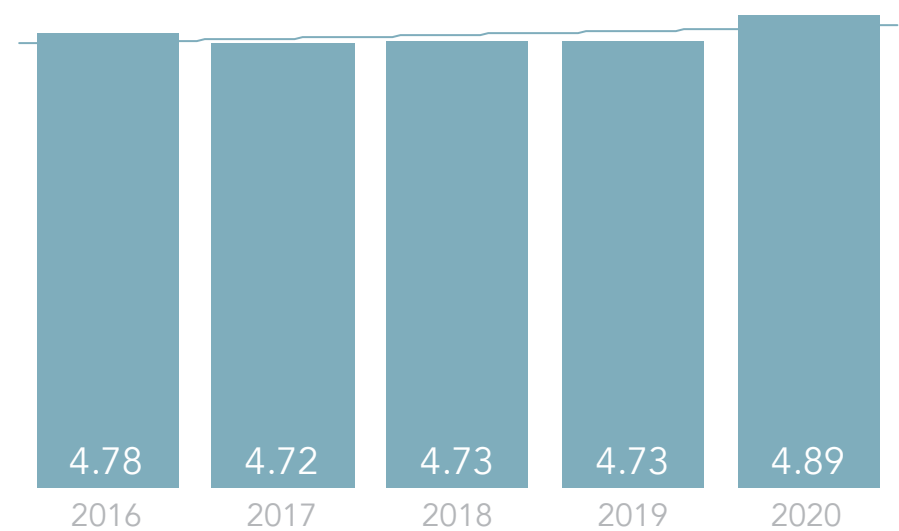
Laundry Service



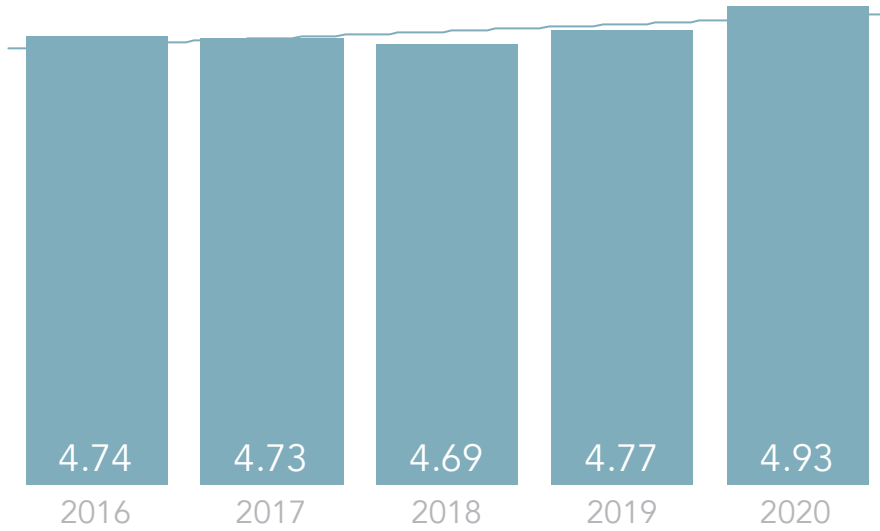
Individual Needs



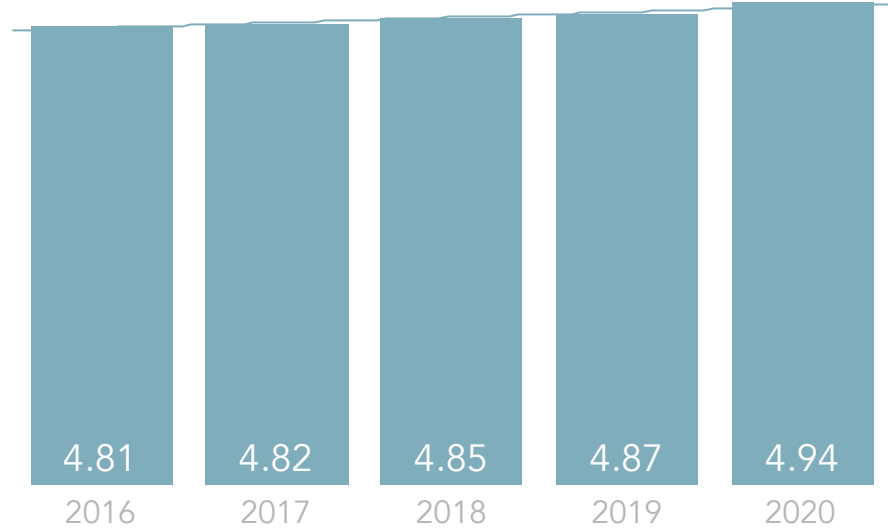
Communication



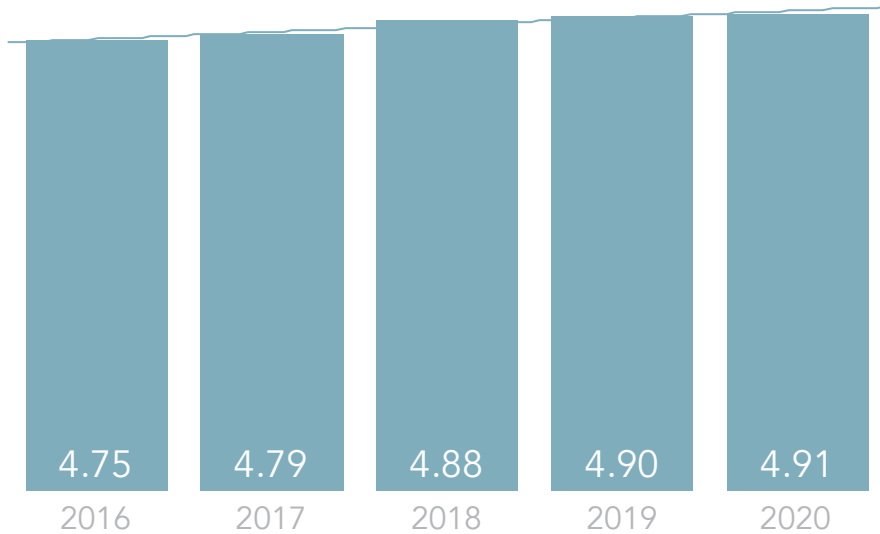
Response to Problems



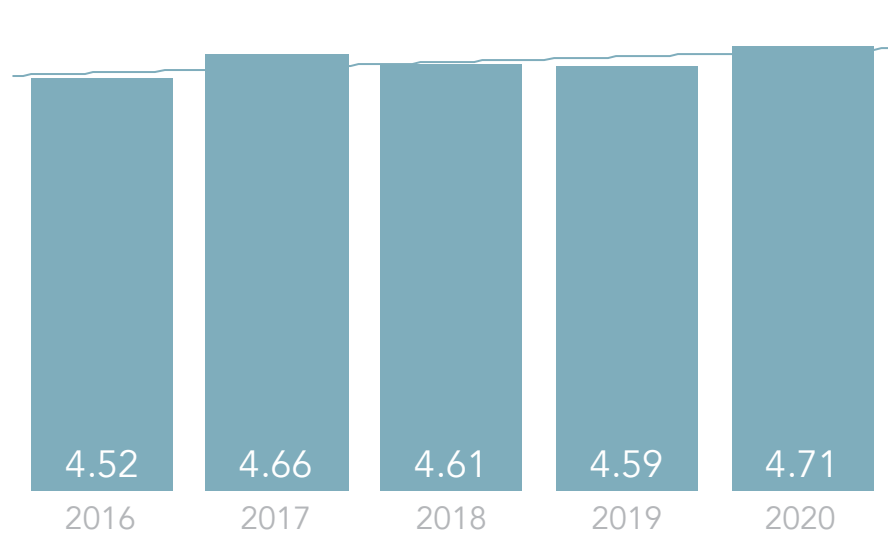
Recommend to Others



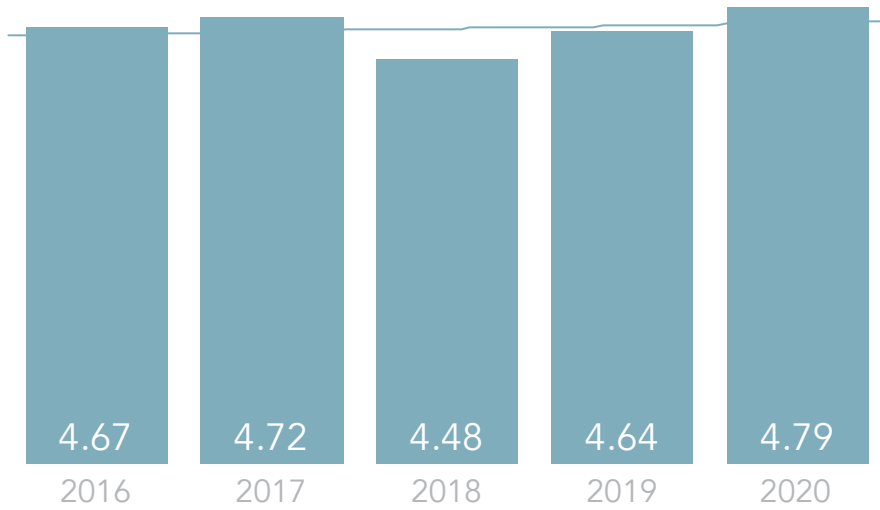
Dignity and Respect



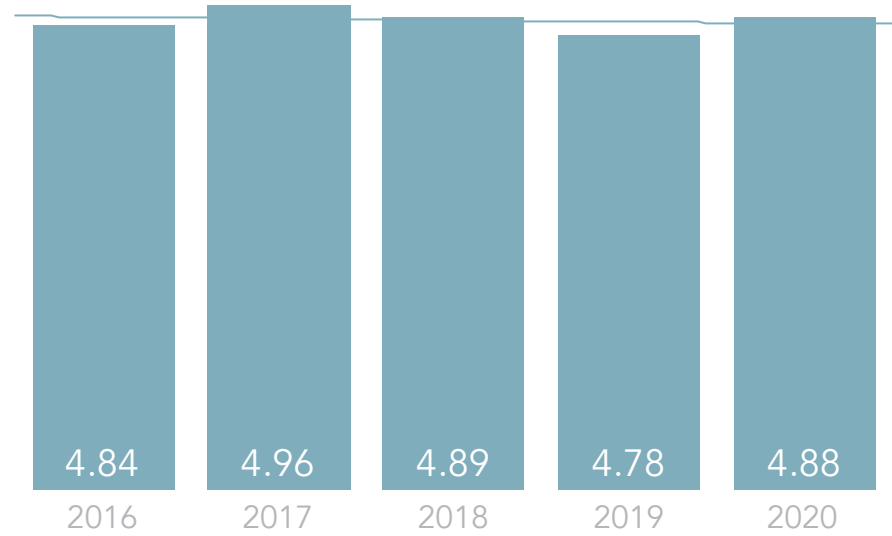
Activities



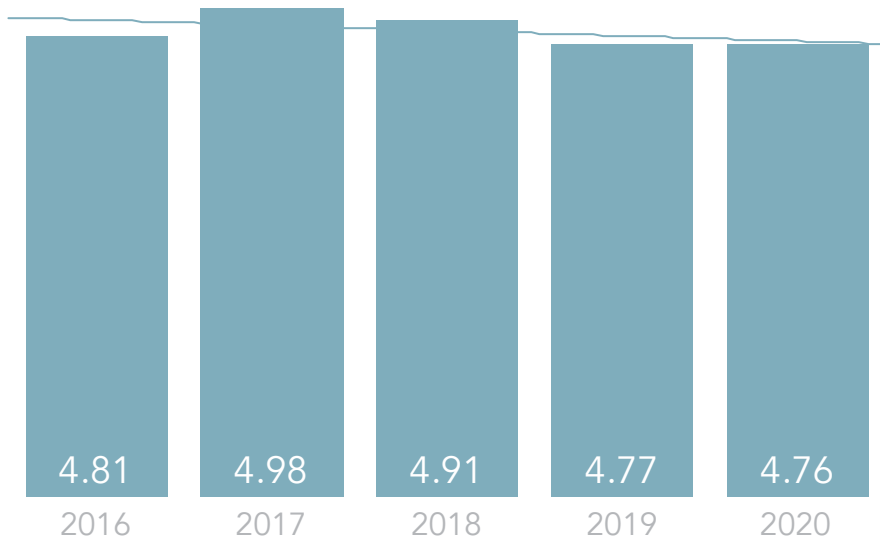
Professional Therapy



Safety and Security



Admission Process



Combined Average

