

CUSTOMER SATISFACTION

Currently Marquis Companies utilize a contracted partner to conduct our Patient Satisfaction Surveys: Pinnacle Quality Insight.

Our customer satisfaction surveys ask for feedback on 16 key categories including: overall satisfaction, dignity/respect, nursing care, food quality, and therapy programs. This same company contracts with over 5,000 other nursing homes nationally, with our results rated against our peers. This is not yet publicly reported information. Each Marquis facility Administrator or Admissions Coordinator would be able to provide information about their facility's key results upon inquiry.

Coming soon through Nursing Home Compare will be the publicly reported satisfaction results, called Core Q.

Core Q Questions that will be added to Nursing Home Compare the future:

Short-Stay Discharge

- In recommending this facility to your friends and family, how would you rate it overall?
- Overall, how would you rate the staff?
- How would you rate the care you received?
- How would you rate how well your discharge needs were met?

Long-Stay Residents & Family Members

- In recommending this facility to your friends and family, how would you rate it overall?
- Overall, how would you rate the staff?
- How would you rate the care you receive?