

## CUSTOMER SATISFACTION

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Currently Marquis Companies contracts with third-party unbiased vendors to conduct our Patient Satisfaction Surveys.

Our customer satisfaction surveys ask for feedback on 16 key categories including: overall satisfaction, dignity/respect, nursing care, food quality, and therapy programs. 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?