

FRIENDS VILLAGE GETS HIGH MARKS FROM RESIDENTS

The Resident Satisfaction Survey completed recently by the Holleran firm, an independent consulting company based in Lancaster, PA, shows that residents of Friends Village at Woodstown are very satisfied with the community.

Ninety-six percent of the independent residents who participated in the survey responded positively when asked if they would recommend Friends Village to a friend or relative. More than half of those respondents ranked their overall satisfaction as excellent.

There were 90 independent living residents on the Friends Village campus at the time the survey was conducted. Seventy four of these individuals completed the survey, yielding a response rate of 82 percent. The Holleran average is 79 percent.

“As a five-year-old continuing care retirement community, we felt it was important to survey our residents on all areas of our campus,” Friends Village Executive Director Tom Lyons said. “This information will help us improve our services and plan for the future.”

Upon comparing Friends Village results with other communities, Holleran determined that the organization scored above national benchmarked standards in 10 areas. Some of these areas include the following:

- Residents value their opportunities to provide input to the Friends Village leadership team;
- Residents have faith in the evaluation and placement of residents into the proper level of care;
- Residents gave high marks for the overall cleanliness of the community;
- Residents gave the dining services high marks for service, menu selections and cleanliness;
- Residents have confidence in the management for the long-term future of Friends Village.

The national benchmarks maintained by Holleran reflect data compiled over the past two years and represent 276 communities in the United States and Canada. This database contains over 58,000 independent living surveys.

Similar results for overall satisfaction were recorded for assisted living and skilled nursing residents and/or family members at Friends Village.

For more satisfaction survey results, call 856-769-1500 and ask for the marketing office.