

SATISFACTION SURVEY SUMMARY

Extendicare Health Services, Inc.

Tendercare Kalamazoo

SKILLED NURSING
FAMILY/RESIDENT:

Survey date	Surveys distributed	Surveys returned	Response rate
April 2009	95	40	42%

Reports published June 19, 2009

Prepared by:



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Percentage of responses **EXCELLENT**, **GOOD**, **FAIR** or **POOR** on each item on the survey. Items are ranked from the highest percent **EXCELLENT** to the lowest percent **EXCELLENT**. (May not total 100% due to rounding)

FAMILY/RESIDENT April 2009

