

SATISFACTION SURVEY SUMMARY

Extendicare Health Services, Inc.

American Heritage Care Center

SKILLED NURSING
FAMILY/RESIDENT:

Survey date	Surveys distributed	Surveys returned	Response rate
April , 2010	45	34	76%

Reports published: June 10 ,2010

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 Apr, 2010

