

Your Guide to Resident and Family Satisfaction Ratings

Christian Horizons (CH) is committed to providing you the information you need at your fingertips to make informed decisions about senior living options, and about the care and services we provide. As part of that commitment, we now post our community resident and family satisfaction ratings online.

We've developed this guide to help prospective residents and their families understand how CH captures and reports our resident and family experience ratings.

About our survey

CH utilizes the Resident and Family Experience Program through NRC Health. To ensure that we are holding ourselves to the highest standards, we partner with this independent customer satisfaction company. NRC Health provides the technology to display ratings and comments on our community profile pages based on the following questions from the Resident and Family Experience Survey:

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

Who receives the survey?

The survey is mailed to all current CH residents and family members. Residents and families are asked to complete the survey and provide comments regarding specific aspects of care. For those who are unable to complete the survey on their own, CH will select a volunteer to assist. We use this feedback to improve and enhance the care we offer. Surveys are all mailed back to NRC Health for tabulation. Our communities receive their results with no identifying resident or family information.

Do you post all comments?

CH is committed to transparency. That means posting all relevant feedback – whether it's positive or negative. However, we do not post comments that are libelous, profane, or those that risk the privacy of our residents or staff members. All personal identifying information is removed prior to our display.

Can anyone complete a survey or post a comment about a community?

No. Only current residents and their families. Therefore, our results are based entirely from residents who have experienced our care, services and hospitality. We believe those comments are most helpful to those considering one of our communities.

How is personal health information protected?

Residents and associate names are not displayed through the online ratings and commentary reviews. All personally identifiable information is removed prior to display.