

SATISFACTION SURVEY SUMMARY

Extendicare Health Services, Inc.

Medco Center of Bowling Green

SKILLED NURSING
FAMILY/RESIDENT:

| Survey date | Surveys distributed | Surveys returned | Response rate |
|-------------|---------------------|------------------|---------------|
| April 2009 | 59 | 21 | 36% |

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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

