

# SATISFACTION SURVEY SUMMARY

## Extendicare Health Services, Inc.

### Cedar Springs Health & Rehabilitation Center

**SKILLED NURSING  
FAMILY/RESIDENT:**

| Survey date | Surveys distributed | Surveys returned | Response rate |
|-------------|---------------------|------------------|---------------|
| April 2009  | 61                  | 22               | 36%           |

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Prepared by:



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Entendicare Health Service, Inc. - Cedar Springs Health & Rehabilitation Center Surveys returned 22

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

