

SATISFACTION SURVEY SUMMARY

Extendicare Health Services, Inc.

Shady Lawn Nursing Home

**SKILLED NURSING
FAMILY/RESIDENT:**

Survey date	Surveys distributed	Surveys returned	Response rate
April 2009	46	27	59%

Reports published June 19, 2009

Prepared by:



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Entendicare Health Service, Inc. - Shady Lawn Nursing Home

Surveys returned 27

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

