

SATISFACTION SURVEY SUMMARY

Heritage on the Marina

3400 Laguna Street
San Francisco, CA 94123 USA

Heritage on the Marina- Health Center

WHAT'S INSIDE

This report summarizes your satisfaction survey results. The charts and graphs selected by your organization provide important information necessary to better understand the perceptions of those individuals closely aligned to your organization.

Skilled Nursing Facility

Results for:

Resident

Survey date

For Jul 2019 to Jul 2019

Surveys distributed

22

Surveys returned

9

Response rate

41%

Printed from My InnerView's members-only Web site on **Sep 12, 2019**

Peer group: **National Database**

See the members' site for:

- Satisfaction survey items and reference labels
- Glossary of items

Peer group size: **1834**

PREPARED BY



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Scores represent the percent of responses in the EXCELLENT AND GOOD category to these questions:

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

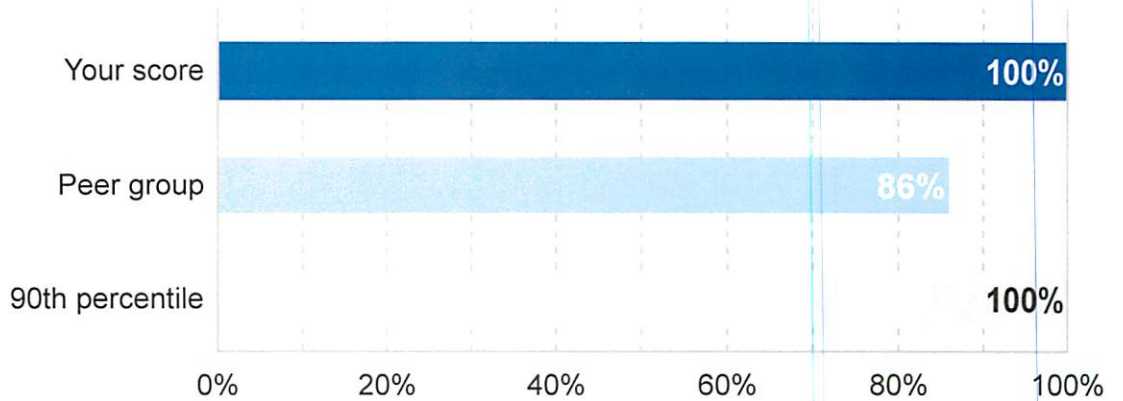
Peer group: National Database

90th percentile: Percent of Excellent and Good responses in the peer group that fall in the 90th percentile.

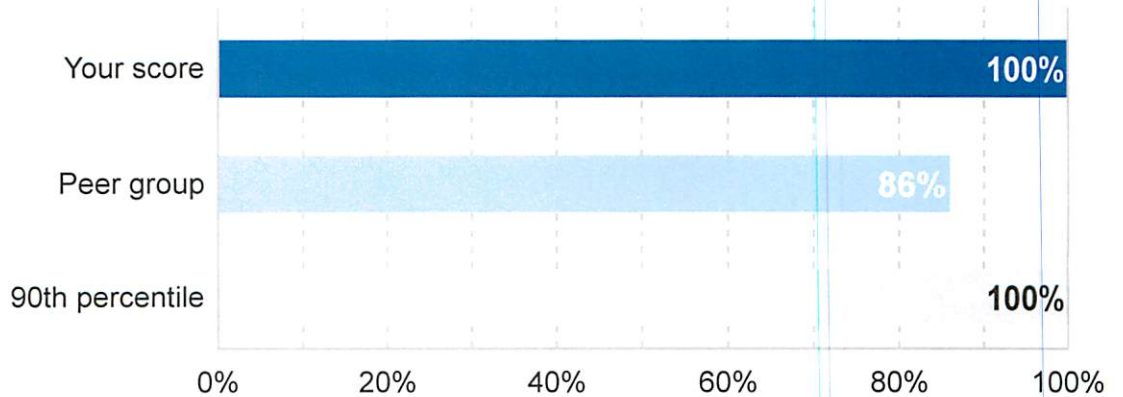
Resident

For Jul 2019 to Jul 2019

RECOMMENDATION TO OTHERS



OVERALL SATISFACTION



Results by item

"Excellent," "Good", "Fair" and "Poor" ranked by percent "Excellent"

Heritage on the Marina, Heritage on the Marina- Health Center

Item-E/GJ/IP-PE

Percent 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)

