

SATISFACTION SURVEY SUMMARY

Heritage on the Marina

3400 Laguna Street
San Francisco, CA 94123 USA

Heritage on the Marina- Independent Living

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.

Independent Living Community

Results for:

Employee

Survey date

For Jul 2019 to Jul 2019

Surveys distributed

45

Surveys returned

23

Response rate

51%

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

See the members' site for:

- Satisfaction survey items and reference labels
- Glossary of items

Peer group: **National Database**

Peer group size: **28**

This peer group contains fewer than 30 communities. Use of this peer group for benchmarking may provide limited comparisons.

PREPARED BY



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

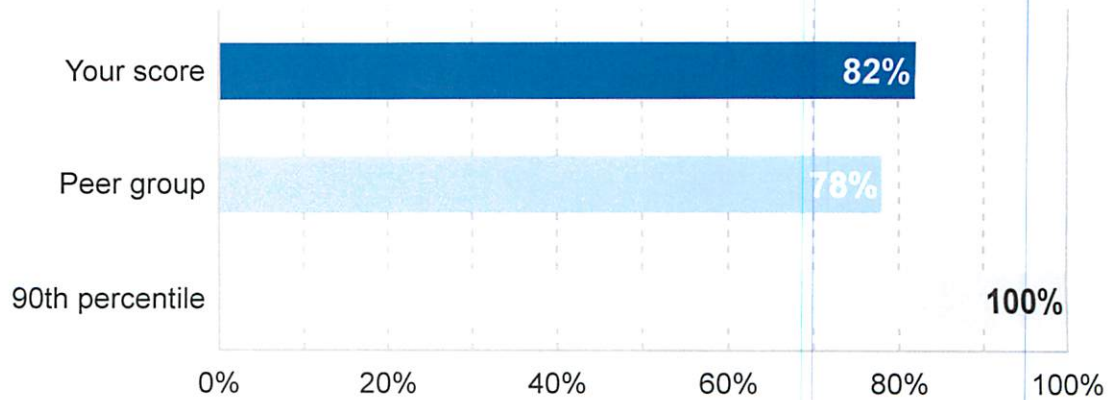
- Your overall satisfaction with this community
- Your recommendation of this community as a place to work
- Your recommendation of this community as a place to receive care

Peer group: National Database

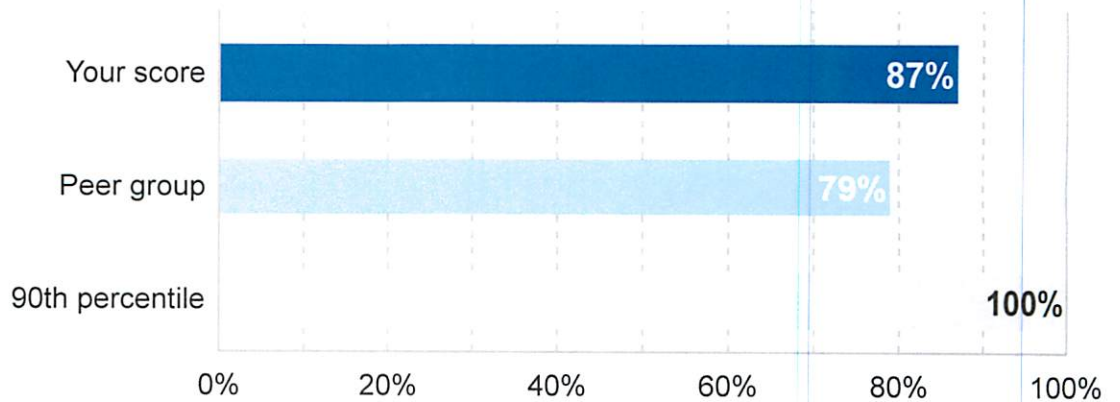
NOTE: This peer group contains fewer than 30 communities. Use of this peer group for benchmarking may provide limited comparisons.
 90th percentile: Percent of Excellent and Good responses in the peer group that fall in the 90th percentile.

Employee For Jul 2019 to Jul 2019

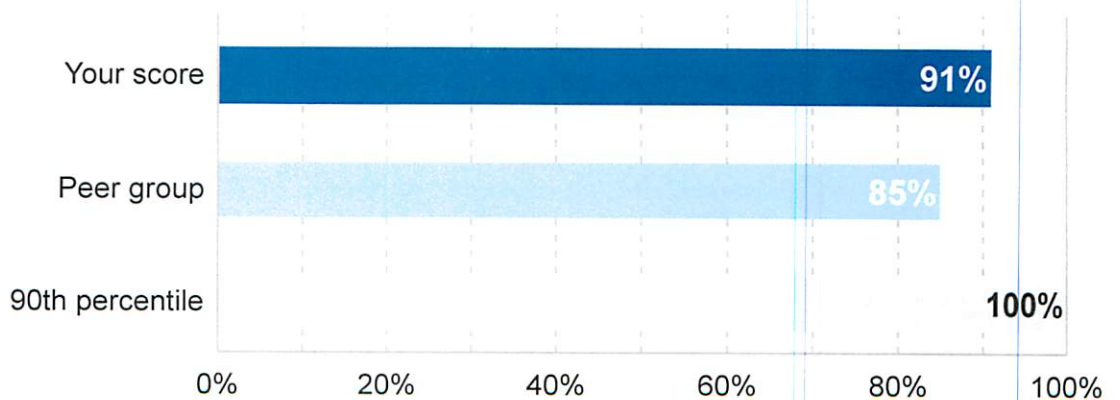
OVERALL SATISFACTION



RECOMMENDATION FOR JOB



RECOMMENDATION FOR CARE



Results by item

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

Heritage on the Marina, Heritage on the Marina- Independent Living

Item-E/G/F/P-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)

