



Resident Guide to Resident Satisfaction Surveys and Ratings

Ecumen values the partnerships we have with our residents and their loved ones. We are committed to providing you the information you need at your fingertips to make informed decisions about your health care and home. As part of that commitment, we now post our location's resident satisfaction ratings online.

To assist you, we've developed this guide to help residents, family members and those considering making Ecumen their home understand how we capture and report our resident experience ratings.

About Our Survey

Ecumen is focused on providing an exceptional experience in every care interaction. All ratings are submitted by actual residents and verified by a leading company in the resident satisfaction industry. We measure all aspects of resident satisfaction. To ensure that we are holding ourselves to the highest standards, we partner with an independent resident satisfaction company – National Research Corporation (NRC). NRC conducts all our resident surveys and provides the technology to display ratings and comments on our location pages.

Who Receives the Survey?

We survey all of our residents at various points during their stay/residency at an Ecumen community. Surveys are conducted via phone call or email, and ask residents to provide feedback on specific aspects of care. We use this feedback to improve and enhance the care we offer.

Do You Post All Comments?

Ecumen is committed to transparency. That means posting all relevant feedback – whether it's positive or negative. However, we do not post comments that are libelous, profane, or those that risk the privacy of our residents. Every location rating is published regardless of comment status.

What Questions Do We Ask?

We calculate our star ratings based on responses to the below questions from the Resident and Family Feedback survey.

- How likely would you be to recommend this facility to your family and friends?

Why Don't We See Resident Ratings and Comments for Every Location?

Industry best practice is clear that more data provides a more accurate picture. That's why we require a minimum of 30 completed surveys per location before we post a rating. Over time, with more surveys received on an ongoing basis, the number of rated locations will increase.

A location's rating will only be posted on the site when it has a minimum of 30 completed surveys.

Can anyone complete a survey or post a comment about a Location?

No. Only residents having stayed at an Ecumen location may be selected to receive a survey.

How is resident information protected?

Resident names are not displayed through the online ratings and commentary reviews. All personally identifiable information is removed prior to display.