



Jewish Home  
of Rochester  
*a family among families*

## 2010 Resident & Family Satisfaction Survey Results

### Overall Satisfaction

**93%**

**Excellent & Good**  
(Compared to national  
benchmark of 88%)

### Recommend to Others

**95%**

**Excellent & Good**  
(Compared to national  
benchmark of 87%)

### Primary Strengths

- Respectfulness of staff
- Care by medical staff
- Competency of staff
- RN/LPN care
- Pain management
- Family communication

### What We Do Best...

"The nurses are fabulous."

"I'm happy here. It's like a family."

"The facility is beautiful, welcoming and well-maintained; it was a major factor in selecting the Jewish Home."

"Good team approach to care - nurses, doctors, dietary, social work, activities and physical & occupational therapy."

"I enjoy the variety of activities and programs that the Jewish Home has to offer."



[www.jewishhomeroch.org](http://www.jewishhomeroch.org)