



**KEY DRIVERS & IMPROVEMENT BENCHMARKS**

The following Key Drivers are the areas that directly impact your Recommend to Others score. The drivers are listed in order of importance, 'Dignity and Respect' is the strongest driver.

Reaching or surpassing the Improvement Benchmarks in each of the five areas will give you the best chance of achieving the targeted recommendation rate. **All numbers showing are percentages of respondents who gave a 4 or 5.**

For a full explanation, please visit: [pinnacleqi.com/reports/keydrivers](http://pinnacleqi.com/reports/keydrivers)

**90% RECOMMENDATION RATE**

This target is based off a nationwide goal to reach a 90% recommendation rating

Key Driver	Actual	Benchmark
Dignity and Respect	95.5%	96.2%
Nursing Care	86.4%	90.1%
Individual Needs	100.0%	90.1%
Response to Problems	100.0%	89.9%
Communication	84.2%	87.9%
Recommend to Others	90.5%	90.0%

**95% RECOMMENDATION RATE**

This additional target is based off your current 'Recommend to Others' score

Key Driver	Actual	Benchmark
Dignity and Respect	95.5%	98.1%
Nursing Care	86.4%	93.6%
Individual Needs	100.0%	93.6%
Response to Problems	100.0%	93.2%
Communication	84.2%	91.7%
Recommend to Others	90.5%	95.0%



**PINNACLE**  
QUALITY INSIGHT

**CUSTOMER SATISFACTION  
KEY DRIVERS**

**PACIFIC CARE CENTER - SHORT TERM**  
January 2016

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The following Key Drivers are the areas that directly impact your Recommend to Others score. The drivers are listed in order of importance. 'Dignity and Respect' is the strongest driver.

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**90% RECOMMENDATION RATE**

This target is based off a nationwide goal to reach a 90% recommendation rating

Key Driver	Actual	Benchmark
Dignity and Respect	92.9%	96.2%
Nursing Care	92.9%	90.1%
Individual Needs	100.0%	90.1%
Response to Problems	100.0%	89.9%
Communication	85.7%	87.9%
Recommend to Others	92.3%	90.0%

**95% RECOMMENDATION RATE**

This additional target is based off your current 'Recommend to Others' score

Key Driver	Actual	Benchmark
Dignity and Respect	92.9%	98.1%
Nursing Care	92.9%	93.6%
Individual Needs	100.0%	93.6%
Response to Problems	100.0%	93.2%
Communication	85.7%	91.7%
Recommend to Others	92.3%	95.0%



**CURRENT RESIDENT**

Name: [REDACTED]

Person Contacted: [REDACTED]

How often do/did you visit/contact? I'm there maybe once a month.

Placement / Discharge Reason: It was close. / NA

**AREAS APPRECIATED:**

- It's a great place.
- They take really good care of her.
- It's well run.
- I like Sarah.

**RECOMMENDED IMPROVEMENTS:**

No, I'm pretty happy.

**RATINGS:**

**CLARIFIERS:**

Overall Satisfaction:	5	
Nursing Care:	5	
Dining Service:	5	
Quality of Food:	5	
Cleanliness:	5	
Individual Needs:	5	
Laundry Service:	5	
Communication from Facility:	5	
Response to Problems:	5	
Treatment/Dignity/Respect:	5	
Recommend Facility to Others:	5	It's a five plus! It's great. I like it.
Recreational Activities:	5	
Professional Therapy Services:	5	
Admission Process:	5	
Overall Safety:	5	

**What is valued most?**

**It's important that she's taken care of. There isn't really any one thing.**



**CURRENT RESIDENT**

Name: [REDACTED]

Person Contacted: [REDACTED]

How did you hear about this community? I've lived in the area all my life.

Reason for choosing? (and Discharge) She was going there for rehab and then when she didn't get better, we put her in assisted living. It was closer to all our family members and we had heard they give good care. / NA

**AREAS APPRECIATED:**

I appreciate their kindness towards my mom.

They treat her very well.

They're always very polite.

She's always clean.

I would like to recognize Pam, Teresa, Sheila, Debbie, and Corinne. There are some new girls that are polite and give her hugs, but I don't know their names.

**RECOMMENDED IMPROVEMENTS:**

Nothing noted.

**RATINGS:**

**CLARIFIERS:**

Overall Satisfaction: 5

Personal Care: 5

Variety of Food/Menu Choices: 5

It looks good to me.

Quality of Food: 5

Dining Service: 5

Cleanliness: 5

Response to Problems: 5

Dignity and Respect: 5

Communication: 5

Activities: NS

I'm not sure about that. My mom doesn't participate.

Move-in Process: 5

Transportation Needs: 5

Safety and Security: 5

Recommend to Others: 5

I'd tell them it's nice and clean. Their workers are very nice and kind to the patients, and they would be nice and kind to them.

**What is valued most?**

**It's important to me that they keep her clean and treat her with dignity.**



**CURRENT RESIDENT**

Name: [REDACTED]

Person Contacted: [REDACTED]

How often do/did you visit/contact? We visit every two to three days.

Placement / Discharge Reason: The location was good. / NA

**AREAS APPRECIATED:**

They all take care of her and are concerned about what goes on.

**RECOMMENDED IMPROVEMENTS:**

Nothing noted.

**RATINGS:**

**CLARIFIERS:**

Overall Satisfaction:	5	
Nursing Care:	5	
Dining Service:	NS	It looks nice.
Quality of Food:	NS	It looks good, but I don't know.
Cleanliness:	5	It is clean.
Individual Needs:	5	They do very well.
Laundry Service:	5	
Communication from Facility:	5	
Response to Problems:	5	
Treatment/Dignity/Respect:	5	
Recommend Facility to Others:	5	It is a very nice place, and they go out of their way to take care of my mom.
Recreational Activities:	4	
Professional Therapy Services:	5	
Admission Process:	4	
Overall Safety:	5	

**What is valued most?**

**How she is treated is most important to me.**