People in Long-Term Care Settings Become Less Satisfied with Care Over Time

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People tend to be very satisfied with their long-term care providers when they start their care, but satisfaction decreases over time.

![Chart](chart.png)

**Understanding What Matters in Long-Term Care Satisfaction**

- **Care Setting**
  People are more likely to be satisfied with care provided in the home.

- **Road to Recovery**
  People are concerned about the likelihood of recovery so satisfaction is highest at the start of their care.

- **Cost Awareness**
  Satisfaction is affected by awareness of how much care should cost vs. how much it actually costs.

- **Meeting Needs**
  People are more likely to be satisfied if they feel all of their needs are being met.

- **Care Managers**
  People are more likely to be satisfied over time if a care manager is employed to help organize services and access to care.

**Caregiver Performance & High-Quality Care Matter**

- It is important that caregivers & staff:
  - Provide high-quality care
  - Are good at what they do
  - Are reliable
  - Are trustworthy

Source: LifePlans, Inc., “Satisfaction with Long-Term Services and Supports Across the Continuum of Care”