

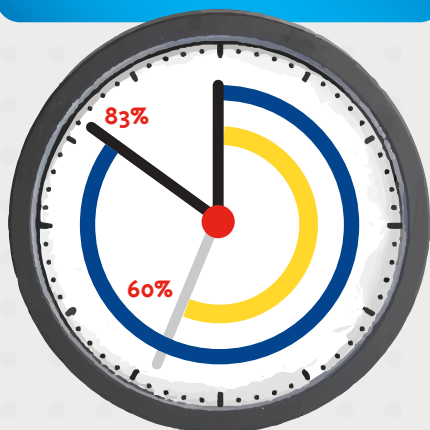
People in Long-Term Care Settings Become Less Satisfied with Care Over Time

September 2013

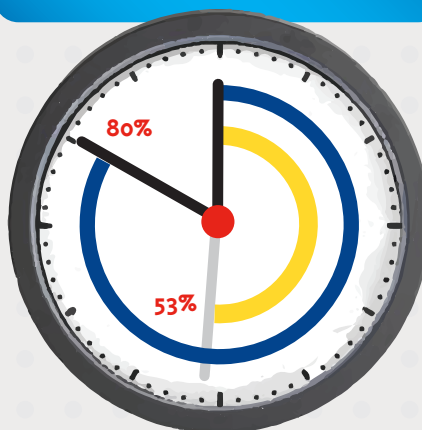


People tend to be very satisfied with their long-term care providers when they start their care, but satisfaction decreases over time.

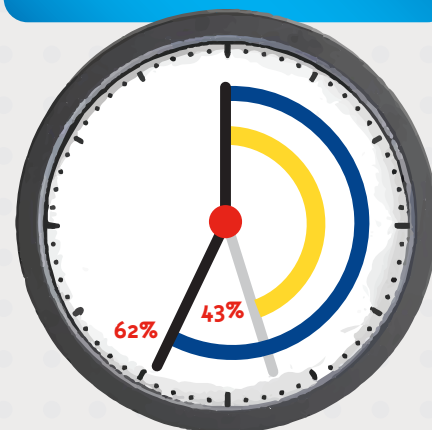
HOME CARE



ASSISTED LIVING



NURSING HOME CARE



● Baseline
● Surveyed at 12 months

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