

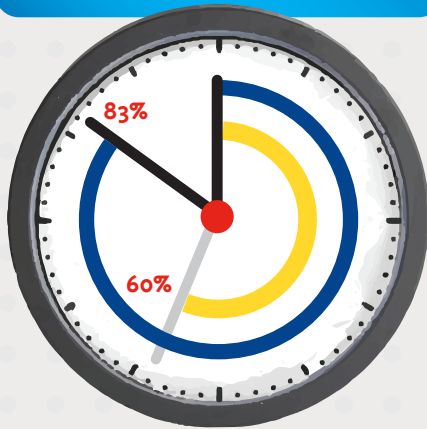
# People in Long-Term Care Settings Become Less Satisfied with Care over Time



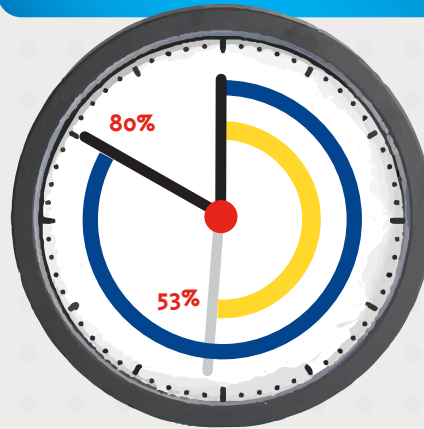
September 2013

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

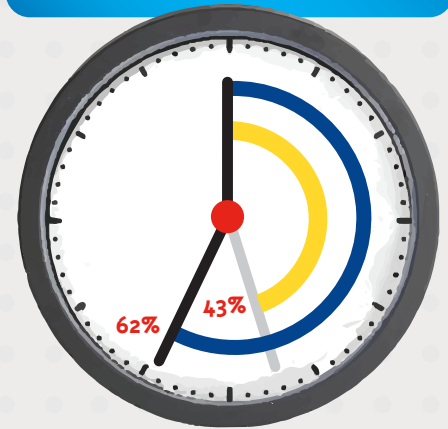
## HOME CARE



## 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