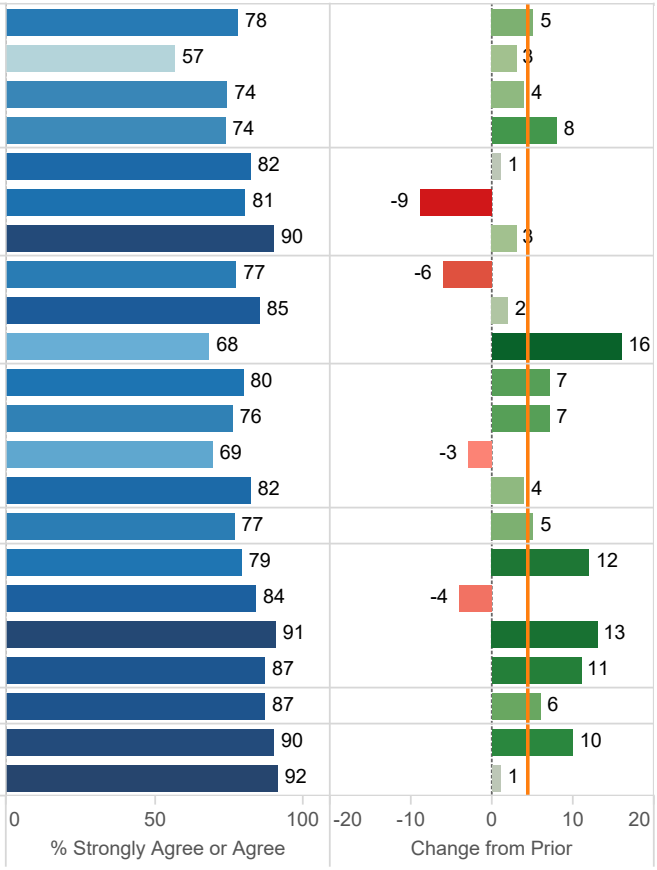
Target Improvement Areas Progress Report

Domain	Question	% Strongly Agree or Agree	Change from Prior
Culinary Services	I am satisfied with the overall culinary experience.	78	5
	The meals are served at the appropriate temperature.	57	3
	The meals look appetizing and taste good.	74	4
	The menu has a nice variety of selections.	74	8
Envir. Services	Housekeeping and laundry services are performed to my satisfaction.	82	1
	Maintenance/repairs team is responsive to my requests for service.	81	-9
	My senior living community is clean and attractive.	90	3
Healthcare Services	Healthcare services within community are available if I need them. RL	77	-6
	Offered info/services to help maintain my health/independence. RL	85	2
	The Health Center/Assisted Living team provides quality service. RL	68	16
Leadership	Department Directors/Supervisors respond to my questions/concerns.	80	7
	I have confidence in the management of this community.	76	7
	My community leadership cares about me.	69	-3
	Sales team provided accurate info on care/services/amenities. RL	82	4
Lifestyle	Activities are scheduled at times that work for me.	77	5
Resident Care	The HC/AL team is available when help is needed. HC/AL	79	12
	The HC/AL team meets my individual needs. HC/AL	84	-4
	The HC/AL team provides quality and compassionate care. HC/AL	91	13
	Transition from Res. Living to healthcare venue was successful. HC/AL	87	11
Supportive Services	Transportation services are available when I need them.	87	6
Team Members	Team members honor my personal preferences.	90	10
	Team members work together as a team to meet my needs.	92	1