



HEALTH DIMENSIONS GROUP®

For Immediate Release
Contact: Katie Saleum
Email: media@hdgi1.com
Phone: 763-537-5700

Health Dimensions Group's Managed Communities Achieve Superior Resident and Family Satisfaction Rates

MINNEAPOLIS (January 18, 2024)– The residents residing at senior living communities managed by Health Dimensions Group® (HDG®) as well as their families are highly satisfied, according to a recent survey.

The Customer Experience Survey was completed in November 2023 on behalf of HDG by [Align™](#), an independent research firm that specializes in procuring purposeful data to support senior living and care organizations in quality improvement. The communities in HDG's portfolio that had outcomes exceeding industry benchmarks, include:

- Boundary Waters Care Center in Ely, Minn. achieved 100% resident and family satisfaction rates against an industry benchmark of 80%.
- Dimensions Living Appleton in Appleton, Wis. achieved a 97% family satisfaction rate against an industry benchmark of 85%.
- The skilled nursing team at Dimensions Living Prospect Heights in Prospect Heights, Ill. achieved a 100% family satisfaction rate and 88% resident satisfaction rate against an industry benchmark of 80%.
- The assisted living team at Dimensions Living Prospect Heights in Prospect Heights, Ill. Achieved a 90% family satisfaction rate and 89% resident satisfaction rate against an industry benchmark of 85%.
- Dimensions Living Stevens Point in Stevens Point, Wis. achieved a 93% assisted living resident satisfaction rate and 97% assisted living family satisfaction rate against an industry benchmark of 85%
- Frazee Care Center in Frazee, Minn. achieved a 97% resident satisfaction rate and 89% family satisfaction rate against an industry benchmark of 80%.
- Frazee Assisted Living in Frazee, Minn. achieved an 86% tenant satisfaction rate against an industry benchmark of 80%.
- Vergas Assisted Living in Vergas, Minn. achieved a 100% tenant satisfaction rate against an industry benchmark of 85%.
- Lutheran Living Senior Campus in Muscatine, Iowa achieved a 100% assisted living resident satisfaction rate.

Minneapolis-based HDG is a values-driven organization that provides management services to 48 senior living and care communities in eight states, serving more than 2,500 residents and 2,100 team members. In addition, HDG's team of consulting experts guides senior living communities, health systems and hospitals, PACE organizations, and the real estate, financial, and government organizations that support them to innovative solutions that strengthen their

operational and financial performance, ensure regulatory compliance, and enhance quality outcomes.

The Align Customer Experience Survey is key to HDG's managed communities' success in understanding the needs and preferences of those they serve, so expectations are met and exceeded. Satisfaction scores are determined based-on responses to questions about six domains: dining experience, care quality, communication, environment, care responsiveness, and quality of life.

"Our Customer Experience Survey is a valuable tool that our teams use annually to gather feedback directly from the individuals and families they serve," said Sharon Thole, executive vice president of operations. "Based-on the outcomes, we're able to strategically target areas of opportunities to enhance resident and family satisfaction, build team engagement, and strengthen operational performance."

###

ABOUT HEALTH DIMENSIONS GROUP®

Health Dimensions Group® (HDG®) is a leading management and consulting organization serving senior living, post-acute, and long-term care providers, as well as hospitals and health systems, across the nation. Founded more than 20 years ago, HDG's mission is to make lives better by providing quality care, service, and consulting. HDG manages 48 senior care and living communities in eight states, caring for more than 2,500 residents. HDG's thought leaders also provide comprehensive consulting services to a broad range of clients in the aging services profession. Through the dedication of more than 2,100 team members, HDG strives to create a culture of Caring Above and Beyond® with an unwavering commitment to its core values of Hospitality, Stewardship, Integrity, Respect, and Humor®. Discover more at www.healthdimensionsgroup.com.