

# FOR IMMEDIATE RELEASE

## St. Joseph Manor Earns High Marks from DPH Family Satisfaction Survey

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**(BROCKTON, MA)**

Family members of residents at St. Joseph Manor are extremely satisfied with the quality of care that their family members are receiving, according to the recently released results of the Division of Health Care Quality's 2009 Family Satisfaction Survey.

The third state survey of its kind, conducted by Market Decisions in Portland, Maine, collected detailed information from 54 questions classified into nine categories that rated resident needs, nursing home staff, physical environment, activities, personal care, food and meals, personal rights, overall satisfaction and lastly, if they would recommend the homes' services to a friend. The ratings are based on a scale of 1-5, with 1 being very dissatisfied and 5 being very satisfied. More than 20,000 family members of 430 nursing home residents across the state completed the survey.

St. Joseph Manor received a 4.43 for overall satisfaction, well above the state average of 4.25. In addition, the Manor received an overwhelming 98% in the "recommend to a friend" category compared to the state average of only 89%.

Commenting on the results Anne DeMinico, CEO/Administrator said, "We are very pleased to have scored so well on this survey. These high marks are consistent with the numerous compliments and expression of satisfaction that we have received from our residents and families over the years. As a not-for-profit community based home, our bottom line is our residents, their families and the community. We rely heavily on input from our residents and families to constantly work on improving the quality of care and quality of life for our residents.

"Our staff here at the Manor takes great pride in their hard work and efforts. Our outstanding scores on this most recent survey are a direct result of the wonderful care that is provided each and every day to our residents!"

To view the detailed findings for St. Joseph Manor and the other nursing homes that were surveyed, please visit the Division of Health Care Quality's website at [www.mass.gov/dph/dhcq](http://www.mass.gov/dph/dhcq)

***St. Joseph Manor is a non-profit nursing home and skilled care facility with 118 beds. A majority of the resident rooms at St. Joseph Manor are private. Also available is our Mater Dei Adult Day Health Program with a 60 client a day capability.***

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