



Patient Guide to Patient Satisfaction Surveys and Ratings

Lexington Health Network values the partnerships we have with our patients and their loved ones. We are committed to providing you the information you need at your fingertips to make informed decisions about your health care, and about the physicians and other providers who walk the care journey with you. As part of that commitment, we now post our location's patient satisfaction ratings online.

To assist you, we've developed this guide to help patients, family members and those considering care from Lexington Health Network facilities understand how we capture and report our patient experience ratings.

About Our Survey

Lexington Health Network is focused on providing an exceptional experience in every care interaction. All ratings are submitted by actual patients and verified by a leading company in the patient satisfaction industry. We measure all aspects of patient satisfaction. To ensure that we are holding ourselves to the highest standards, we partner with an independent patient satisfaction company. National Research Corporation (NRC), a leading independent health care research firm, provides the technology to display ratings on our location pages.

Who Receives the Survey?

The survey is delivered to Lexington Health Care Center patients within a few days prior to discharge. Patients are asked to complete the survey and provide feedback and comments regarding specific aspects of care. We use this feedback to improve and enhance the care we offer. Long-term care Residents and families participate in the survey annually.

What Questions Do We Ask?

We calculate our NRC star ratings based on responses to the below questions from the Patient, Resident and Family Feedback survey.

- How would you rate your overall satisfaction with this community?
- What is your recommendation of this community to others?

Why Don't We See Patient Ratings and Comments for Every Location?

Industry best practice is clear that more data provides a more accurate picture. That's why we require a minimum of 30 completed surveys per location before we post a rating. Over time, with more surveys received on an ongoing basis, the number of rated locations will increase.

A location's rating will only be posted on the site when it has a minimum of 30 completed surveys.

Can anyone complete a survey or post a comment about a physician?

No. Only patients who have stayed at a Lexington Health Care Center location may receive a survey.

How is patient/resident information protected?

Patient names are not displayed through the online ratings and reviews. All personally identifiable information is removed prior to display.