



## NEWS RELEASE

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FOR IMMEDIATE RELEASE

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### **LutherCare Resident Satisfaction Survey Results Exceed National Benchmark**

LutherCare is pleased to announce the results of its' 2008 Resident Satisfaction Survey results. Holleran, a third party Lancaster based research firm, conducted the surveys in March and April of 2008. The surveys were conducted at Luther Acres, Lititz, St. John's Herr Estate, Columbia, and Spang Crest Manor, Lebanon. LutherCare's surveys were compared with Holleran's national database representing 30 states and 259 Continuing Care Retirement Communities. LutherCare realized an 84% response rate from the residential living residents.

When asked about Overall Satisfaction of the community in which they resided, 91.6% of the residents responded excellent or good. When asked about the value for the price paid, 87% of the residents responded good or excellent. When asked about the long-term confidence in LutherCare, 90.6% of the residents responded excellent or good. When asked if residents would recommend the community to a friend or relative, 87.3% indicated that they would. LutherCare's percentage results to all these questions exceeded the Holleran National Benchmark.

LutherCare's assisted living response rate was 82.4%. When asked about Overall Satisfaction of the assisted living in which they resided, 94% of the residents or their responsible parties responded excellent or good. When asked about the long-term confidence in LutherCare, 91.3% responded excellent or good. When asked if they would recommend a friend or relative, 96.4% responded they would. LutherCare's percentage results to all these questions exceeded the Holleran National Benchmark.

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Luthercare's skilled nursing response rate was 80.9%. When asked about Overall Satisfaction of the skilled nursing in which they resided, 90% of the residents or their responsible parties responded excellent or good which exceeded the Holleran National Benchmark.

"Offering the highest quality retirement housing and programs as well as exceptional health care services to older adults is important to our mission," stated Luthercare President and CEO Carl McAloose. "We have conducted in-house resident satisfaction surveys, but this is the first time that we have conducted a third party survey that compared us nationwide to other continuing care retirement communities. We are proud of the exceptional overall satisfaction results and pledge to continue our emphasis on quality for our residents."

Holleran is a recognized leader in full-service research in the aging services field with National benchmarking databases for satisfaction research.

Luthercare, a social ministry organization affiliated with the Lower Susquehanna Synod of the Evangelical Lutheran Church in America and Lutheran Services in America is a leading provider of residential, assisted living, and skilled care residences in Lancaster and Lebanon County. Luthercare operates Luther Acres, a Continuing Care Retirement Community in Lititz, PA, Spang Crest Manor, a skilled nursing, rehabilitation center, assisted living community and adult day services in Lebanon, PA and St. John's Herr Estate, a residential and assisted living community in Columbia, PA. In addition, Luthercare also operates five childcare centers in Lebanon, Annville, Reamstown, Lancaster and Columbia.

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