



## NEWS RELEASE

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### **LutherCare at Spang Crest Manor's Resident Satisfaction Survey Results Exceed National Benchmark**

LutherCare is pleased to announce the results of its' 2008 Resident Satisfaction Survey results for Spang Crest Manor. Holleran, a third party Lancaster based research firm, conducted the surveys in March and April of 2008. The surveys were compared with Holleran's national database representing 30 states and 259 Continuing Care Retirement Communities. Spang Crest Manor realized an 85% response rate.

When asked about Overall Satisfaction of Spang Crest Manor 90.4% of the skilled nursing residents or responsible parties responded excellent or good. When asked if they would refer a friend or relative 90.2% of the residents or responsible parties indicated they would. Spang Crest Manor's percentage results to these questions exceeded the Holleran National Benchmark.

Spang Crest Manor's assisted living response rate was 92.9%. When asked about Overall Satisfaction of the assisted living 100% of the residents or their responsible parties responded excellent or good. When asked about the long-term confidence in Spang Crest Manor 100% responded excellent or good. When asked if they would recommend a friend or relative 100% responded they would. Spang Crest Manor's assisted living percentage results to all these questions exceeded the Holleran National Benchmark.

"Offering the highest quality health care and rehabilitation services to older adults at Spang Crest Manor is important to our mission," 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

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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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