



January 30 -- CareOne Partners with National Customer Satisfaction Research Organization

CareOne has contracted with *My InnerView* (Wausau, Wisconsin), a nationally recognized leader in conducting patient satisfaction surveys for nursing homes and assisted living communities. Currently working with over 8,000 senior care organizations throughout the country, *My InnerView* has the largest database of nursing home customer and employee satisfaction data in existence.

CareOne will administer a survey to each resident and their family on discharge. *“We are excited about this continuing investment we will be making to ensure better understanding of our customers’ experiences. CareOne will use their opinions and perspectives to improve quality and service in our Centers,”* states Tim Hodges, Chief Marketing Officer for CareOne.

My InnerView will enable CareOne to gauge customer satisfaction scientifically and also allow meaningful comparisons to other providers locally and nationally. *“We commend CareOne for proactively listening to the voice of their customers,”* states Brad Shiverick, Chief Quality Officer at *My InnerView*. *“It demonstrates CareOne’s commitment to excellence in quality care and service.”*

“Our residents, their families and the healthcare professionals we serve expect that their loved ones will receive high quality care and services in our Centers. My InnerView surveys will give us customer feedback that will enable us to build on our already customer-focused culture. The results of these surveys and how we use the information will better define for our customers how we differ from our competitors in the delivery of health care services in our communities,” added Hodges.

CareOne manages Nursing Centers, Assisted Living Centers and specialty Memory Loss Centers throughout New Jersey.

To learn more about CareOne, please visit our home page and Care Location Finder at the [Care One Web Site](#) or call 201-242-4034.