

Northwood LTC Resident Experience Survey 2023 (Overall Quality of Care/Service)



N size: 202 responses

The percentage of residents who rate quality of care/service as Good to Excellent.

Internal Benchmark Met

**OVERALL
QUALITY
OF CARE IS
86.6%**

This exceeds Northwood's internal benchmark of $\geq 85\%$

The likelihood of recommending Northwood is **83.7%**

This places Northwood just below our internal benchmark of $\geq 85\%$.