

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



N size: 105 responses

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

Internal Benchmark Met

**OVERALL
QUALITY
OF CARE IS
95.2%**

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

The likelihood of recommending Northwood is **86.7%**

This places Northwood higher than our internal benchmark of $\geq 85\%$.