



FOR IMMEDIATE RELEASE

Contact: Katie Saleum
Email: media@hdgi1.com
Phone: 763-585-3710

Dimensions Living Appleton Achieves 100% Resident Satisfaction Rate

APPLETON, Wis. (April 12, 2023) – All residents of Dimensions Living Appleton are highly satisfied, according to a recent survey.

The Customer Experience Survey was completed in January 2023 on behalf of Dimensions Living Appleton by [Align™](#), an independent research firm that specializes in procuring purposeful data to support senior living and care organizations in quality improvement.

“I am overjoyed to share that Dimensions Living Appleton recently achieved a 100% resident satisfaction rate,” said Lindsay Frederick, executive director of Dimensions Living Appleton. “I am so grateful to our team members who go above and beyond in support of our residents’ health and wellness.”

Dimensions Living Appleton offers a serene place to call home in the middle of a vibrant city. Designed for seniors who want to continue living as independently as possible, the care community provides residents and their loved ones with assisted living and memory care services. Dimensions Living Appleton focuses on ensuring every resident’s experience rises above and beyond expectations— no matter personal preference, need or condition. The community’s compassionate caregivers are dedicated to thoroughly getting to know each resident to deliver comfortable, enjoyable, and personalized experiences each day.

The Align Customer Experience Survey is key to Dimensions Living Appleton’s success in understanding the needs and preferences of residents and their families, so expectations are met and exceeded. Satisfaction scores are determined based-on responses to questions about six domains: dining experience, care quality, communication, environment, care responsiveness, and quality of life.

“Our annual Customer Experience Survey is a valuable tool that our team uses to gain honest feedback from the individuals and families we serve. Based-on the outcomes, we’re able to continually improve in a way that provides our residents with all the resources needed to safely lead a healthy, active lifestyle,” said Frederick.

Dimensions Living Appleton is managed by Health Dimensions Group® (HDG), a leading management and consulting organization that provides nationwide services to senior living, post-acute, and long-term care providers, as well as hospitals and health systems. HDG is a values-driven organization with a commitment to the core values of hospitality, stewardship,

integrity, respect, and humor®. Above all, HDG is committed to delivering quality services and health care to older adults, which the organization calls Caring Above and Beyond®.

To learn more about Dimensions Living Appleton or to schedule a private tour, please call 920-997-0725 or email lhobbs@dimensionslivingappleton.com.

About Dimensions Living Appleton: For additional information about Dimensions Living Appleton, visit dimensionslivingappleton.com, visit their Facebook page at facebook.com/DimensionsLivingAppleton, or call 920-997-0725.

About Health Dimensions Group®: Minneapolis-based Health Dimensions Group (HDG) is a leading management and consulting organization organization serving senior living, post-acute, and long-term care providers, as well as hospitals and health systems, across the nation. Founded more than 20 years ago, HDG's mission is to make lives better by providing quality care, service, and consulting. HDG manages 49 senior care and living communities in nine states, caring for more than 2,700 residents. HDG's thought leaders also provide comprehensive consulting services to a broad range of clients in the aging services profession. Through the dedication of more than 2,300 team members, HDG strives to create a culture of Caring Above and Beyond® with an unwavering commitment to its core values of Hospitality, Stewardship, Integrity, Respect, and Humor®. Discover more at www.healthdimensionsgroup.com.

###