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Dimensions Living Prospect Heights Achieves 100% Family Satisfaction Rate

PROSPECT HEIGHTS, III. (January 18, 2024)– Residents of Dimensions Living Prospect Heights community and their families are highly satisfied, according to a recent survey.

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

“I am thrilled that Dimensions Living Prospect Heights’ skilled nursing team achieved a 100% family satisfaction rate and 88% resident satisfaction rate, while our assisted living team earned a 90% family satisfaction rate and 89% resident satisfaction rate,” said Dana Larson, executive director of Dimensions Living Prospect Heights. “These results exceed the national average of 85%— I am grateful for and proud of our team members who are so deeply dedicated to our residents’ and families’ holistic wellness.”

Designed for seniors who want to continue living as independently as possible, Dimensions Living Prospect Heights is a vibrant assisted living, memory care, and skilled nursing residence where a dedicated team focuses on ensuring every resident’s experience rises above and beyond expectations— no matter personal preference, need or condition. In addition, 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 Prospect Heights’ 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 we use 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 and fulfilling lifestyle,” said Larson.

Dimensions Living Prospect Heights 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 Prospect Heights or to schedule a private tour, please call 847-797-2700 or email dlarson@dimensionslivingph.com.

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ABOUT DIMENSIONS LIVING® PROSPECT HEIGHTS

Dimensions Living Prospect Heights is a distinguished senior living community, providing assisted living, memory care, rehabilitation, and skilled nursing services. The care community is managed by Minneapolis-based Health Dimensions Group (HDG). A Centers for Medicare & Medicaid Services 4-star rated community, Dimensions Living Prospect Heights is located just a short drive from Chicago with beautiful views of the picturesque Rob Roy Golf Course. Discover more: www.dimensionslivingph.com.

ABOUT HEALTH DIMENSIONS GROUP®

Health Dimensions Group® (HDG®) is a leading management and consulting 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 48 senior care and living communities in eight states, caring for more than 2,500 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 2,100 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.