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Dimensions Living Appleton Achieves 97% Family Satisfaction Rate

APPLETON, Wis. (January 18, 2024)– All residents of Dimensions Living® Appleton are highly satisfied, according to a recent survey.

The Customer Experience Survey was completed in November 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 excited to share that Dimensions Living Appleton achieved a 97% family satisfaction rate,” said Josh Bray, executive director of Dimensions Living Appleton. “This result exceeds 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 Appleton is a vibrant assisted living and memory care residence where a dedicated team focuses on ensuring every resident’s experience rises above and beyond expectations— no matter personal preference or need. 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 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 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 Bray.

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.

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ABOUT DIMENSIONS LIVING® APPLETON

A serene place to call home in the middle of a vibrant city, Dimensions Living® Appleton is a community of choice for older adults and their families who are looking for an assisted living or memory care experience that goes Above and Beyond the status quo for senior living. At Dimensions Living Appleton, seniors safely maintain their independence while supported by personal care services provided by professional caregivers. The community's team is fully committed to making every day enjoyable, enriching, and worthy of celebration. Discover more at www.dimensionslivingappleton.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.