



FOR IMMEDIATE RELEASE

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Dimensions Living Stevens Point Achieves High Resident and Family Satisfaction Rates

STEVENS POINT, Wis. (January 18, 2024)– The assisted living residents residing at Dimensions Living® Stevens Point 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 Stevens Point 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 Stevens Point recently achieved a 93% assisted living resident satisfaction rate and 97% family satisfaction rate,” said Jackie Williams, executive director of Dimensions Living Stevens Point. “Both of 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 Stevens Point provides residents and their loved ones with independent living, assisted living and memory care housing and services— 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 Stevens Point’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 Customer Experience Survey is a valuable tool that our team uses annually to gather feedback directly 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 Williams.

Dimensions Living Stevens Point 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 Stevens Point or to schedule a private tour, please call 715-343-7376 or email jwilliams@dimensionslivingsp.com.

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ABOUT DIMENSIONS LIVING® STEVENS POINT: Dimensions Living Stevens Point is a premier senior living community that offers independent living, assisted living, and memory care housing and services. Conveniently located just off the I-39/Hwy-10 interchange, the community delivers a unique blend of comfort and convenience for older adults with access to different levels of care as personal needs and preferences change. Discover more at www.dimensionslivingsp.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.