



## LILY'S FEEDBACK SOLUTIONS

Too busy with the day-to-day?

Let us help you find areas for improvement that INCREASE your satisfaction results from 3.0 to 4.0+.



### INCREASE RESIDENT SATISFACTION

Implement a strategy that works with your team to collect, process, and maintain improvements.



### ENGAGE AS ONE TEAM

Make the most of everyone's feedback —residents, family, friends, and staff members alike. Collaborate and celebrate the achievements together.



### VARY METHODS

Keep collection methods varied. Not everyone responds the same to the same methods. Find out what works best and for whom.



### SING YOUR PRAISES

Remind everyone about the improvements that have been made based on their feedback.



### MAKE EVERYONE ACCOUNTABLE

Don't merely gather information; link it to measurable outcomes. Ensure consistency, involve leadership in the process, and communicate the results.

LET US HELP YOU ACHIEVE YOUR  
OCCUPANCY, STAFFING, AND  
CARE-QUALITY GOALS.

