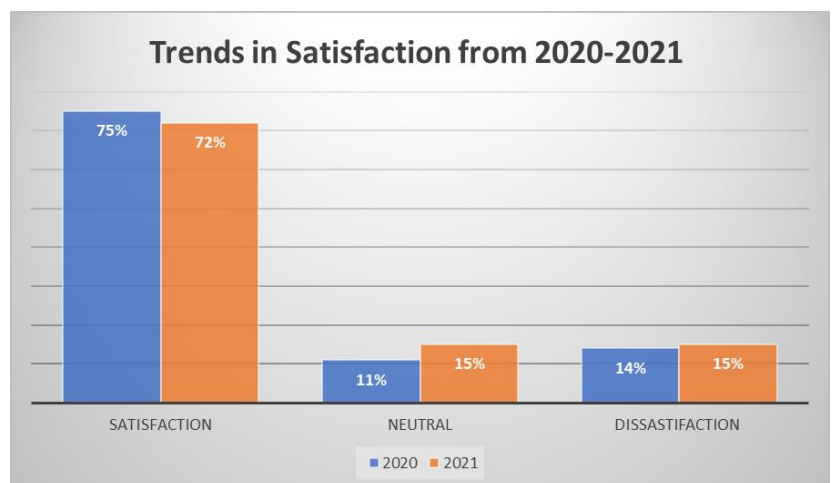
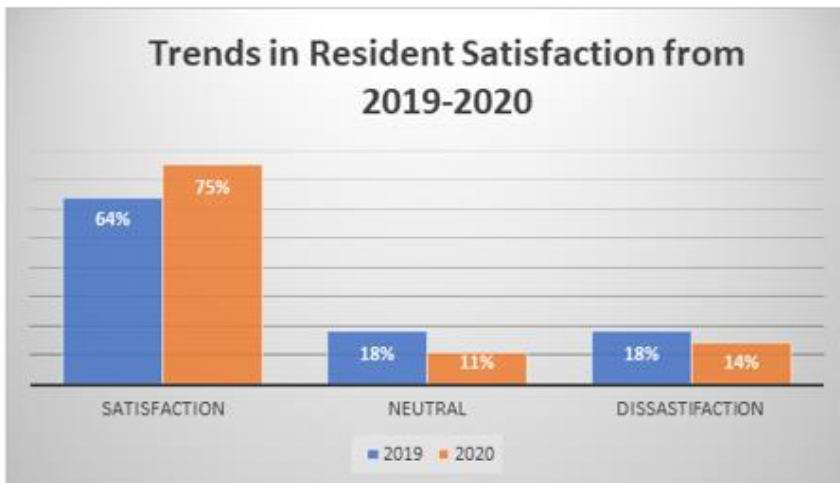




Performance Indicators and Statistics for 2021:

- Survey data show that in 2020 we have had an overall increase in resident satisfaction. Results indicate a strong positive opinion of the services provided. Compared to the survey results from 2019, this data represents a significant increase from the 2019 survey in overall satisfaction by 9%.
- In 2021, Delaware Valley Residential Care (DVRC) successfully met its goal of achieving a 70% overall satisfaction rate, registering an impressive 72% satisfaction among residents. This achievement highlights DVRC's effective service delivery, particularly in areas like therapeutic support where satisfaction was remarkably high. Notable successes include excellent feedback on staff respectfulness and professionalism, with very high satisfaction in the availability and support of medical services to our residents. For a regionalized organization like Delaware Valley Residential Care, achieving therapeutic department satisfaction and staff interaction rates well over 70% is a testament to our commitment to excellence and personalized service. This level of satisfaction underscores the organization's effectiveness in meeting the complex needs of its residents and the professionalism of its staff, setting a high standard in the healthcare community. These positive outcomes underscore DVRC's commitment to enhancing the living experience of its residents, proving its ability to maintain high standards of service and resident satisfaction despite the ongoing challenges posed by the COVID-19 pandemic.





# DELAWARE VALLEY RESIDENTIAL CARE

Community Based Brain Injury Rehabilitation

