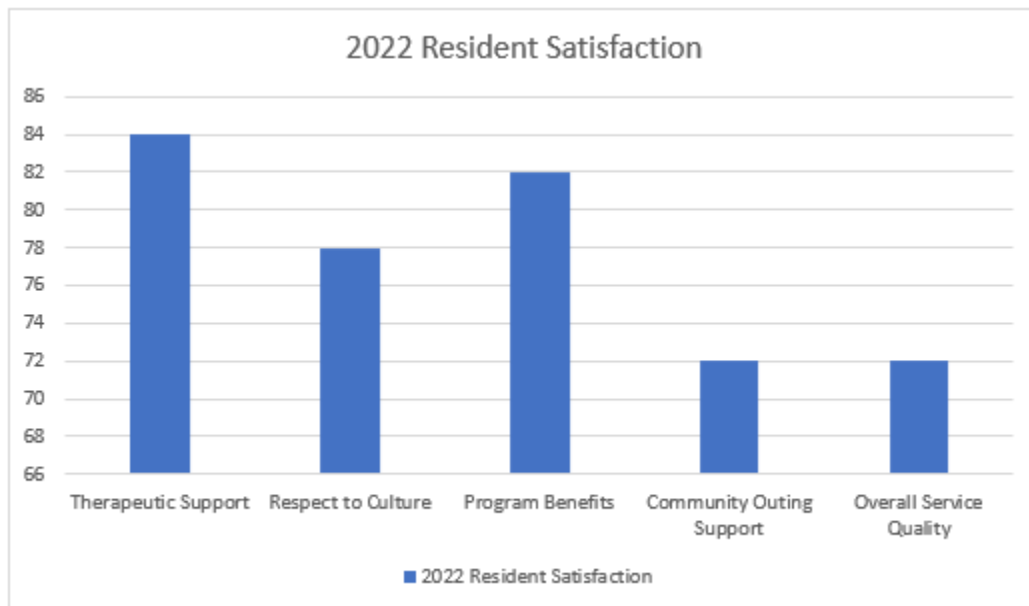




Performance Indicators and Statistics for the year 2022:

- In 2022, Delaware Valley Residential Care (DVRC) continued to build on its previous successes, achieving a notable increase in overall satisfaction despite the continuing challenges posed by the COVID-19 pandemic. This year's data reflects an improvement in several key areas, with satisfaction rates climbing to 75%, a 3% increase from the prior year. This upward trend is particularly significant as it demonstrates DVRC's resilience and adaptability in managing the complexities introduced by the pandemic, ensuring high-quality service under stringent health safety protocols.
- The 2022 performance indicators reveal strengths in service delivery, especially in personalized services and responsiveness to resident feedback. Therapeutic services received exceptional feedback, recording an 82% satisfaction rate, while the professionalism and empathy of the staff were acknowledged with an 80% satisfaction score. These statistics not only represent a fulfillment of DVRC's mission to deliver high-quality services, but also illustrate the organization's adaptability and dedication to continuous improvement amidst a challenging healthcare landscape.
- Further bolstering its operational achievements, DVRC's strategic initiatives aimed at enhancing accessibility to services and bolstering fiscal stability have seen fruitful outcomes, even as the pandemic persisted. The integration of advanced training programs for staff, emphasizing a deep understanding of resident needs has been pivotal in these successes. Efforts to maintain safety and mitigate the impact of COVID-19 have been critical, with ongoing adjustments to operational protocols to ensure the health and safety of both residents and staff. As DVRC moves forward, these accomplishments lay a strong foundation for future goals, setting the stage for sustained growth and enhanced service delivery in the coming years, while continuing to navigate the evolving challenges of the pandemic.

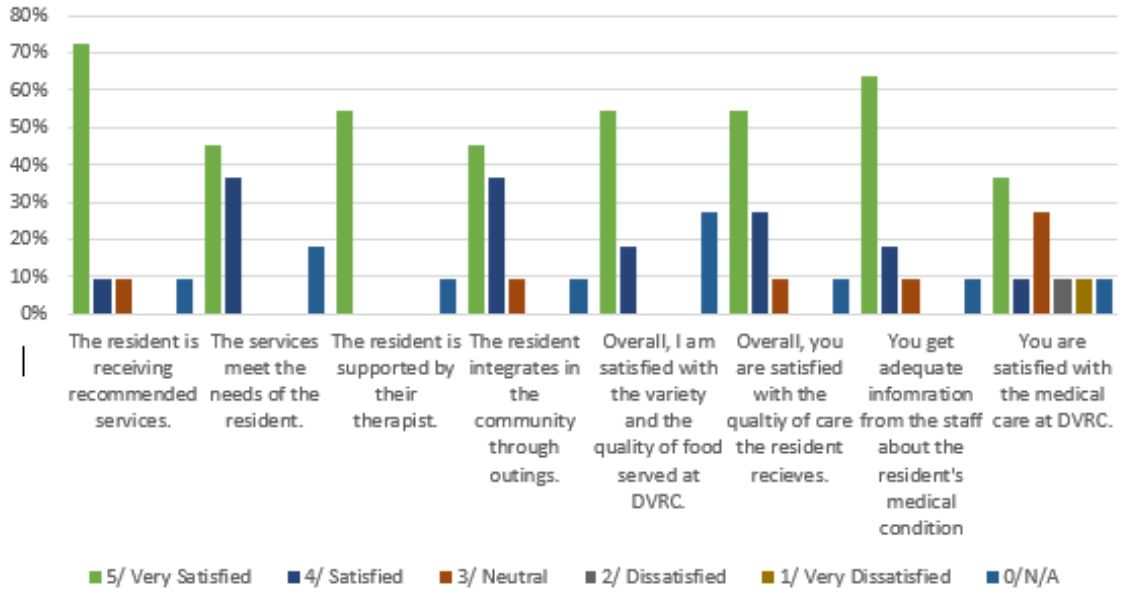




# DELAWARE VALLEY RESIDENTIAL CARE

Community Based Brain Injury Rehabilitation

### Satisfaction of Services 2022



### Staff Satisfaction 2022

