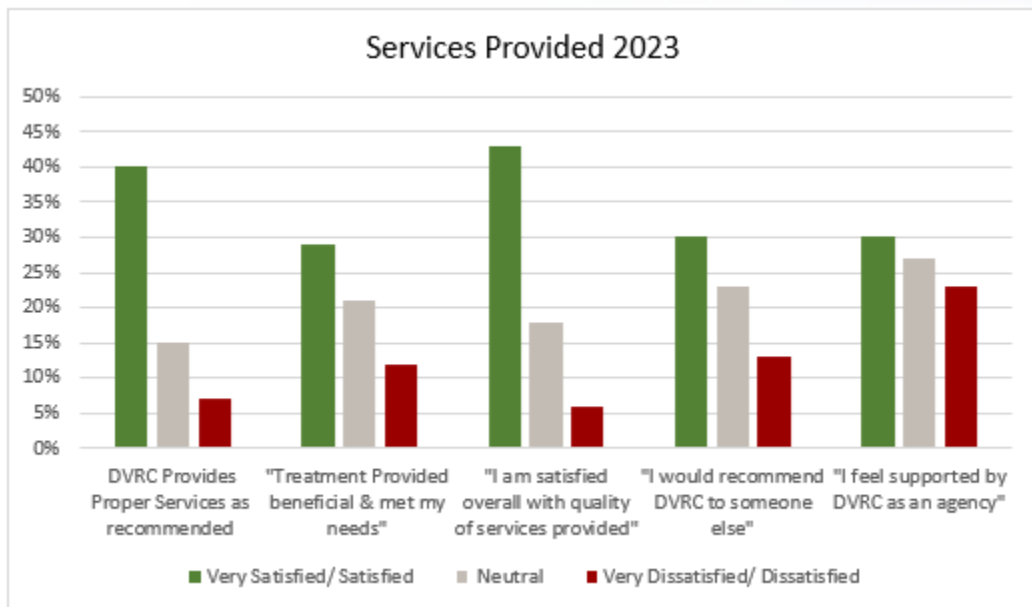




Performance Indicators and Statistics for the year 2023:

- In 2023, Delaware Valley Residential Care (DVRC) successfully continued its mission of enhancing service delivery and operational efficiency, as evidenced by the Performance Improvement Plan. The focus was on key areas such as service effectiveness, resident satisfaction, and operational stability.
- DVRC's 2023 initiatives led to substantial improvements across various service areas. There was an appreciable increase in the overall satisfaction of services provided, achieving an impressive 72% satisfaction rate. This marks a consistent achievement, maintaining the target of over 70% satisfaction set in previous years. Furthermore, specific enhancements in the therapeutic department resulted in a high satisfaction rate, which demonstrates DVRC's commitment to delivering specialized service tailored to individual resident needs.
- The year also saw advancements in accessibility to services and programs, aimed at addressing and improving the diverse needs of DVRC's changing demographic. This proactive approach not only supports the current resident population but also prepares the organization to meet future demands effectively.
- Overall, 2023 was a year of positive outcomes for DVRC, reflecting the organization's dedicated efforts to adapt and respond to both the challenges and opportunities within the healthcare sector. The ongoing focus on improving service quality and operational practices continues to position DVRC as a leader in providing exceptional service and support to its residents.





DELAWARE VALLEY RESIDENTIAL CARE

Community Based Brain Injury Rehabilitation

