



Excellence  
in each moment

# Quality You Can Trust

*As the healthcare industry becomes more and more regulated and politicized, Providence Life Services communities set themselves apart by setting their own standards. We measure quality according to the standards that matter most — those of our clients and residents.*

## Five Star Values

Programs such as the government's Five-Star Quality Rating System can help summarize and simplify complex concepts. But the current system is flawed and can lead people to inaccurate conclusions. Some high-quality communities earn only two or three stars. Some communities where the care is not as good manage to earn four or five stars.

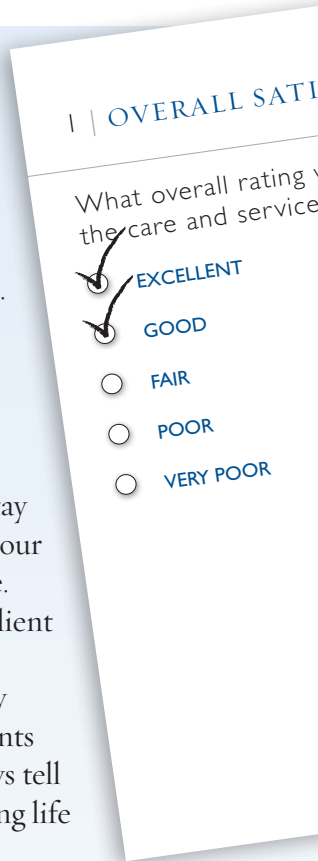


Until this government rating system is refined, Providence continues to stay focused on the "satisfaction surveys" our residents and their families complete. Every resident, every patient, every client at every community is surveyed — as are their families — and staff at every community follow up on the comments

received. More than any other indicator, these surveys tell us whether we are fulfilling our mission and enhancing life for the people we serve.

We conduct routine surveys and intensive inspections, covering all departments, at every Providence community. Our healthcare specialists track resident experience with health and wellness goals, such as safe mobility and nutrition, to measure progress. We conduct trend surveys to make sure our Assisted Living and Skilled Health Care services go far beyond the norm. And we give people multiple opportunities to express themselves and receive responses online.

We believe everyone deserves five-star treatment. And we never stop looking for ways to surpass ourselves in your eyes. *That's Providence Style.*



# Providence Style



We rely on standardized systems and best practices as tools to inform our staff of tested and approved Providence methods. Now more than ever, we are focused on combining the efforts and experience of all our communities to define the very best ways to serve our clients with the highest quality of care available.

- ✿ *We believe that consistent practices make for better care*
- ✿ *We promise to listen to the needs of our clients*
- ✿ *We know when we provide our staff with the best possible tools to do their jobs, they will succeed beyond expectation*
- ✿ *We make sure that for every measure of care, there is a method to rely on*
- ✿ *We are committed to evaluating our systems and improving them*

We know that there is only one way to care for our clients, with Providence Style.



[www.ProvidenceLifeServices.com](http://www.ProvidenceLifeServices.com)

