



For Immediate Release
Contact: Katie Saleum
Email: media@hdgi1.com
Phone: 763-537-5700

Lutheran Living Senior Campus Achieves 100% Resident Satisfaction Rate

MUSCATINE, Iowa (January 18, 2024)– The assisted living residents at Lutheran Living Senior Campus (Lutheran Living) as well as their families are highly satisfied, according to a recent survey.

The Customer Experience Survey was completed in November 2023 on behalf of Lutheran Living by [Align™](#), an independent research firm that specializes in procuring purposeful data to support senior living and care organizations in quality improvement.

Lutheran Living is one of two Continuing Care Retirement Communities (CCRC) in Muscatine County, Iowa. As a CCRC, the community serves individuals with independent living, assisted living, memory care, and long-term care services, as well as short-term transitional care and skilled nursing services. Lutheran Living is managed by Minneapolis-based Health Dimensions Group® (HDG®).

“I am thrilled that Lutheran Living recently achieved a 100% assisted living resident satisfaction rate,” said Sharon Thole, Executive Vice President of HDG. “This result far exceeds the national average of 85%. I am grateful for and proud of our team members who are so deeply dedicated to our residents’ and families’ holistic wellness.”

The Align Customer Experience Survey is key to Lutheran Living’s success in understanding the needs and preferences of residents and their families, so expectations are met and exceeded. Satisfaction scores are determined based-on responses to questions about six domains: dining experience, care quality, communication, environment, care responsiveness, and quality of life.

“Our Customer Experience Survey is a valuable tool that our team uses annually to gather feedback directly from the individuals and families we serve. Based-on the outcomes, we’re able to continually improve in a way that provides our residents with all the resources needed to safely lead a healthy, active lifestyle,” said Thole.

###

ABOUT LUTHERAN LIVING SENIOR CAMPUS

Located in Muscatine, Iowa, Lutheran Living Senior Campus (Lutheran Living) provides individuals and their families with experienced care and compassionate faith-based living that addresses the individual health care needs of the residents in their community. Lutheran Living is a 2023 recipient of the Bronze – Commitment to [Quality Award](#) by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL) for its commitment to improving the lives of seniors and individuals with disabilities with quality care and services. With senior living residences, personalized services, and thoughtful conveniences, residents

experience a full life today, and have access to a complete continuum of health care and rehabilitation services to support ongoing wellness. Discover more at www.lutheranliving.org.

ABOUT HEALTH DIMENSIONS GROUP®

Health Dimensions Group® (HDG®) is a leading management and consulting organization serving senior living, post-acute, and long-term care providers, as well as hospitals and health systems, across the nation. Founded more than 20 years ago, HDG's mission is to make lives better by providing quality care, service, and consulting. HDG manages 48 senior care and living communities in eight states, caring for more than 2,500 residents. HDG's thought leaders also provide comprehensive consulting services to a broad range of clients in the aging services profession. Through the dedication of more than 2,100 team members, HDG strives to create a culture of Caring Above and Beyond® with an unwavering commitment to its core values of Hospitality, Stewardship, Integrity, Respect, and Humor®. Discover more at www.healthdimensionsgroup.com.