



FOR IMMEDIATE RELEASE

Contact: Katie Saleum

Email: media@hdgi1.com

Phone: 763-585-3710

**Frazee Care Community Achieves 92% Resident Satisfaction Rate
and Earns Workplace Excellence Award**

FRAZEE, Minn. (April 13, 2023) – Residents of Frazee Care Community are highly satisfied, according to a recent survey.

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

“I am overjoyed to share that Frazee Care Community recently achieved a 92% resident satisfaction rate,” said Patrick Krejci, executive director of Frazee Care Community. “We also received Align’s Workplace Excellence Award for maintaining superior employee engagement. I am just so grateful to our dedicated team members who always go above and beyond in support of our residents’ health and wellness.”

Since 1971, Frazee Care Community has served the changing health care and housing needs of Minnesotans in the Detroit Lakes area with a true continuum of care. The community offers comprehensive long-term and short-term care options for individuals in need of 24-hour skilled nursing care or rehabilitative care after surgery or other illness. Independent and assisted senior living is also provided at Frazee Senior Villa and Frazee Assisted Living as well as Vergas Assisted Living in nearby Vergas.

The Align Customer Experience Survey is key to Frazee Care Community’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 annual Customer Experience Survey is a valuable tool that our team uses to gain honest feedback 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 Krejci.

Frazee Care Community is managed by Health Dimensions Group® (HDG), a leading management and consulting organization that provides nationwide services to senior living, post-acute, and long-term care providers, as well as hospitals and health systems. HDG is a values-driven organization with a commitment to the core values of hospitality, stewardship,

integrity, respect, and humor®. Above all, HDG is committed to delivering quality services and health care to older adults, which the organization calls Caring Above and Beyond®.

To learn more about Frazee Care Community or to schedule a private tour, please call 218-334-4501 or email deckert@frazeehealthcenter.com.

About Frazee Care Community: For additional information about Frazee Care Community, visit frazeehealthcenter.com, visit their Facebook page at [facebook.com/FrazeeCareCenter](https://www.facebook.com/FrazeeCareCenter), or call 920-997-0725.

About Health Dimensions Group®: Minneapolis-based 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 49 senior care and living communities in nine states, caring for more than 2,700 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 2,300 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.

###