



FOR IMMEDIATE RELEASE

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Frazee Care Community Achieves Above Average Resident Satisfaction Rate

FRAZEE, Minn. (January 18, 2024)– Residents of Frazee Care Community are highly satisfied, according to a recent survey.

The Customer Experience Survey was completed in November 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 thrilled that Frazee Care Center, Frazee Assisted Living, and Vergas Assisted Living recently achieved resident satisfaction rates that exceed the national average,” said Patrick Krejci, executive director of Frazee Care Community. “Frazee Care Center achieved a 97% resident satisfaction rate and 89% family satisfaction rate, while Frazee Assisted Living achieved an 86% tenant satisfaction rate, and Vergas Assisted Living achieved a 100% tenant satisfaction rate.”

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 and fulfilling lifestyle,” said Krejci. “I am deeply grateful to our team members who are so deeply dedicated to our residents’ and families’ holistic wellness.”

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®. Also in Minnesota, HDG manages Boundary Waters Care Center in Ely and Stoney River of Ramsey in Ramsey.

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

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ABOUT FRAZEE CARE COMMUNITY

Since 1971, Frazee Care Community has served the changing health care and housing needs of Minnesotans in the Frazee and Vergas area. The community's care center 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. In addition, independent living and assisted living is available at both Frazee Senior Villas, Frazee Assisted Living and at Vergas Assisted Living in nearby Vergas, Minn. Discover more at www.frazeecarecenter.com.

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.

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