

METHODOLOGY

America's Best Continuing Care Retirement Communities 2024



Methodology – America’s Best Continuing Care Retirement Communities 2024

Summary of the project

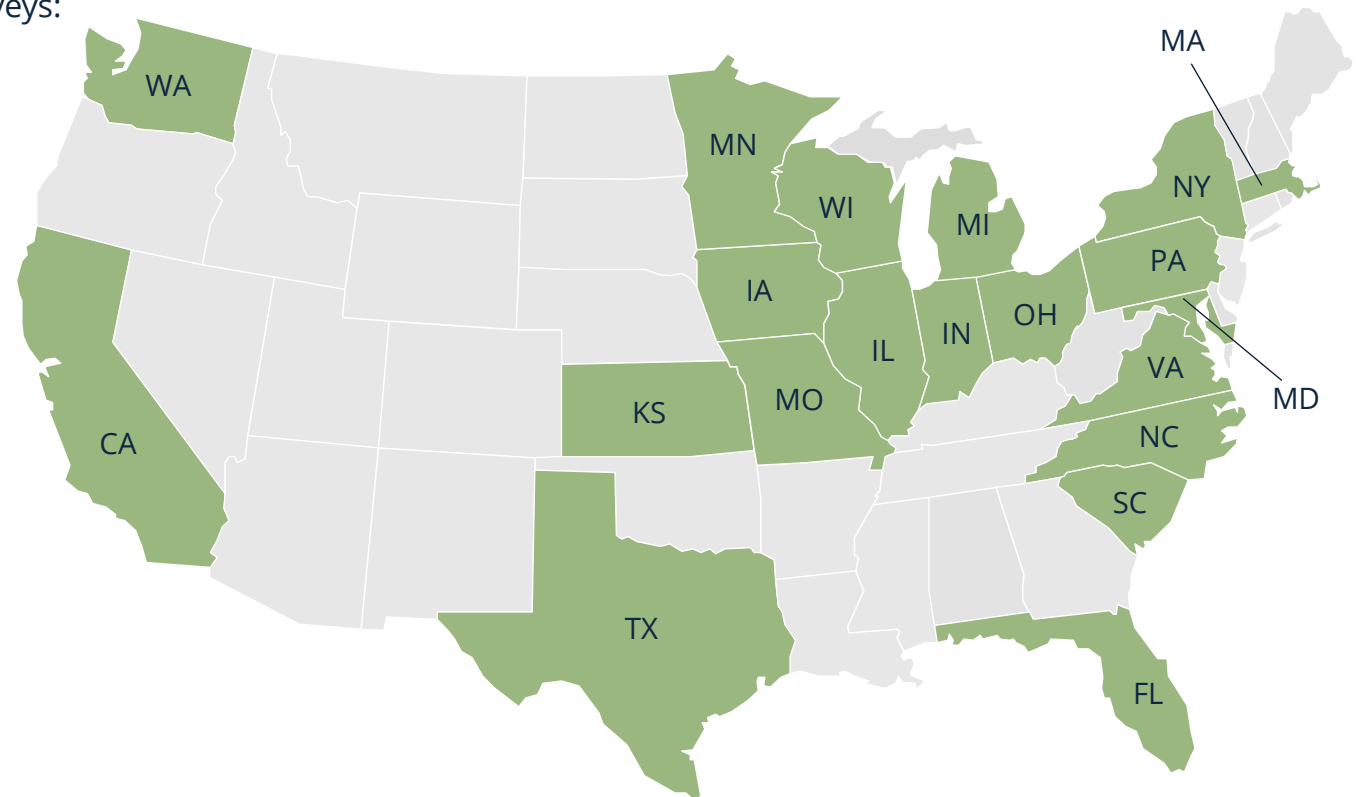
- The U.S. population aged over 65 will grow continuously over the next few decades and subsequently, the demand for retirement housing with various levels of care options will increase in the future^(1,2).
- As members of the elderly community prefer to live in the same place, Continuing Care Retirement Communities are a promising opportunity to spend one's retirement^(2,3).
- Continuing Care Retirement Communities (CCRCs), also known as Life Plan Communities, are facilities that offer a continuum of long-term care options, allowing residents to access higher-level care when medical needs progress. The communities typically include Independent Living, Assisted Living, Skilled Nursing Care and Memory Care⁽³⁾.
- To provide people looking for guidance on CCRCs with a comprehensive resource for informed decision making, Statista and Newsweek have partnered for the first time to award the **leading 250 America’s Best Continuing Care Retirement Communities (CCRCs) 2024** in the US.
- The 20 states with the most CCRCs were included in the ranking⁽⁴⁾.
- The list is based on **three data sources**:
 - 1. National Online Surveys – Reputation Score:** From August to September 2023, Statista and Newsweek conducted online surveys involving
 - a) Medical professionals** (e.g., registered nurses, therapists, and physicians) and staff working in the management/administration of CCRCs.
 - b) Acquaintances of residents and residents** living in CCRCs.
 - 2. Accreditations:** Based on the **Commission on Accreditation of Rehabilitation Facilities (CARF)**⁽⁵⁾, accreditations relevant for Continuing Care Retirement Communities were considered.

Continuing Care Retirement Communities from 20 US states were eligible for the ranking

Geographical distribution

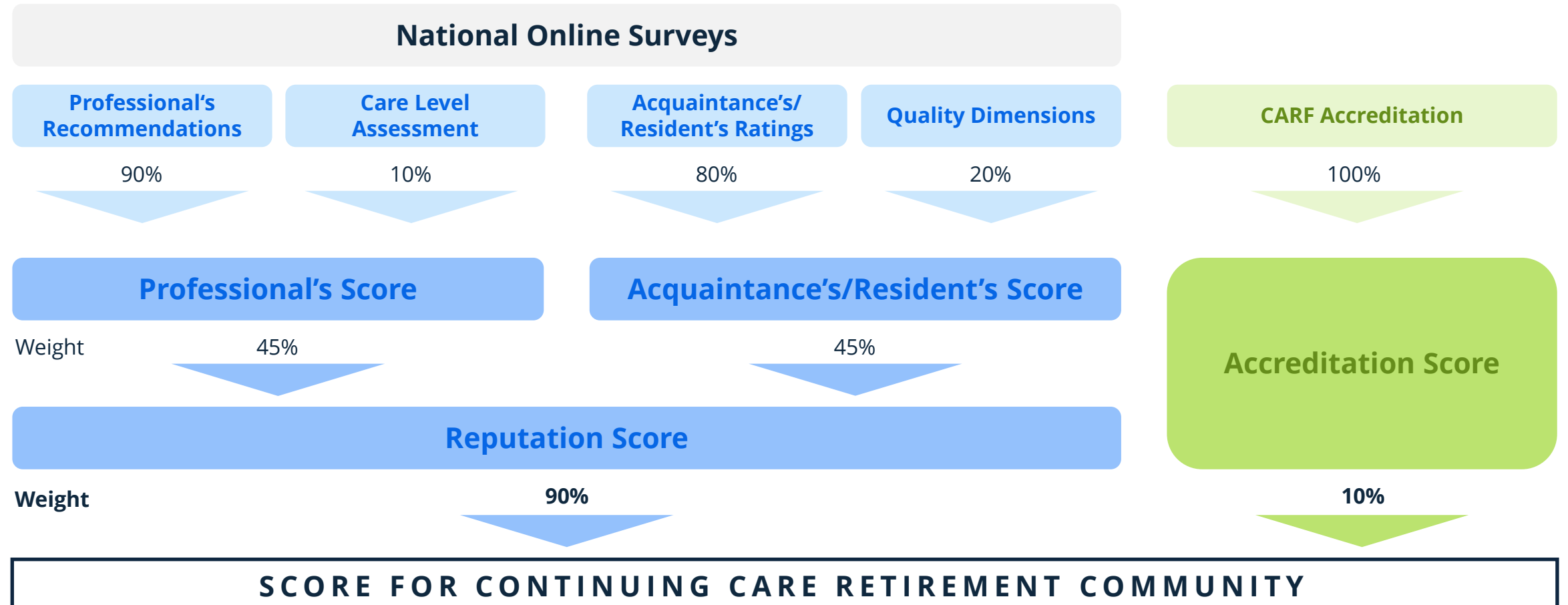
- Continuing Care Retirement Communities from the **20 states with the highest number of facilities⁽¹⁾** were included in the surveys:

- California
- Florida
- Illinois
- Indiana
- Iowa
- Kansas
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Missouri
- New York
- North Carolina
- Ohio
- Pennsylvania
- South Carolina
- Texas
- Virginia
- Washington
- Wisconsin



A score was calculated for each Continuing Care Retirement Community

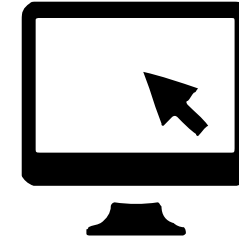
Scoring model



Medical professionals with knowledge about Continuing Care Retirement Communities were surveyed about the best facilities

National Online Survey – Professional's Recommendations

- From August to September 2023, Statista conducted a nationwide online survey among medical professionals (e.g., registered nurses, therapists, and physicians) and staff working in the management/administration of Continuing Care Retirement Communities.
- The survey was available to medical professionals on Newsweek.com. Additionally, the survey was promoted on several social media platforms.



Online survey among medical professionals and managers/administrators working in Continuing Care Retirement Communities or are associated with a CCRC through their work.

Participants were asked to **recommend** notable Continuing Care Retirement Communities. Recommendations for own employer/CCRC were not allowed.

Recommendations received different weights depending on the order in which they were given, with the first recommendation being the highest weight. Additionally, the professional experience of the participant was considered. **A score was assigned to each CCRC** based on the number of recommendations.

PROFESSIONAL'S RECOMMENDATIONS CONSTITUTE 90% OF THE PROFESSIONAL'S SCORE

A Care Level Assessment Score for the four care levels was calculated based on professional's recommendations for each recommended CCRC

Care Level Assessment Score - Professionals

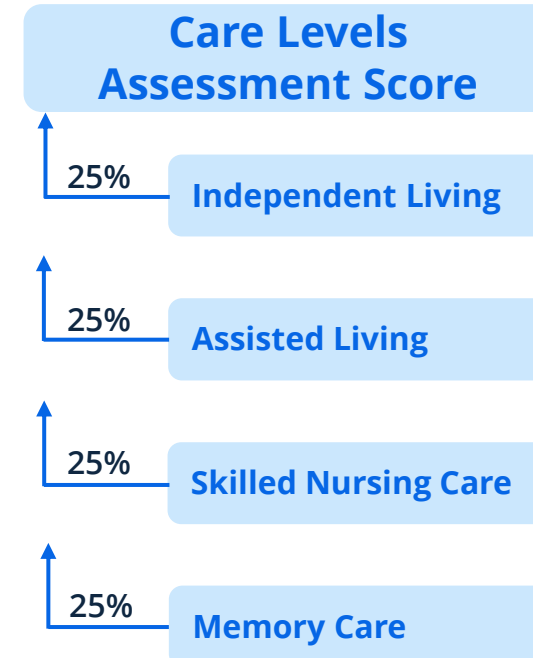


CALCULATION OF CARE LEVEL ASSESSMENT SCORE

- For each recommended Continuing Care Retirement Community participants were asked to rate the following **four care levels** on a scale from 1 ("Would not recommend") to 10 ("Would strongly recommend"):
 - **Independent Living**
 - **Assisted Living**
 - **Skilled Nursing Care**
 - **Memory Care**
- Based on the four care levels, a Care Level Assessment Score was assigned to each CCRC, which accounts for 10% of the Professional's Score.



WEIGHTS OF CARE LEVELS

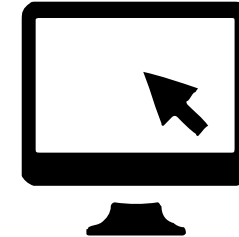


THE CARE LEVEL ASSESSMENT SCORE CONSTITUTES 10% OF THE PROFESSIONAL'S SCORE

Acquaintances and residents living in Continuing Care Retirement Communities were surveyed about the best facilities

National Online Survey – Acquaintance's/Resident's Ratings

- From August to September 2023, Statista conducted a nationwide online survey among thousands of acquaintances of residents and residents living in Continuing Care Retirement Communities.
- The survey was available to acquaintances of residents and residents to participate on Newsweek.com. Additionally, the survey was promoted on several social media platforms.



Online survey among acquaintances of residents⁽¹⁾ and residents living in Continuing Care Retirement Communities.

Participants were asked to **rate** notable Continuing Care Retirement Communities they have visited in the past three years, or they currently live in, on a scale from 1-10.

A score was assigned to each CCRC based on the rating.

ACQUAINTANCE'S/RESIDENT'S RATINGS CONSTITUTE 80% OF THE ACQUAINTANCE'S/RESIDENT'S SCORE

A Quality Dimensions Score for eight quality dimensions was calculated based on acquaintance's/resident's recommendations for each recommended CCRC

Quality Dimensions Score – Acquaintances/Residents – 1/2



CALCULATION OF THE QUALITY DIMENSIONS SCORE

- For each recommended CCRC, participants were asked to rate the following **eight quality dimensions** on a scale from 1 ("Poor") to 10 ("Excellent") for each recommended CCRC:
 - **Accommodation** (e.g., qualifications, experience, number of courses)
 - **Commercial Services** (e.g., transportation, postal services, maintenance, service, housekeeping)
 - **Community Services** (e.g., number of activities offered, quality of leisure activities, fitness center, library)
 - **Financial Factors** (e.g., affordability, value for money)
 - **Food** (e.g., variety of menu, product quality, room service, restaurant)
 - **Overall Care** (e.g., safety of residents, communication, hygiene measures)
 - **Overall Safety Measures** (e.g., treatments/therapies, consultation with doctor/therapist)
 - **Overall Staffing** (e.g., size of room, quality of furnishing, leisure, activities)

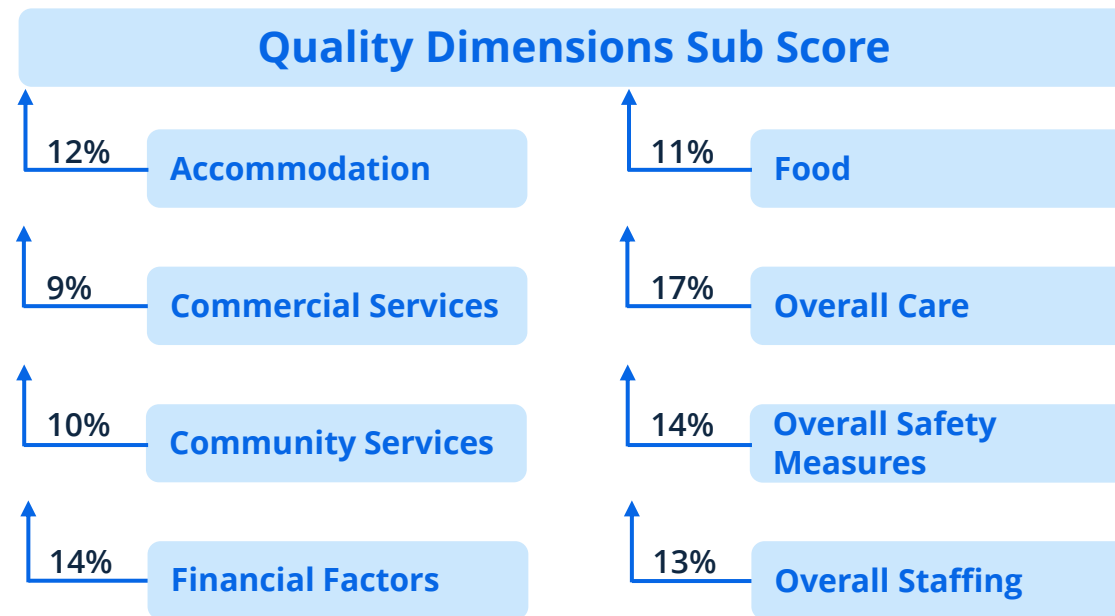
A Quality Dimensions Score for quality dimensions was calculated based on acquaintance's/resident's recommendations for each recommended CCRC

Quality Dimensions Score – Acquaintances/Residents – 2/2



WEIGHTS OF QUALITY DIMENSIONS

- The **eight quality dimensions** were presented **randomly in the survey**, and a Quality Dimensions Score was assigned based on participant-reported importance, with the following weights:



THE QUALITY DIMENSIONS SCORE CONSTITUTES 20% OF THE ACQUAINTANCE'S/RESIDENT'S SCORE

The CARF Accreditation was used as an additional element of the scoring model

Accreditation Score



ACCREDITATION SCORE

- **CARF International**, an independent nonprofit accreditor of health and human services ⁽¹⁾, **plays a vital role in setting global standards for aging services.**
- To ensure the financial health of CCRCs/LPCs, CARF maintains a Financial Advisory Panel that actively contributes to the development of financial standards and educational materials.
- The scope of the accreditation covers a **broad spectrum of care options** within the continuum of care, including adult day services, assisted living, person-centered long-term care communities, home and community services, case management, independent senior living, and personal support services.
- Moreover, **CARF offers specialized accreditation programs for dementia care and stroke care**⁽²⁾, recognizing the unique needs of these populations.
- In addition to clinical considerations, **CARF evaluates non-clinical aspects**⁽¹⁾, such as food quality, menu variety, room service, and restaurant offerings, as part of its accreditation process.

ACCREDITED FACILITIES RECEIVED 10% TOWARDS THE TOTAL SCORE

As a result, the 250 Continuing Care Retirement Communities with the highest total score were awarded

Final Continuing Care Retirement Communities score

California

Rank	Facility	Score	City
1	HumanGood - Valle Verde	91,70%	Santa Barbara
2	HumanGood - Piedmont Gardens	78,13%	Oakland
3	HumanGood - White Sands La Jolla	74,51%	La Jolla
4	Front Porch - Kingsley Manor	73,04%	Los Angeles
5	Hollenbeck Palms	72,19%	Los Angeles

[...]

Florida

Rank	Facility	Score	City
1	Freedom Pointe at The Villages	82,95%	The Villages
2	Moorings Park	81,43%	Naples
3	Covenant Living of Florida	78,70%	Plantation
4	St. Mark Village	77,89%	Palm Harbor
5	Oak Hammock at the University of Florida	76,85%	Gainesville

[...]

LEADING CONTINUING CARE RETIREMENT COMMUNITIES WERE AWARDED

America's Best Continuing Care Retirement Communities 2024

Overview of involved parties

Newsweek

About Newsweek

Newsweek is a premier news magazine and website that has been bringing high-quality journalism to readers around the globe for over 80 years.

Newsweek provides the latest news, in-depth analysis and ideas about international issues, technology, business, culture and politics. In addition to its online and mobile presence, Newsweek publishes weekly English print editions in the United States, Europe/Middle East/Africa and Asia as well as editions in Japanese, Korean, Polish, Serbian and Spanish.

[newsweek.com](https://www.newsweek.com)

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Statista R is a world leader in the creation of company, brand, and product rankings and top lists, based on comprehensive market research and data analysis: Statista R recognizes the best. With a team of over 100 expert analysts and in cooperation with more than 40 high profile media brands across all continents, Statista R creates transparency for consumers and business decision makers and helps companies build trust and recognition across a plethora of industries and product categories. Visit r.statista.com for further information about Statista R and our rankings.

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Disclaimer

The rankings are comprised exclusively of Continuing Care Retirement Communities that are eligible regarding the scope described in this document. A mention in the ranking is a positive recognition based on peer recommendations and publicly available data sources at the time. The ranking is the result of an elaborate process which, due to the interval of data-collection and analysis, is a reflection of the last calendar year. Furthermore, events preceding or following the period 24/10/2022-24/10/2023 and/or pertaining to individual persons affiliated/associated to the facilities were not included in the metrics. As such, the results of this ranking should not be used as the sole source of information for future deliberations.

The information provided in this ranking should be considered in conjunction with other available information about Continuing Care Retirement Communities or, if possible, accompanied by a visit to a facility. The quality of Continuing Care Retirement Communities that are not included in the rankings is not disputed.