



Forum Earns Record Customer Satisfaction Scores in 2022

By the Numbers

99%

overall satisfaction
in every service category

>50%

of responders
“VERY satisfied” with
each service category



Stars

for overall consulting
and on-site services

114

Respondents

36

Clients,

including chain and
independent nursing
facilities and residential
care communities

31

Areas

of pharmacy service
and quality measured

Every year Forum Extended Care Services surveys customers about their experiences over 31 different assessments of operations, customer service, and consulting/on-site offerings. Forum’s 2022 results were record-setting, achieving the highest overall scores in the long-term care pharmacy’s 18-year history of conducting the survey.

While the industry was still adjusting to post-pandemic challenges last year, Forum achieved 99% overall satisfaction in every category. With average ratings of “quite satisfied” in every measured parameter, Forum was recognized with the highest ranking – five stars – for overall consulting and on-site services by two-thirds of all respondents, commending the quality of clinical and support services.

*“Thanks for the smooth transition in moving residents over
(from our former pharmacy provider) – process went very well”*

– 2022 Survey Respondent

Other areas that were highlighted for exceptional service included account management, medical records, survey assistance, and quality and frequency of education/training.

*“Account Managers and Registered Nurse Consultants are always
available to help and support us, especially during surveys”*

– 2022 Survey Respondent

“Achieving our highest scores yet is a testament to our team members whose dedication and innovation continue to exceed expectations year after year. We seek and value customer feedback because we not only want an honest assessment of our work, but we are continually identifying ways to provide unparalleled service that makes medications easy, accurate, and reliable,” said Brian Kramer, RPh, MBA, President & CIO of Forum.

Forum strives to maintain the highest levels of service by listening to the voice of its customers. The comprehensive annual survey is a critical part of Forum’s operation and provides valuable insight for continuous improvement. Customer surveys and other innovative strategies such as Lean Six Sigma are integral to Forum’s mission to improve quality, reduce costs, and enhance a customer-driven culture.



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