

# Forum Earns Record Customer Satisfaction Scores Again for 2025

## By the Numbers

**99%**

**overall satisfaction**  
in every service category



**Highest - performing service area**

consulting and on-site support

**104**

**Respondents**

**28**

**Areas**

of pharmacy service and quality measured

Forum Extended Care Services announced the results of its annual customer survey, achieving **99% overall satisfaction in 2025**. The results reinforce Forum's consistent track record of high performance across long-term care pharmacy services.

Across the three main survey domains—pharmacy operations, customer service, and consulting/on-site support—Forum once again delivered strong, consistent results.

In 2025, 104 respondents participated in the survey, providing a broad and representative view of performance across care settings.

Consulting and on-site services led performance this year, followed by strong results in both customer service and pharmacy operations—demonstrating consistent strength across clinical and operational support.

*"The Forum team is incredibly responsive to urgent matters, even during off hours."*

— 2025 Survey Respondent

*"The Forum team is always helpful and responds professionally."*

— 2025 Survey Respondent

*"The consulting support from Forum makes a real difference for our staff."*

— 2025 Survey Respondent

"Service is at the core of how we operate," said Brian Kramer, RPh, MBA, President & CIO of Forum. "Our success is directly tied to the success of the providers we serve."

Forum's annual survey is a key component of its continuous improvement efforts, helping identify both strengths and opportunities, ensuring service evolves alongside client needs.