



Forum Continues Top Customer Satisfaction Streak for 2024

By the Numbers

98%

overall satisfaction
in every service category

>88%

of responders
"QUITE or VERY satisfied" with
each service category



Stars
for overall consulting
and on-site services

62

Respondents

33

Areas
of pharmacy service
and quality measured

Forum Extended Care Services celebrated the **20th edition of its annual customer survey** with yet another year of top marks.

Across the three main survey domains of pharmacy dispensing, customer service, and on-site support, at least **98%** of respondents expressed satisfaction with Forum's services in 2024.

In addition, more than **88%** of Forum's customers reported high satisfaction levels – defined as those responding "quite satisfied" or "very satisfied" – illustrating once again Forum's commitment to high-quality services across all business lines.

"You are all amazing!"
– 2024 Survey Respondent

"Very kind, professional people working at Forum."
– 2024 Survey Respondent

"We appreciate our account manager ... super helpful!"
– 2024 Survey Respondent

"Customer service is the cornerstone of our business philosophy," Brian Kramer, RPh, MBA, President & CIO of Forum, said. "We don't succeed if our clients don't succeed. Especially with a service as sensitive and vital as pharmacy management for long-term care and senior living communities, having a trusted partner is paramount. This year's results stand as yet more proof of our employees' commitment to serving our customers – and, in turn, helping to keep their residents safe and healthy."

More than 60 customers responded to Forum's 2024 satisfaction survey, a key part of the company's goal of constant improvement. Combined with other innovative strategies such as Lean Six Sigma, Forum strives to help its customers improve care and reduce costs.



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