

METHODOLOGY

# America's Best Continuing Care Retirement Communities 2025



# Methodology – America’s Best Continuing Care Retirement Communities 2025

## Summary of the project

- 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.<sup>(1)</sup>
- To provide people looking for guidance on CCRCs with a comprehensive resource for informed decision-making, the 2<sup>nd</sup> edition of **America’s Best Continuing Care Retirement Communities (CCRCs) 2025** awards the leading 300 facilities in the U.S.
- The 25 states with the most CCRCs were included in the ranking.<sup>(2)</sup>
- The list is based on **four data sources**:
  1. **National Online Surveys – Reputation:** From August to September 2024, 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. **Accreditation:** Based on the **Commission on Accreditation of Rehabilitation Facilities (CARF)**<sup>(3)</sup>, accreditations relevant for Continuing Care Retirement Communities were considered.
  3. **Visitor satisfaction:** Based on facility visitor data provided by **Accushield**<sup>(4)</sup>
  4. **Google reviews:** As a proxy for overall satisfaction

# New features and changes in the 2025 edition

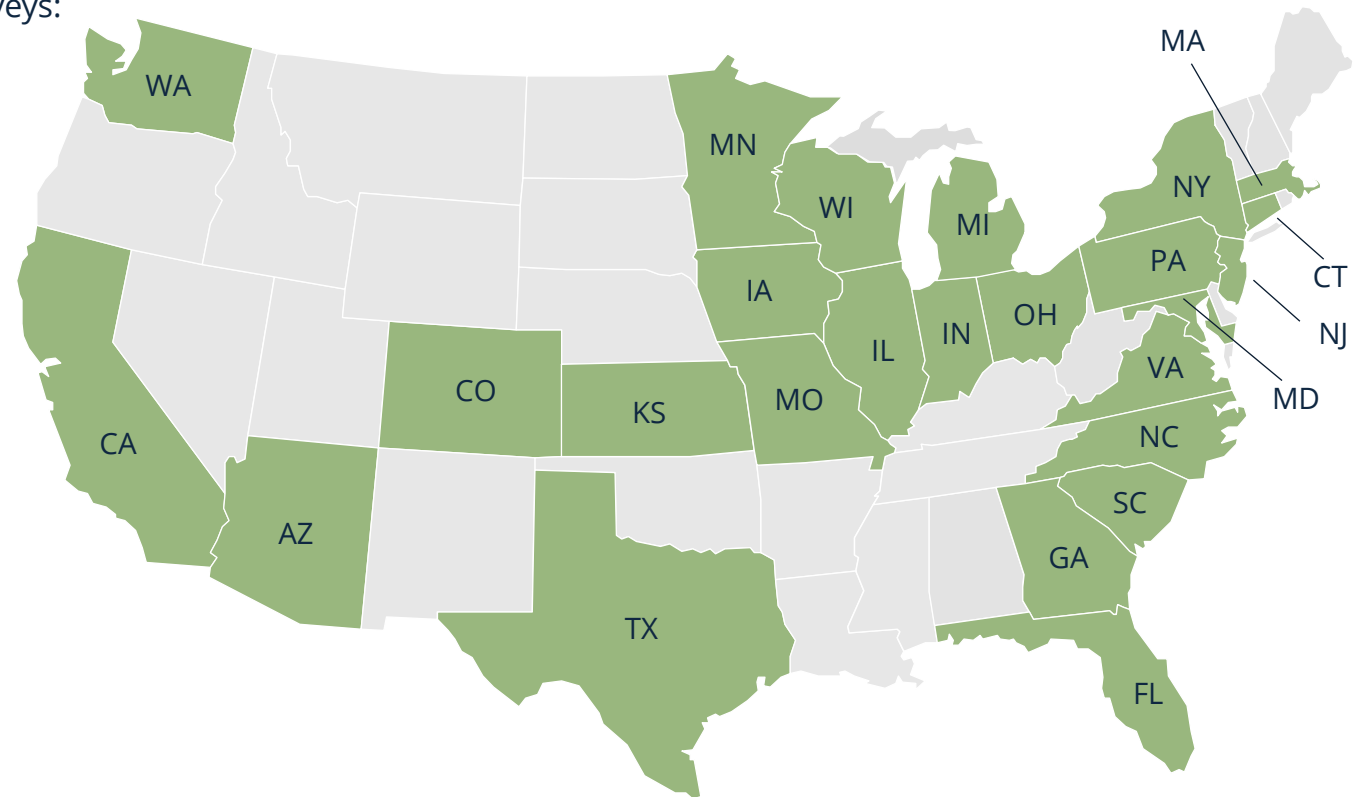
- The following list provides a brief overview of all **changes in this year's edition** compared to the America's Best Continuing Care Retirement Communities 2024 ranking:
  - The number of states included was increased **from 20 to 25 states** with the highest number of facilities
  - **Two new data sources** were added to the scoring model:
    - **Visitor satisfaction** based on data collected by **Accushield**
    - **Google** reviews
  - Due to limited data availability, the **Care Level Assessment Score** is no longer included as part of the Professionals' Score

# Continuing Care Retirement Communities from 25 US states were eligible for the ranking

Geographical distribution

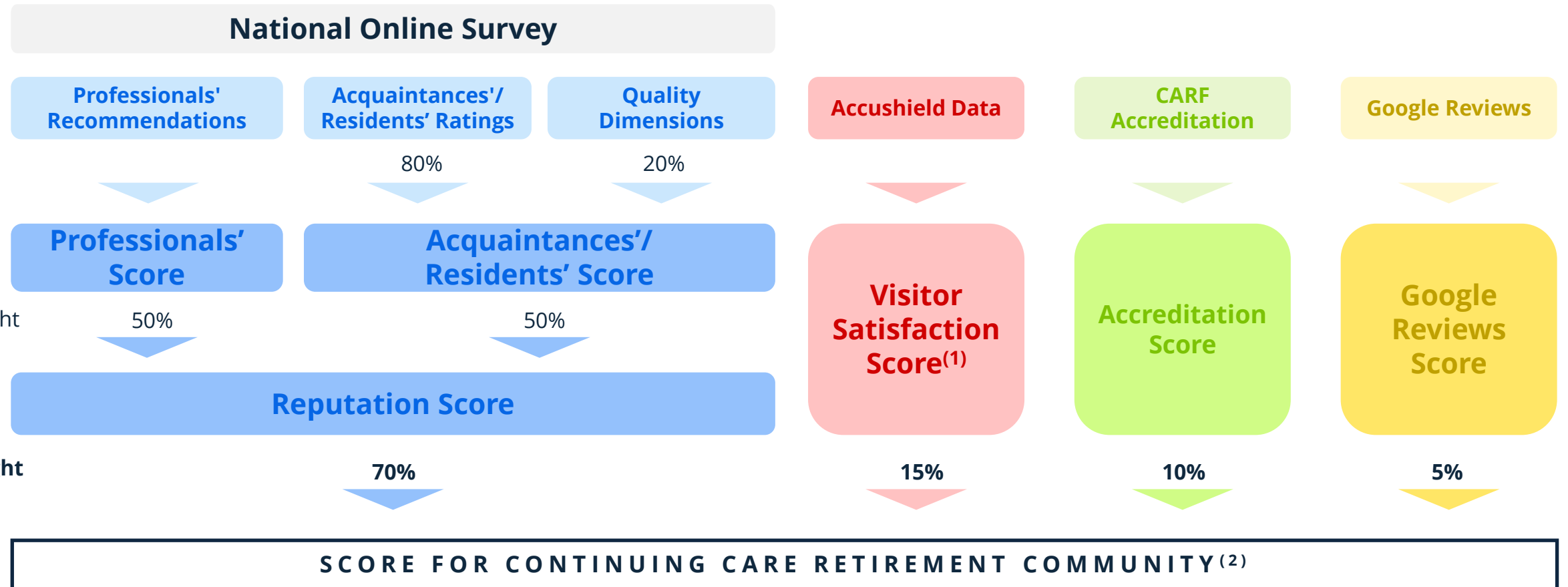
- Continuing Care Retirement Communities from the **25 states with the highest number of facilities<sup>(1)</sup>** were included in the surveys:

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



# A score was calculated for each Continuing Care Retirement Community

Scoring model



(1) Facilities without a Visitor Satisfaction Score from Accushield are evaluated based on the Reputation Score, Accreditation Score, and Google Reviews Score.  
(2) Please note that all facilities undergo an additional process of quality assurance, to determine if significant events such as insolvency or prolonged financial difficulties occurred.

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

National Online Survey – Professionals' Recommendations

- From August to September 2024, 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.



**Online survey** among medical professionals and managers/administrators working in or 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.

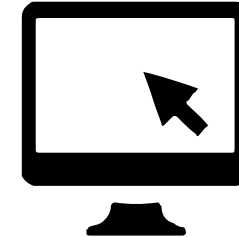
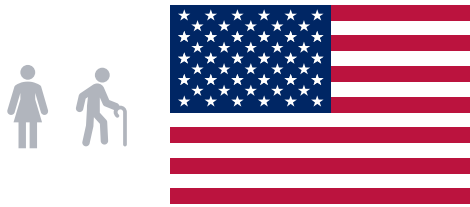
Recommendations were weighted based on the order in which they were given, with the first recommendation receiving the highest weight. Additionally, the professional experience of the participant was considered. **A score was assigned to each CCRC** based on the weighted number of recommendations.

**PROFESSIONAL'S SCORE CONTRIBUTES 50% TOWARDS THE REPUTATION SCORE**

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

## National Online Survey – Acquaintances'/Residents' Ratings

- From August to September 2024, 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.



**Online survey** among acquaintances of residents<sup>(1)</sup> 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 in which they currently live, on a scale from 1 to 10.

**A score was assigned to each CCRC** based on the ratings.

**ACQUAINTANCES'/RESIDENTS' RATINGS CONSTITUTE 80% OF THE ACQUAINTANCES'/RESIDENTS' SCORE**

# A Score for eight quality dimensions was calculated based on acquaintances'/residents' ratings 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"):
  - **Accommodation** (e.g., comfort, size of room, equipment, cleanliness, etc.)
  - **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, etc.)
  - **Overall Care** (e.g., quality of care, medical follow-up, assisted living, memory care, skilled nursing care)
  - **Overall Safety Measures** (e.g., infection prevention, hygiene measures, security measures)
  - **Overall Staffing** (e.g., qualifications, experience, number of nurses, physicians, or therapists, friendliness)



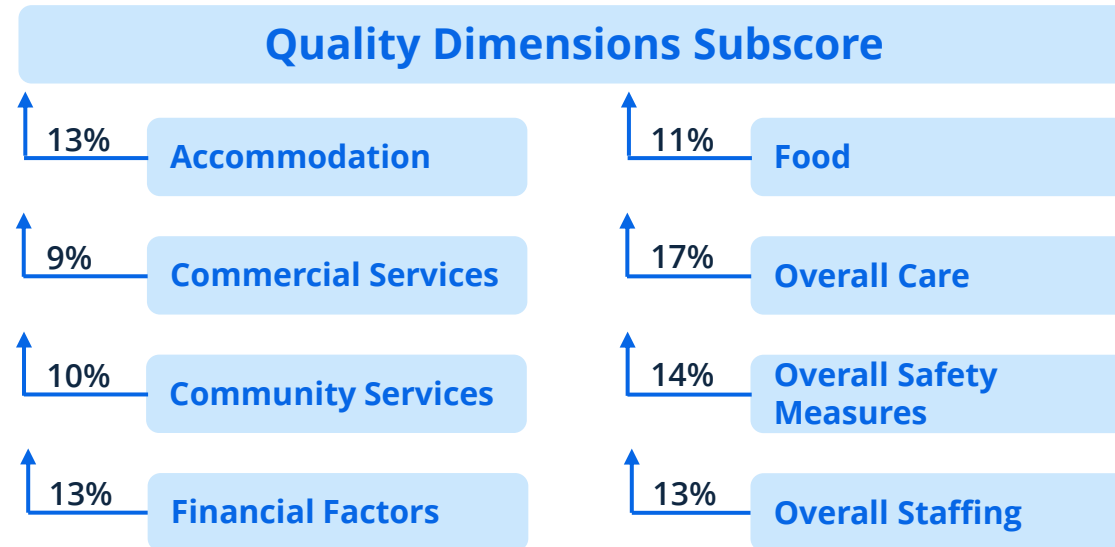
A Quality Dimensions Subscore for quality dimensions was calculated based on acquaintances'/residents' recommendations for each recommended CCRC

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 Subscore was assigned based on participant-reported importance, with the following weights:



THE QUALITY DIMENSIONS SCORE CONSTITUTES 20% OF THE ACQUAINTANCES'/RESIDENTS' SCORE

# For the first time, a Visitor Satisfaction Score was included based on data provided by Accushield

Accreditation Score



## Visitor Satisfaction Score

- For the first time, a **Visitor Satisfaction Score** was included based on data provided by Accushield.
- By working with senior living communities around the U.S., **Accushield, LLC** helps facilities with their visitor management to increase safety and reduce vulnerability for seniors across the U.S., as well as to provide and **visualize satisfaction data from relatives and acquaintances** of people living in senior living communities.<sup>(1)</sup>
- Via the **Reputation Accelerator™**, visitors from senior living communities, including CCRCs, directly evaluate their satisfaction with their visit to the respective facility.<sup>(2)</sup>
- Facilities that use the Reputation Accelerator™ to generate visitor satisfaction data receive a Visitor Satisfaction Score.
- Facilities **without a Visitor Satisfaction Score** from Accushield are evaluated based on a scoring model **comprising only Reputation Score, Accreditation Score, and Google Reviews Score.**

THE VISITOR SATISFACTION SCORE CONSTITUTES 15% OF THE TOTAL SCORE

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

## Accreditation Score



### Accreditation Score

- An Accreditation Score was included based on data provided by **CARF International**.
- CARF international is an independent nonprofit accreditor of health and human services<sup>(1)</sup> and **plays a vital role in setting global standards for aging services**.
- 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, palliative, and end-of-life care<sup>(2)</sup>**, recognizing the unique needs of these populations.
- In addition to clinical considerations, CARF evaluates non-clinical aspects<sup>(1)</sup>, such as food quality, menu variety, room service, and restaurant offerings, as part of its accreditation process.

**ACCREDITED FACILITIES RECEIVE 10% TOWARDS THE TOTAL SCORE**

As a result, the 300 Continuing Care Retirement Communities with the highest total score were awarded

Final Continuing Care Retirement Communities Score

### Nationwide Ranking

U.S. Rank	Facility	Score	City	State	State Rank
1	HumanGood - Valle Verde	93,05%	Santa Barbara	California	1
2	Willow Valley Communities	92,09%	Willow Street	Pennsylvania	1
3	Freedom Pointe at The Villages	91,34%	The Villages	Florida	1
4	Moorings Park	90,33%	Naples	Florida	2
5	Lifespace Communities - Friendship Village of Bloomington	89,27%	Bloomington	Minnesota	1

[...]

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.

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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. 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 12 months. Furthermore, events preceding or following the period 16/10/2023–15/10/2024 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.