

Home Care Referral Registry Consumer Satisfaction Summary - Apr - June 2014

Consumer Satisfaction Results Summary

Q1 = Registry staff was prompt, reliable and friendly

Q2 = Received a list of IP's within 48 hours

Q3 = Referral list was up-to-date and correct

Q4 = I was able to hire from the Registry*

Q5 = My overall experience was good, I would use again.

Follow-up call = I received a follow-up call from the Registry Coordinator

Scoring Key:

1 - 1.9 = Strongly Disagree

2 - 2.9 = Disagree

3 - 3.9 = Neutral

4 - 4.9 = Agree

5 = Strongly Agree

Average score per question by site:

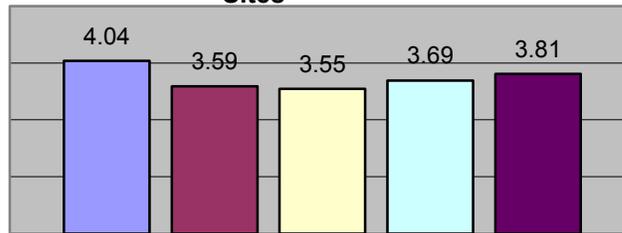
Service Area	Q1	Q2	Q3	Q4*	Q5	Site	Avg Scr	Number	Total pts	Total pts
							All SA's	answr'd	possible	all qstn's
All SA's	4.04	3.59	3.55	3.69	3.81	All	3.73	660	3300	2465
Combined Score	4.04	3.59	3.55	3.69	3.81		3.73	660	3300	2465

Response breakdown - Hired IP and follow-up call:

All SA's			
*Able to hire IP			
Yes	No	n/a	
77	33	2	
69%	29%	2%	

All SA's			
recv'd follow-up call			
Yes	No	n/a	
76	36	0	
68%	32%	0%	

HCRR Consumer Satisfaction Summary - All Sites



- Q1 = Registry staff was prompt, reliable and friendly
- Q2 = Received a list of IP's within 48 hours
- Q3 = Referral list was up-to-date and correct
- Q4 = I was able to hire from the Registry*
- Q5 = My overall experience was good, I would use again.

Overall Satisfaction Score **75%**

% Overall Return Rate **21%**