

# Home Care Referral Registry

## Consumer Satisfaction Summary Nov-11

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 and 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

Site	Q1	Q2	Q3	Q4*	Q5	Site	Avg Scr Svc Area	No of qstns answered	total pnts possible	total pnts all qstns
EC	5.00	5.00	5.00	5.00	5.00	EC	5.00	20	100.00	100.00
KNG	4.60	4.00	4.00	4.20	4.40	KNG	4.24	30	150.00	123.00
NW	4.67	4.00	4.33	5.00	4.33	NW	4.47	15	75.00	67.00
Oly	4.40	4.60	4.40	5.00	4.80	Oly	4.64	25	125.00	116.00
Pac	4.00	3.50	4.00	3.00	4.00	Pac	3.70	10	50.00	37.00
Prc	4.14	3.86	4.00	3.29	4.29	Prc	3.91	35	175.00	137.00
Sno	4.50	4.33	4.00	5.00	4.33	Sno	4.43	30	150.00	133.00
SS	4.55	4.45	4.91	4.64	4.91	SS	4.69	55	275.00	258.00
SE	4.00	4.00	5.00	5.00	4.00	SE	4.40	5	25.00	22.00
SW	3.00	3.25	3.25	4.00	3.25	SW	3.35	20	100.00	67.00
Spo	4.20	4.00	4.60	3.40	3.80	Spo	4.00	25	125.00	100.00
Scr Avg	<b>4.28</b>	<b>4.09</b>	<b>4.32</b>	<b>4.32</b>	<b>4.28</b>		<b>4.26</b>	<b>270</b>	<b>1350.00</b>	<b>1160.00</b>

### follow-up call

	Yes	No	
EC	100%	0%	0%
NW	100%	0%	0%
Kng	83%	17%	0%
Oly	40%	60%	0%
Pac	50%	50%	0%
Prc	71%	29%	0%
Sno	83%	0%	17%
SS	82%	18%	0%
SE	100%	0%	0%
SW	75%	25%	0%
Spo	60%	40%	0%
	<b>77%</b>	<b>22%</b>	<b>2%</b>

total points all returned 1160.00

total poss. pts.per survey 1350.00

Overall Satisfaction score **85.93%**

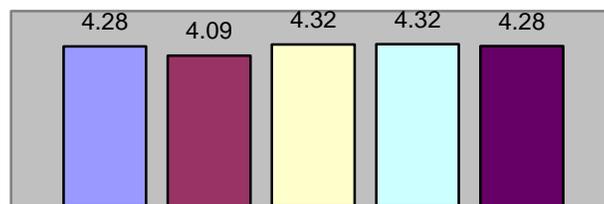
Number of surveys sent 238

Number returned 54

% Overall Return Rate **22.69%**



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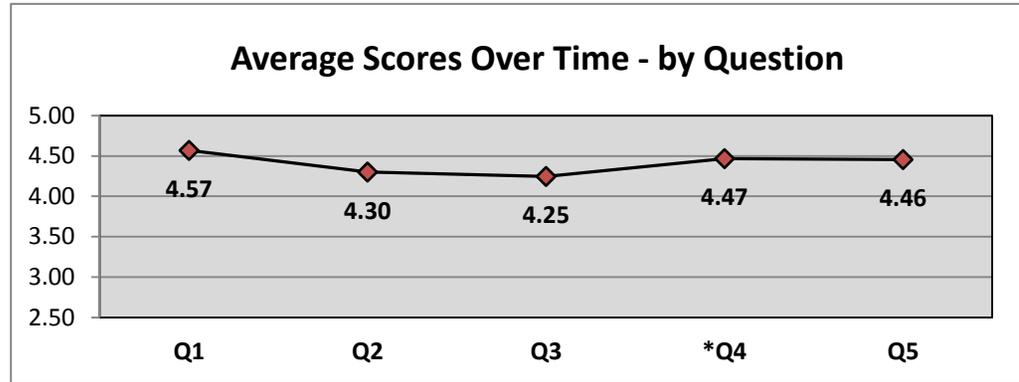
**JLARC: Satisfaction Rate by consumer answers = 4 or 5**

number of answers to questions with scores of 4 or higher =

divided by total number of questions answered =

*Q4 detail - hired IP			
	Yes	No	n/a
EC	100%	0%	0%
NW	100%	0%	0%
Kng	67%	33%	0%
Oly	100%	0%	0%
Pac	50%	50%	0%
Prc	57%	43%	0%
Sno	100%	0%	0%
SS	91%	9%	0%
SE	100%	0%	0%
SW	75%	25%	0%
Spo	60%	40%	0%
	<b>82%</b>	<b>18%</b>	<b>0%</b>

HCRR Consumer Satisfaction Trends



**Questions:**

- Q1** Registry staff was prompt, reliable and friendly
- Q2** Received a list of IP's within 48 hours
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- Q5** My overall experience was good and I would use again.

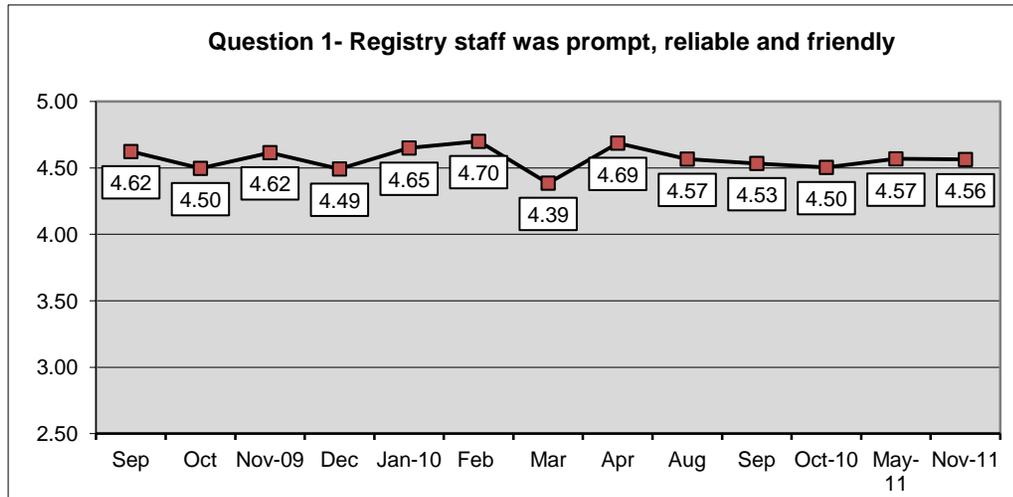
**Scoring Key:**

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neutral
- 4 = Agree
- 5 = Strongly Agree

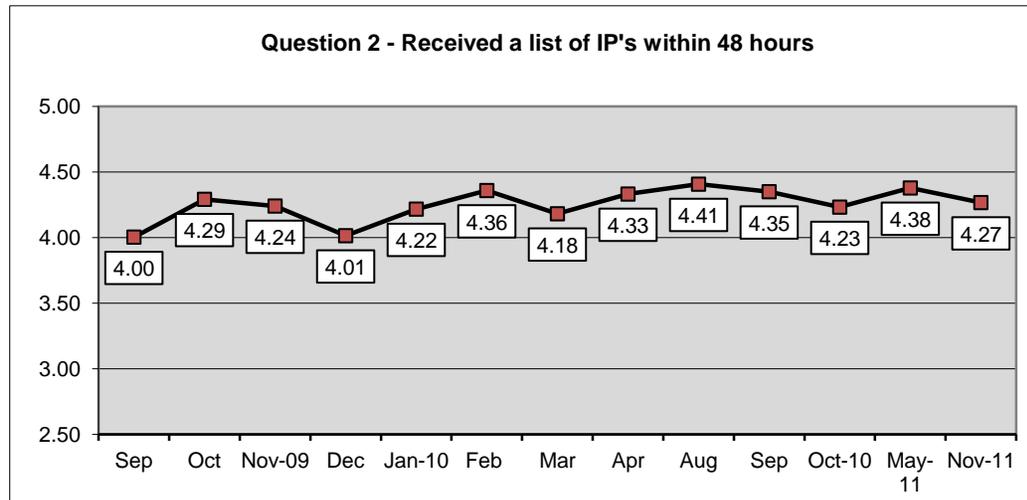
	Average Score by Question					follow-up call			*Q4 - Hired IP		
	Q1	Q2	Q3	*Q4	Q5	yes	no	n/a	yes	no	n/a
Sep	4.62	4.00	4.00	4.25	4.41	76%	19%	5%	81%	16%	3%
Oct	4.50	4.52	4.29	4.56	4.37	88%	9%	3%	88%	12%	0%
Nov-09	4.62	4.15	4.24	4.29	4.52	46%	11%	43%	77%	18%	5%
Dec	4.49	4.40	4.01	4.40	4.30	48%	20%	32%	57%	12%	31%
Jan-10	4.65	4.23	4.22	4.70	3.88	68%	20%	12%	81%	5%	14%
Feb	4.70	4.43	4.36	4.20	4.58	84%	14%	2%	88%	22%	0%
Mar	4.39	4.35	4.18	4.27	4.45	78%	16%	6%	78%	18%	4%
Apr	4.69	4.31	4.33	4.65	4.75	69%	26%	5%	90%	10%	0%
Aug	4.57	4.45	4.41	4.50	4.48	88%	11%	1%	79%	19%	2%
Sep	4.53	4.32	4.35	4.58	4.52	72%	23%	5%	87%	12%	1%
Oct	4.50	4.05	4.23	4.68	4.73	84%	13%	4%	79%	17%	3%
May-11	4.57	4.38	4.31	4.49	4.48	83%	17%	0%	76%	21%	4%
<b>Nov-11</b>	<b>4.56</b>	<b>4.33</b>	<b>4.27</b>	<b>4.48</b>	<b>4.46</b>	<b>73%</b>	<b>16%</b>	<b>10%</b>	<b>80%</b>	<b>15%</b>	<b>6%</b>
<b>Avg Scr:</b>	<b>4.57</b>	<b>4.30</b>	<b>4.25</b>	<b>4.47</b>	<b>4.46</b>	<b>68%</b>	<b>15%</b>	<b>9%</b>	<b>74%</b>	<b>14%</b>	<b>5%</b>

### HCRR Consumer Satisfaction Trends

Question: Q1	
Sep	4.62
Oct	4.50
Nov-09	4.62
Dec	4.49
Jan-10	4.65
Feb	4.70
Mar	4.39
Apr	4.69
Aug	4.57
Sep	4.53
Oct-10	4.50
May-11	4.57
<b>Nov-11</b>	<b>4.56</b>

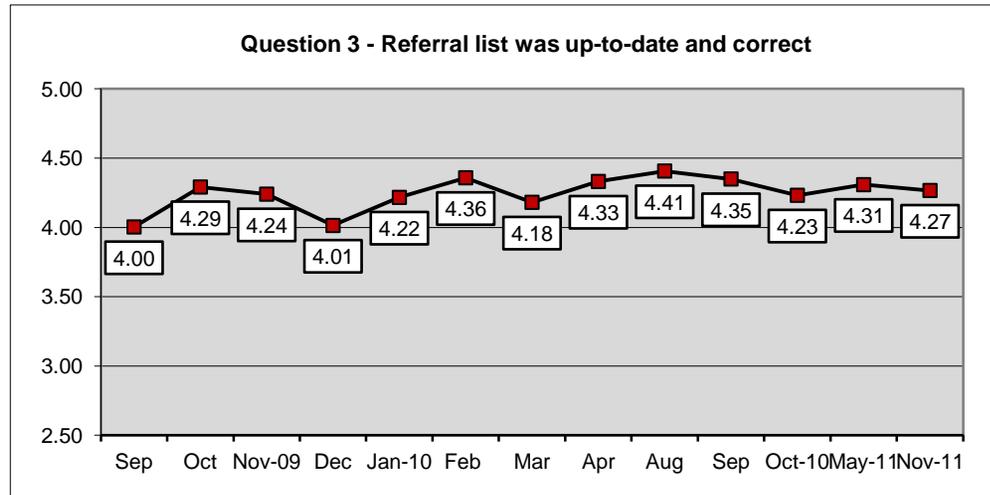


Question: Q2	
Sep	4.00
Oct	4.29
Nov-09	4.24
Dec	4.01
Jan-10	4.22
Feb	4.36
Mar	4.18
Apr	4.33
Aug	4.41
Sep	4.35
Oct-10	4.23
May-11	4.38
<b>Nov-11</b>	<b>4.27</b>

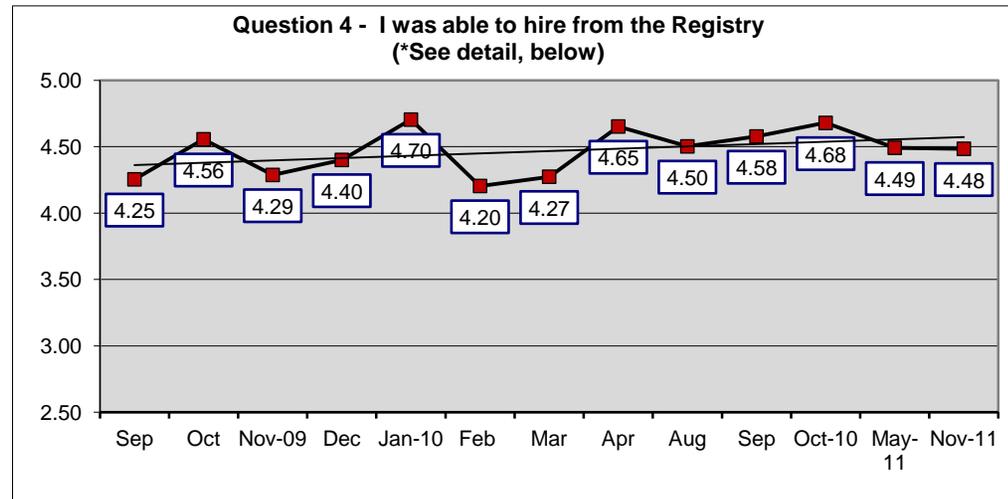


### HCRR Consumer Satisfaction Trends

Question	Q3
Sep	4.00
Oct	4.29
Nov-09	4.24
Dec	4.01
Jan-10	4.22
Feb	4.36
Mar	4.18
Apr	4.33
Aug	4.41
Sep	4.35
Oct-10	4.23
May-11	4.31
<b>Nov-11</b>	<b>4.27</b>

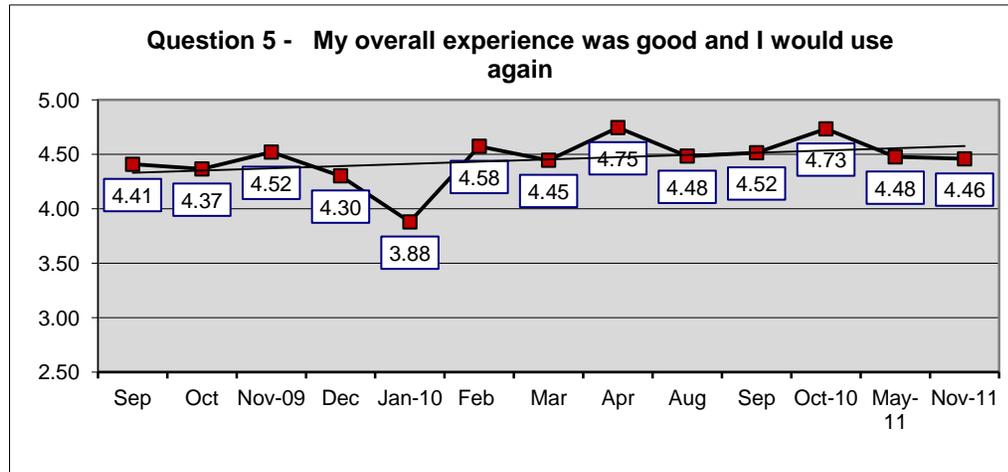


Question	Q4*
Sep	4.25
Oct	4.56
Nov-09	4.29
Dec	4.40
Jan-10	4.70
Feb	4.20
Mar	4.27
Apr	4.65
Aug	4.50
Sep	4.58
Oct-10	4.68
May-11	4.49
<b>Nov-11</b>	<b>4.48</b>

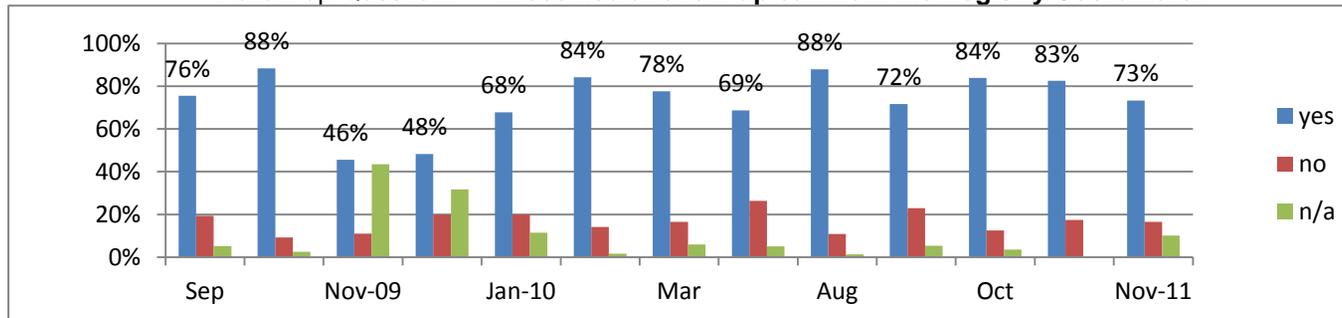


HCRR Consumer Satisfaction Trends

Question:	Q5
Sep	4.41
Oct	4.37
Nov-09	4.52
Dec	4.30
Jan-10	3.88
Feb	4.58
Mar	4.45
Apr	4.75
Aug	4.48
Sep	4.52
Oct-10	4.73
May-11	4.48
Nov-11	4.46



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



\*Question 4: I was able to hire someone from the Referral Registry

