

Response Breakdowns

Trends

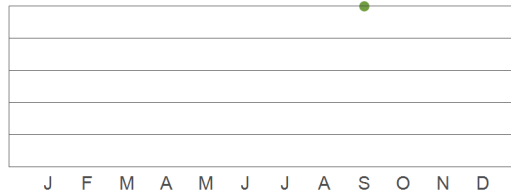
Comparisons

Global Dashboard

Q25: Would you recommend this agency to your family or friends if they needed home health care? (% Definitely Yes)



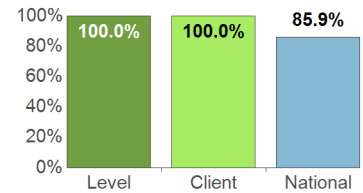
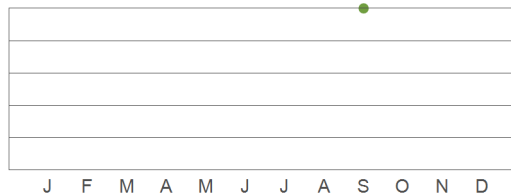
% Favorable: 100.0%
1 Definitely Yes
% Unfavorable: 0.0%
0 Probably Yes
0 Probably No
0 Definitely No



Q20: What number would you use to rate your care from this agency's home health providers? (%9 and %10)

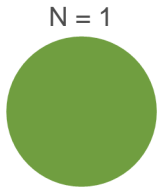


% Favorable: 100.0%
1 Rated Care 9-10
% Unfavorable: 0.0%
0 Rated Care 0-8

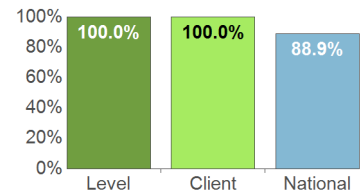


Composite Dashboard

Care of Patients Composite (Survey Questions: 9, 16, 19, 24)



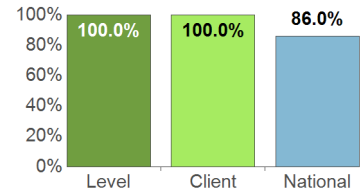
% Favorable: 100.0%
% Unfavorable: 0.0%



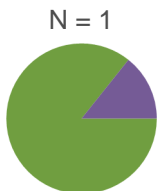
Communication between Providers and Patients Composite (Survey Questions: 2, 15, 17, 18, 22, 23)



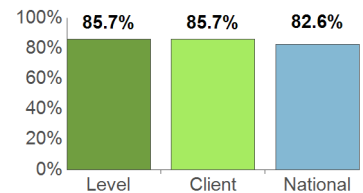
% Favorable: 100.0%
% Unfavorable: 0.0%



Specific Care Issues Composite (Survey Questions: 3, 4, 5, 10, 12, 13, 14)

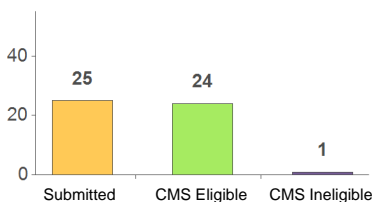


% Favorable: 85.7%
% Unfavorable: 14.3%

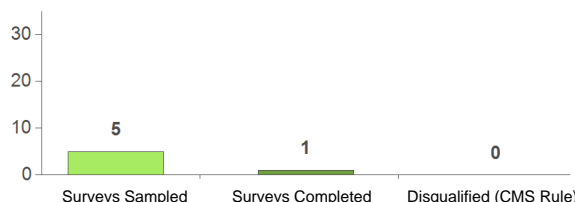


Survey Participation - Report Level Results

Records Submitted to Deyta



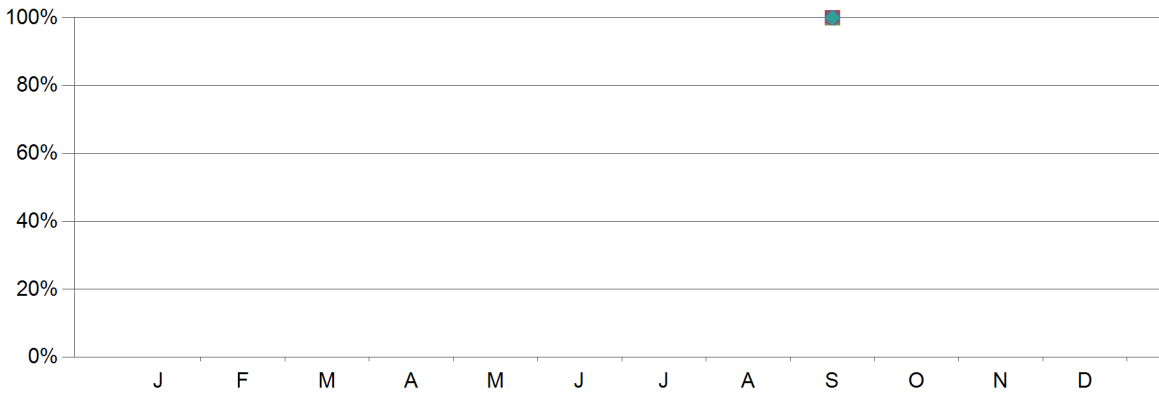
Survey Distribution and Response



Response Rate: 20.0%



Care of Patients Composite



Report Level: 100.0%
 Client: 100.0%
 Deyta National: 88.9%

--*-- Composite Trend
 ■ Question #9
 ▲ Question #16
 ● Question #19
 ◆ Question #24

Individual Composite Questions

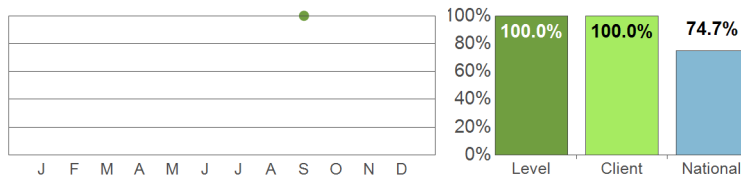
Trends

Comparisons

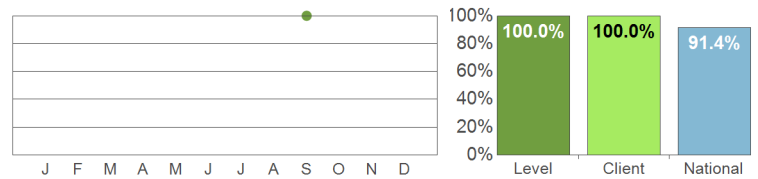
Trends

Comparisons

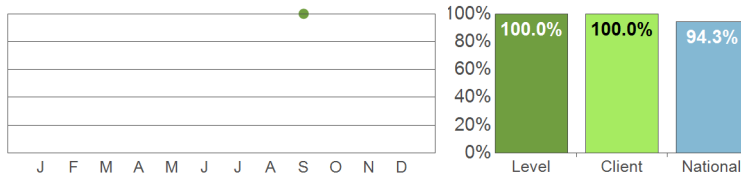
9: Providers informed and up-to-date? (% Always)



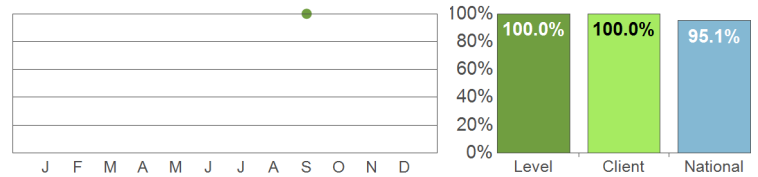
16: Treat you as gently as possible? (% Always)



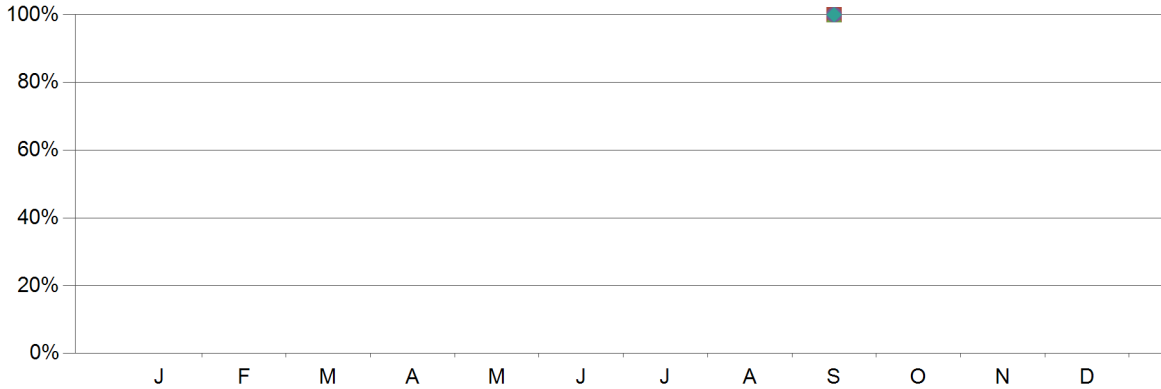
19: Treat you with courtesy and respect? (% Always)



24: Problems with care? (% No)



Communication between Providers and Patients Composite



Report Level: 100.0%

Client: 100.0%

Deyta National: 86.0%

- *-- Composite Trend
- Question #2
- ▲ Question #15
- Question #17
- ◆ Question #18
- Question #22
- ▲ Question #23

Individual Composite Questions

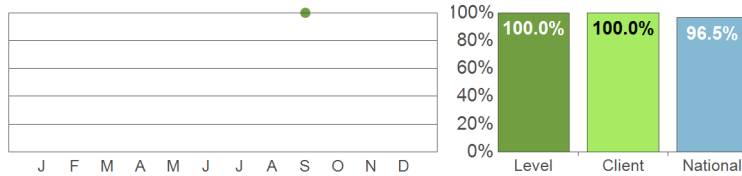
Trends

Comparisons

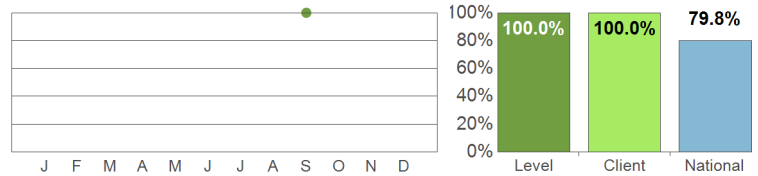
Trends

Comparisons

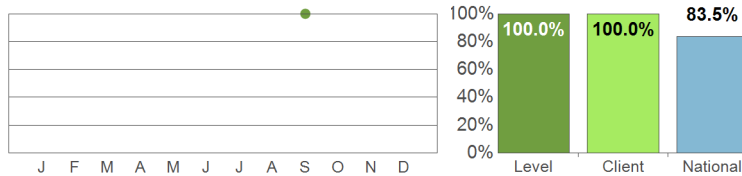
2: Tell you about care and services? (% Yes)



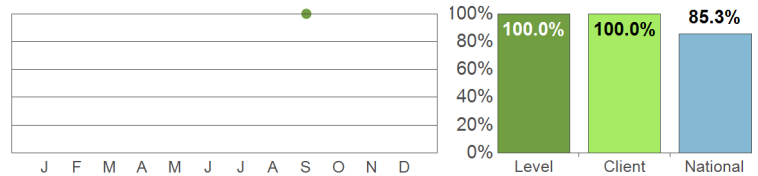
15: Informed on arrival time? (% Always)



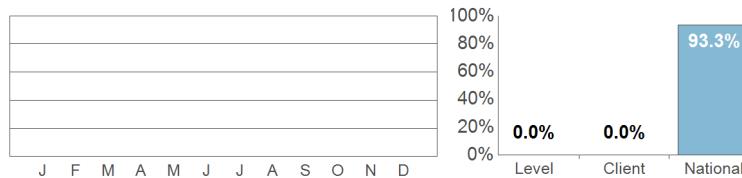
17: Explain in a way you understand? (% Always)



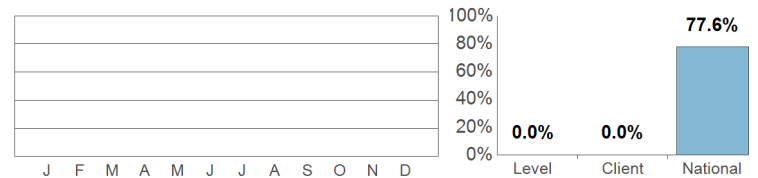
18: Listen carefully to you? (% Always)



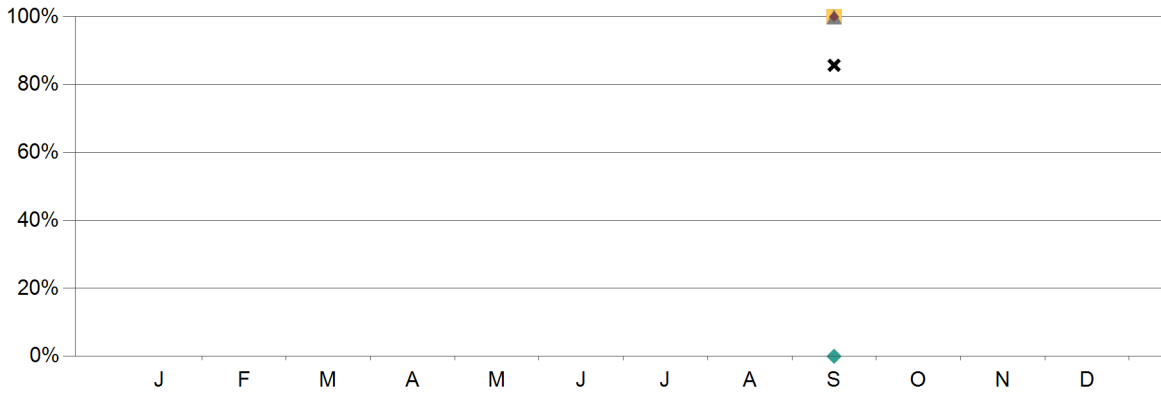
22: Get help when contacting office? (% Yes)



23: How long to get help or advice? (% Same Day)



Specific Care Issues Composite



Report Level: 85.7%

Client: 85.7%

Deyta National: 82.6%

- *-- Composite Trend
- Question #3
- ▲ Question #4
- Question #5
- ◆ Question #10
- Question #12
- ▲ Question #13
- Question #14

Individual Composite Questions

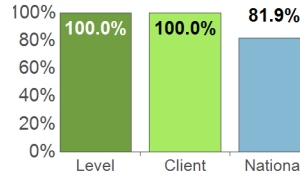
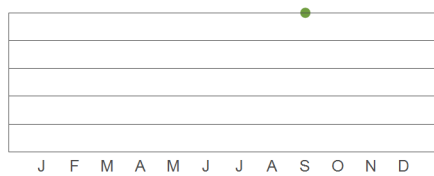
Trends

Comparisons

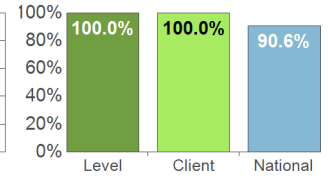
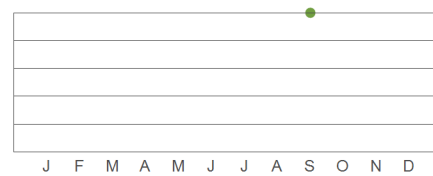
Trends

Comparisons

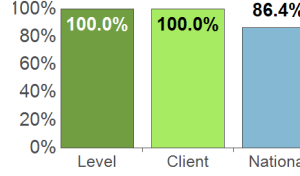
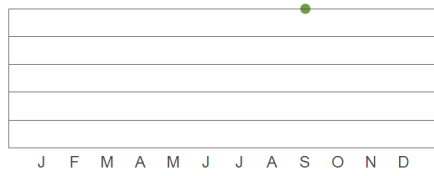
3: Talk about how to set up home? (% Yes)



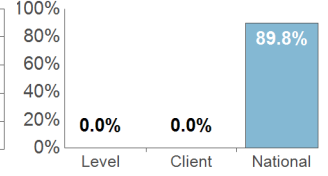
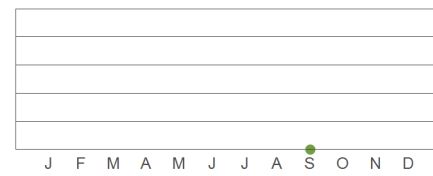
4: Talk about medicines you are taking? (% Yes)



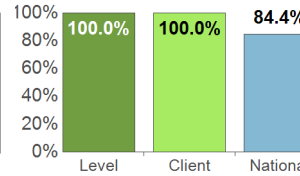
5: Ask to see medicines? (% Yes)



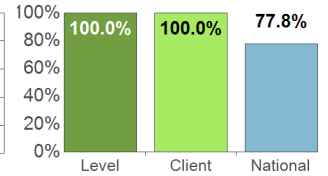
10: Talk about pain? (%Yes)



12: Talk about purpose for medicines? (%Yes)



13: Talk about when to take medicines? (%Yes)



14: Talk about side effects of medicines? (%Yes)

