








# Satisfaction Survey Quality Reporting 2017 In-Home Care Program

## Survey Questions with a scale from 1 to 5

## Score

|  |   |     |
|--|---|-----|
|    | Are the In-Home Caregivers professional?  | 4.8 |
|    | Are the Caregivers appropriately trained to perform the cares you need?               | 4.8 |
|    | How satisfied are you with the way the caregivers help you?                           | 4.7 |
|    | How satisfied are you with the reliability of the services provided?                  | 4.8 |
|    | Does everyone from Valley VNA treat you with courtesy and respect?                    | 4.9 |
|  | If you have reported any concerns have they been handled to your satisfaction?        | 4.5 |
|  | Overall, how satisfied are you with the services provided by Valley VNA In-Home Care? | 4.8 |

96% are satisfied with our In-Home Program!