








Satisfaction Survey Quality Reporting 2018-2019 In-Home Care Program



In-Home Care | Independent Living | Assisted Living

Survey Questions with a scale from 1 to 5

Score

	Are the In-Home Caregivers professional?	4.7
	Are the Caregivers appropriately trained to perform the cares you need?	4.7
	How satisfied are you with the way the caregivers help you?	4.5
	How satisfied are you with the reliability of the services provided?	4.6
	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?	4.4
	Overall, how satisfied are you with the services provided by Valley VNA In-Home Care?	4.6

95% are satisfied with our In-Home Program!