

Consumer Satisfaction Survey 2007 - Analysis		Exc	Good	Avg	Fair	Poor	NA	Total
<b>Section 1</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>0</b>	NA
1	How was your quality of life <b>before</b> participating in SDPAS program w/ CDPC?	10	20	40	38	37	0	145
2	How is your quality of life <b>after</b> participating in SDPAS program w/CDPC	63	67	10	3	2	0	145
3	<b>How is our staff with being prompt to appointments and home visits?</b>	95	40	2	3	2	3	145
4	<b>How is our staff with being courteous during your interactions?</b>	106	33	2	2	2	0	145
5	<b>How is our staff with being prepared and organized at home visits?</b>	99	37	5	0	2	2	145
6	<b>When you ask questions, how is our staff at answering your questions?</b>	94	44	5	1	1	0	145
7	<b>When you call the Missoula office, how helpful is our staff ?</b>	92	39	8	2	2	2	145
8	<b>How is the office at returning messages and phone calls within 24 hours?</b>	87	40	5	5	2	6	145
9	How are your skills in recruiting and hiring caregivers?	47	64	25	5	3	1	145
10	How are you at training caregivers to follow the parameters of your Profile?	58	71	9	5	1	1	145
11	How do you feel about implementing your Back Up Plan if necessary?	45	71	15	4	5	5	145
12	When filling out timesheets how confident are you with documenting correctly?	60	60	16	5	1	3	145
13	How was your initial timesheet training?	58	56	15	6	5	5	145
14	How is the content in the quarterly newsletter?	42	79	18	1	1	4	145
15	How is your knowledge regarding the need for an annual Dr.'s Authorization?	46	60	22	8	7	2	145
16	How are you at ensuring you have Full Medicaid Coverage each month?	63	53	22	1	3	3	145
		Yes (1)	No (2)	N/A				
17	Do you read the quarterly newsletter?	123	12	10				145
18	Overall, are you satisfied with the program?	144	1	0				145

**Total Surveys Sent Out** 336  
**Total Completed Surveys** 145  
**Percent Responded** 43.15%  
**Overall Satisfaction** 99.31% "144/145"

**Quality of Life Improvement** 3.5 to 1.72  
**From Fair to Average to Good to Excellent**

**Reversed for RFP**

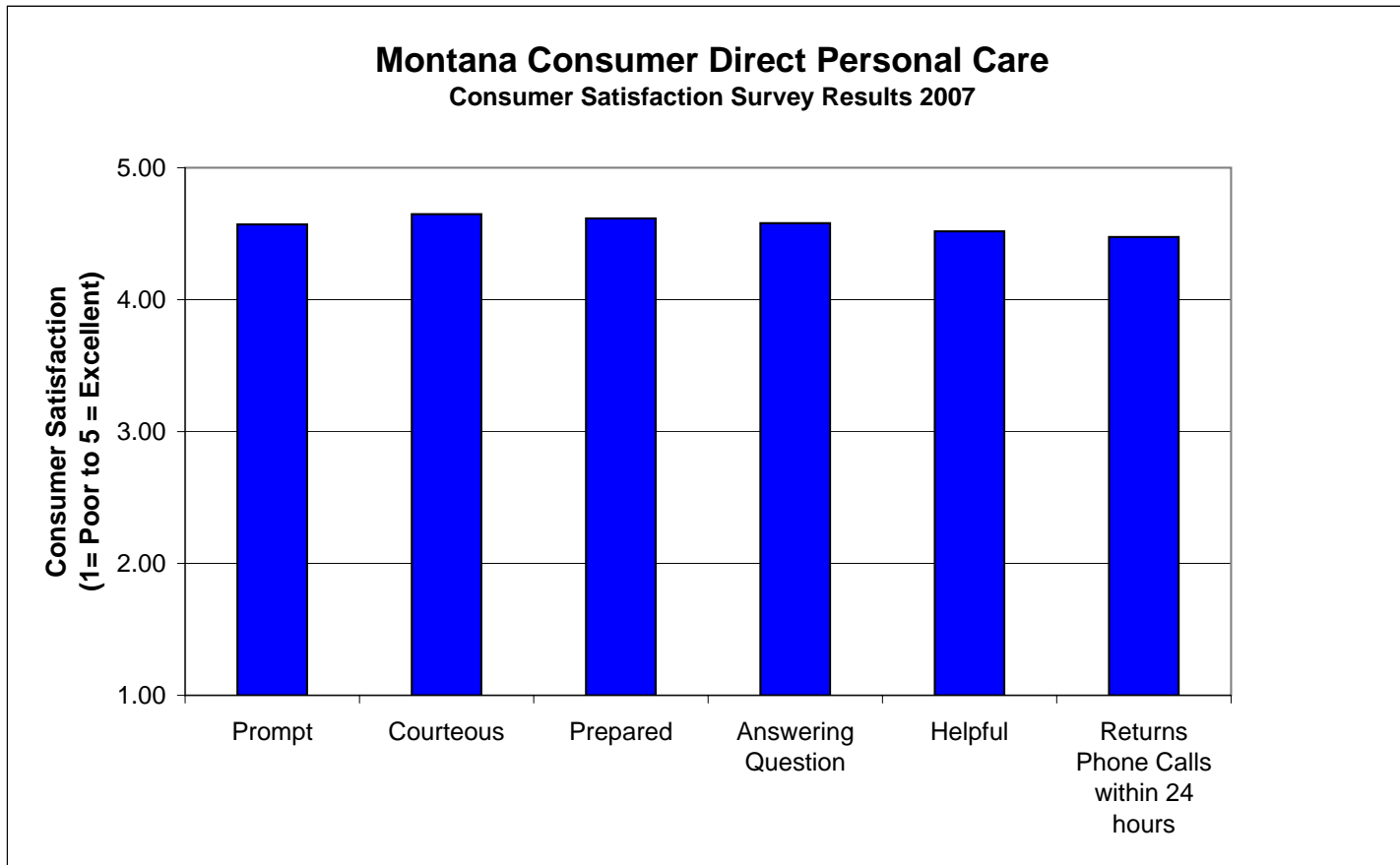
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		5	4	3	2	1	0	
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**Montana Consumer Direct Personal Care - Consumer Satisfaction Survey Results 2007**

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Overall Satisfaction	99.31%

144/145

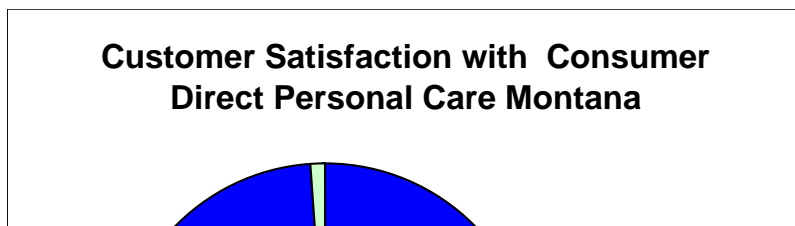
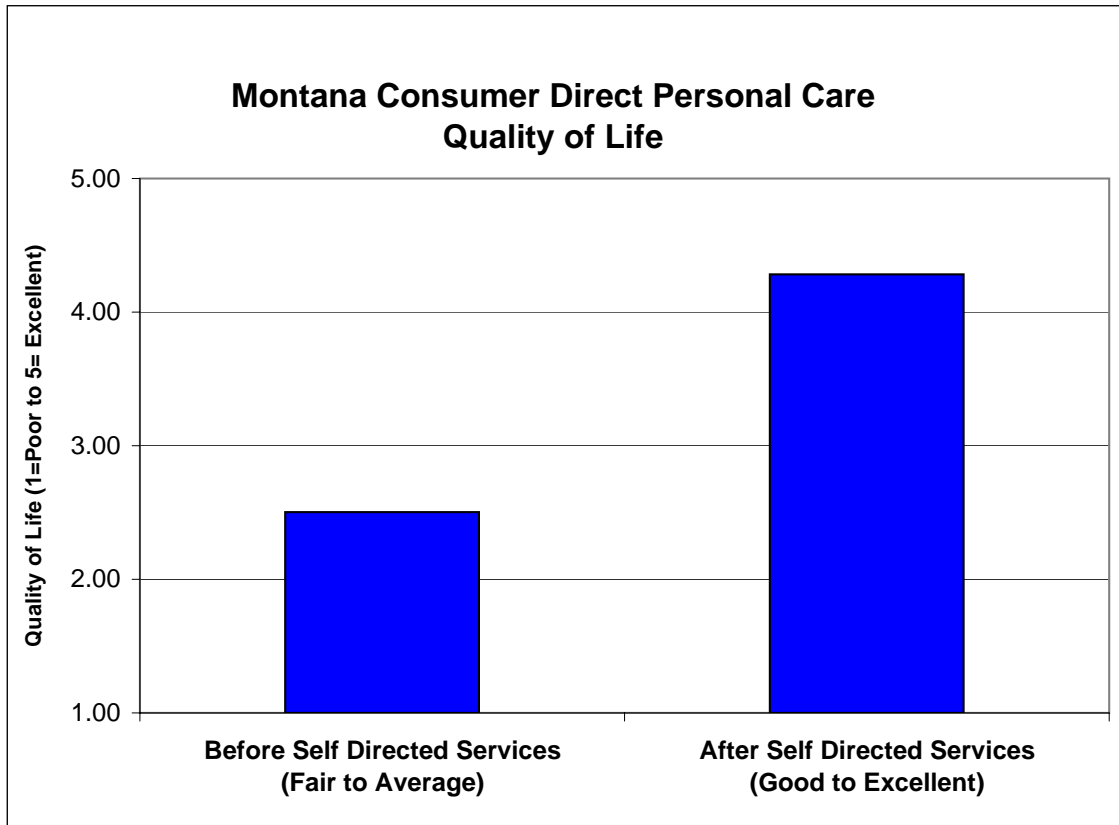
Prompt	4.57
Courteous	4.65
Prepared	4.62
Answering Question	4.58
Helpful	4.52
Returns Phone Calls within 24 hours	4.47



Before Self Directed Services (Fair to Average)	2.50
After Self Directed Services (Good to Excellent)	4.28

Satisfied 99.3	99.00%
Dissatisfied <	1.00%

144
1



Weighted Average
3.50
1.72
1.43
1.35
1.38
1.42
1.48
1.53
1.98
1.75
1.95
1.78
1.89
1.87
2.09
1.79

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Weighted Average
2.50
4.28
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4.58
4.52
4.47



