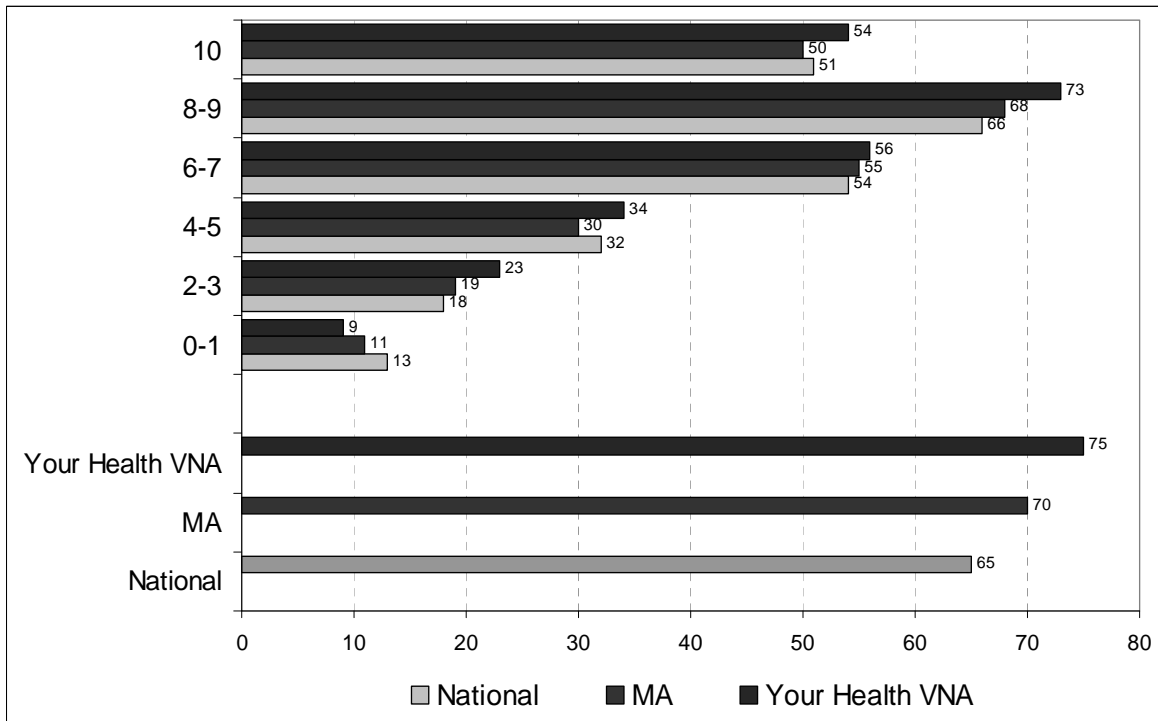
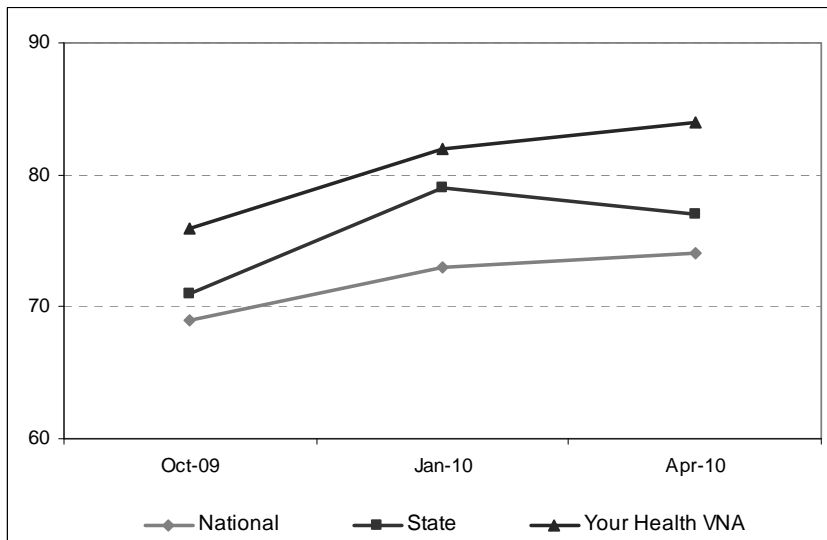


Patient Satisfaction Benchmark Report

Overall, how would you rate the care from the agency's home health providers?



Satisfaction with Overall Care:
Trends for multiple periods compared with the Benchmark Group



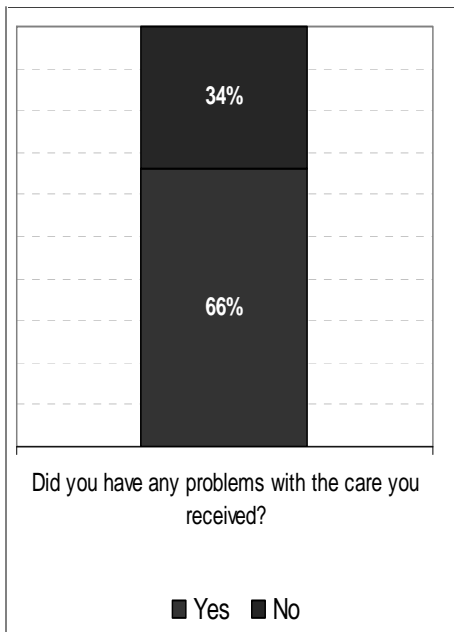
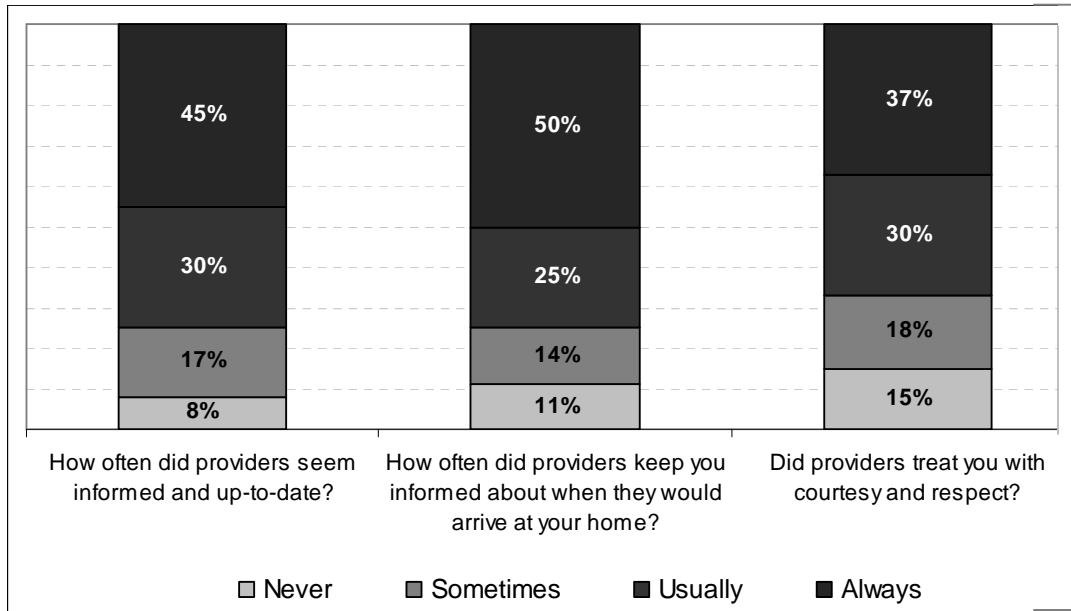
Overall Rating of Care
Agency Percentile Rank Target = 80th
Agency Rating of 10 = 54%
Agency Percentile Rank = 75th

Our Target = 29 Patients
Our Actual = 25 Patients
We need 4 more!

Agency Percentile Ranks	
National	70
State	65

SAMPLE DATA NOT BE USED FOR BENCHMARKING PURPOSES

Composite: Care of Patients



SAMPLE DATA
NOT BE USED FOR
BENCHMARKING PURPOSES

*The results from the questions that comprise a composite are reported as one score. Composite scores are compiled by calculating the proportion of cases that respond to each answer choice in the questions that comprise the composite. Once the proportions of responses to all answer choices in the questions in the composite are calculated, the average proportion of those responding to each answer choice in the composite is calculated.