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!

<table>
<thead>
<tr>
<th>Agency Percentile Ranks</th>
<th>National</th>
<th>State</th>
<th>Your Health VNA</th>
</tr>
</thead>
<tbody>
<tr>
<td>National</td>
<td>70</td>
<td></td>
<td></td>
</tr>
<tr>
<td>State</td>
<td>65</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SAMPLE DATA NOT BE USED FOR BENCHMARKING PURPOSES
Composite: Care of Patients

- How often did providers seem informed and up-to-date?
  - Never: 8%
  - Sometimes: 11%
  - Usually: 14%
  - Always: 30%

- How often did providers keep you informed about when they would arrive at your home?
  - Never: 11%
  - Sometimes: 25%
  - Usually: 14%
  - Always: 30%

- Did providers treat you with courtesy and respect?
  - Never: 17%
  - Sometimes: 15%
  - Usually: 18%
  - Always: 30%

*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.

SAMPLE DATA
NOT BE USED FOR BENCHMARKING PURPOSES