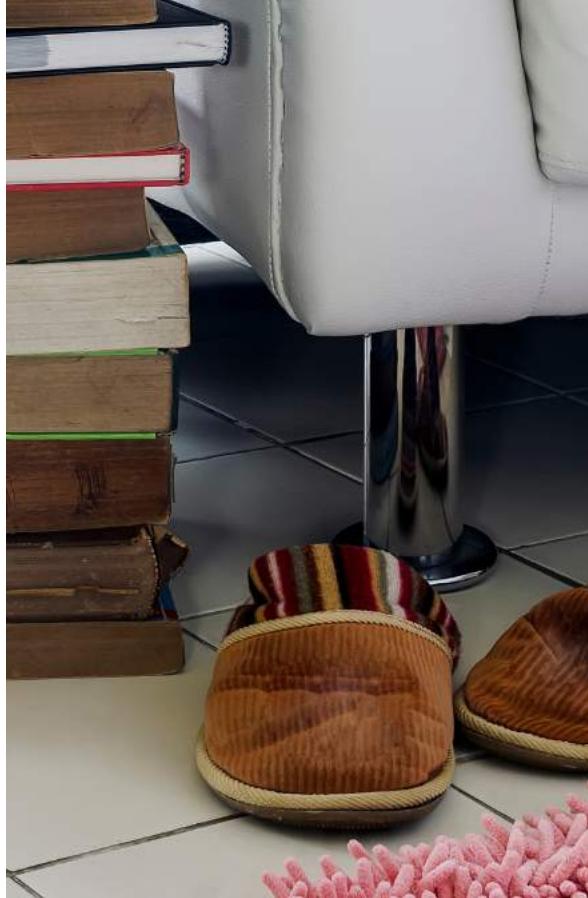




2020

# HOME WELLNESS CLIENT SATISFACTION SURVEY



# ABOUT HOME WELLNESS SOLUTIONS

## Mission

Promoting a positive perspective on aging.

## Vision

Every older adult has the opportunity to live a healthy life and age with independence, purpose, and dignity.

Home Wellness Solutions provides non-medical homecare, cleaning services, and wellness support to help seniors stay independent in their homes.



# SATISFACTION SUMMARY

## Survey Process

Homecare clients received a survey to be completed and mailed back. Clients who received services between September 2019 and October 2020 were surveyed.

# 100%

Clients use Home Wellness services to remain independent in their homes.

# 100%

Clients feel Homecare workers use appropriate safety measures, such as wearing a mask or washing and sanitizing their hands while in the home.

# 87.5%

Clients are satisfied with the staff's ability to promptly answer phonecalls and address questions.



# HOMEMAKER & PERSONAL CARE SERVICES

- Are your Homecare workers pleasant and courteous?
- Are your Homecare workers on time?
- Do Homecare workers use appropriate safety measures?
- Were you satisfied with our nurse's home visits?
- Did our nurse review your care plan with you?
- When you call the office, are your questions answered?
- When you call the office, do we answer the call promptly?
- Do your services help you stay independent in your home?
- Do your services help to keep your house clean?
- Do you think your mind stays sharper due to the visits?
- Do you enjoy the social aspect of the visits you receive?
- Do the interactions help you feel better/less depressed?
- Do you feel safer being in your home due to your services?
- Does our staff suggest ways to avoid falls in your home?
- Overall, are you satisfied with your Homecare services?
- Would you recommend our services to others?



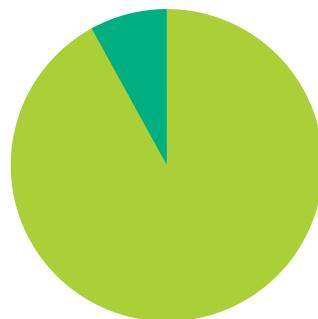
## The Results

Many times, our staff members and nurse are the consistent contacts in our clients' lives who recognize issues and get appropriate help.

One-hundred percent of clients agreed their Homecare worker was completing the services in the care plan.

One hundred percent of clients report their Homecare worker arrived on time.

**100%**



Clients surveyed said they would recommend VANTAGE Aging.

# CHORE SERVICES

Did the chore service help you to keep your house clean?



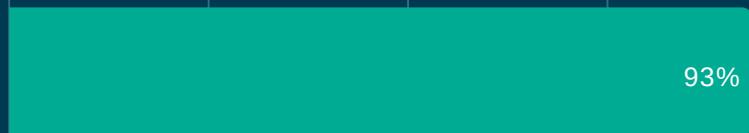
Did services help you remain independent in your home?



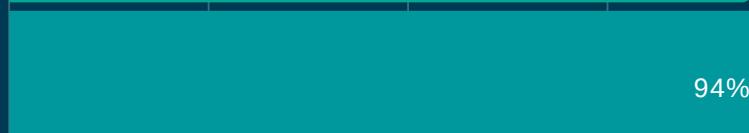
Do you feel safer in your home due to the services?



Upon scheduling, were your questions answered?



Would you recommend VANTAGE Aging chore services?



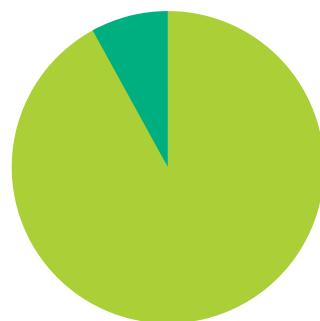
## The Results

Twenty percent of clients said the chore services helped them avoid being evicted or satisfy requirements from a regulatory agency.

Forty-five percent of clients said staff members gave suggestions on ways to avoid falls in the home and make the home safer.

Ninety-one percent of clients reported that the chore team arrived in the timeframe they were given when the appointment was scheduled.

**84%**



Clients reported Chore services helped them keep their house clean and remain independent in their home.

I would not have had a deep cleaning of my home.

I don't know.

“

**Family or friends would have to do it.**

I can't do without the service.

I would have to depend on the kids.

I would do the best I can, but it **would take me longer to get things done**. Maybe I would have church members come and help me?

## WHAT CLIENTS SAY WOULD HAPPEN WITHOUT SERVICES

I **would be less able to take care of myself** and have more stress if I did not have this service.

I would have an extremely hard time.

I would not be able to clean up all of the things in this house.

“

**One of my daughters would have to stop working.**

I would not have a clean house, or my laundry and shopping done.

I **would be in trouble**. I need their help because most of my family works, so I thank VANTAGE Aging so very much. All of my aides are very nice to me.