

2022

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 October 2021 and September 2022 were surveyed.

100%

Clients reported Home Wellness services helped them to stay 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.

100%

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



HOMEMAKER & PERSONAL CARE SERVICES

| | |
|-----------------------------------------------------------|------|
| Are your Homecare workers pleasant and courteous? | 100% |
| Are your Homecare workers on time? | 100% |
| Do Homecare workers use appropriate safety measures? | 100% |
| Were you satisfied with our nurse's home visits? | 100% |
| Did our nurse review your care plan with you? | 100% |
| When you call the office, are your questions answered? | 100% |
| When you call the office, do we answer the call promptly? | 100% |
| Do your services help you stay independent in your home? | 100% |
| Do you think your mind stays sharper due to the visits? | 100% |
| Do you enjoy the social aspect of the visits you receive? | 100% |
| Do the interactions help you feel better/less depressed? | 100% |
| Does our staff suggest ways to avoid falls in your home? | 94% |
| Overall, are you satisfied with your Homecare services? | 100% |
| Would you recommend our services to others? | 95% |

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 agree the nurse reviews the care plan with them.

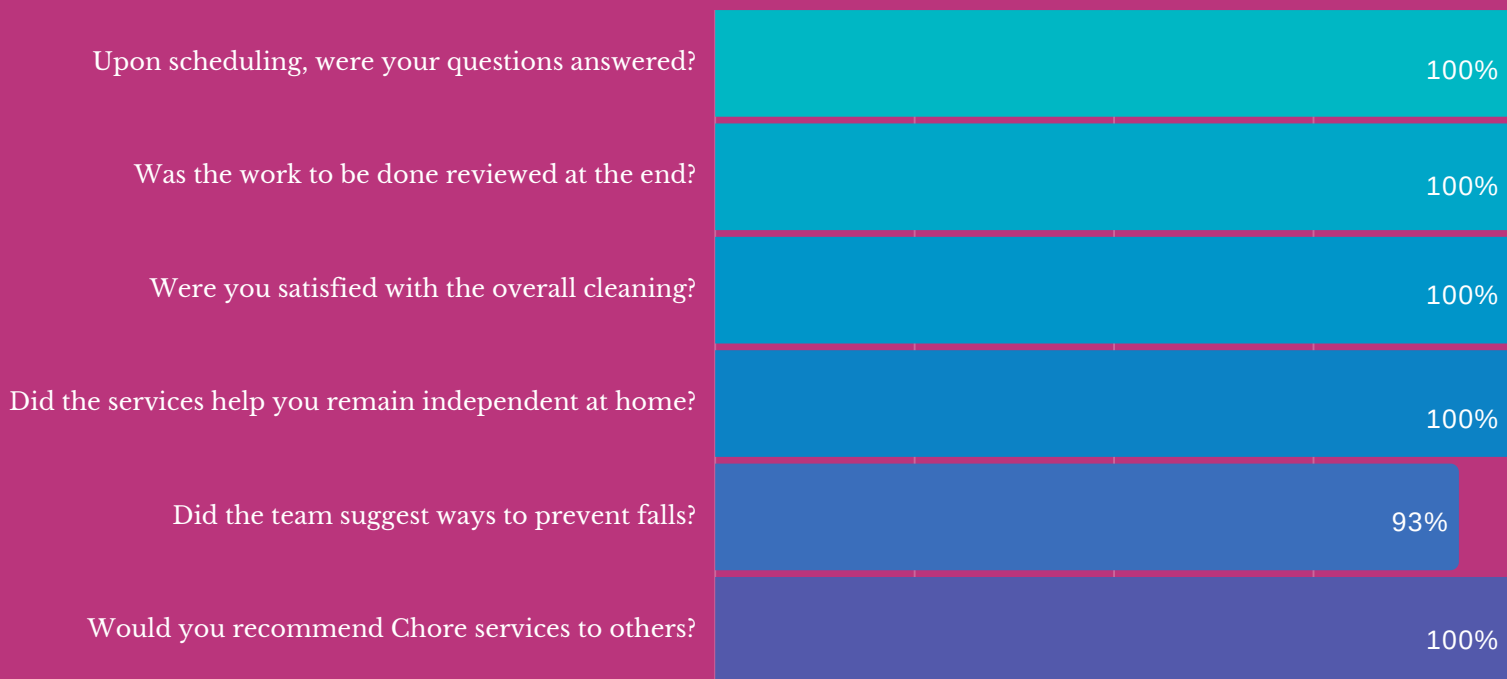
One hundred percent of clients report their Homecare worker arrived on time.

95%



Clients surveyed said they would recommend VANTAGE Aging.

CHORE SERVICES

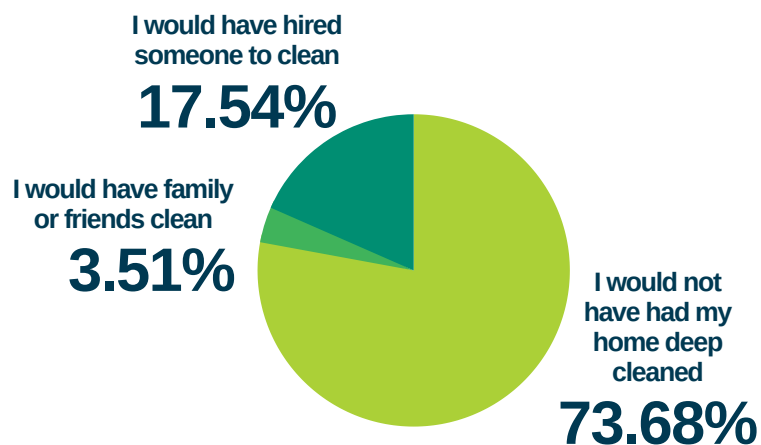


The Results

One hundred percent of clients would recommend VANTAGE Aging Chore services.

Ninety-three percent of clients said staff members gave suggestions on ways to avoid falls in the home.

One hundred percent of clients reported that the chore team helped them remain independent at home.



What would you do if you did not have the Chore service provided?

Highly satisfied with the overall cleaning. Highly recommend the chore services. No suggestions, excellent work and highly professional, courteous and friendly.

“ **Were kind and efficient.**

All is well, very pleased. Thank you for your service.

Thank you for the cleaning service.

They provided smiles when they came in which was much appreciated. I'm grateful for them. They responded with professionalism and diligence.

WHAT CLIENTS SAY ABOUT THEIR SERVICES

They always do a wonderful job of cleaning my home. They are friendly and well liked.

Keep doing a fantastic job cleaning and continue being friendly and polite to customers.

They were Great!!

“ **They asked me to read the fall prevention information. These ladies were so pleasant and really did a thorough job.**

Both were exceptionally nice, helpful, and thorough. They make a good team! Nice personalities! Nice to have met them!