"The Voice of the Customer"



Safe@Home Healthcare

Where were you staying when the initial arrangements for home care services were made. Y. Home
Hospital
Nursing Home
Instructions: Please rate the services you received from our agency. Check the line that best describes your experience. Space is provided for you to comment on good or bad things that may have happened to you.
Very Poor Very Good
In Arranging Your Home Health Care: 1 2 3 4 5 1. How well the initial plan of care met your needs
1. How well the initial plan of care met your needs
Comments: We needed 24 hour health care as soon as my dad Jeff The hospital we gave safe of theme very little notice, but They took the core of us. Dealing with Home Care Office: 1. Helpfulness of the person who answered your phone call.
2. How well the office dealt with your problems and complaints.
3. How well billing and cost questions were handled.
Highly verymended from Donna
Can you list the three biggest concerns you had BEFORE you hired us? With any health care provider at have, we wanted to Make Sure:
Dus would feel comfortable with the worker in our home
Can you list the three biggest concerns you had BEFORE you hired us? With any health care provider at hand, we wanted to make sure:

2. Caregivers concern for the comfort while treating or caring for your loved one. 3. Technical Skill of the Caregiver 4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges. 5. Overall rating of your caregiver Comments: Al was our Argell If you were going tell a person who was thinking about using Safe@Home Healthcare, what would you say to him or her? We would not hestate to ve comments for promotional purposes? YESNO May we use your comments for promotional purposes? YESNO May we use your comments for promotional purposes? And (daughter) (Signature, please)	Home Care Aide/Caregiver:	and the state of	
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Safe@Home Healthcare, what would you say to him or her? We would not hesitate to vecomments Thus company to Anyone! May we use your comments for promotional purposes?		7 . 1 . 1	
(Signature, please) Thank You So Much, Kurt Hjelle, PT	This compani	1 1	
(Signature, please) Thank You So Much, Kurt Hjelle, PT	The Park Land		
(Signature, please) Thank You So Much, Kurt Hjelle, PT			
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(Signature, please) Thank You So Much, Kurt Hjelle, PT	May we use your comments for p	promotional purposes?	YESNO
Kurt Hjelle, PT	of the state of th	7 Janous Call	ughter)
	Thank You So Much,	· · · · · · · · · · · · · · · · · · ·	
	Kurt Hielle, PT		

Safe@Home Healthcare

Where were you staying when the initial arrangement of the staying when the staying	gements fo	r home	care ser	vices w	ere made
Instructions: Please rate the services you receibest describes your experience. Space is provide things that may have happened to you.	ved from o	our agend	ey. Chement or	eck the n good o	line that or bad
	Very Poor	'n		Ve	ry Good
In Arranging Your Home Health Care: 1. How well the initial plan of care met your new your n	1 eeds	2	3	4	5
2. Helpfulness of the person who helped with the arrangements of your service.	-	-	-2		V
Comments:					
Dealing with Home Care Office: 1. Helpfulness of the person who answered yo phone call.	ur —	_		e	√
2. How well the office dealt with your problen and complaints.	ns —		_	_	_
3. How well billing and cost questions were handled.				-	_
Why did you decide to Hire us? We were impressed with g	rau R	nofes	rine	lism	1
Can you list the three biggest concerns you	had BEFC	ORE you	ı hired	us?	* × 10 °

1. Friendliness of the caregiver				× ×	ery (
	Very Poor				_t
2. Caregivers concern for the comfort while treating or caring for your loved one.	_				
3. Technical Skill of the Caregiver	,	1 		: :	
4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges.		_	55 	3	
5.Overall rating of your caregiver	-	(1 <u>1</u> 2		V	_
Comments: Pearly was when	llout				
If you were going tell a person who w	vas thinkir	ıg abo	ut usi	ng	
Safe@Home Healthcare, what would					
Safe@Home Healthcare, what would be would before the					
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We would definitely to	U Sheng	lo	NS)	Yaw	
May we use your comments for promotions	U Sheng	lo	NS)	Yaw	
May we use your comments for promotions By Hayman	U Sheng	lo	NS)	Yaw	

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Where were you staying when the initial arrangem Home	ents for	home	care serv	rices v	were made.	
Hospital						
Nursing Home						
Instructions: Please rate the services you received best describes your experience. Space is provided things that may have happened to you.						
Very	Poor			Ve	ery Good	
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2. Helpfulness of the person who helped with the arrangements of your service.	. v			<u>.</u>	<u>5</u>	
Comments:						
Dealing with Home Care Office: 1. Helpfulness of the person who answered your phone call.		19 To			5	
2. How well the office dealt with your problems and complaints.				4	-	
3. How well billing and cost questions were handled.		Speciments:		4	2000.	*
Why did you decide to Hire us? Previous Contract				0	G Ref.	
Can you list the three biggest concerns you had	BEFO	RE yo	u hired v	ıs?	,	0 -+
Can you list the three biggest concerns you had - effective ness of a similar - how well 24 kg service was	tin	west.	your	lea	aving	hospelal
Carmelite Carefree Village.	uac 1	·	, necs	,	1.0-00	receu pes
- Needs of mom-raid to Com	nuin	ecat	tera	tin	ne nte a)

Home Care Aide/Caregiver:		
1. Friendliness of the caregiver	Very Poor	Very Good
2. Caregivers concern for the comfort while treating or caring for your loved one.		<u>5</u>
3. Technical Skill of the Caregiver	- -	5
 Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges. 	-	5
5.Overall rating of your caregiver		5_ ,
Comments: Jane has truly	bun a an	gel. is disgens
Safe@Home Healthcare, what would highly ruled agent espects		
May we use your comments for promotion May be the the the the distribution of the second sec	nal purposes?	YESNO
Thank You So Much,		
Kurt Hjelle, PT		

Safe@Home Healthcare

Where were you staying when the initial arrangent Home	nents fo	r home	care se	rvices w	ere mad	le.
Hospital						
XNursing Home						
Instructions: Please rate the services you received best describes your experience. Space is provided things that may have happened to you.	l from o	our agen	cy. Cl ment c	neck the	line tha	t
Ver	y Poor			Ve	ry Good	
In Arranging Your Home Health Care: 1. How well the initial plan of care met your need.	1 ls	2	3	4	5	
2. Helpfulness of the person who helped with the arrangements of your service.	-	<u></u>		2 2	5	
Comments:						
			6			
Dealing with Home Care Office: 1. Helpfulness of the person who answered your phone call.				4	<u> </u>	
2. How well the office dealt with your problems and complaints.	11	ha	went	had i	any to	sthis pour
3. How well billing and cost questions were handled.	-		e s de			
Why did you decide to Hire us? Un have used safe at home	int	he pa	ist		E 1	8 58
Can you list the three biggest concerns you had Safety - her privacy + merital	d BEFO	ORE you	u hirec	l us?		

Home Care Aide/Caregiver:					=
1. Friendliness of the caregiver	Very Poor	11.		124	Very Good
2. Caregivers concern for the comfort while treating or caring for your loved one.			-		5
3. Technical Skill of the Caregiver	·		()		5
4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges.	, , ,		3		E
5.Overall rating of your caregiver	-	5	11 12 12 12 12 12 12 12 12 12 12 12 12 1	4	
Comments:				***************************************	
If you were going tell a person who Safe@Home Healthcare, what would	d you say to	him	or hei	?	I
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Safe@Home Healthcare, what would	d you say to	him	or hei	?	sency
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Safe@Home Healthcare, what would hat we have been please and the Caregiven	d you say to	him	or hei	r?	
Safe@Home Healthcare, what would hat we have been please and the Care given May we use your comments for promotion Acrof Sluis	d you say to	him	or hei	r?	
Safe@Home Healthcare, what would hat we have been please and the Care given May we use your comments for promotion (Signature, please)	d you say to	him	or hei	r?	

Safe@Home Healthcare

where were you staying when the initial arrange. Home Hospital Nursing Home Assisted Living	ments 10	r nome	care ser	vices w	ere made.
Instructions: Please rate the services you receive best describes your experience. Space is provided things that may have happened to you.					
Ve	ery Poor			Ve	ry Good
In Arranging Your Home Health Care: 1. How well the initial plan of care met your nee	1 ds	2	3	4	5 <u>~</u>
2. Helpfulness of the person who helped with the arrangements of your service.	·	_	2	_	
Comments:		10			
Dealing with Home Care Office: 1. Helpfulness of the person who answered your phone call.			_	_	_/
2. How well the office dealt with your problems and complaints.	* ***	75 s ===================================	# 1		MA
 How well billing and cost questions were handled. 	0.50		M C	_	$\underline{\checkmark}$
Why did you decide to Hire us?					
Recommended by a Place For Can you list the three biggest concerns you ha		RE vo	Jen, u hired	ny us?	W 27 g
Fear of returning Mom to Till		,	11		

Home Care Aide/Caregiver:		
1. Friendliness of the caregiver	Very Poor	Very Good
2. Caregivers concern for the comfort while treating or caring for your loved one.		
3. Technical Skill of the Caregiver		
4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges.		
5. Overall rating of your caregiver		
Comments: Wonderful Kind	1, compas	sionate person
If you were going tell a person who we Safe@Home Healthcare, what would Do it.		
Laporeciate i san Kin	t, checks	is in branco the
	1	J. J. Garage
May we use your comments for promotions NO NO NO	al or reference pur	poses?YES
Thank You So Much,		
Kurt Hjelle, PT Agency Manager		

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Home Hospital			e care se	ivices w	vere made.
Nursing Home (CAPMELITE CAPEFILE)	Viun68				ii.
Instructions: Please rate the services you recei best describes your experience. Space is provide things that may have happened to you.					
	Very Poor			Ve	ry Good
In Arranging Your Home Health Care: 1. How well the initial plan of care met your not	1 eeds	2	3	4	<u>(5)</u>
2. Helpfulness of the person who helped with the arrangements of your service.	Pr		ļr		5
Comments: KURT WAS EXCELLENT! MASTERS. CONTINUES to Check	Follow	neo t	hnowng L	, 00	- Au
	IN.	<u> </u>	1		
Dealing with Home Care Office:1. Helpfulness of the person who answered you phone call.	ur —	_			(5)
How well the office dealt with your problem and complaints.	ns	N	i k		(5)
3. How well billing and cost questions were handled.			· .	-	(5)
Why did you decide to Hire us? REFERENCE FROM (ARMELIO	TE	W	1		
Can you list the three biggest concerns you ABILITY of CARE GIVER.	had BE	FORE y	ou hired	us?	
HOW CAREGIVER WOULD	inten	nct	with A	PATIBITA!	۲,2
EX PENSB					

1. Friendliness of the caregiver	Very Poor	-	2		ery Good
2. Caregivers concern for the comfort while treating or caring for your loved one.	-	7	#/ 		5
3. Technical Skill of the Caregiver		W 	_	:	5
 Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges. 	1 mp - 262 m	II no. 1 ±		-	(5)
5. Overall rating of your caregiver		V2	-		(5 4
Comments: MONA has been EX	CEUSM	?!			
Safe@Home Healthcare, what wou	11	NE COL			
		v 30	E . I		

Safe@Home Healthcare

Where were you staying when the initial arrangemes. Home Hospital Nursing Home	ents for	home ca	are servi	ces were	made.
Instructions: Please rate the services you received to best describes your experience. Space is provided for things that may have happened to you.					
Very 1	Poor			Very Go	od
In Arranging Your Home Health Care: 1. How well the initial plan of care met your needs.	1	2	3	4 5	
2. Helpfulness of the person who helped with the arrangements of your service.			-		_
Comments: I LIVE 300 MILES AWAY & THIS WAS MY AUNT: BOTH OF US ARE MOST				E FHOR	DE FOR
Dealing with Home Care Office: 1. Helpfulness of the person who answered your phone call.	-	S			
2. How well the office dealt with your problems and complaints.		3	1 I		4101
How well billing and cost questions were handled.		_	_		_
Why did you decide to Hire us? SUCCESTION BY NURSE AT (NS	HO1	HE HE	HTJA	el 405f	الرح .
Can you list the three biggest concerns you had I				5?	

Home Care Aide/Caregiver:	Very Poor			V	ery (
1. Friendliness of the caregiver			1/	-	_
2. Caregivers concern for the comfort while	e				
treating or caring for your loved one.	S	J. 19:	10		_
3. Technical Skill of the Caregiver	-			_	L
4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by	7				
health challenges.					L
5.Overall rating of your caregiver	11 - 8:			-	L
Comments:					
If you were going tell a person who		-		0	
Safe@Home Healthcare, what wou	ild you say to	him	or hei	r? ><4 7	343
Safe@Home Healthcare, what would health recome the open of the	Ild you say to	him o	or hei	r? > <u>xu</u> 7	
Safe@Home Healthcare, what would health recome to the outly recome of the supervisor. They have	Ild you say to LEND YOU CAREGIO DEVERT	Phim (R A ER 2 HINE	or her	r? E ET D	P
Safe@Home Healthcare, what would be the DUALIM OF THE SUPERVISOR. THEY HA	Ild you say to	Phim (R A ER 2 HINE	or her	r? E ET D	P
Safe@Home Healthcare, what would health recome to the outly recome of the supervisor. They have	Ild you say to	Phim (R A ER 2 HINE	or her	r? E ET D	P
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Safe@Home Healthcare, what would be the DUALIM OF THE SUPERVISOR. THEM HA AND WORKING WITHIN INCITIAL PHONE CALL	calè Gio D 24 40 D 24 40 D and purposes?	D him	OF YES	r?	0
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Safe@Home Healthcare

Where were you staying when the initial arrangements for home care services were made. Home Hospital Nursing Home
Instructions: Please rate the services you received from our agency. Check the line that best describes your experience. Space is provided for you to comment on good or bad things that may have happened to you.
Very Poor Very Good
In Arranging Your Home Health Care: 1 2 3 4 5 1. How well the initial plan of care met your needs
2. Helpfulness of the person who helped with the arrangements of your service.
Comments: Kurt was wonderful in explaining everything, and providing incredible response to our immediate needs with very short notice on our part. Dealing with Home Care Office:
1. Helpfulness of the person who answered your phone call.
2. How well the office dealt with your problems and complaints.
3. How well billing and cost questions were handled.
Why did you decide to Hire us? Kurt's engaging and sincere personality set all of out- minds at ease with this very big decision.
Can you list the three biggest concerns you had BEFORE you hired us? We had no knowledge of how this service would work for us. My Mom had a ferminal illness that was rapidly getting worse We needed assistance for my Dad.

Home Care Aide/Caregiver:				
1. Friendliness of the caregiver	Very Poor	·	Vei	* Excellent
2. Caregivers concern for the comfort while treating or caring for your loved one.	^	, i	-	
3. Technical Skill of the Caregiver			_	1
4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges.				<u> </u>
5. Overall rating of your caregiver	1	_	_	1
Comments: PEARLA was incommade it through this very a without her outstanding	redible. difficult assisfal	We could time o	l not four	have Tives
If you were going tell a person who v	was thinkin	g about us	ing	
Safe@Home Healthcare, what would	l you say to	him or he	er?	ſ
T	my high de live provides	est rec ered. excellen	ommoho	~ 1
May we use your comments for promotion NO Dayid (Signature, please)	al or referen	ce purposes?	y _/_y	ES
Thank You So Much,				
Kurt Hjelle, PT Agency Manager				

Safe@Home Healthcare

Where were you staying when the initial arrang Home Hospital Nursing Home	gements fo	r home	care se	rvices	were made.
Instructions: Please rate the services you receibest describes your experience. Space is provide things that may have happened to you.					
	Very Poor			V	ery Good
In Arranging Your Home Health Care: 1. How well the initial plan of care met your not	1 eeds	2	3	4	(5)
2. Helpfulness of the person who helped with the arrangements of your service.		(N) -> 1			5
Comments:				n n	
Dealing with Home Care Office: 1. Helpfulness of the person who answered you phone call.	ur			11	5
2. How well the office dealt with your problem and complaints.	ns —	: »	00 * <u>P====</u> *	·	5
3. How well billing and cost questions were handled.	_	A. Tarakana			5
Why did you decide to Hire us?	r	icon	nyerel	el	5 % 3
Can you list the three biggest concerns you	had BEFO	PRE yo	u hired	us?	2

Home Care Aide/Caregiver:	Vana Para		W. C. I
1. Friendliness of the caregiver	Very Poor		Very Good
2. Caregivers concern for the comfort while treating or caring for your loved one.			_
3. Technical Skill of the Caregiver			-
4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges.	· · · · · · · · · · · · · · · · · · ·		_
5.Overall rating of your caregiver			
Comments:			
Safe@Home Healthcare, what would		Soft K	Low
Touch the land	ine from or	arte	ed
Vingje - stry mule	me feel n	cry can	totable
May we use your comments for promotions	al purposes?	YES	NO
(Signature, please)			
Thank You So Much,			
Kurt Hjelle, PT Agency Manager			

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Safe@Home Healthcare

Where were you staying when the initial arrange Home Hospital	ements for	r home	care ser	vices w	ere made.
XNursing Home REHAB, @ TILLER'S					
Instructions: Please rate the services you receive best describes your experience. Space is provide things that may have happened to you.					
V	ery Poor		6	Ve	ry Good
In Arranging Your Home Health Care: 1. How well the initial plan of care met your new	1 eds	2	3	4	5
2. Helpfulness of the person who helped with the arrangements of your service.	,		5.0	0 2 3	<u>/</u>
Comments:					
		9			h ±
Dealing with Home Care Office: 1. Helpfulness of the person who answered you phone call.	r —	N E	Si G B F T T T T T T T T T T T T T T T T T T	-	<u>√</u>
2. How well the office dealt with your problems and complaints.	S		h	2 1 1	$\underline{\checkmark}$
3. How well billing and cost questions were handled.			1	$\sqrt{}$	e V
Why did you decide to Hire us?			-		2 1 X 12 Y
Can you list the three biggest concerns you h	ad BEFO	RE you	ı hired	us?	n 5

Home Care Aide/Caregiver:			
	Very Poor		Very Good
. Friendliness of the caregiver	· —		— — —
Caregivers concern for the comfort while treating or caring for your loved one.	-		
. Technical Skill of the Caregiver	· ·		
. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges.		e e gg	
5.Overall rating of your caregiver			
omments:			
			
- Go AHEAD + TRy THEM!			
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			Δ.
May we use your comments for promotio			
Signature, please) Signature, please)	mes W.	Nyllie	* Ulisjin
Signature, please) Chank You So Much,	mes W.	Nyllie	v Urgin

Safe@Home Healthcare

Where were you staying when the initial arrangement Home	ents for home	care servi	ces were m	ade.
HospitalNursing Home				
Instructions: Please rate the services you received to best describes your experience. Space is provided for things that may have happened to you.				
Very I	Poor		Very Good	
In Arranging Your Home Health Care: 1. How well the initial plan of care met your needs.	1 2 — —	3	4 5	
2. Helpfulness of the person who helped with the arrangements of your service.	ogy	3 (3 (4 (4 (4 (4 (4 (4 (4 (4 (4 (4 (4 (4 (4	_ ×	
Comments: List + Canual come on he (keet) has been as	t to	the ter	hous	ge +
Dealing with Home Care Office:				
1. Helpfulness of the person who answered your phone call.		-	_ ×	
2. How well the office dealt with your problems and complaints.				NA problem
3. How well billing and cost questions were handled.			_ X	
Why did you decide to Hire us? to him I felt co	+ aft	ley lains	Bla	Line,
Can you list the three biggest concerns you had I had To alway, be	Muze	ford	Bad to	be home,
That I knew I had to fe	relea	ble.	+ Km	ind(?)
That "come + go" hilp	Was	n	of u	Johns

2. Caregivers concern for the comfort while treating or caring for your loved one. 3. Technical Skill of the Caregiver 4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges. 5. Overall rating of your caregiver Comments: And does not left for for promotional purposes? If you were going tell a person who was thinking about using Safe@Home Healthcare, what would you say to him or her? That I know that the formation of the promotional purposes? Way we use your comments for promotional purposes? YES NO (Signature, please) Thank You So Much, Kurt Hjelle, PT	Home Care Aide/Caregiver:	Very Poor	Very Good
treating or caring for your loved one. 3. Technical Skill of the Caregiver 4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges. 5. Overall rating of your caregiver Comments: May dad does not like following for the form the comment is for you were going tell a person who was thinking about using Safe@Home Healthcare, what would you say to him or her? That I have further the form	1. Friendliness of the caregiver		
treating or caring for your loved one. 3. Technical Skill of the Caregiver 4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges. 5. Overall rating of your caregiver Comments: May dad does not like following for the form the comment is for you were going tell a person who was thinking about using Safe@Home Healthcare, what would you say to him or her? That I have further the form	2. Caregivers concern for the comfort while		
A. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges. 5. Overall rating of your caregiver Comments: My dad does not life follow for them have comment is for you were going tell a person who was thinking about using Safe@Home Healthcare, what would you say to him or her? That I know knot through the formation of the your comments for promotional purposes? Way we use your comments for promotional purposes? YES NO Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager			
difficulties and inconvenience caused by health challenges. 5. Overall rating of your caregiver Comments: My dad does not left felling for the property of t	3. Technical Skill of the Caregiver		
health challenges. 5. Overall rating of your caregiver Comments: My dad does not like filling for thing his comment is fill you were going tell a person who was thinking about using Safe@Home Healthcare, what would you say to him or her? Ind I work that our our grant work that would not see an a work our grant work that	4. Caregiver's sensitivity to the personal		
Comments: My dad does not life filling for thim has comment is the filling for thim an At has give him an At has give him an At has give him or her? If you were going tell a person who was thinking about using Safe@Home Healthcare, what would you say to him or her? That I have furt through the filling for promotional purposes? YES NO Way we use your comments for promotional purposes? YES NO Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager Having have has			
Comments: My dad does not like filling out of them to to the arm doings for them has a to arm doings of them has give them an At his give for them are the his give for them are the his give for them are the his give for the same of the history of	health challenges.		
May we use your comments for promotional purposes? Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager	5.Overall rating of your caregiver		
May we use your comments for promotional purposes? Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager	Comments: My del dos	a met lelle	6 1:00 in
If you were going tell a person who was thinking about using Safe@Home Healthcare, what would you say to him or her? That I know furt through that our our your your that the work our your your that you say to him or her? May we use your comments for promotional purposes? YESNO Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager Manuel and Manuel a	out Johns 20	I am	doing!
If you were going tell a person who was thinking about using Safe@Home Healthcare, what would you say to him or her? That I know furt through that out out you say to him or her? May we use your comments for promotional purposes? YES_NO Wignature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager May We use your comments for promotional purposes?	for thim - his a	omment.	is , (11)
Safe@Home Healthcare, what would you say to him or her? That I know kurt through my work that our our good May we use your comments for promotional purposes? YES NO "Finan (Ammeson Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager Manuel Ameson M	If you were going tell a nerson who		using g
That I know furt through my work that our our experience has been very good May we use your comments for promotional purposes? YYESNO "Finan (Ammeson Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager Having Maruel as Journel of			
(Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager Agency Manager Agency Manager	That I Know	Kurt th	rough
(Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager Agency Manager Agency Manager	my work &	that o	we ou
(Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager Agency Manager Agency Manager			1
(Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager Agency Manager Agency Manager	esperience h	as been	1 /000
(Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager Agency Manager Agency Manager	good!	as blow	
(Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager Agency Manager Agency Manager	good!	as blee	
(Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager Agency Manager Agency Manager	good!	as blee	
Thank You So Much, Kurt Hjelle, PT Agency Manager Thank You So Much, Manuel at Manu	May we use your comments for promotion	nal nurnosas? V. V.	TES NO
Thank You So Much, Kurt Hjelle, PT Agency Manager Having Maruel As	The same of the sa	nal purposes?Y	TESNO
Kurt Hjelle, PT Agency Manager Having has	Fran a ammeron	nal purposes?Y	TESNO
Kurt Hjelle, PT Agency Manager Having has	Fran a ammeron	nal purposes?Y	TESNO
Agency Manager Having Manuel has	(Signature, please)	nal purposes? X	TESNO
Having has	(Signature, please)/ Thank You So Much,	nal purposes? X Y	TESNO
Have house has the house has leen pa real	(Signature, please) Thank You So Much, Kurt Hjelle, PT	hank lu	TESNO
the house real peen pa real	(Signature, please) Thank You So Much, Kurt Hjelle, PT	hank lu	TES_NO
the meal real	(Signature, please) Thank You So Much, Kurt Hjelle, PT	hands lu	TESNO
Jeen la rear	(Signature, please) Thank You So Much, Kurt Hjelle, PT	hank lu	TESNO
seen praver	(Signature, please)/ Thank You So Much, Kurt Hjelle, PT	hants, ku Laving Ma	at! anul at se has
	(Signature, please)/ Thank You So Much,	hants, ku Laving Ma	at! anul at se has

Safe@Home Healthcare

Where were you staying when the initial arrangemed Home	ents for I	home ca	re serv	rices w	ere made.
Hospital					
Nursing Home					
Instructions: Please rate the services you received best describes your experience. Space is provided things that may have happened to you.					
Very	Poor			Ver	y Good
In Arranging Your Home Health Care: 1. How well the initial plan of care met your needs	1	2	3	4	\(\frac{5}{\text{\sqrt}} \)
2. Helpfulness of the person who helped with the arrangements of your service.				tr:	\times
Comments:			and the second	0	*
Dealing with Home Care Office:					# # # # # # # # # # # # # # # # # # #
1. Helpfulness of the person who answered your phone call.		yr 			X
2. How well the office dealt with your problems and complaints.	_		7	-	X
How well billing and cost questions were handled.					<u>\\</u> _
Why did you decide to Hire us?	Nu	rse			
			-		-
Can you list the three biggest concerns you had function of Care movid composion of Stay motosi malism of s	BEFOR	E you l	hired u	ıs?	
Composión of stage -	towa	rds N	lm		
professionalism of s	top	pro	wide	ig C	ore

Home Care Aide/Caregiver: Dorothy & Jenny
1. Friendliness of the caregiver
2. Caregivers concern for the comfort while treating or caring for your loved one.
3. Technical Skill of the Caregiver
4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges.
5.Overall rating of your caregiver
Comments: Putstanding Care provided to Mm. bare us great peace of mind kingwing She was properly Cared for.
Why did you choose Safe@Home Healthcare? Can you share your thoughts and
experiences with our service so we can share it with others just like you?
So happy Withthe Care Mmis Bleiving. Relieved a great heal of Stress we were st perjoined trans to find the bright Care for hr. Thank you so much for Sual of great Dayron & the professionals of your
The state of the s
May we use your comments for promotional or reference purposes? YESNO
(Signature, please) David Korry Kovalih Thork You So Much
Thank You So Much,
Kurt Hjelle, PT Agency Manager

Safe@Home Healthcare

where were you staying when the mittal arrangeme _Home Hospital	iiis ioi	nome	care ser	vices w	ere made.
Nursing Home					
Instructions: Please rate the services you received to best describes your experience. Space is provided for things that may have happened to you.					
Very I	Poor			Vei	ry Good
In Arranging Your Home Health Care: 1. How well the initial plan of care met your needs.	1	2	3	4	5
2. Helpfulness of the person who helped with the arrangements of your service.	()		-	_	5
Comments:					
Dealing with Home Care Office: 1. Helpfulness of the person who answered your phone call.	: :	(C)	_	_	5
2. How well the office dealt with your problems and complaints.		Section 1	, 1		5
 How well billing and cost questions were handled. 	(1 15)(-	·		5
Why did you decide to Hire us?					
recommended by Carmelie	Uż	logs	2		
Can you list the three biggest concerns you had l		U		us?	
	1.5				

Home Care Aide/Caregiver:		
1. Friendliness of the caregiver	Very Poor	Very Good
2. Caregivers concern for the comfort while treating or caring for your loved one.		
3. Technical Skill of the Caregiver		
4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges.		
5. Overall rating of your caregiver		
Comments:		
Why did you choose Safe@Home Healthca experiences with our service so we can sha	re it with others just like yo	oughts and
Caregiaer was very sen		Tu peesal
May we use your comments for promotion NO (Signature, please)	al or reference purposes?	YES
Thank You So Much,		
Kurt Hjelle, PT Agency Manager		

Safe@Home Healthcare

Where were you staying when the initial arrangHomeHospitalNursing Home	geme	ents for	home o	care ser	vices w	ere made.
Instructions: Please rate the services you receive best describes your experience. Space is provide things that may have happened to you.						
•	Very l	Poor			Ver	y Good
In Arranging Your Home Health Care: 1. How well the initial plan of care met your ne	eds.	1	2	3	4	5
2. Helpfulness of the person who helped with the arrangements of your service.			1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1 (1			~
Comments: Murt - You were great My mom on short notic	<u>s</u>	t ge	Hind	g 50	neon.	e for
Dealing with Home Care Office: 1. Helpfulness of the person who answered you	ır					
phone call.	-		<u> </u>	- 	(1) 	V
	ıS	_	<u> </u>		ş 3	V
3. How well billing and cost questions were handled.) <u> </u>	Q uantinol (_	V
Why did you decide to Hire us? Recommended by Foria Mom needed one-on-o	+ 1	flde Cal	n Co	irts	<u>- p</u>	Ψ
Can you list the three biggest concerns you l	had :	BEFO!		ı hired	us?	

Home Care Aide/Caregiver:		
1. Friendliness of the caregiver	Very Poor	Very Good
2. Caregivers concern for the comfort while treating or caring for your loved one.		_ ~
3. Technical Skill of the Caregiver		
4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges.		
5. Overall rating of your caregiver		
Comments: I have only Ma but they are all gree MOM'S Needs Very	et 3 of the 4	caregivers
If you were going tell a person who safe@Home Healthcare, what would great service the great with good a coring toward the	d you say to him or h	
Also, the owner of	the agency	is great
May we use your comments for promotion NO Alexander (Signature, please)	nal or reference purposes	YES
Thank You So Much,		
Kurt Hjelle, PT Agency Manager		

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Where were you staying when the initial arrangements for home care services were made.

Home Hospital Nursing Home	(Rehab)				
	rate the services you rece experience. Space is provi e happened to you.				5
		Very Poor		Very Good	
	Home Health Care: al plan of care met your	1 2 needs	3	4 5	
2. Helpfulness of the the arrangements	e person who helped with of your service.	55"	, T		
	ite response to		Showe of	eontact le	
Dealing with Home 1. Helpfulness of the phone call.	e Care Office: e person who answered yo	our	_		
2. How well the offi and complaints.	ce dealt with your problem	ms — —			
3. How well billing handled.	and cost questions were				
Why did you decid Recommende Tritial	e to Hire us? I by staff at	independent	ut livin	s facilité with ki	trf
@ quality	ree biggest concerns you of care (2)	had BEFORE	you hired u	is? wort hote	ie
	11				

Home Care Aide/Caregiver:	Thick start	
1. Friendliness of the caregiver	Very Poor	Very Good
Caregivers concern for the comfort while treating or caring for your loved one.		_ <u>~</u>
3. Technical Skill of the Caregiver		
4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges.		<u>v</u>
5. Overall rating of your caregiver		
Comments: Erma is delighted and for the cane empathy and in carrier for my mor If you were going tell a person who we Safe@Home Healthcare, what would	have ghead read professionals in here. as thinking about using	Henjoyed Brech Shewn
Feel free to use		for
The second second		Language de la grande
May we use your comments for promotiona	l purposes?YES	_NO
(Signature, please)	7	
Thank You So Much,		
Kurt Hjelle, PT Agency Manager		

Safe@Home Healthcare

Where were you staying when the initial arrangement	nts for	r home	care ser	vices w	ere made.
Home Hospital					
Nursing Home					
Retirment home					
Instructions: Please rate the services you received f	rom o	ur agen	cy. Ch	eck the	line that
best describes your experience. Space is provided for	or you	to com	ment or	good o	or bad
things that may have happened to you.					
Very I	oor			Ver	y Good
In Arranging Your Home Health Care:	1	2	3	4	5
1. How well the initial plan of care met your needs.		()	9		X
2. Helpfulness of the person who helped with					
the arrangements of your service.		-	_		$\overline{\times}$
Comments:					
Comments.					
Dealing with Home Care Office:					
1. Helpfulness of the person who answered your					
phone call.					<u>_X</u>
2. How well the office dealt with your problems					
and complaints.					X -
))	9	(
3. How well billing and cost questions were					
handled.	-	-			Company of the Compan
Why did you decide to Hire us?					
Can you list the three biggest concerns you had l	ВЕГО	RE you	ı hired	us?	

Home Care Aide/Caregiver:					
1. Friendliness of the caregiver	Very Poor				Very Good
2. Caregivers concern for the comfort while treating or caring for your loved one.	_		· 		X
3. Technical Skill of the Caregiver	_	-	_		
 Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges. 					X
5.Overall rating of your caregiver	-				X
Comments: Tita has been wonde	aful				
Safe@Home Healthcare, what would If all your benflo are as gor unt clo Retter					could
May we use your comments for promotionaNO	d or referen	ce pur	poses?	X	YES
Elizabeth Rom Halfin (Signature, please)	3: 				
Thank You So Much,					
Kurt Hjelle, PT Agency Manager					

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Where were you staying when the initial arrangement	ents fo	r home	care se	rvices v	vere ma	de.
Home _/Hospital						
Nursing Home						
Nursing frome						
Instructions: Please rate the services you received best describes your experience. Space is provided things that may have happened to you.						at
Very	/ Poor			Ve	ry Good	
In Arranging Your Home Health Care:	1	2	3	4	5	
1. How well the initial plan of care met your needs	S		W 1		\leq	
0.77.1.01						
2. Helpfulness of the person who helped with the arrangements of your service.					~	
the arrangements of your service.	1) 			_	<u> </u>	
Comments:						
- X - X - X - X - X - X - X - X - X - X				X 2	// II	
Dealing with Home Care Office: 1. Helpfulness of the person who answered your phone call.				_	8	
2. How well the office dealt with your problems and complaints.	-		1 			
2 II II Lilling and another resulting system			1 (1) (2 2)	9 9	3	
3. How well billing and cost questions were handled.	- 1 - 1	- i - n-	-			
Why did you decide to Hire us?	, H	de	ice /	nu	ise	•
Quick to respond				90.		
Can you list the three biggest concerns you had	BEFO	RE yo	u hired			
How caring well they he?	21 6 44	0				a=====
What expended her	, ce	VIII.	-			

Home Care Aide/Caregiver:						
1. Friendliness of the caregiver	Ve	ry Poor			_ '	Very Good
2. Caregivers concern for the comfort while treating or caring for your loved one.	Э			H errico s		<u>~</u>
3. Technical Skill of the Caregiver	_				K	
4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges.						
5. Overall rating of your caregiver			_	¥		~
Comments:					=	
If you were going tell a person who Safe@Home Healthcare, what wou for care and a conting of the Care gives (a	ld yo		o him)
May we use your comments for promotion NO Signature, please) Thank You So Much, Kurt Hjelle, PT Agency Manager	v tal	Peli	ail			YES
Acres and the						

Safe@Home Healthcare

Where were you staying when the initial ar Home Hospital Nursing Home	rangements fo	or home ca	are service	s were made.
Instructions: Please rate the services you rebest describes your experience. Space is prothings that may have happened to you.				
	Very Poor	· · · · ·		Very Good
In Arranging Your Home Health Care: 1. How well the initial plan of care met you	1 ur needs	2	3 4	5
2. Helpfulness of the person who helped with the arrangements of your service.	ith			
Comments:	g a	. 4 2.1		
the for all the state of	in the	14 15	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	`.A.'
Dealing with Home Care Office: 1. Helpfulness of the person who answered phone call.	your —			
How well the office dealt with your prob and complaints.	olems	. -	<u>, </u>	
3. How well billing and cost questions were handled.	e _			
Why did you decide to Hire us?	rt was	very	, hel	pful.
Can you list the three biggest concerns y	ou had BEFO	ORE you	hired us?)
1) cost				

Home Care Aide/Caregiver:	Very Poor	Very C
1. Friendliness of the caregiver		
2. Caregivers concern for the comfort while		
treating or caring for your loved one.		Internal Control
3. Technical Skill of the Caregiver		
4. Caregiver's sensitivity to the personal		
difficulties and inconvenience caused by health challenges.		<u> </u>
5.Overall rating of your caregiver	- 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	
Comments: Gina did a a	rest job.	
	0	
Why did you choose Safe@Home Healthca experiences with our service so we can share		
	me to pure comend	t a priva
	me to pure comend	t a private safe at
	me to pure comend	t a piiva
Because Alden asked canegium. I will I was very happy under your again if	me to pure comend ith the seneded.	t a pilva safe at avvice and
Bocause Alden asked canegiver. I will I was very happy use you again if	me to pure comend ith the seneded.	t a pilva safe at avvice and
Bocause Alden asked Canegium. I will Twee your again if May we use your comments for promotion NO	me to pure recomend ith the so-	t a private at at a vice and oses? YE
Because Alden asked Canegium I will I was very happy w May we use your comments for promotion NO Signature, please)	me to pure recomend with the series and	t a piiva safe at voice and oses? YES
Bocause Alden asked Canegium. I will I was very happy w when you again if May we use your comments for promotion NO Live Mull (Signature, please) Thank You So Much,	me to pure recomend with the series and	t a private safe at avvice and

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Where were you staying when the initial arrangements for home care services were made.

∠Home _Hospital _Nursing Home					
Instructions: Please rate the services you receivest describes your experience. Space is providenings that may have happened to you.					
,	Very Poor		Very	Good Good	
In Arranging Your Home Health Care: 1. How well the initial plan of care met your ne	1 2 eeds	3	4	5	
2. Helpfulness of the person who helped with the arrangements of your service.	· .		, Tanana - 193		
Comments: The he was "filling were thorough. They Kur Dealing with Home Care Office:	follow	ed up	2 W	n Kin	25
 Helpfulness of the person who answered you phone call. 	ır — —		0		
How well the office dealt with your problem and complaints.	s		-	1	
 How well billing and cost questions were handled. 					
Why did you decide to Hire us? First recommended by V who came a the info on t	itas bu he webs	t pold	on	the pe	WOV
Can you list the three biggest concerns you l	nad BEFORE	you hired	us?		
Communication		ž,			
Still level					

Home Care Aide/Caregiver:		
1. Friendliness of the caregiver	Very Poor	Very Good
2. Caregivers concern for the comfort while treating or caring for your loved one.		
3. Technical Skill of the Caregiver		
 Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges. 		
5. Overall rating of your caregiver		
Comments: We love him		
Why did you choose Safe@Home Healthca experiences with our service so we can sha	re? Can you share youre it with others just lil	ur thoughts and ke you ?
De had a good expa	signee with	I the initial
website & were very	the live infor	the just
impression of Reve. Then	deste just	continuedto.
provide such good care.	skillfül, 1	Lend, moacleve,
May we use your comments for promotion	al or reference purpose	es? YES
Arend & Atewart		theres about
((Signature, fplease)		lum.
Thank You So Much,		

Kurt Hjelle, PT Agency Manager

Safe@Home Healthcare

Where were you staying when the initial arran	gements for	home car	e services	were made.	
WHome retirement					
Hospital Nursing Home	×1				
Instructions: Please rate the services you receibest describes your experience. Space is proviethings that may have happened to you.		_			
	Very Poor		V	ery Good	
In Arranging Your Home Health Care: 1. How well the initial plan of care met your n	1 needs	2	3 4	5 X	
2. Helpfulness of the person who helped with the arrangements of your service.	s III			_X	
Comments:				э х	
and conderns	ering	our g	wester	is	
Dealing with Home Care Office: 1. Helpfulness of the person who answered yo phone call.	our \	alia -	net a	nase to	Ď
2. How well the office dealt with your problen and complaints.	ms	que	stions	as SI	relia
3. How well billing and cost questions were handled.	/_	le clai	p.	_	
Why did you decide to Hire us?	/				
Can you list the three biggest concerns you some body in her home herself for 25 years				<u> </u>	

Home Care Aide/Caregiver:	v. 6)
1. Friendliness of the caregiver	Very Good
2. Caregivers concern for the comfort while treating or caring for your loved one.	
3. Technical Skill of the Caregiver	
4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by health challenges.	_ X
5.Overall rating of your caregiver	<u> </u>
Comments: Shela was a new carrie Ca geser, we feer she navaled everything grow juagment.	ivith_
Why did you choose Safe@Home Healthcare? Can you share your thorexperiences with our service so we can share it with others just like you	
This service was recommended to us	before
of Jaesta's fueras and we were not	(/
Bussappointele in our crice. We fee	
our soncers were asswered proper	lip
and with understanding.	0
J 100 (2011)	The second
May we use your comments for promotional or reference purposes? NO	<u>X</u> YES
Thank You So Much, Clays after Shelia com	luid 6
Kuit Iljene, II	fficee.
Agency Manager Situation for new because	The Language of
not have time	
accustomed to anything	
energening well.	

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Where were you staying when the initial arrange Home	ments for	home ca	are ser	vices we	ere made.
Hospital					
Nursing Home					
Instructions: Please rate the services you receive best describes your experience. Space is provide things that may have happened to you.					
Ve	ery Poor		10.	Ver	y Good
In Arranging Your Home Health Care: 1. How well the initial plan of care met your nee	1 ds	2	3	4	<u>\$</u>
2. Helpfulness of the person who helped with the arrangements of your service.	_	_		_	\
Comments:					
Dealing with Home Care Office:1. Helpfulness of the person who answered your phone call.2. How well the office dealt with your problems			_		¥ V
and complaints.			n	12 J15 2 9	<u>X</u>
3. How well billing and cost questions were handled.		_	3 2	_	_
Why did you decide to Hire us? Referred by bail bang ALSO like that we pay the	h-lac	jenu	al J V	5- 6	eny.
Can you list the three biggest concerns you ha	d BEFOI	RE you	hired	us?	m time
- Cost					

	Very Poor	Very Good
1. Friendliness of the caregi	iver	<u>-</u>
2. Caregivers concern for th	ne comfort while	2
treating or caring for you		V
- among or among tor you		
3. Technical Skill of the Car	regiver	3
4.0	4	
Caregiver's sensitivity to difficulties and inconveni		
health challenges.	ience caused by	V
mount offeringes.		
5. Overall rating of your care	regiver	
a March	a Comme to las a	
Comments: VVV Us	1 Sum to be a	
- mountage p		
Safe@Home Healthcan	re, what would you say to him	or her?
	re, what would you say to him	1
	re, what would you say to him	1
	re, what would you say to him	1
	re, what would you say to him	1
To at heast	tall the agenc	y !!
To at heast	ts for promotional or reference pu	y !!
May we use your commen	tall the agenc	y !!
May we use your commentation NO	tall the agenc	y !!
May we use your commentation NO	tall the agenc	y !!
May we use your commentation NO Monday (Signature, please)	tall the agenc	y !!
May we use your commen	tall the agenc	y !!
May we use your comment NO May we use your comment of the No Signature, please) Thank You So Much,	tall the agenc	y !!
May we use your commentation NO Monday Signature, please)	tall the agenc	y !!
May we use your comment NO Signature, please) Thank You So Much, Kurt Hjelle, PT	tall the agenc	y !!
May we use your comment NO Signature, please) Thank You So Much, Kurt Hjelle, PT	tall the agenc	y !!

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Where were you staying when the initial arrangements for home care services were made.

Home Hospital Nursing Home (<i>temporarily on reha</i>	<i>(</i> +)					
Instructions: Please rate the services you receive best describes your experience. Space is provide things that may have happened to you.						
V	ery Poor			Ve	ery Good	
In Arranging Your Home Health Care: 1. How well the initial plan of care met your need.	1 eds	2	3	4	<u>(5)</u>	
2. Helpfulness of the person who helped with the arrangements of your service.) (c)	_	_		5	
Comments:						
						=
Dealing with Home Care Office: 1. Helpfulness of the person who answered your phone call.	r 	_	_	-	5	
How well the office dealt with your problems and complaints.	_		5 " 	* _{**1}	5	
How well billing and cost questions were handled.	_	-	E8	·	5	
Why did you decide to Hire us? Make coreger of From a referred Trusted the referred Source.	. Song	a. D	int	Know	Krt	hd
Can you list the three biggest concerns you h					gi g	_
rueting the careginar he careginar shits to						_
Le coneginas shits to	home	lle -	my	DH	1	

1. Friendliness of the caregiver					W G 1
in international or wise awards.	Very Poor	XV.		15	Very Good
2. Caregivers concern for the comfort while treating or caring for your loved one.	_				5
3. Technical Skill of the Caregiver	<u> </u>	<u></u>		<u>14 </u>	3
4. Caregiver's sensitivity to the personal difficulties and inconvenience caused by					5
health challenges.	+	===0	-		
5.Overall rating of your caregiver			-	1 <u>x</u>	5
Comments:					<i>i</i> 0
		_	1940		
If you were going tell a person who wa Safe@Home Healthcare, what would y 20 For Swe what you	ou say t	o him		.?	
Safe@Home Healthcare, what would y	ou say t	o him	or her	.?	