

Homemakers & Nurses Services “Your Opinion Counts” Survey

January 1 to December 31, 2008

YOUR OPINION COUNTS - Homemakers & Nurses Services
Analysis of Total Returns

January 1 to December 31, 2008	
Number of questionnaires issued:	2385
Number of questionnaires returned:	347
Percentage of questionnaires returned:	14.55%

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	N/A	No Answer
1. Participation							
a) I'm provided with opportunities to participate in the development of my plan of service	119	141	18	13	6	31	19
b) HMNS provides me sufficient opportunities to influence decisions related to my care	126	141	21	12	9	20	18
c) I feel comfortable expressing my opinions & feelings about the services I receive	153	152	12	9	5	7	9
d) I feel comfortable sharing with my Caseworker details of my financial & health information	150	143	15	12	3	16	8
e) I know whom to approach when I have a problem or concern	143	152	12	10	7	9	14
Participation Totals	691	729	78	56	30	83	68

2. Quality of Service Provision							
a) Care is provided in a kind, friendly & gentle manner	195	135	5	5	2	2	3
b) Homemakers respect my personal and physical privacy	188	142	4	2	4	3	4
c) When my HMNS Caseworker schedules a visit it is at my convenience	190	129	7	8	2	5	6
d) After discussing tasks with my HMNS Caseworker tasks performed by the homemaker are those I expected	160	153	7	13	4	6	4
e) The tasks are completed to my satisfaction	147	154	15	13	3	1	14
f) The Homemaking Agency schedules homemaker visits at mutually convenient times	157	153	13	8	2	2	12
g) If I have a need for services other than homemaking my HMNS Caseworker helps me to access them	126	128	35	8	7	26	17
Quality of Service Provision Totals	1,163	994	86	57	24	45	60

3. Communication							
a) I am able to contact my HMNS Caseworker by telephone	161	145	11	8	2	5	14
b) My HMNS Caseworker phones me often enough	123	142	33	16	7	10	16
c) My calls to my HMNS Caseworker are returned promptly	148	142	19	9	4	13	13
d) When I call HMNS I am treated with courtesy and respect	168	134	14	9	2	9	10
e) If I have a concern regarding my homemaking services I feel comfortable contacting my HMNS Caseworker	153	152	15	4	4	7	12
f) I am satisfied that my questions and concerns are answered and/or followed up	148	153	16	7	4	6	13
g) After a change in my service needs my homemaker is aware of it	128	138	33	6	2	22	16
Communication Totals	1,029	1,006	141	59	25	72	94

4. Advocacy							
a) My HMNS Caseworker acts in my best interests whether it is in regards to homemaking or other issues	150	127	23	7	4	10	25
Advocacy Totals	150	127	23	7	4	10	25

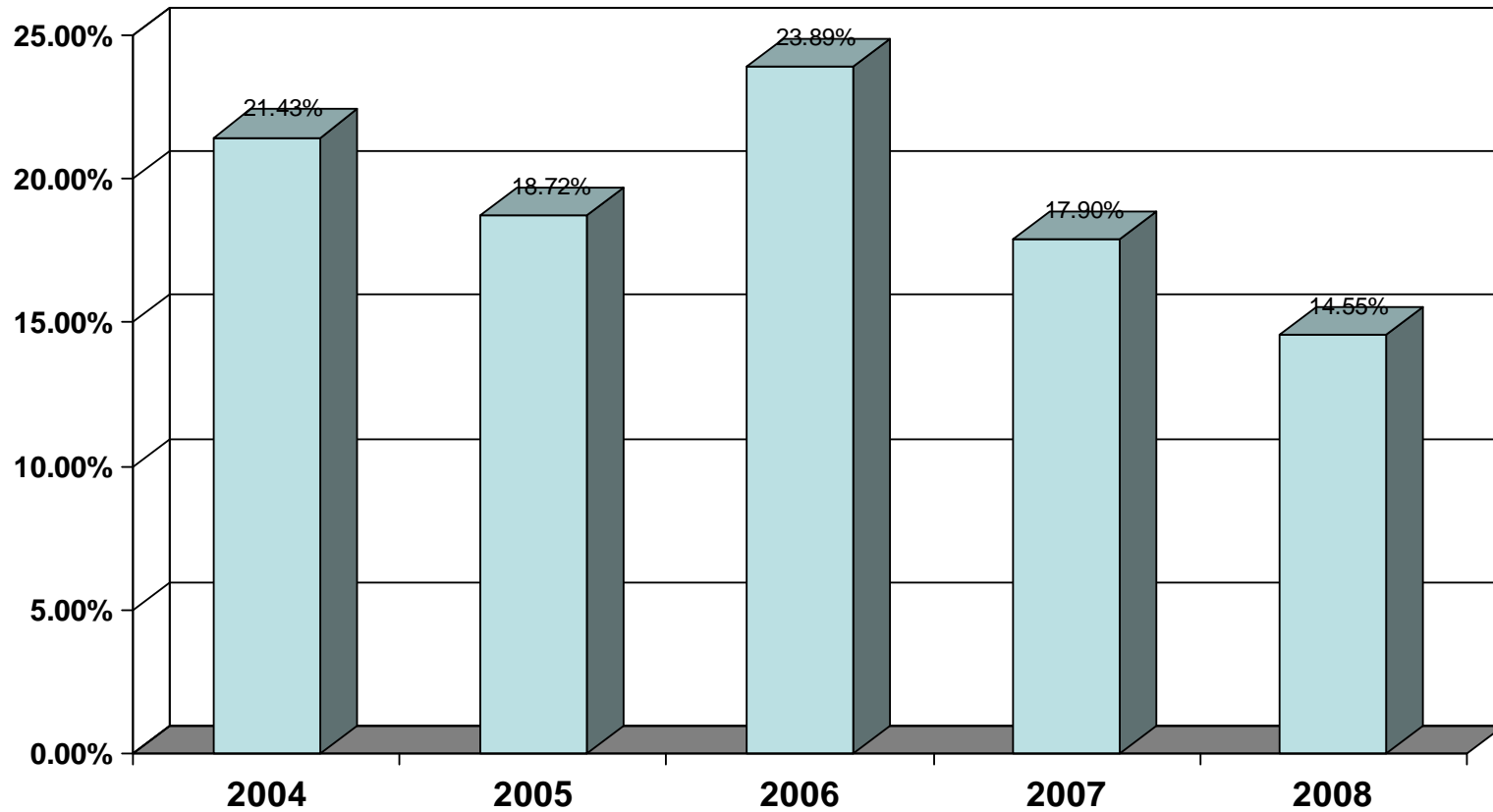
5. Quality of Life							
a) I am encouraged and assisted to maintain or improve my level of independence	135	137	29	9	2	19	16
b) I am treated with respect by my HMNS Caseworker	176	127	8	3	2	8	23
I am treated with respect by my Homemaking Agency	166	120	10	3	2	3	43
I am treated with respect by my Homemaker	167	123	8	4	3	5	37
c) I would recommend HMNS to others requiring homemaking assistance	167	136	13	5	3	3	20
d) I am aware of my rights & responsibilities with regards to receiving services from HMNS	155	155	8	5	2	4	18
Quality of Live Totals	966	798	76	29	14	42	157

YOUR OVERALL SATISFACTION							
a) Overall I am satisfied with the quality of the care and service	166	148	8	6	3	1	15
Overall Satisfaction Totals	166	148	8	6	3	1	15

TOTALS	4,165	3,802	412	214	100	253	419
Percent of Answers	44.5%	40.6%	4.4%	2.3%	1.1%	2.7%	4.5%

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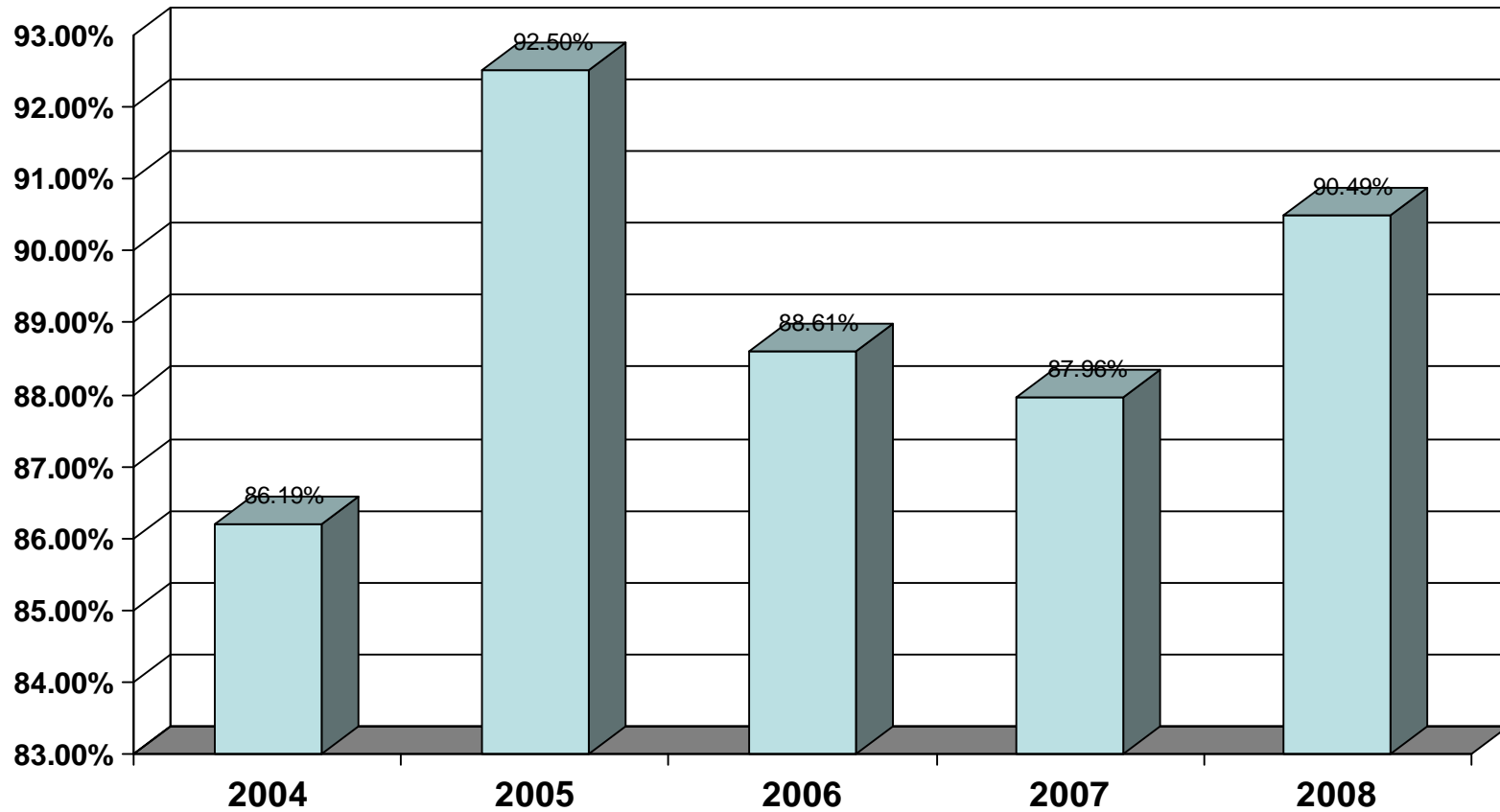
Response Rates
January 1 to December 31, 2008



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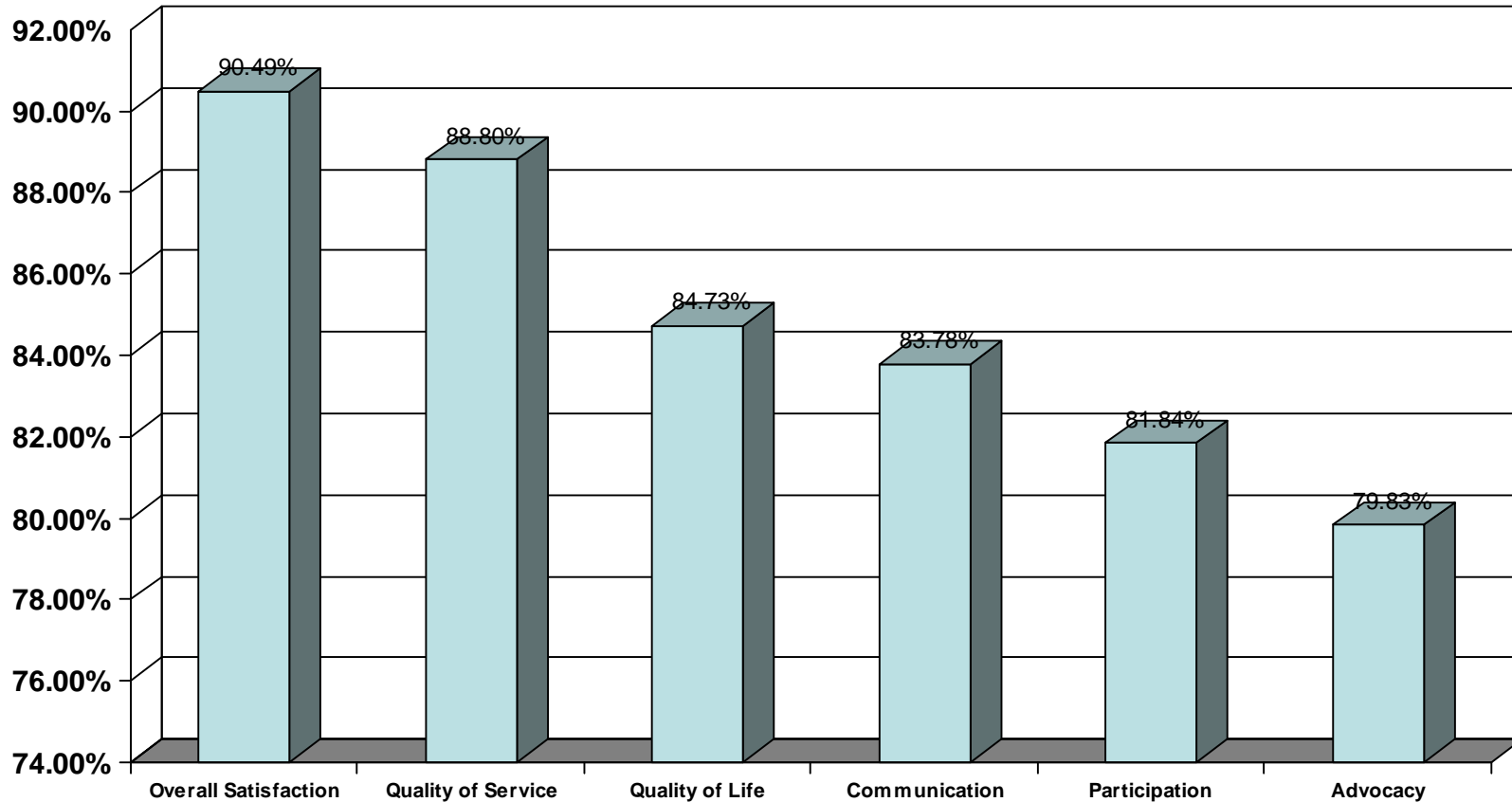
Overall Satisfaction

January 1 to December 31, 2008



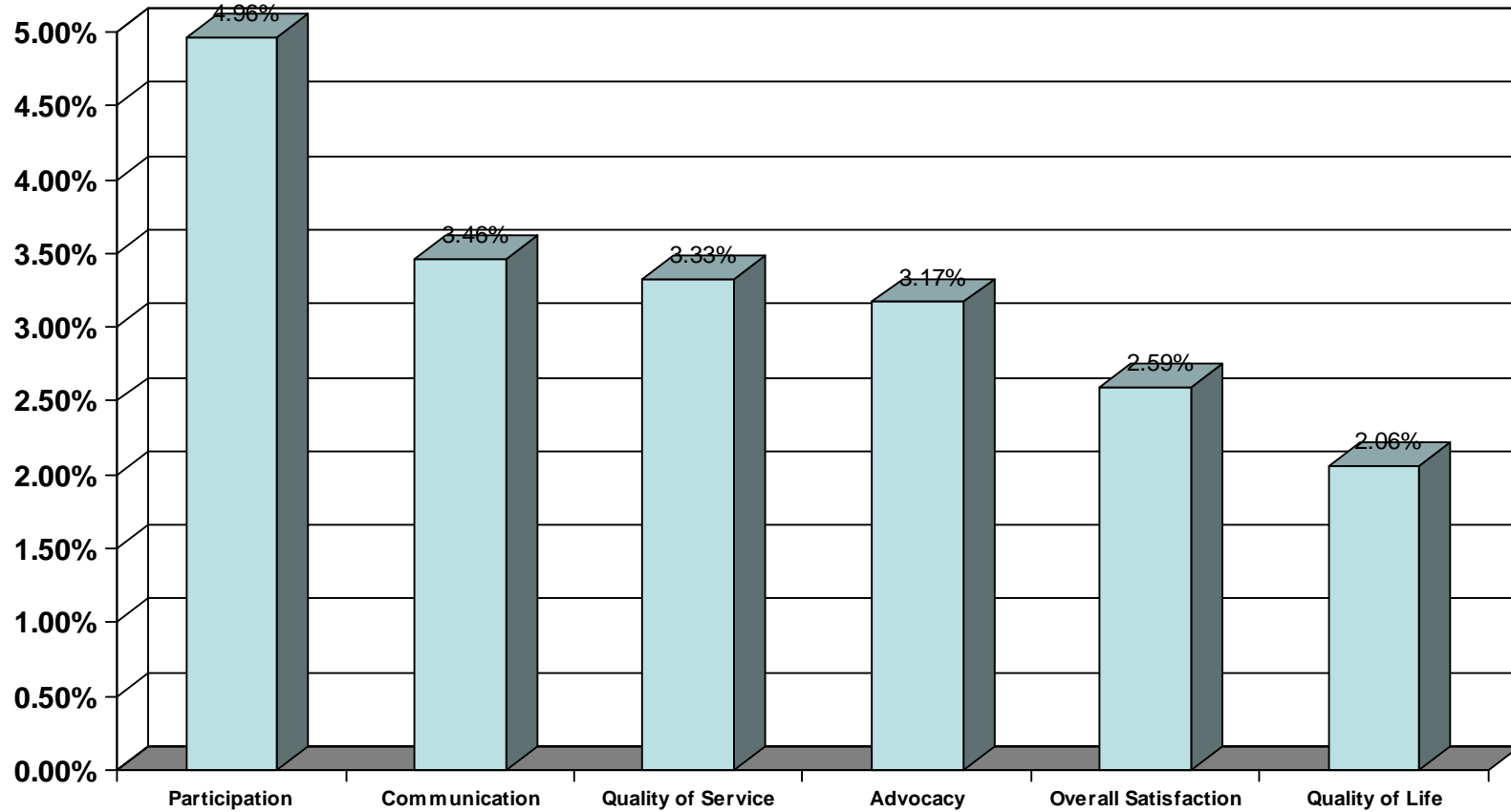
Homemakers & Nurses Services “Your Opinion Counts” Survey

Strongly Agree & Agree Responses Ranked
January 1 to December 31, 2008



Homemakers & Nurses Services “Your Opinion Counts” Survey

Strongly Disagree & Disagree Responses Ranked
January 1 to December 31, 2008



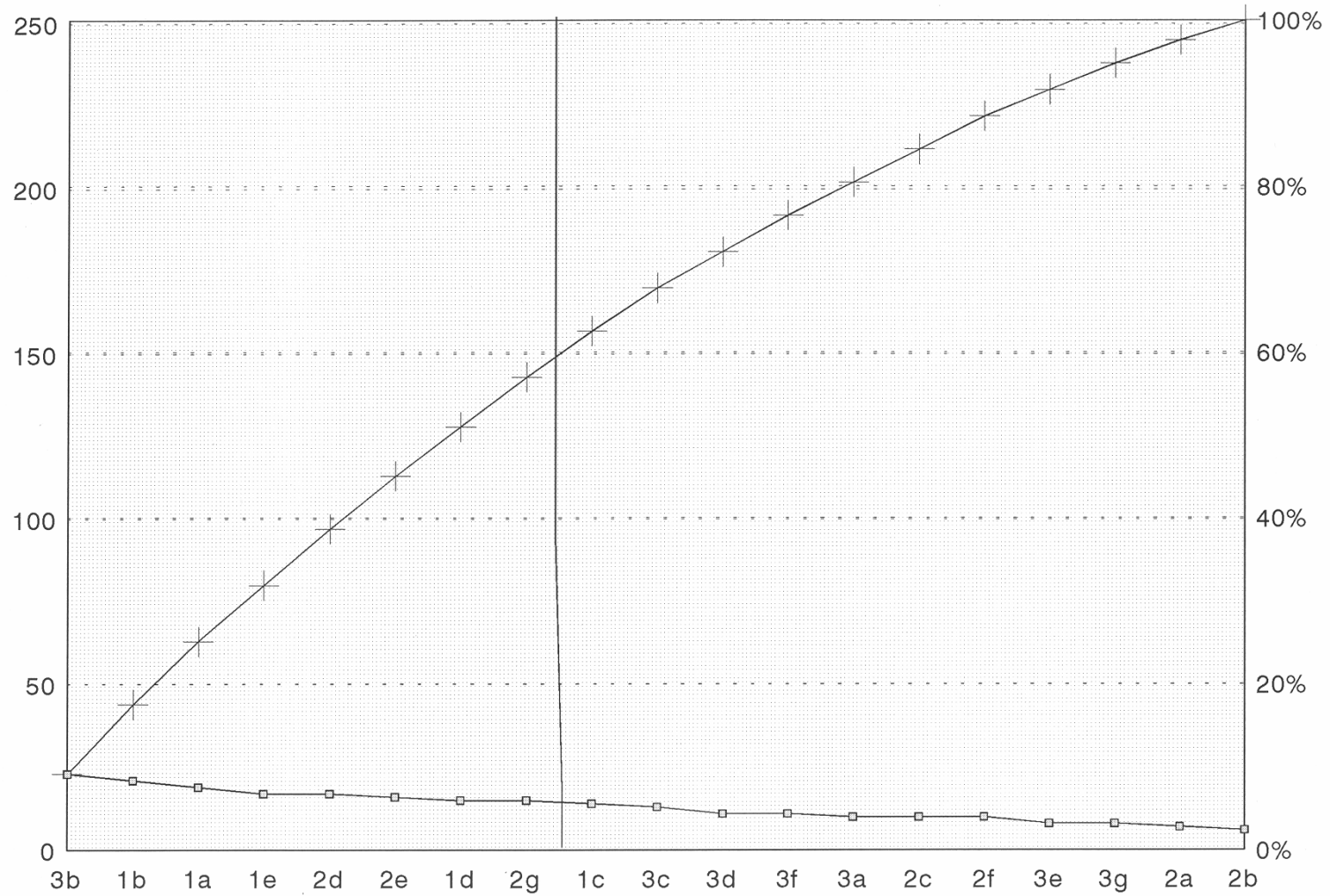
YOUR OPINION COUNTS' - January 1 to December 31, 2008

RESIDENT Disagree + Strongly Disagree			
? #'s	Responses		Cumulative
	#	%	
3 b	23	9.16%	9.16%
1 b	21	8.37%	17.53%
1 a	19	7.57%	25.10%
1 e	17	6.77%	31.87%
2 d	17	6.77%	38.65%
2 e	16	6.37%	45.02%
1 d	15	5.98%	51.00%
2 g	15	5.98%	56.97%
1 c	14	5.58%	62.55%
3 c	13	5.18%	67.73%
3 d	11	4.38%	72.11%
3 f	11	4.38%	76.49%
3 a	10	3.98%	80.48%
2 c	10	3.98%	84.46%
2 f	10	3.98%	88.45%
3 e	8	3.19%	91.63%
3 g	8	3.19%	94.82%
2 a	7	2.79%	97.61%
2 b	6	2.39%	100.00%
Total	251		

Client Disagree Responses in Order to 60%	
3 b	My Caseworker phones me often enough
1 b	HMNS provides me sufficient opportunities to influence decisions related to my care
1 a	I'm provided with opportunities to participate in the development of my plan of service
1 e	I know whom to approach when I have a problem or concern
2 d	Homemakers respect my personal and physical privacy
2 e	The tasks are completed to my satisfaction
1 d	I feel comfortable sharing with my Caseworker details of my finances and health
2 g	If I have a need for services other than HMNS my HMNS Caseworkers helps to access
1 c	I feel comfortable expressing my opinions & feeling about the services I receive

"YOUR OPINION COUNTS" Homemakers & Nurses Services

Client Dissatisfaction



January 1 to December 31, 2008