



CLIENT SATISFACTION *YOUR KEY TO SUCCESS*

OPPORTUNITY FOR PRIVATE DUTY PROVIDERS

Unlock the key to your company's success by participating in the Missouri Alliance for Home Care's Client Satisfaction Benchmark Project.

The survey is designed for clients that utilize home care services and **has recently been revised to include Private Duty providers**. The goal is to provide information about your clients' perspective of the quality of their care and your staff.

Sample questions include:

- Would you recommend us to others?
- My caregivers show caring behavior towards me?
- My caregivers come as scheduled?



Data is collected on a quarterly basis and submitted to MAHC.

Participating companies are provided with aggregate quarterly reports to compare their own company's client satisfaction statistics against the group. Annual participation fee of \$250.

GET STARTED TODAY

MAHC's Client Satisfaction Project offers easy-to-read reports that have been used and tested by home care companies for years. Save your staff the time and expense of creating and designing a survey by using the proven MAHC tool to discover how your company compares to others.

For information on how to sign up, contact Carol Hudspeth, Benchmark Project Manager, by phone at 573-634-7772 or by email at carol@homecaremissouri.org

See what others are saying:

"In an industry where providing customer service is so important—keeping your finger on the pulse of what your clients really think about your services is vital."

Barb Madison, Right at Home of St. Louis

"We worked very hard to design this process and survey to meet the needs of Private Duty providers. I always look forward to receiving the data to help evaluate the service we provide."

Barth Holohan, Continuum

Missouri Alliance for Home Care
2420 Hyde Park, Ste. A
Jefferson City, MO 65109

Phone: 573-634-7772
Fax: 573-634-4374
www.homecaremissouri.org