

2021 Experience Survey Questions

Below you will find the list of questions asked by the Home Care Pulse survey team as part of the HCP Experience Management program. In addition to asking these questions, Home Care Pulse interviewers ask follow-up questions to clarify why the clients rated the provider the way they did.

CLIENT SURVEY

Open-Ended Questions

- Active Clients – Why did you choose this provider over others? (only asked once)
- Discharged Clients – What was the reason for discontinuing services with [provider]?

Rated Questions

1. How likely are you to recommend [provider] to others if they needed care? (*Recommend Provider*)
2. How would you rate the impact of the services on your daily life? (*Daily Life*)
3. How would you rate the ability of your caregivers to provide the care needed? (*Ability of Caregivers*)
4. How satisfied are you with the communication and overall helpfulness of the office staff? (*Communication from Provider*)
5. How well are the caregivers matched with your needs and preferences? (*Client/Caregiver Compatibility*)

Open-Ended Question

- What is one thing [provider] could do to improve your satisfaction with their services?

CAREGIVER SURVEY

Open-Ended Question

- Why did you choose to work for [provider name] over other options? (only asked once)

Rated Questions

1. How likely are you to recommend working for [provider] to an interested friend? (*Recommend Employment*)
2. How would you rate the training you've received from [provider]? (*Training Received*)
3. How would you rate your employer's recognition of your accomplishments? (*Caregiver Recognition*)
4. How would you rate the office support staff and the communication you receive from them? (*Office Support Staff*)
5. How would you rate your employer's ability to properly match you with a client? (*Client/Caregiver Compatibility*)

Open-Ended Question

- What is one thing [provider] could do to improve your job satisfaction?



2021 Best of Home Care® Awards Criteria

2021 Best of Home Care® - Provider of Choice & Employer of Choice Award Criteria

The Provider and Employer of Choice awards provide proof to everyone who sees them that your clients receive quality care, and that you value the contribution and satisfaction of your caregivers. These annual awards are based on the results of your client and caregiver experience surveys.

The award criterion for the Best of Home Care® - Provider of Choice and Employer of Choice Awards effective January 1, 2021 and will be applied to Best of Home Care® Awards presented in the 2022 calendar year.

The award criterion includes:

- ✓ ***NEW*** OSAT Score 8.75+
- ✓ ***UPDATED*** Minimum of 12 client and/or employee surveys to qualify for awards.
- ✓ Have less than 15% of your clients “Do Not Call” for the year.
- ✓ Be a Home Care Pulse Trusted Provider for at least six consecutive months.

2021 Best of Home Care® - Leader in Excellence Award Criteria

With this powerful title and an impressive trophy, you can prove that your business has reached the highest standard of excellence in home care. This annual award is based on the results of your client and caregiver experience surveys.

Leader in Excellence awards are presented each January based upon results during the previous calendar year.

The award criterion includes:

- ✓ ***NEW*** OSAT Score 8.9+
- ✓ ***UPDATED*** Complete a minimum of 2 client and 2 employee satisfaction surveys per month during the previous 12 months.
- ✓ Earn both Provider and Employer of Choice Awards for the year.
- ✓ Be a Home Care Pulse Trusted Provider for at least 12 consecutive months. (The 12 months is from January to December, not rolling.)