

Grandmas Loving Care (Demo Agency)

---

January 2019

# VANTAGE

SATISFACTION MANAGEMENT REPORT

powered by **HOME CARE PULSE**<sup>®</sup>

# Executive Summary

## Key Satisfaction Benchmarks

	Nov '18	Dec '18	Jan '19
Combined Client Satisfaction Rating	92.4%	80.0%	93.2%
Combined Caregiver Satisfaction Rating	92.1%	99.3%	90.0%
<i>Best of Home Care® Provider of Choice</i> Qualifying Categories	N/A	N/A	N/A
<i>Best of Home Care® Employer of Choice</i> Qualifying Categories	N/A	N/A	N/A

## Interview Details

Client Interview Percentage and Frequency	0% Monthly
Caregiver Interview Percentage and Frequency	0% Monthly
Number of Client Interviews Performed	5
Number of Caregiver Interviews Performed	4

## Corrections Needed

Wrong Number	0
Change Responsible Party	0

## Net Promoter Score ®

**7.6**

Detractor	0%
Passive	24%
Promoter	76%

## Caregiver Engagement Score

**8.2**

Detractor	0%
Passive	18%
Promoter	82%

Scores shown are calculated using the past 180 days of data and reflect the responses given to the "Recommend Agency to Others" interview question. These scores show how likely your clients and caregivers are to recommend you as a provider and employer, with 1 being not likely and 10 very likely.

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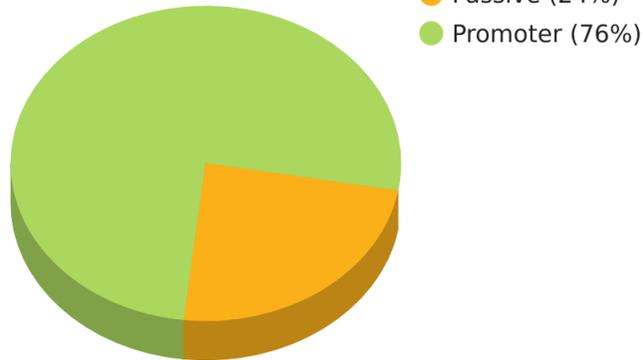
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## Net Promoter Score ®

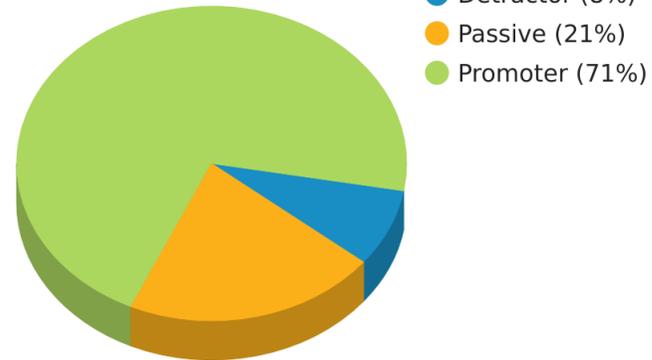
The Net Promoter Score ® (NPS) is based on the fundamental principle that every company's customers can be divided into three categories: Promoters, Passives and Detractors. The NPS is calculated using the numerical ratings associated with the question: 'How likely are you to recommend [provider name] to others'. The results are calculated by subtracting the percentage of Detractors from the percentage of Promoters during the previous 180 days. Net Promoter Score, and NPS are registered trademarks for Bain & Company, Fred Reichheld and Satmetrix Systems, Inc.

**7.6**



**Grandmas Loving Care (Demo Agency)**

**6.3**



**Home Care Industry**

## Client Testimonial Report

The Client Testimonial Report is provided for the purpose of marketing your home care business to potential clients, caregivers and referral sources. Before using a client's testimonial, we recommend you contact the client and obtain their permission, unless you only use the client's first name.

How well are the caregivers matched with your needs and preferences?

Kevin Jones

December 2018

My caregiver is great for my specific needs. She is able to do everything that I've asked and will occasionally assist with other tasks as well. She has a pretty bubbly personality, and it's nice to have that type of energy in my home.

How would you rate the impact of the services on your daily life?

Kevin Jones

December 2018

They really help me with several things. With some of the disabilities that I have, it's been hard to complete functions that seem so basic, as I have a hard time using my hands. They step right in and help, and they don't make me feel like I'm incapable of

How satisfied are you with the communication and overall helpfulness of the office staff?

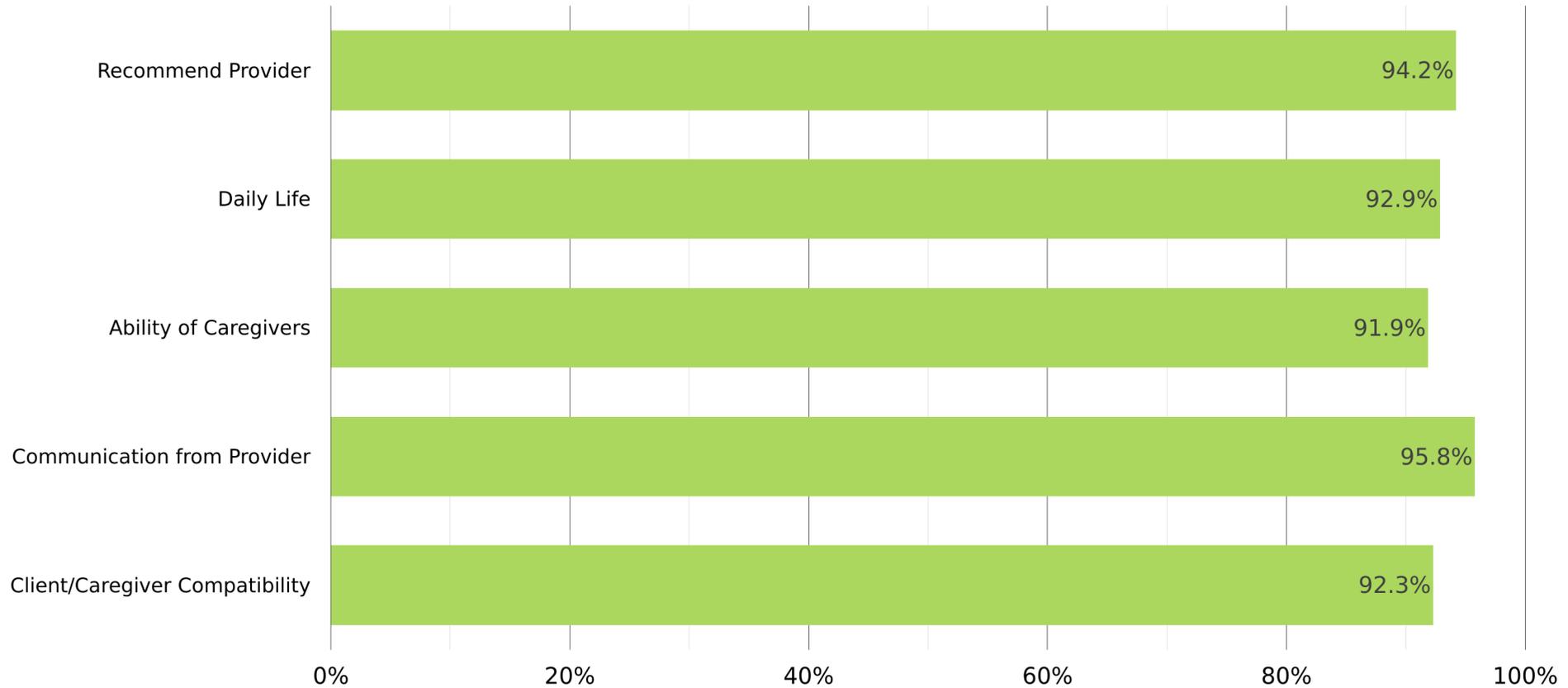
Jeff Goldblum

January 2019

They have been great. Whenever I need them, they are there to talk to me and they get back immediately if they are not there when I call.

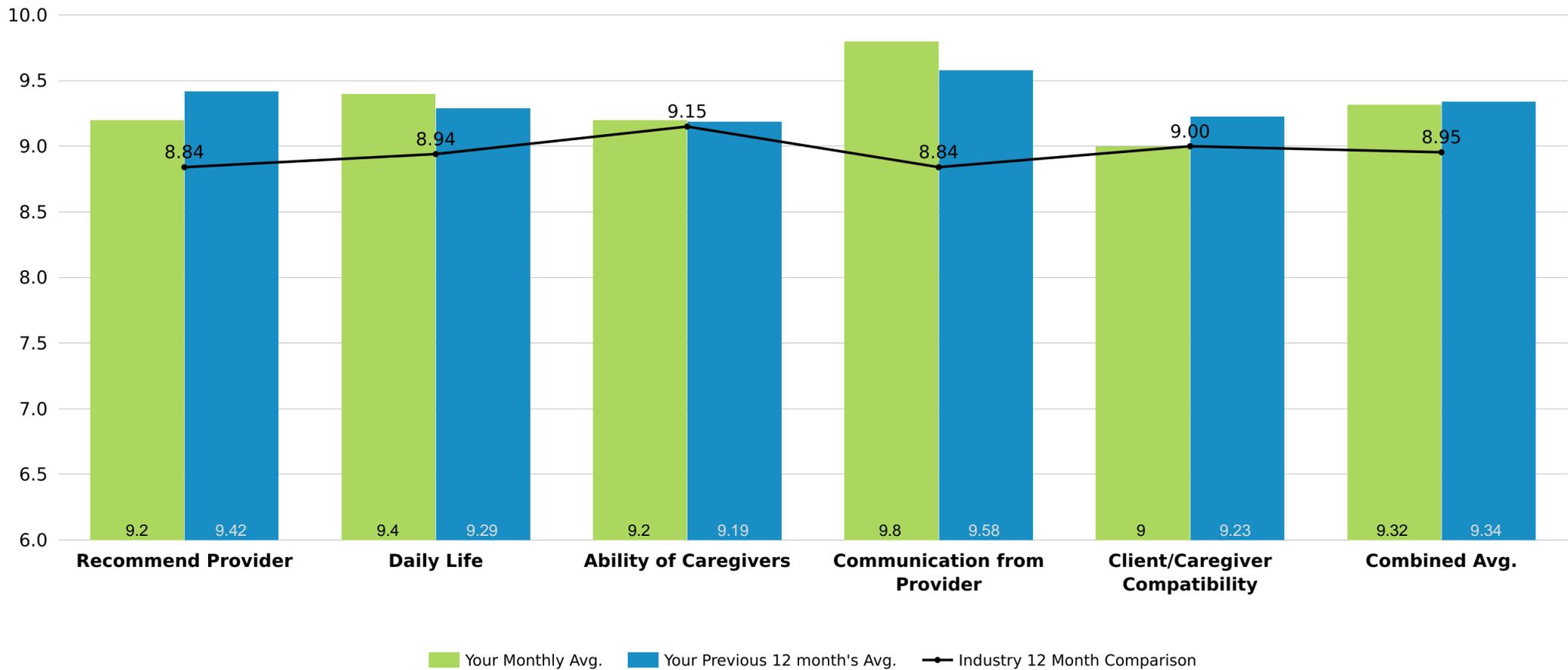
## Client Proof of Quality

The Client Proof of Quality Report shows how your clients have rated their level of satisfaction with your home care business during the previous 12 months.



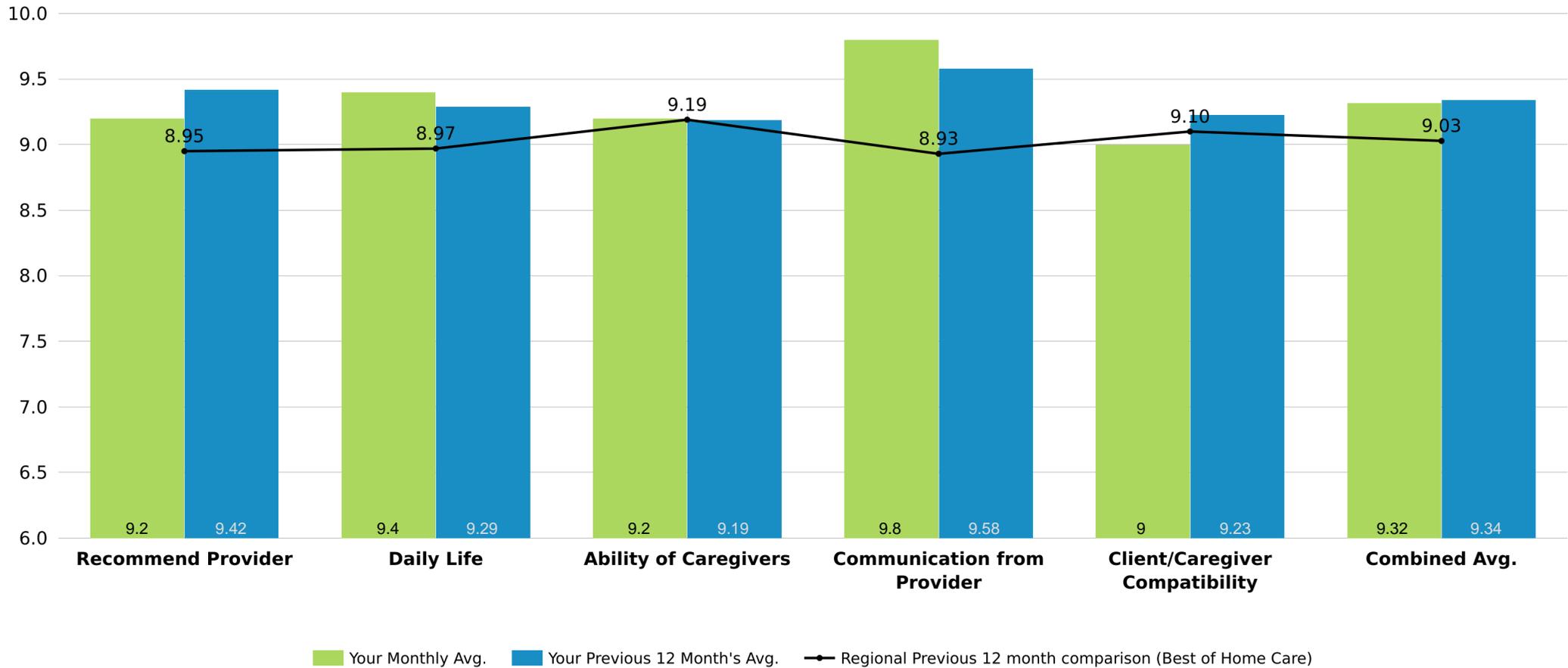
## Client Satisfaction Benchmark Report

The Client Satisfaction Benchmark Report represents your client's satisfaction rating in each of the individual categories included in our monthly client interviews. The industry 12 month comparison line represents the entire industry median for each category.



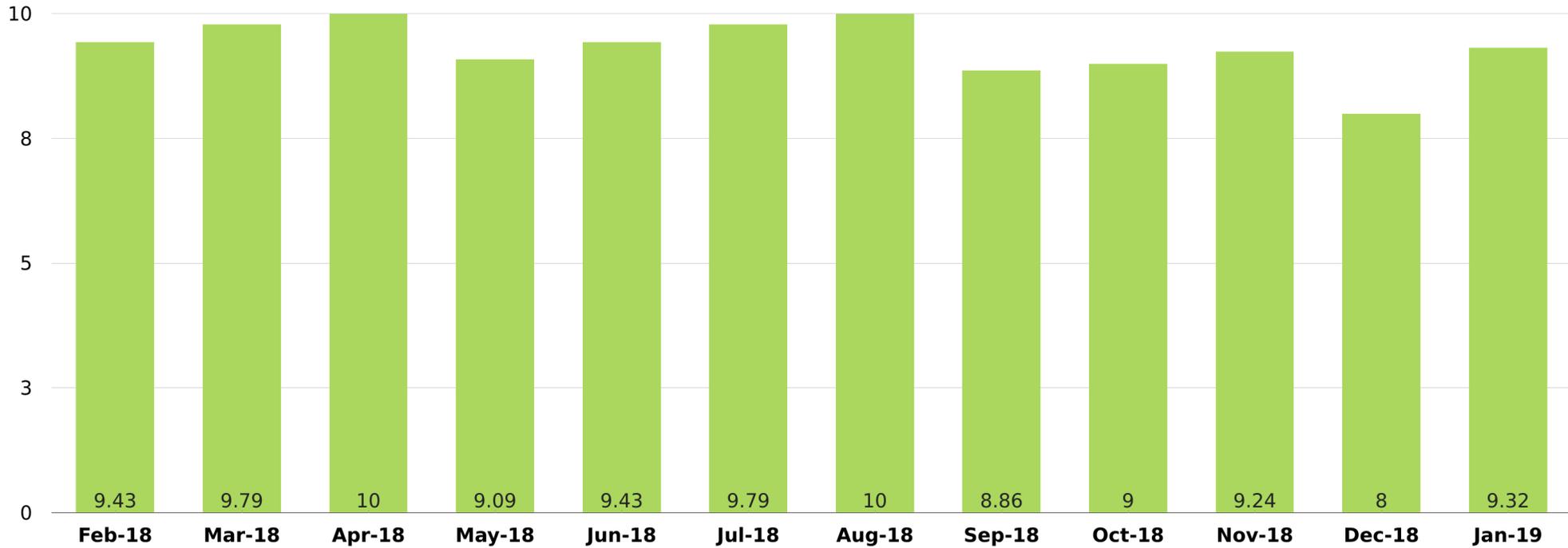
## Client Best of Home Care Regional Report

The Client Best of Home Care Regional Report represents your client's satisfaction ratings in each of the individual categories included in our monthly client interviews. The Regional Best of Home Care line represents your region's geographic median and the minimum requirements to earn the Best of Home Care – Provider of Choice Award. To find a map of the states included within your geographic region, visit the report reference center.



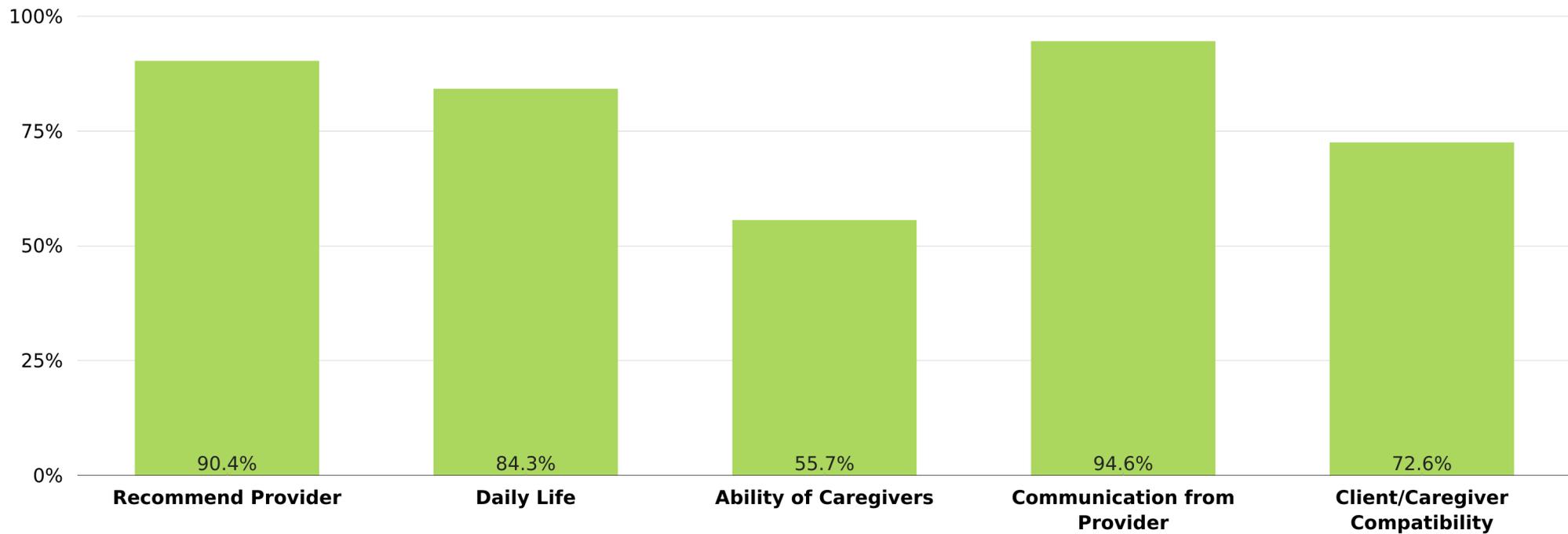
## Overall Client Satisfaction Rating Report

The Overall Client Satisfaction Rating Report shows the combined average of all client satisfaction scores by month.



## Client Satisfaction Percentile Ranking Report

The Client Satisfaction Percentile Ranking Report compares your home care business's previous 12-month performance with the results of home care providers across North America. The percentile ranking you receive for each category shows what percentage of home care providers you scored higher than. For example, a percentile ranking of 65% indicates that you outperformed 65% of all other home care providers in this category, while 35% of the home care providers scored higher than you in this category.



## Client Priority Index

The Client Priority Index represents the two key categories where your home care business achieved the lowest results during the previous 90 days. Comments provided by your clients during the time period selected are included as a reference to show why these categories may be considered a priority for your business.

	Average Score	25th Percentile Score	75th Percentile Score	Percentile Ranking
Ability of Caregivers	8.50	8.89	9.50	10.9%
Client/Caregiver Compatibility	8.60	8.71	9.42	21%

### Ability of Caregivers

Jim Smidt(5)

December 2018

I have to literally go behind the caregiver and retrain her daily how to do the simplest of tasks. Yesterday when she was here, we had to address that when washing dishes correctly, you cannot use cold water and you must use some type of clean rag or

Idris Elba(7)

January 2019

She needs to be more efficient in doing what I ask her to do. She is supposed to do some level of housecleaning. She does a poor job in that aspect, but well in everything else.

Christopher Evans(7)

November 2018

My caregiver is not skilled enough to take care of me. She is young and inexperienced, and does not seem to know all of the details about what I need.

Kevin Jones(8)

December 2018

She does everything that is asked of her, so I would say she is more than capable. I just wish she was more of a self-starter.

Jeff Bridges(9)

January 2019

They would do stuff like washing, loading and unloading dishwasher, and sweeping. Often they would mop the floor. Something useful was when they would grab anything from downstairs since I had a hard time going downstairs.

Matthew Church(9)

November 2018

Mark may be young, and he may still be learning the ropes, but he doesn't lack in ambition and his ability to learn. He always tries to meet our requests in the way we desire.

Dominic Cooper(10)

January 2019

Test by Jess - Partial

Jeff Goldblum(10)

January 2019

They do other things like helping me dress, they supervise me in going to the bathroom, and they cook.

Dominic Cooper(10)

January 2019

She is able to help me clean and change my bed, as well as do laundry.

Derek Hill(10)

November 2018

Brenda is very knowledgeable and has the ability to do everything I've asked of her. My previous caregiver wasn't really the best cook and Brenda prepares meals that taste great. I like that I don't have to ask her what to do, she's very observant. As

### Client/Caregiver Compatibility

Jim Smidt(5)

December 2018

My previous caregiver was a saint, we miss her so much. This newer caregiver seems to lack knowledge and training, and I feel that she really isn't at the point that she should be providing care for any of the agency clients. She should still be going

Idris Elba(7)

January 2019

They should take into consideration the ability of the caregiver to do and accomplish everything that we ask them to do.

Christopher Evans(7)

November 2018

I have only had my current caregiver for about three months, but I don't think it will work out. I have delayed contacting the office staff because I wanted to give her a shot to improve. However, I think it's about time for me to request a change in my

Jeff Bridges(8)

January 2019

They did a good job and did what was needed as often as I needed it. The only thing was the amount of turnover. There was a lot of caregivers and each one needed training each time. This was a hassle.

Kevin Jones(9)

December 2018

My caregiver is great for my specific needs. She is able to do everything that I've asked and will occasionally assist with other tasks as well. She has a pretty bubbly personality, and it's nice to have that type of energy in my home.

Dominic Cooper(10)

January 2019

Test by Jess - Partial

Jeff Goldblum(10)

January 2019

I appreciate her pleasant personality and she is willing to do what I need done.

Dominic Cooper(10)

January 2019

Our personalities are agreeable.

Derek Hill(10)

November 2018

Brenda is essentially a member of my family. She is just a great person, she was meant for a job like this. She is fun and happy, which really makes a difference when I'm having a difficult day.

Matthew Church(10)

November 2018

Grandmas Loving Care made the right decision when assigning Mark to me. If Mark is ever unable to come, they send a replacement who is just as caring and efficient.

## Client Strength Index

The Client Strength Index represents the two key categories where your home care business achieved the highest results during the previous 90 days. Comments provided by your clients during the time period selected are included as a reference to show why these categories may be considered a strength for your business.

	Average Score	25th Percentile Score	75th Percentile Score	Percentile Ranking
Communication from Provider	9.60	8.33	9.36	87%
Daily Life	9.20	8.64	9.33	65.2%

### Communication from Provider

[Dominic Cooper\(10\)](#)

January 2019

Test by Jess - Partial

[Jeff Goldblum\(10\)](#)

January 2019

They have been great. Whenever I need them, they are there to talk to me and they get back immediately if they are not there when I call.

[Idris Elba\(10\)](#)

January 2019

They get right back to me when I call them and they answer our questions.

[Dominic Cooper\(10\)](#)

January 2019

I am very satisfied with the office staff.

[Jim Smidt\(10\)](#)

December 2018

The office staff is incredible. When I reach out to them, they respond quickly and are more than willing to assist with any of my needs. I've been impressed because due to some last minute schedule changes, I've really had to scramble to set-up care for

Christopher Evans(10)

November 2018

I have been with Grandmas Loving Care for about a year and a half. I didn't like the office staff at all when I first started the services. However, they listen to my concerns and complaints, and try to do right by me. I have struggled with a lot of my

Matthew Church(10)

November 2018

Grandmas Loving Care's office staff is top-of-the-line! They promptly answer my calls anytime I call.

Jeff Bridges(9)

January 2019

They were very good. They would always call back promptly and fix any changes that were needed.

Derek Hill(9)

November 2018

I have been satisfied with the office staff. They have been very responsive to my needs over the last several years. I have noticed lately that they don't call me back as quickly as they used to. I'm sure that's a part of growing a successful business,

Kevin Jones(8)

December 2018

The communication has been great. When I have a need, they are quick to assist. I like that they get back to me fairly quickly. I just wish in some instances, it didn't take quite so long.

## Daily Life

Dominic Cooper(10)

January 2019

Test by Jess - Partial

Jeff Goldblum(10)

January 2019

They clean my house and they encourage me to do more around the house, too.

Dominic Cooper(10)

January 2019

They have made my life easier because I am not able to change the sheets on my bed and they help with showers.

Kevin Jones(10)

December 2018

They really help me with several things. With some of the disabilities that I have, it's been hard to complete functions that seem so basic, as I have a hard time using my hands. They step right in and help, and they don't make me feel like I'm incapable of

Derek Hill(10)

November 2018

Without Grandma's Loving Care I would be lost! They were quick to come care for me at the point that my daughter set up the services for me, and they truly have done everything that I've asked of them and more since that day!

Matthew Church(10)

November 2018

Without Grandmas Loving Care, I wouldn't be able to stay at home with my wife.

Jeff Bridges(9)

January 2019

Providing driving services and having a driver had a big impact on my life.

Idris Elba(8)

January 2019

The service is overall positive. They provide personal care for my me.

Christopher Evans(8)

November 2018

Grandmas Loving Care's services are invaluable, but I get frustrated with my caregiver sometimes because of her lack of experience.

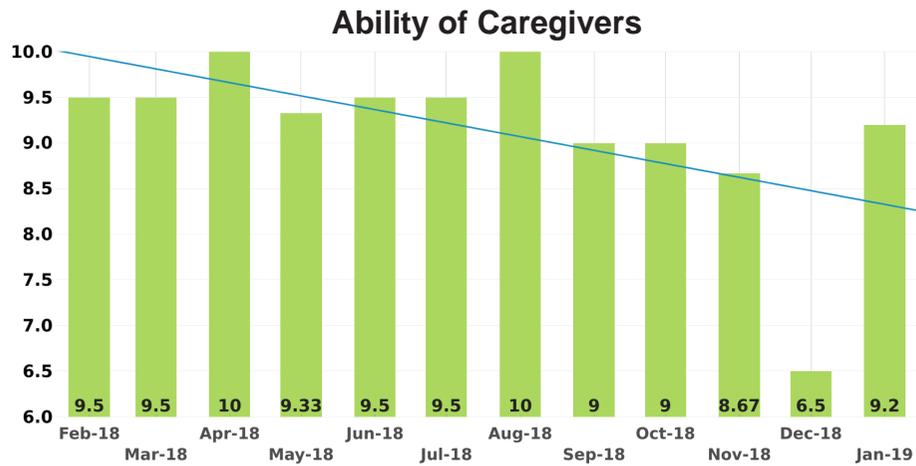
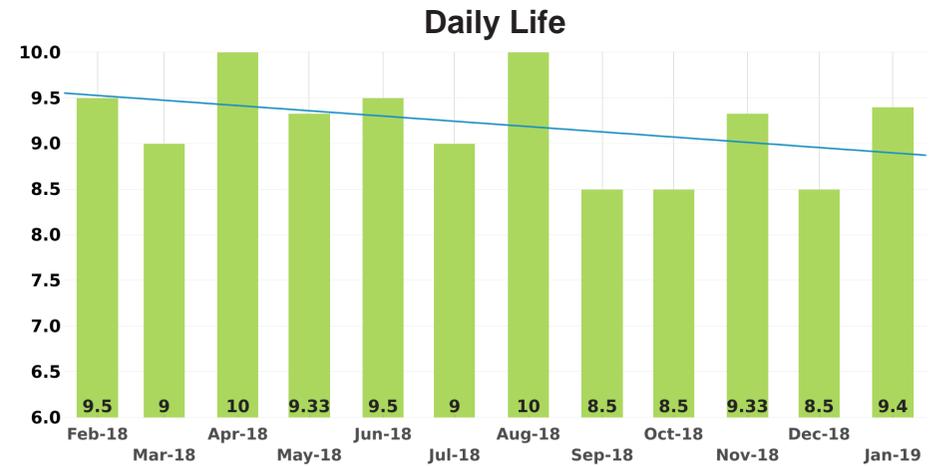
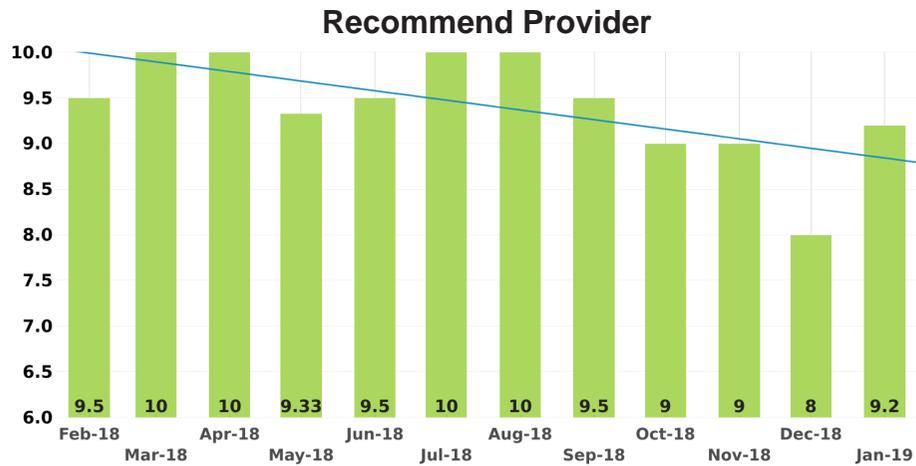
Jim Smidt(7)

December 2018

I have always really loved everything about the services being offered. About three months ago, our beloved caregiver had to leave the agency in order to care for her sick husband full time. They replaced that caregiver with a much younger, less

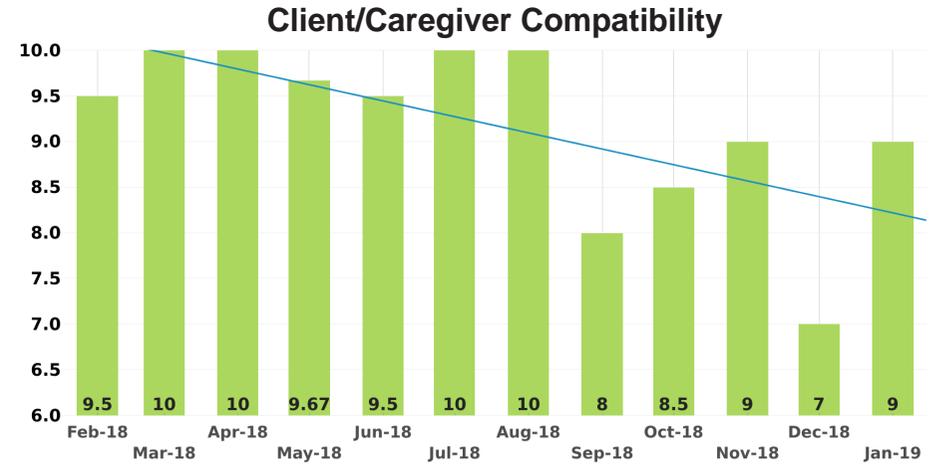
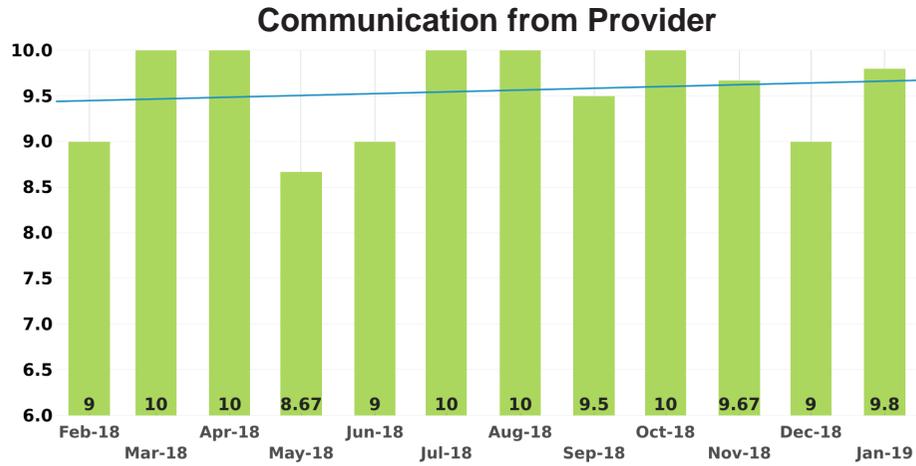
## Client Satisfaction Monthly Trend Reports

The Client Satisfaction Monthly Trend Reports show each of the interview categories and how your home care business is trending in each category.



## Client Satisfaction Monthly Trend Reports

The Client Satisfaction Monthly Trend Reports show each of the interview categories and how your home care business is trending in each category.



**NAME:**  
Jeff Bridges

**Interview Type:**  
Discharged Client

**Avg. Rating:**  
9.00/10.00

**Interview Rating Summary**

Outcome Average Score	Caregiver's Average Score	Office Staff Average Score
9.5	9	8.5

**What was the reason for discontinuing services with [Grandmas Loving Care (Demo Agency)]?**

*My daughter moved back to help me, so I did not need any extra help.*

**Outcomes**

<b>How likely are you to recommend [Grandmas Loving Care (Demo Agency)] to others if they needed care?</b> <i>I liked the great communication and that they had a driver service that other companies did not.</i>	<b>10</b>
<b>How would you rate the impact of the services on your daily life?</b> <i>Providing driving services and having a driver had a big impact on my life.</i>	<b>9</b>
<b>How would you rate the ability of your caregivers to provide the care needed?</b> <i>They would do stuff like washing, loading and unloading dishwasher, and sweeping. Often they would mop the floor. Something useful was when they would grab anything from downstairs since I had a hard time going downstairs.</i>	<b>9</b>

**Office Staff Satisfaction**

<b>How satisfied were you with the communication and overall helpfulness of the office staff?</b> <i>They were very good. They would always call back promptly and fix any changes that were needed.</i>	<b>9</b>
<b>How well were the caregivers matched with your needs and preferences?</b> <i>They did a good job and did what was needed as often as I needed it. The only thing was the amount of turnover. There was a lot of caregivers and each one needed training each time. This was a hassle.</i>	<b>8</b>

**What is one thing [Grandmas Loving Care (Demo Agency)] could have done to improve your satisfaction with their services?**

*I can't think of anything else. They should just be keeping the same employees and be trained as well as they could be.*

**Consent to use feedback for marketing purposes**

No

**NAME:**  
Dominic Cooper

**Interview Type:**  
Active Client

**Avg. Rating:**  
9.80/10.00

**Interview Rating Summary**

Outcome Average Score	Caregiver's Average Score	Office Staff Average Score
9.5	10	10

**Why did you select [Grandmas Loving Care (Demo Agency)] over others?**

*It was recommended to me when I got back from the hospital.*

**Outcomes**

<p><b>How likely are you to recommend [Grandmas Loving Care (Demo Agency)] to others if they needed care?</b> <i>I would recommend them because my caregiver is very pleasant and learns fast. I like that she follows through with things.</i></p>	<b>9</b>
<p><b>How would you rate the impact of the services on your daily life?</b> <i>They have made my life easier because I am not able to change the sheets on my bed and they help with showers.</i></p>	<b>10</b>
<p><b>How would you rate the ability of your caregivers to provide the care needed?</b> <i>She is able to help me clean and change my bed, as well as do laundry.</i></p>	<b>10</b>

**Office Staff Satisfaction**

<p><b>How satisfied are you with the communication and overall helpfulness of the office staff?</b> <i>I am very satisfied with the office staff.</i></p>	<b>10</b>
<p><b>How well are the caregivers matched with your needs and preferences?</b> <i>Our personalities are agreeable.</i></p>	<b>10</b>

**What is one thing [Grandmas Loving Care (Demo Agency)] could do to improve your satisfaction with their services?**

*I can't think of anything they can do to improve.*

**Consent to use feedback for marketing purposes**

No

**NAME:**  
Idris Elba

**Interview Type:**  
Active Client

**Avg. Rating:**  
7.80/10.00

**Interview Rating Summary**

Outcome Average Score	Caregiver's Average Score	Office Staff Average Score
7.5	7	8.5

**Why did you select [Grandmas Loving Care (Demo Agency)] over others?**

*It was a shot in the dark. We needed some kind of assistance, so we looked at some of the companies around and chose Grandmas Loving Care.*

**Outcomes**

<p><b>How likely are you to recommend [Grandmas Loving Care (Demo Agency)] to others if they needed care?</b> <i>The caregiver that is doing the work isn't that competent and isn't very efficient.</i></p>	<b>7</b>
<p><b>How would you rate the impact of the services on your daily life?</b> <i>The service is overall positive. They provide personal care for my me.</i></p>	<b>8</b>
<p><b>How would you rate the ability of your caregivers to provide the care needed?</b> <i>She needs to be more efficient in doing what I ask her to do. She is supposed to do some level of housecleaning. She does a poor job in that aspect, but well in everything else.</i></p>	<b>7</b>

**Office Staff Satisfaction**

<p><b>How satisfied are you with the communication and overall helpfulness of the office staff?</b> <i>They get right back to me when I call them and they answer our questions.</i></p>	<b>10</b>
<p><b>How well are the caregivers matched with your needs and preferences?</b> <i>They should take into consideration the ability of the caregiver to do and accomplish everything that we ask them to do.</i></p>	<b>7</b>

**What is one thing [Grandmas Loving Care (Demo Agency)] could do to improve your satisfaction with their services?**

*They need to leave a report card of the care's progress each day that they are there. This helps my family to know what the caregivers are doing.*

**Consent to use feedback for marketing purposes**

No

**NAME:**  
Jeff Goldblum

**Interview Type:**  
Active Client

**Avg. Rating:**  
10.00/10.00

**Interview Rating Summary**

Outcome Average Score	Caregiver's Average Score	Office Staff Average Score
10	10	10

**Why did you select [Grandmas Loving Care (Demo Agency)] over others?**

*I wanted to look into long term health care and they were one of the recommendations I received.*

**Outcomes**

<p><b>How likely are you to recommend [Grandmas Loving Care (Demo Agency)] to others if they needed care?</b> <i>I am so happy with them.</i></p>	<b>10</b>
<p><b>How would you rate the impact of the services on your daily life?</b> <i>They clean my house and they encourage me to do more around the house, too.</i></p>	<b>10</b>
<p><b>How would you rate the ability of your caregivers to provide the care needed?</b> <i>They do other things like helping me dress, they supervise me in going to the bathroom, and they cook.</i></p>	<b>10</b>

**Office Staff Satisfaction**

<p><b>How satisfied are you with the communication and overall helpfulness of the office staff?</b> <i>They have been great. Whenever I need them, they are there to talk to me and they get back immediately if they are not there when I call.</i></p>	<b>10</b>
<p><b>How well are the caregivers matched with your needs and preferences?</b> <i>I appreciate her pleasant personality and she is willing to do what I need done.</i></p>	<b>10</b>

**What is one thing [Grandmas Loving Care (Demo Agency)] could do to improve your satisfaction with their services?**

*There is nothing at all because I am totally happy with them. I would like Sharon to get a bonus.*

**Consent to use feedback for marketing purposes**

No

**NAME:**  
Dominic Cooper

**Interview Type:**  
Active Client

**Avg. Rating:**  
10.00/10.00

**Interview Rating Summary**

Outcome Average Score	Caregiver's Average Score	Office Staff Average Score
<b>10</b>	<b>10</b>	<b>10</b>

Outcomes

<p><b>How likely are you to recommend [Grandmas Loving Care (Demo Agency)] to others if they needed care?</b> <i>Test by Jess - Partial</i></p>	<b>10</b>
<p><b>How would you rate the impact of the services on your daily life?</b> <i>Test by Jess - Partial</i></p>	<b>10</b>
<p><b>How would you rate the ability of your caregivers to provide the care needed?</b> <i>Test by Jess - Partial</i></p>	<b>10</b>

Office Staff Satisfaction

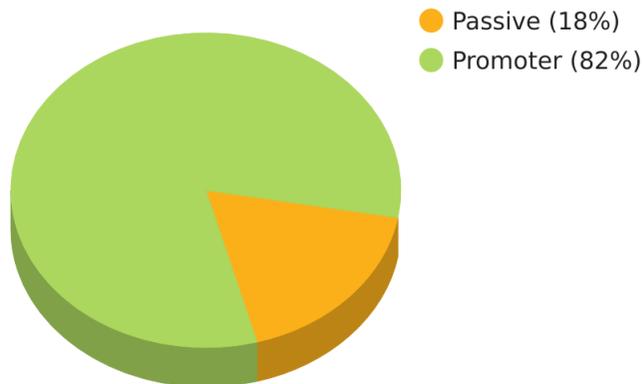
<p><b>How satisfied are you with the communication and overall helpfulness of the office staff?</b> <i>Test by Jess - Partial</i></p>	<b>10</b>
<p><b>How well are the caregivers matched with your needs and preferences?</b> <i>Test by Jess - Partial</i></p>	<b>10</b>
<p><b>What is one thing [Grandmas Loving Care (Demo Agency)] could do to improve your satisfaction with their services?</b> <i>Test by Jess - Partial</i></p>	

**Consent to use feedback for marketing purposes**  
Yes

## Caregiver Engagement Score

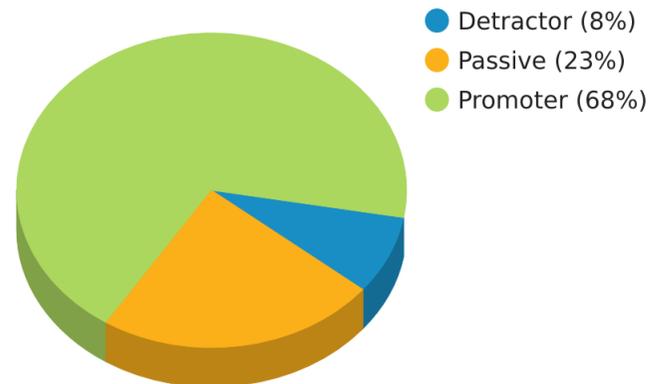
The Caregiver Engagement Score (CES) is based on the fundamental principle that every company's employees can be divided into three categories: Promoters, Passives and Detractors. The CES is calculated using the numerical ratings associated with the question: 'How likely are you to recommend employment at [provider name] to others'. The results are calculated by subtracting the percentage of Detractors from the percentage of Promoters during the previous 180 days.

**8.2**



**Grandmas Loving Care (Demo Agency)**

**6.0**



**Home Care Industry**

## Caregiver Testimonial Report

The Caregiver Testimonial Report is provided for the purpose of marketing your home care business to potential clients, caregivers and referral sources.

How likely are you to recommend working for [provider name] to an interested friend?

Bruce Banner

January 2019

I like that everyone, from the director down, is like a family. They treat their employees and their clients with high respect.

How would you rate your employer's ability to properly match you with a client?

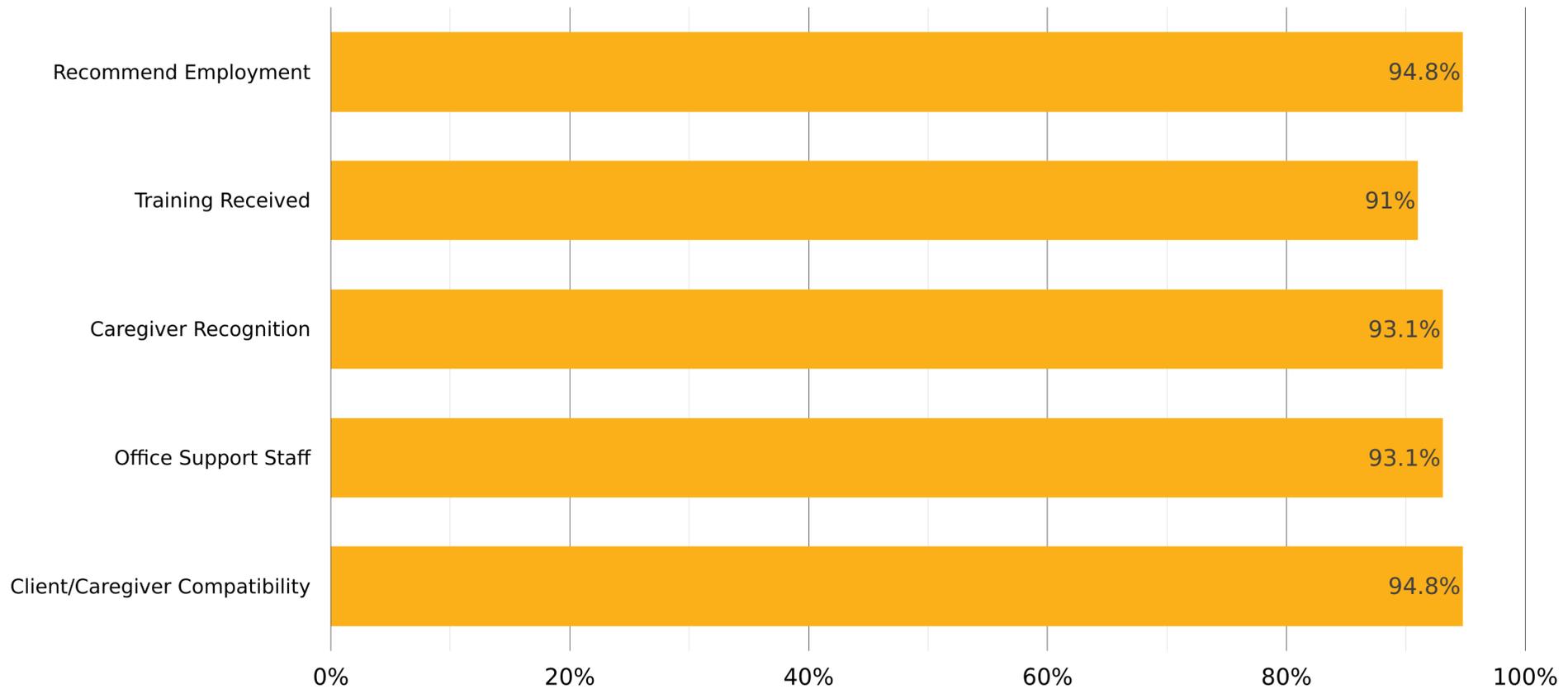
Anonymous

January 2019

They are very willing to discuss the client's needs, and they meet with the client's family first to get to know what they are looking for. They give the caregivers all the information.

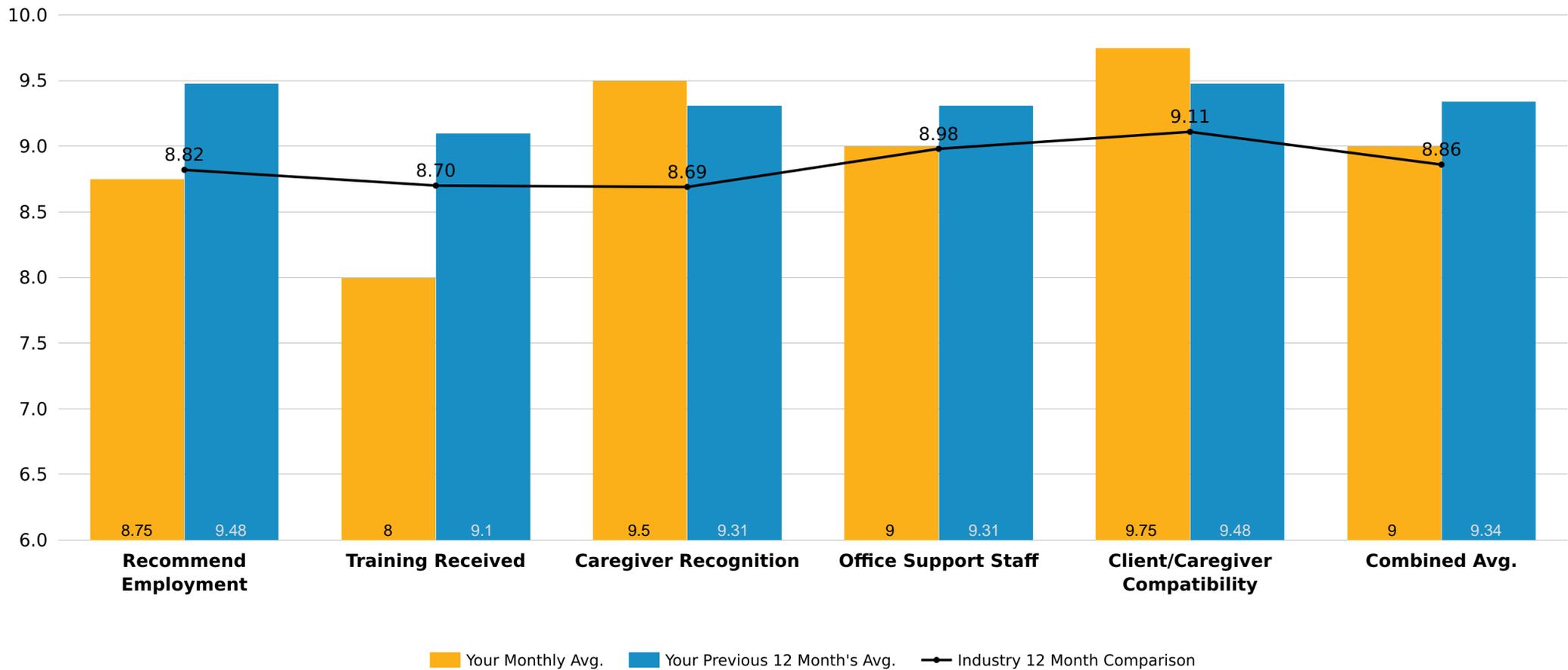
## Caregiver Proof of Quality

The Caregiver Proof of Quality Report shows how your caregivers have rated their level of satisfaction with your home care business during the previous 12 months.



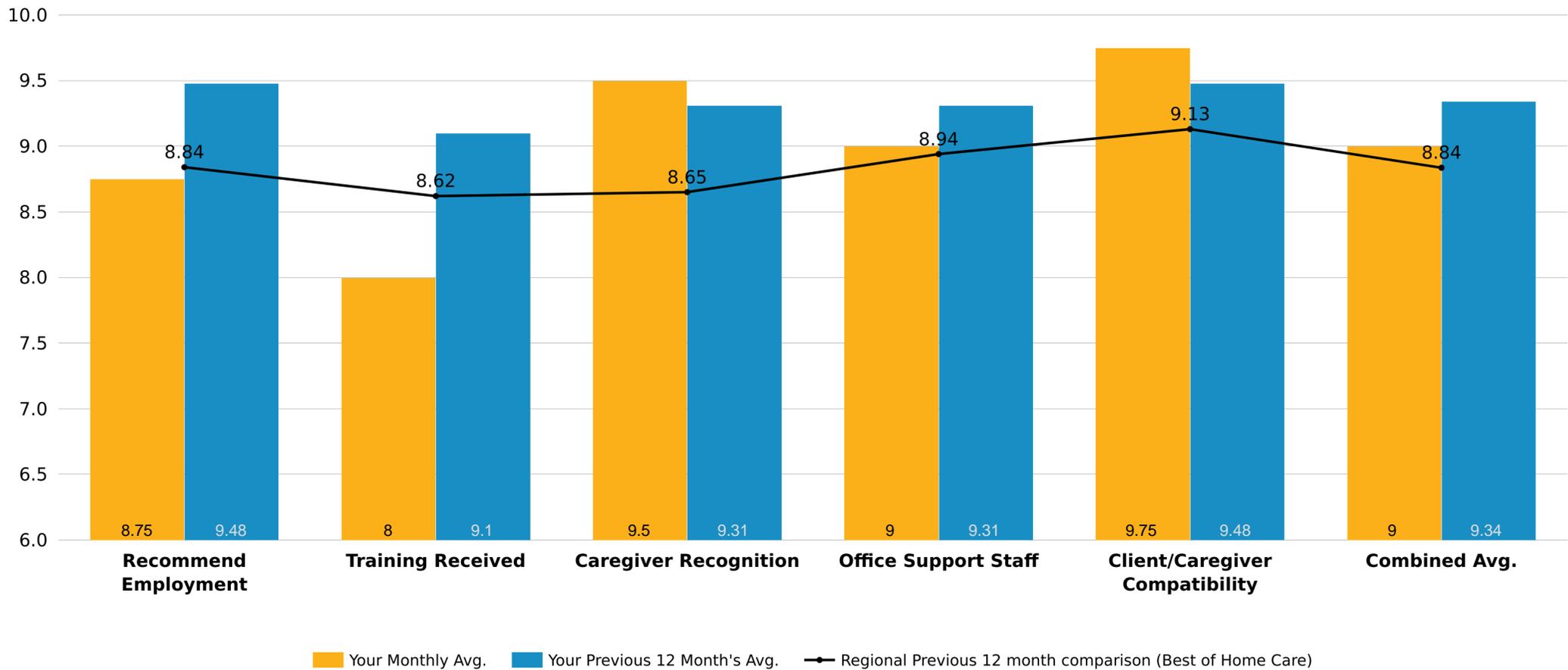
## Caregiver Satisfaction Benchmark Report

The Caregiver Satisfaction Benchmark Report represents your caregiver's satisfaction rating in each of the individual categories included in our monthly caregiver interviews. The industry 12 month comparison line represents the entire industry median for each category.



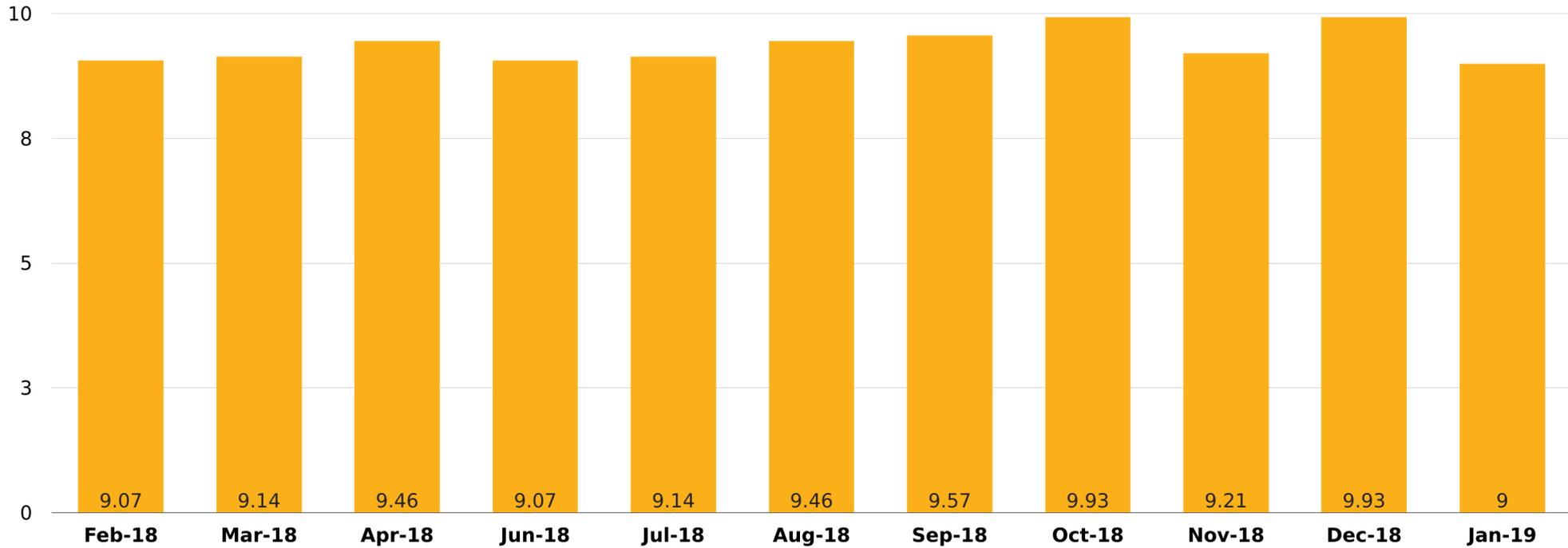
## Caregiver Best of Home Care Regional Report

The Caregiver Best of Home Care Regional Report represents your caregiver's satisfaction ratings in each of the individual categories included in our monthly caregiver interviews. The Regional Best of Home Care line represents your region's geographic median and the minimum requirements to earn the Best of Home Care Employer of Choice Award. To find a map of the states included within your region, visit the report reference center.



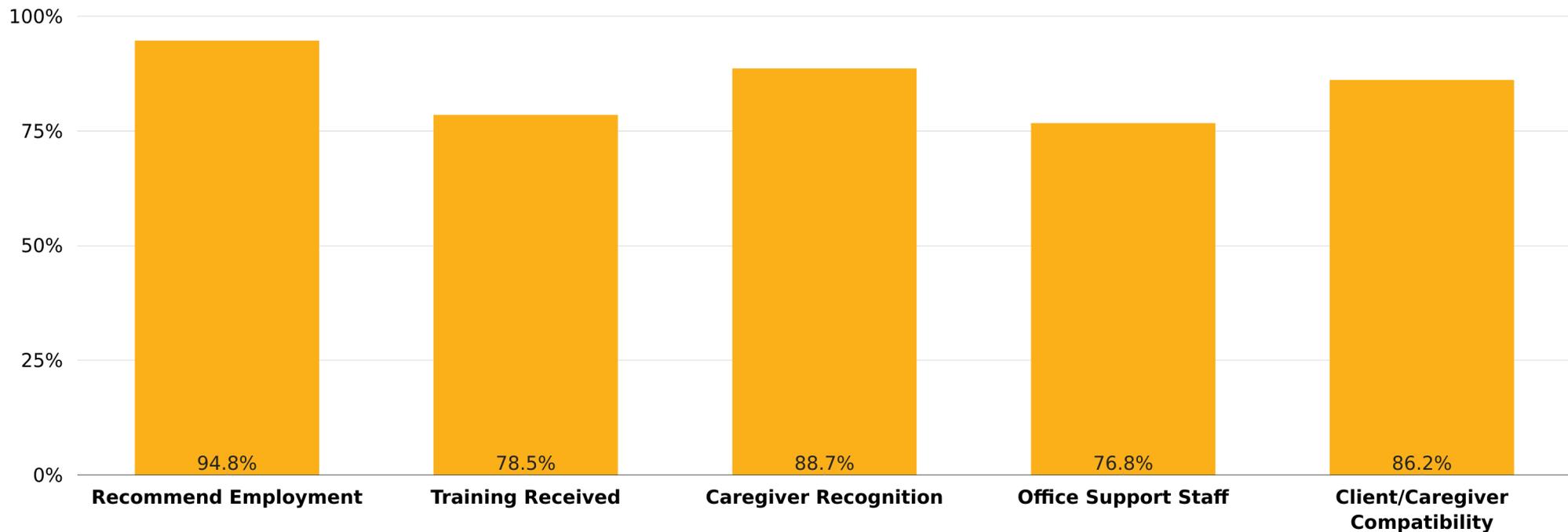
## Overall Caregiver Satisfaction Rating Report

The Overall Caregiver Satisfaction Rating Report shows the combined average of all caregiver satisfaction scores by month.



## Caregiver Satisfaction Percentile Ranking Report

The Caregiver Satisfaction Percentile Ranking Report compares your home care business's previous 12-month performance with the results of home care providers across North America. The percentile ranking you receive for each category shows what percentage of home care providers you scored higher than. For example, a percentile ranking of 65% indicates that you outperformed 65% of all other home care providers in this category, while 35% of the home care providers scored higher than you in this category.



## Caregiver Priority Index

The Caregiver Priority Index represents the two key categories where your home care business achieved the lowest results during the previous 90 days. Comments provided by your caregivers during the time period selected are included as a reference to show why these categories may be considered a priority for your business.

	Average Score	25th Percentile Score	75th Percentile Score	Percentile Ranking
Training Received	8.38	8.27	9.18	29.6%
Office Support Staff	9.25	8.52	9.40	66%

### Training Received

Anonymous (7)

November 2018

I felt like the training was a little rushed. I wish it was longer.

Peter Parker(8)

January 2019

They should have more training instead of just once a year.

Nick Fury(8)

January 2019

It could be better to have more training for when clients are sleeping at night time.

Anonymous (8)

January 2019

I think when someone becomes a caregiver it would be helpful to have some of the training right away in terms of catheter care, bathing, and dementia patients.

Bruce Banner(8)

January 2019

Maybe they could have more paid hands on training or more job-shadowing when I get a new client.

Anonymous (8)

November 2018

I liked the training that Grandmas Loving Care provided, I would just like a little more training, maybe on a continuing basis.

Anonymous (10)

December 2018

The training has been great! I've completed several hours of training through the online modules. I think it's nice that the agency offers this because I've used what I've learned in other aspects of life.

Anonymous (10)

December 2018

The training modules are available both online and in-person. It's nice to know if we can't grasp a concept, that they have a training lab that we can utilize at the agency in order to learn how to properly complete the task. I think the online modules are

### Office Support Staff

Peter Parker(7)

January 2019

They can communicate more with each other so they all know what is going on.

Anonymous (8)

November 2018

The office staff at Grandmas Loving Care is easy to get a hold of, but I think they call me too much.

Anonymous (9)

January 2019

It's always easy to get in touch with someone, they work well with phones, emails and text messages. There are a lot of avenues to get in touch with them.

Nick Fury(10)

January 2019

They are friendly and easy to talk to.

Bruce Banner(10)

January 2019

From the director to the clerical staff, they are very open. They call and are very open with me.

Anonymous (10)

December 2018

They are great at working around shift changes and are always quick to call you back.

Anonymous (10)

December 2018

The office support staff is great! They are all so friendly and caring. I really like popping into the office and seeing everyone face-to-face. They are always smiling and happy.

Anonymous (10)

November 2018

The office staff at Grandmas Loving Care is my favorite part about working here. They always answer the phone cheerfully and are fully prepared to help me.

## Caregiver Strength Index

The Caregiver Strength Index represents the two key categories where your home care business achieved the highest results during the previous 90 days. Comments provided by your caregivers during the time period selected are included as a reference to show why these categories may be considered a strength for your business.

	Average Score	25th Percentile Score	75th Percentile Score	Percentile Ranking
Client/Caregiver Compatibility	9.75	8.80	9.47	91.9%
Caregiver Recognition	9.50	8.19	9.20	88.8%

### Client/Caregiver Compatibility

Peter Parker(10)

January 2019

They are flexible and they know what I can do for them.

Nick Fury(10)

January 2019

I am able to stay with clients that I like.

Bruce Banner(10)

January 2019

I think they pay a lot of attention when I go into training and when they first hired me. They know my skills and that's how they match me up.

Anonymous (10)

December 2018

I've loved each and every one of my clients. I can't speak for everyone, but I feel that I've created lifelong friendships, which has helped me feel that this is less of a "job" and more of a "calling".

Anonymous (10)

December 2018

My clients have been matched perfectly. They are all so wonderful to work with, it honestly makes me feel like I'm not even

doing a "job", it's more like visiting friends.

Anonymous (10)

November 2018

I am assigned to lots of clients, but I feel like Grandmas Loving Care took time to consider each match individually.

Anonymous (9)

January 2019

They are very willing to discuss the client's needs, and they meet with the client's family first to get to know what they are looking for. They give the caregivers all the information.

Anonymous (9)

November 2018

I feel well-matched with my clients because Grandmas Loving Care looks at our personalities when matching us together.

### Caregiver Recognition

Nick Fury(10)

January 2019

They show recognition with rewards and emails.

Anonymous (10)

January 2019

They recognize company-wide in emails and newsletters, and they also send thank you cards and provide thank you gifts like gas cards.

Bruce Banner(10)

January 2019

They recognize everything. They give personal calls, gift cards, and regular greeting cards.

Anonymous (10)

December 2018

They are amazing. This is the best that I've ever felt when it comes to the recognition they provide us with. They make us feel that we are each valued and cared about on an individual level. They take the time to learn what is important to us, like our

Anonymous (10)

December 2018

Recognition is never lacking. They provide us with verbal appreciation, staff appreciation days and more. They are always just so sweet and are quick to say "Thank You".

Anonymous (9)

November 2018

Grandmas Loving Care takes the time to remember all of the things I do for them and our clients. They notice the little things I do to make my clients happy.

Anonymous (9)

November 2018

Grandmas Loving Care tries to recognize their employees for working hard and having a good attitude. They even send handwritten thank you notes to let me know I did a good job.

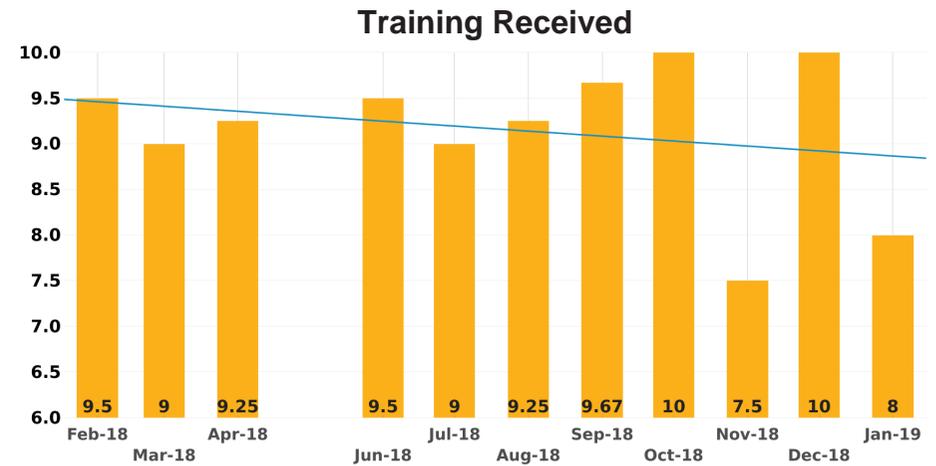
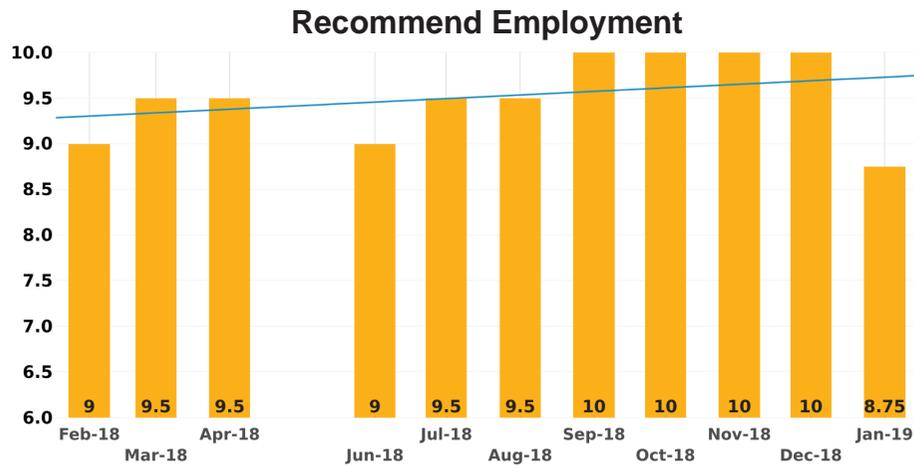
Peter Parker(8)

January 2019

They could give out gift cards.

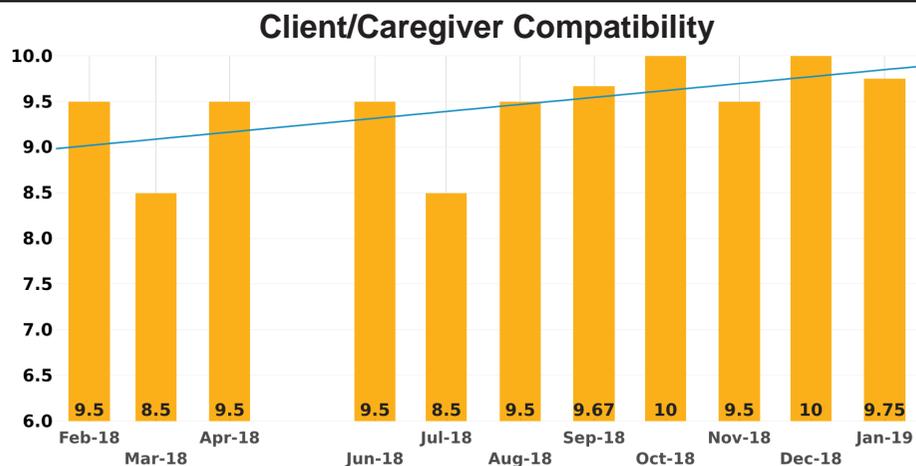
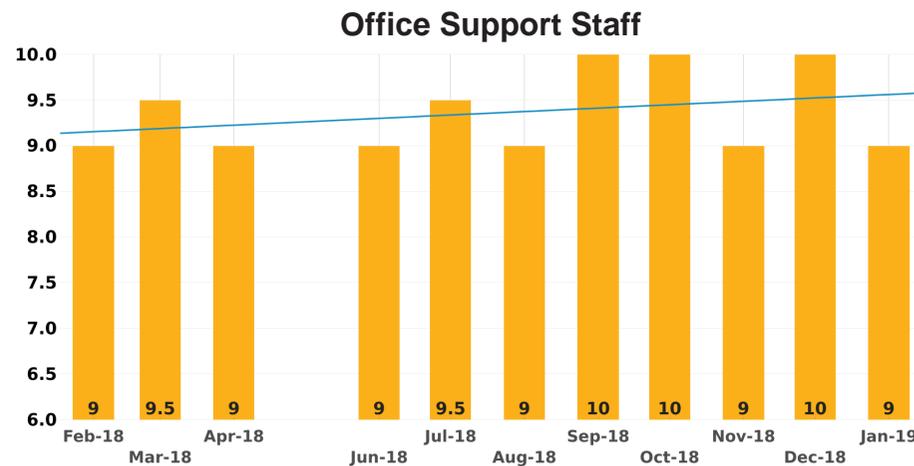
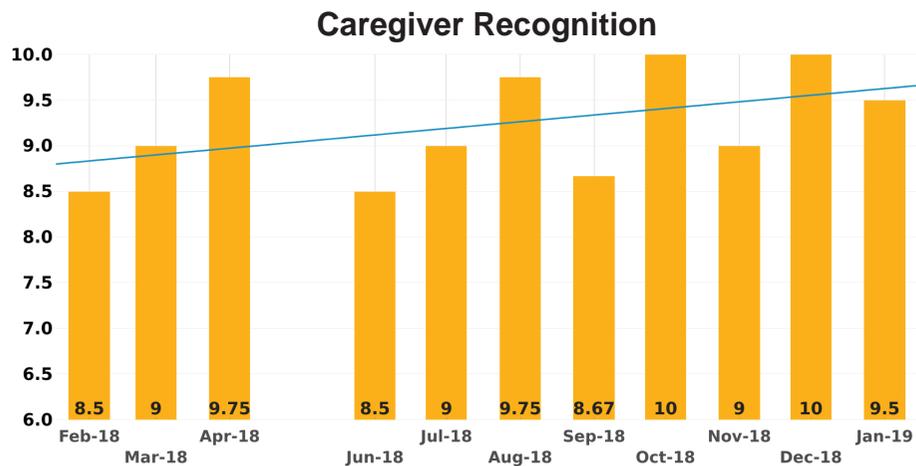
## Caregiver Satisfaction Monthly Trend Reports

The Caregiver Satisfaction Monthly Trend Reports show each of the interview categories and how your home care business is trending in each category.



## Caregiver Satisfaction Monthly Trend Reports

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**NAME:**  
Bruce Banner

**Interview Type:**  
Caregiver Satisfaction

**Avg. Rating:**  
9.60/10.00

**Interview Rating Summary**

Outcome Average Score	Job Satisfaction Average Score	Office Staff Average Score
<b>10</b>	<b>9</b>	<b>10</b>

**Why did you choose to work for [Grandmas Loving Care (Demo Agency)] over other options?**

*Grandmas Loving Care was the first company to call me when I applied for jobs.*

**Employment Experience**

**How likely are you to recommend working for [Grandmas Loving Care (Demo Agency)] to an interested friend?**

*I like that everyone, from the director down, is like a family. They treat their employees and their clients with high respect.*

**10**

**Job Satisfaction**

**How would you rate the training you've received from [Grandmas Loving Care (Demo Agency)]?**

*Maybe they could have more paid hands on training or more job-shadowing when I get a new client.*

**8**

**How would you rate your employer's recognition of your accomplishments?**

*They recognize everything. They give personal calls, gift cards, and regular greeting cards.*

**10**

**Office Staff Satisfaction**

**How would you rate the office support staff and the communication you receive from them?**

*From the director to the clerical staff, they are very open. They call and are very open with me.*

**10**

**How would you rate your employer's ability to properly match you with a client?**

*I think they pay a lot of attention when I go into training and when they first hired me. They know my skills and that's how they match me up.*

**10**

**What's one thing [Grandmas Loving Care (Demo Agency)] could do to improve your job satisfaction?**

*I feel like the clients' assessments are sometimes not up to date. I read the assessment, I see that the situation is different, like the client no longer needs medicine reminders or they can't walk anymore. I think they should review the assessments bi-monthly.*

**NAME:**  
Anonymous

**Interview Type:**  
Caregiver Satisfaction

**Avg. Rating:**  
9.20/10.00

**Interview Rating Summary**

Outcome Average Score	Job Satisfaction Average Score	Office Staff Average Score
10	9	9

**Why did you choose to work for [Grandmas Loving Care (Demo Agency)] over other options?**  
*I heard through someone I know who works there that it is a good company.*

**Employment Experience**

**How likely are you to recommend working for [Grandmas Loving Care (Demo Agency)] to an interested friend?**  
*I think they're really supportive of their workers and they are flexible with their hours.*

10

**Job Satisfaction**

**How would you rate the training you've received from [Grandmas Loving Care (Demo Agency)]?**  
*I think when someone becomes a caregiver it would be helpful to have some of the training right away in terms of catheter care, bathing, and dementia patients.*

8

**How would you rate your employer's recognition of your accomplishments?**  
*They recognize company-wide in emails and newsletters, and they also send thank you cards and provide thank you gifts like gas cards.*

10

**Office Staff Satisfaction**

**How would you rate the office support staff and the communication you receive from them?**  
*It's always easy to get in touch with someone, they work well with phones, emails and text messages. There are a lot of avenues to get in touch with them.*

9

**How would you rate your employer's ability to properly match you with a client?**  
*They are very willing to discuss the client's needs, and they meet with the client's family first to get to know what they are looking for. They give the caregivers all the information.*

9

**What's one thing [Grandmas Loving Care (Demo Agency)] could do to improve your job satisfaction?**  
*I think they are really great with communication but it is not always streamlined. I've often received a phone call about the same case from a different case manager.*

**NAME:**  
Nick Fury

**Interview Type:**  
Caregiver Satisfaction

**Avg. Rating:**  
9.00/10.00

**Interview Rating Summary**

Outcome Average Score	Job Satisfaction Average Score	Office Staff Average Score
7	9	10

**Why did you choose to work for [Grandmas Loving Care (Demo Agency)] over other options?**  
*They had a job that I wanted.*

**Employment Experience**

**How likely are you to recommend working for [Grandmas Loving Care (Demo Agency)] to an interested friend?**  
*My pay check has been wrong since I have started.*

7

**Job Satisfaction**

**How would you rate the training you've received from [Grandmas Loving Care (Demo Agency)]?**  
*It could be better to have more training for when clients are sleeping at night time.*

8

**How would you rate your employer's recognition of your accomplishments?**  
*They show recognition with rewards and emails.*

10

**Office Staff Satisfaction**

**How would you rate the office support staff and the communication you receive from them?**  
*They are friendly and easy to talk to.*

10

**How would you rate your employer's ability to properly match you with a client?**  
*I am able to stay with clients that I like.*

10

**What's one thing [Grandmas Loving Care (Demo Agency)] could do to improve your job satisfaction?**  
*Right now, I don't have any suggestions.*

**NAME:**  
Peter Parker

**Interview Type:**  
Caregiver Satisfaction

**Avg. Rating:**  
8.20/10.00

**Interview Rating Summary**

Outcome Average Score	Job Satisfaction Average Score	Office Staff Average Score
8	8	8.5

**Why did you choose to work for [Grandmas Loving Care (Demo Agency)] over other options?**  
*This is my first job. They hired me before I heard back from any other agency.*

**Employment Experience**

**How likely are you to recommend working for [Grandmas Loving Care (Demo Agency)] to an interested friend?**  
*They need to pay more money.*

8

**Job Satisfaction**

**How would you rate the training you've received from [Grandmas Loving Care (Demo Agency)]?**  
*They should have more training instead of just once a year.*

8

**How would you rate your employer's recognition of your accomplishments?**  
*They could give out gift cards.*

8

**Office Staff Satisfaction**

**How would you rate the office support staff and the communication you receive from them?**  
*They can communicate more with each other so they all know what is going on.*

7

**How would you rate your employer's ability to properly match you with a client?**  
*They are flexible and they know what I can do for them.*

10

**What's one thing [Grandmas Loving Care (Demo Agency)] could do to improve your job satisfaction?**  
*They could give me a raise.*