

Family/Caregiver Survey

As part of an ongoing process to improve patient care and satisfaction, the parents and/or caregivers of our patients are given the opportunity to provide us with feedback. Upon discharge of the patient, the parent/caregiver receives an exit survey to complete. This data is reviewed during quarterly meetings by the Rehabilitation Continuous Quality Improvement Committee. Recommendations for improvement are submitted and follow-up occurs during the next quarter. This process allows us to continuously monitor and improve services to our patients and families, in hopes that their stay in Rehab is as comfortable as possible.

During fiscal year 2009, we continued to exceed our customer satisfaction goal of 2.5 or above as indicated in the chart below for Overall Quality of Care (score of 2.0 = meets expectations and 3.0 = exceeds expectations). Our overall quality of care scores were 2.69 and above for each discipline with a team average score of 2.92, calculated with responses from the 54 completed surveys.

