

# Top Priority Care Services, LLC

## 2009 Client Satisfaction Survey Summary

### OVERVIEW

Top Priority Care Services conducted satisfaction surveys on the persons served during the month of July 2009. **122** consumers were surveyed (44 Durham Consumers; 26 Greensboro Consumers; and 52 Winston-Salem Consumers). The purpose of this survey was to gain feedback about Top Priority Care Services from the consumers' perspectives. This survey measures **satisfaction, accessibility, efficiency and effectiveness**. The results of this survey will assist Top Priority Care Services (TPCS) with future improvements in service delivery.

### SUMMARY

#### SATISFACTION

Top Priority Care Services is pleased that overall consumers are satisfied with Top Priority Care Services.

**Question 1:** Overall, how satisfied are you with the services you receive from Top Priority Care Services?

**89% overall are satisfied with the services received from TPCS.**

**Question 2:** How satisfied are you with the skill and competency of the staff working with you?

**90% overall are satisfied with the skill and competency of TPCS staff.**

**Question 3:** How satisfied are you with the friendliness and courtesy of the staff?

**93% overall are satisfied with the friendliness and courtesy of TPCS staff.**

**Question 4:** How satisfied are you with the way staff listened to your goals and incorporated them into the Person Centered Plan?

**91% of consumers surveyed are satisfied with the way TPCS staff listened to goals and incorporated the goals in the treatment plan.**

#### ACCESSIBILITY

Top Priority Care Services (TPCS) is satisfied with the accessibility ratings and will seek to improve the waiting time during the Intake Process. Additionally, TPCS is pleased that incoming calls are answered timely and transferred to the correct person. TPCS will continue to ensure services are provided in a location that is convenient for the person served.

**Question 1:** At the time of your Intake, about how long did you have to wait before you were greeted by a Case Manager?

**78% responded that they were greeted either immediately or within 3 minutes of arrival at TPCS.**

**Question 2:** About how long did you have to wait before actually receiving services?

**80% responded that they received services immediately or within 3 minutes.**

**Question 3:** When you contact Top Priority Care Services, how many times does the telephone ring before it is answered?

**97% responded that TPCS answered either immediately or within 3 rings.**

**Question 4:** When you contact Top Priority Care Services, how often are you transferred to the wrong extension before speaking to the person you intended to call?

**93% responded that are not transferred to the wrong extension.**

**Question 5:** Are services provided in a setting that is convenient for you?

**99% responded that services are provided in a setting that is convenient.**

#### EFFICIENCY

Survey results show that TPCS is efficient in responding to issues and concerns. Top Priority Care Services will continue to be responsive in a timely manner to consumers' issues and concerns.

**Question 1:** About how long did it take for Top Priority Care Services to respond to your issues and concerns?

**Overall 83% responded that issues are responded to in a timely manner. Specifically, 46% received immediate resolution while 37% received responses to issues and concerns in less than 1 day.**

#### EFFECTIVENESS

Top Priority Care Services offers services that are helpful and is pleased that existing consumers will recommend and seek additional services from Top Priority Care Services.

**Question 1:** How helpful are the service(s) you receive from Top Priority Care Services?

**85% responded that services are helpful.**

**Question 2:** Did you get the type of service you expected?

**86% responded that they get the type of service expected.**

**Question 3:** To what extent has our programs met your needs?

**89% felt that our programs are satisfactory and meet their needs.**

**Question 4:** Have the services you received helped you deal more effectively with your problems?

**82% responded yes and feel the services received from TPCS helps them deal more effectively with problems.**

**Question 5:** If you were to seek help again, would you come back to Top Priority Care Services?

**82% responded yes and will seek help again from TPCS.**

**Question 6:** Would you recommend the services of Top Priority Care Services to anyone?

**90% would recommend others to services provided at Top Priority Care Services.**