CLIENT SATISFACTION SURVEY

Thank you for allowing us to provide case management services to you. Please spend a few more moments answering the following questions. This will help your care providers and us. Thank you.

1. How long have you been with AbbeyCare?
   - 0-3 months
   - 3-6 months
   - 6-12 months
   - 1-2 years
   - More than 2 years

Please circle the number that corresponds with your evaluation

<table>
<thead>
<tr>
<th>Quality</th>
<th>Always(3)</th>
<th>Usually(2)</th>
<th>Rarely(1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Were your questions and concerns answered adequately?</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>B. Did we show interest and genuine concern for you?</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>C. Were telephone calls answered promptly?</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

2. When you had contact with us in person or via the telephone:
   A. Were your questions and concerns answered adequately? | 3 | 2 | 1 |
   B. Did we show interest and genuine concern for you? | 3 | 2 | 1 |
   C. Were telephone calls answered promptly? | 3 | 2 | 1 |

3. When our staff was in your home:
   A. Were you treated with compassion and concern? | 3 | 2 | 1 |
   B. Were your needs met to your satisfaction? | 3 | 2 | 1 |
   C. Was our staff prompt and dependable? | 3 | 2 | 1 |
   D. Did you feel secure and confident in our ability to support you? | 3 | 2 | 1 |

4. How would you rate our services overall?
   - Excellent
   - Above Average
   - Average
   - Below Average
   - Not Acceptable

How often would you like an opportunity to evaluate our services?
   - 0-2 months
   - 2-4 months
   - 6-12 months

6. Comments (what could we change or improve?)

PLEASE TELL US WHAT YOUR LEVEL OF SATISFACTION IS WITH YOUR SERVICE PROVIDERS

1. Service received (check all applicable)
   - Nursing
   - PCA Choice
   - PCA Services
   - Homemaking Services
   - Home Health Aide

11148 Grand Ave. St. Paul, MN 55105
TELEPHONE NUMBER: 651-690-5352
FAX NUMBER: 651-209-8065
2. How satisfied are you with the care received at home for your:

<table>
<thead>
<tr>
<th>Service</th>
<th>Name</th>
<th>Very Satisfied</th>
<th>A Little Dissatisfied</th>
<th>Did Not Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private Duty Nursing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PCA</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Homemaker</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Health Aide</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Service Providers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. How satisfied are you with the services of office staff (Telephone, Billing, Staffing, etc.):

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>A Little Dissatisfied</th>
<th>Did Not Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promptness</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Courtesy</td>
<td></td>
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<td></td>
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<tr>
<td>Responsiveness</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Communication</td>
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</tr>
</tbody>
</table>

Specific comments/recommendations:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

How did you hear about our services?

- Physician
- Hospital Social Worker
- Public Health Nurse
- Case Manager
- Other (please specify)

5. Would you recommend AbbeyCare Inc. as a home care provider? (Circle one) Yes No

6. We welcome your suggestions on how we can improve our services. Are there services you would like that we did not offer?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

7. Name (optional) Completed by: ___________________________ Date ___________________________

Please check one of the following:  _Client  _Family Member  _Friend  _Other  _Responsible Party

If you have further comments, you may call our office at (651) 690-5352