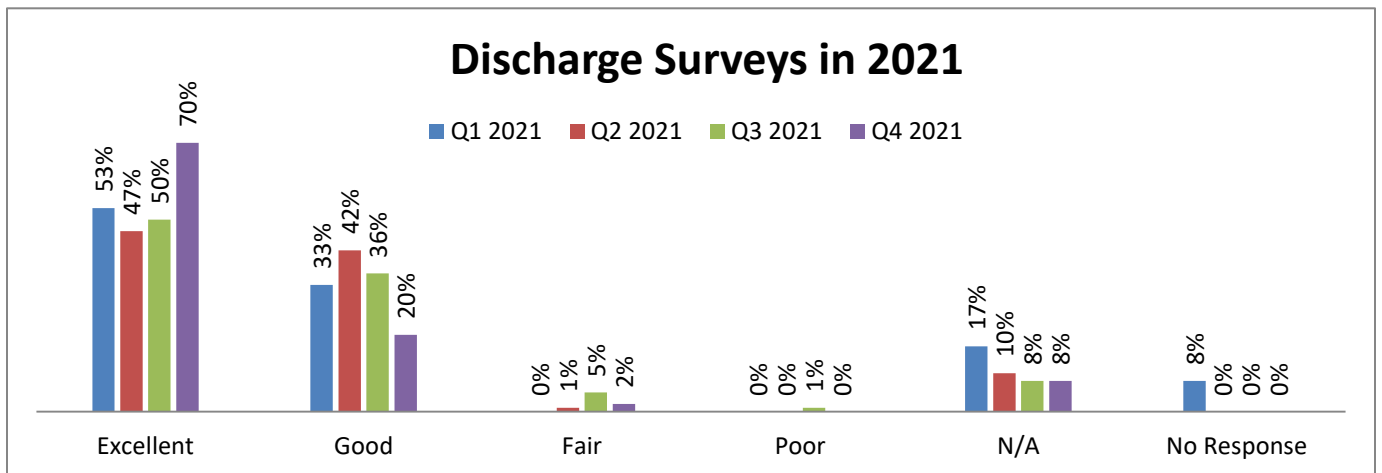
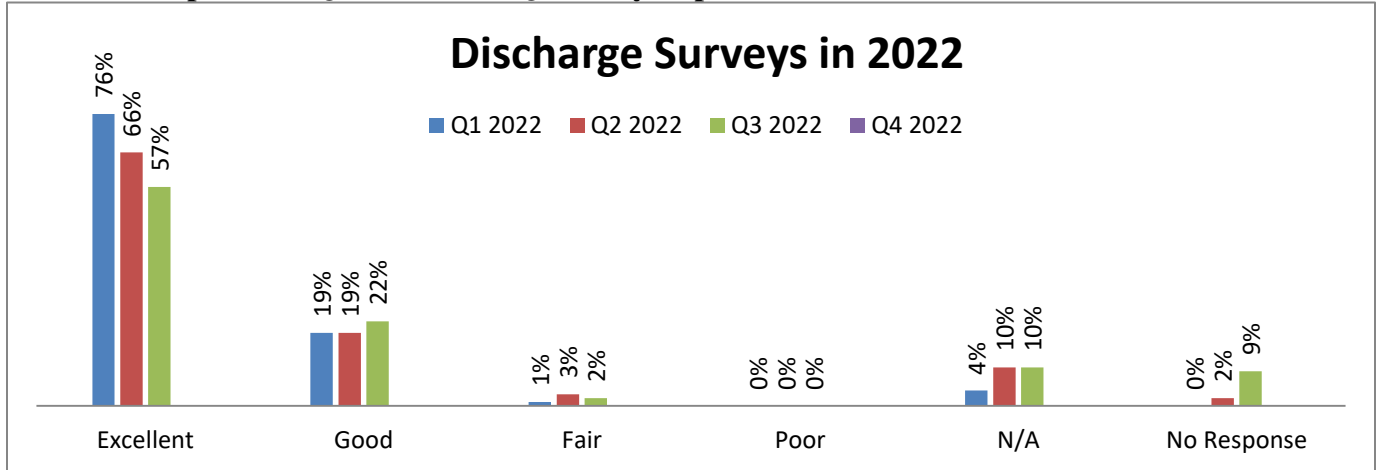


Customer Service & Marketing Quarterly Quality Assurance Report 6/3/22 – 9/1/22

Customer Experience Questionnaire Quarterly Report:



Included are the results from 2021 for comparison of results to this year. This quarter we received back a total of 12 discharge surveys after distributing 32 which gives us a response rate of 37%. Of the surveys this quarter, there were 300 possible responses ranging from “Excellent” to “Not Applicable”. The chart above illustrates the responses that we have received for this quarter.

The total responses included 170 “Excellent” ratings, 67 “Good” ratings, 6 “Fair” ratings, and 1 “Poor” rating. There were 29 questions which were answered “Not Applicable” and 27 questions with no response given.