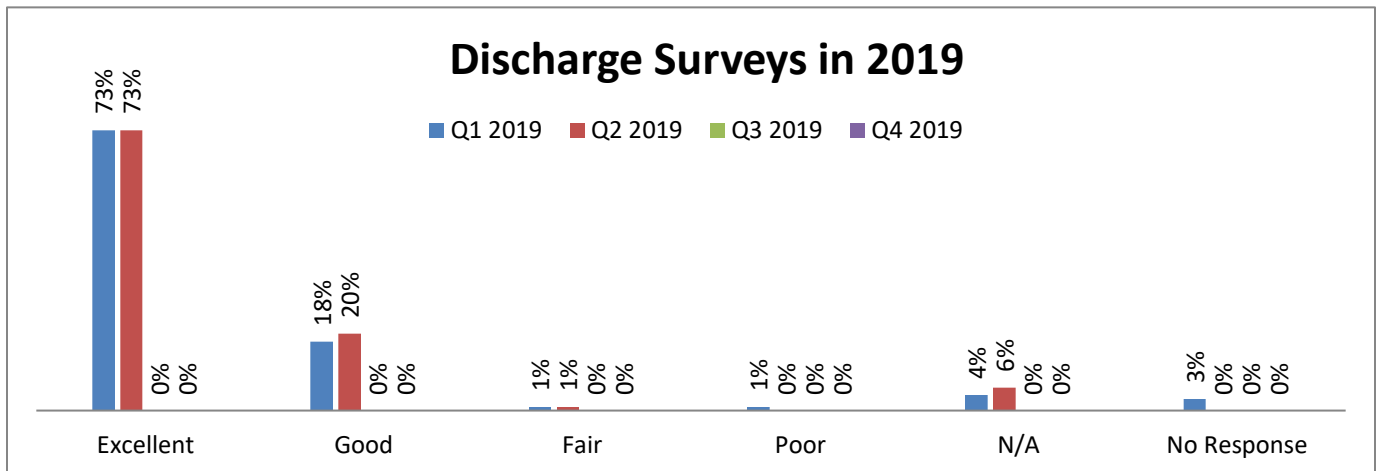
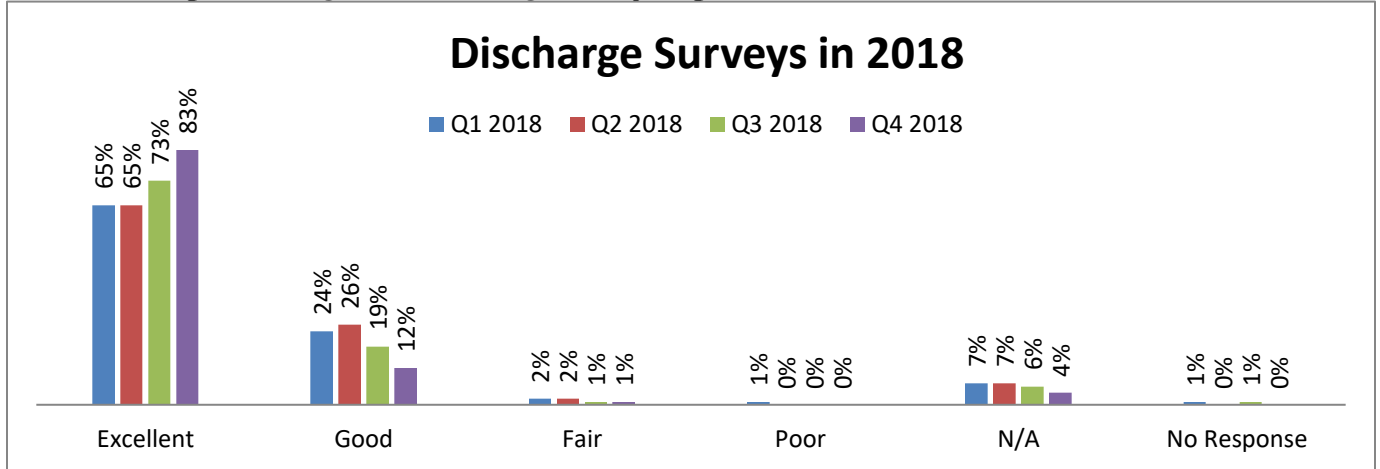


## Quarterly Quality Assurance Report 3/1/19 – 6/1/19

### Customer Experience Questionnaire Quarterly Report:



Included are the results from 2018 for comparison of results to this year. This quarter we received back a total of 15 discharge surveys after distributing 36 which gives us a 42% response rate. Of the surveys this quarter, there were 375 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 275 “Excellent” ratings, 74 “Good” ratings, 2 “Fair” ratings, and 0 “Poor” rating. There were 23 questions which were answered “Not Applicable” and 1 question where no response was given.