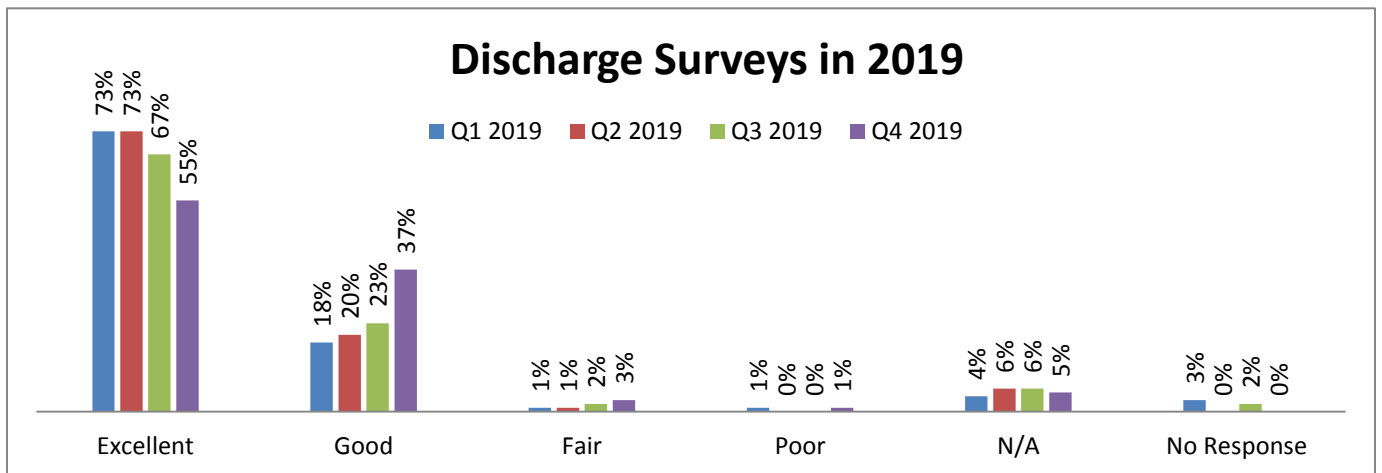
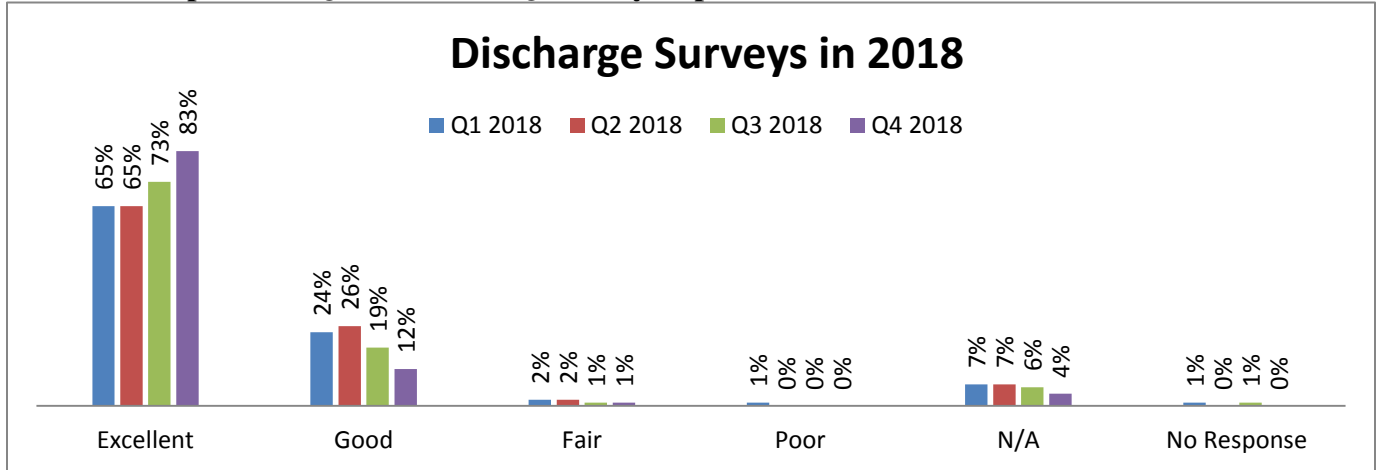


Customer Service & Marketing Quarterly Quality Assurance Report 9/5/19-12/5/19

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 7 discharge surveys after distributing 34 which gives us a 21% response rate. Of the surveys this quarter, there were 175 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 97 “Excellent” ratings, 65 “Good” ratings, 5 “Fair” ratings, and 1 “Poor” rating. There were 7 questions which were answered “Not Applicable” and 0 questions where no response was given.