**Customer Service & Marketing**

**Quarterly Quality Assurance Report**

**9/3/23 – 12/1/23**

**Customer Experience Questionnaire Quarterly Report:**

Included are the results from 2022 for comparison of results to this year. This quarter we received back a total of 7 discharge surveys after distributing 28 which gives us a response rate of 25%. This is a slightly higher response rate compared to previous quarters. 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 111 “Excellent” ratings, 46 “Good” ratings, 6 “Fair” rating, and 0 “Poor” rating. There were 9 questions which were answered “Not Applicable” and 3 questions with no response given.