



Mountain Valley Health Care

Rehabilitation • Home Care • Hospice

FLOSSIE
 RN-WENDY
 PT JEN
 OT SANDRA, ANDREW,
 RED
 CNA's Julie, Kim

Client Satisfaction Survey

Our goal is to always provide the highest level of service. We want your opinions about our care/services/employees. This information will be shared with our staff and your physician so that we may recognize outstanding service or the ability to make changes based on your answers.

Please answer the following questions with honesty and thought.

1 - Excellent 2 - Good 3 - Fair 4 - Poor 5 - Not Applicable

The staff was courteous, friendly and helpful	①	2	3	4	5
Staff arrived on-time as scheduled	①	2	3	4	5
The care provided by Nursing	①	2	3	4	5
The care provided by Physical Therapy	①	2	3	4	5
The care provided by Occupational Therapy	①	2	3	4	5
The care provided by Speech Therapy	1	2	3	4	⑤
The care provided by Home Health Aide	①	2	3	4	5
The care provided by Social Worker	1	2	3	4	⑤
Staff assisted me with managing my pain and discomfort	⑤	2	3	4	5
Staff assisted me with daily living activities	⑤	2	3	4	5
When I called the agency the office staff was courteous and directed my call correctly	1	2	3	4	⑤
I would use this agency again	①	2	3	4	5
I would recommend this agency to friends and relatives	⑤	2	3	4	5

Additional Comments:

After a rather slow start, where I was somewhat dubious about what I might gain from Mtn. Valley Health Care, Andrew arrived on the scene. He straightened things out for my situation, and I was able to have "Red" become my OT. This was most rewarding! "Red" was outstanding !!! She helped me recover abilities I thought were to be forever lost after my fall that shattered many bones in my wrist. One goal was to be able to type on the computer again, and this writing shows that we reached that goal. Thanks to Mtn. Valley, to Andrew, and, above all, to beloved "Red", to whom I'll be eternally grateful.

Flossie