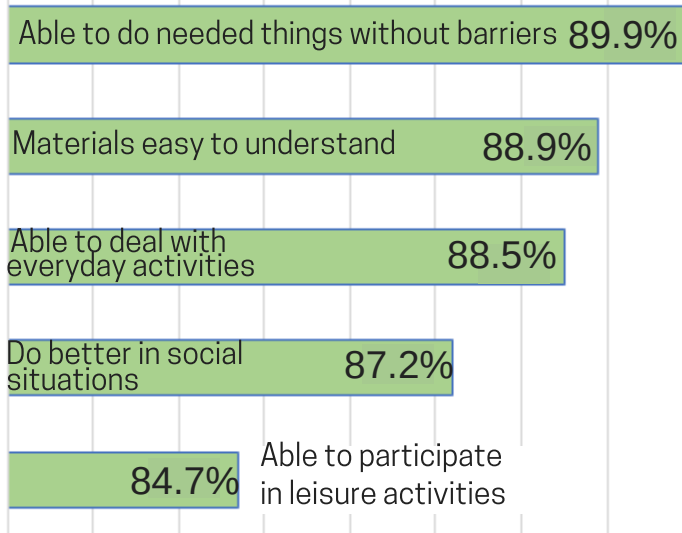


Gratiot Integrated Health Network Satisfaction Survey Summary 2018

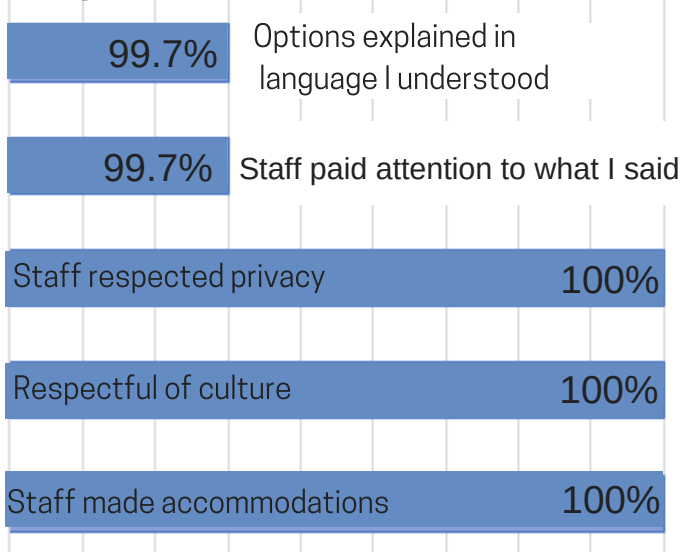
This report provides information about the satisfaction survey distributed to our organization. The survey asked questions about how our consumers perceive services being provided to them. This report will focus on both the positive and negative responses. It will be used to understand different levels of satisfaction, and across time can point to areas where services have been effective as well as areas for improvement.

Top 5 Potential Areas For Improvement



■ Percent Positive (Agree + Strongly Agree)

Top 5 Survey Items with Positive Responses



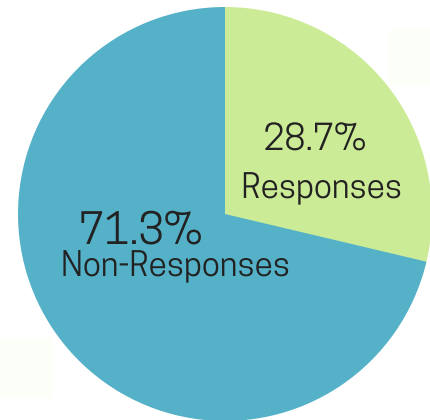
■ Percent Positive (Agree + Strongly Agree)

"More time with peer support would be nice because it's hard for me, I feel rushed. 3 hours would be better."

"My child receives services. I am pleased. The person providing services has also noticed myself struggling and has made accommodations to get me help as well. :) Very grateful."

"So far my experience with GIHN has been great! I am thankful for the staff member that I was assigned to. They have already helped me more than they probably know. I am excited about the goals I have set and I already feel that I am on my way to achieving them."

Response Rate Data



	Number Distributed	Number Received	Response Rate
Jan-2019	1,010	290	28.7%
Nov-2017	1,064	289	27.2%

"The agency secretaries and staff are really helpful to me when I check in and get weighed. They are helpful to get information to Doctor."

"My everyday life has improved a lot since coming here."

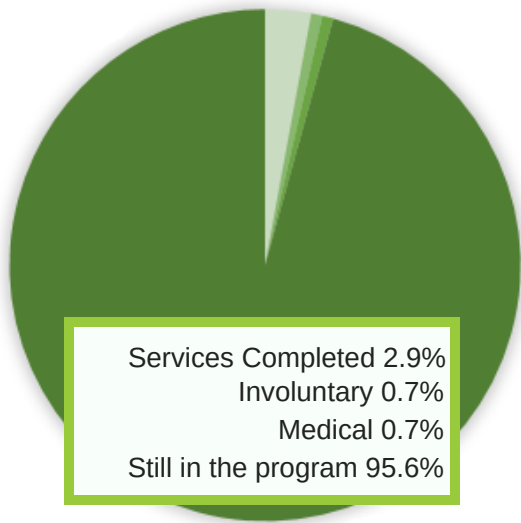
"Everyone makes you feel welcomed, and not alone."

"I've had to call in an emergency and got help right-a-way. Thank-God for [Staff]!"

"I appreciate the flexibility of scheduling appointments. My GIHN staff member is attentive and always encourages me to think deeply with the questions they ask!"

Gratiot Integrated Health Network Satisfaction Survey Summary 2018

Reason For Leaving



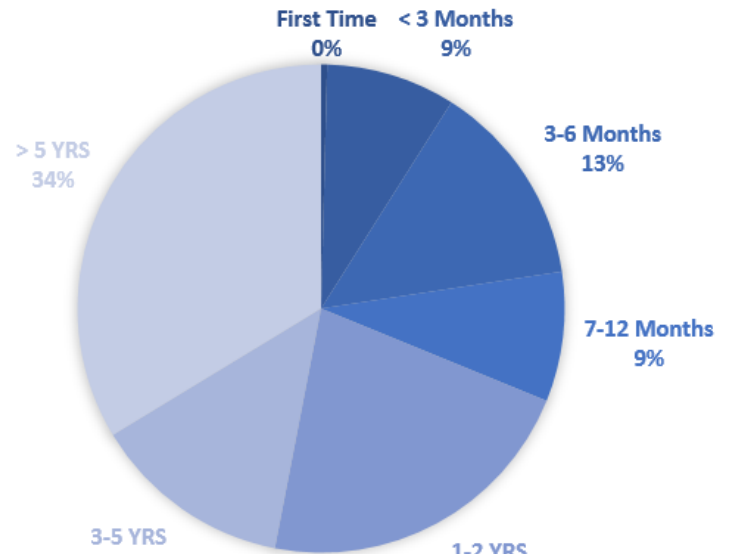
"I have felt comfortable and cared about during my experience and GIHN. The staff members are kind and sensitive to my needs."

"The staff are really friendly. They try to get to know every patient, and check up with us to make sure we are able to get better."

"I am always telling people how fantastic GIHN is. I am extremely satisfied with my services and appreciate the support(s) I receive through my team."

"I wish more people knew about the program that you offer. I think it would make a big difference. We know it has helped us greatly."

Length Of time Receiving Services



100% of survey participants answered that when they contact Customer Service, their concerns were resolved to their satisfaction.

100% of survey participants answered that their GIHN staff member has the skills needed to help them with their needs.

Health Status

