



**QUALITY OF CARE SURVEY**

Farmington  
(309) 245-0723

Galesburg  
(309) 345-0345

Peoria  
(309) 691-1371

Thank you for choosing Spoon River Home Health Services. We value your opinion. Please complete the survey below to help us improve our services. For each item below, please circle the number that best reflects your experience.

Description/Identification of Survey Item	1 = Poor 5 = Excellent				
	1	2	3	4	5
1. Spoon River Home Health Services staff members were very friendly, helpful, listened to my needs, and answered my questions thoroughly.	1	2	3	4	5
2. On the initial home visit, the staff member handling my case explained the services I would be receiving in great detail.	1	2	3	4	5
3. My caregivers were very knowledgeable about the care they were providing.	1	2	3	4	5
4. My caregivers were professional, respectful, courteous, and polite.	1	2	3	4	5
5. Office staff members were professional, respectful, courteous, and polite.	1	2	3	4	5
6. Billing statements were accurate and easy to understand.	1	2	3	4	5
7. Billing questions were handled in a respectful and professional manner.	1	2	3	4	5
8. Overall, how would I rank my experience with Spoon River Home Health Services?	1	2	3	4	5
	<b>1 = Very Unlikely 5 = Very Likely</b>				
9. I would recommend Spoon River Home Health Services to my friends and family.	1	2	3	4	5
10. I would choose Spoon River Home Health Services in the future.	1	2	3	4	5

Quality of Care Survey Continued...

1.) What could we do to make homecare a more positive experience?

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2.) What did you like most about your experience with Spoon River Home Health Services?

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I do not want my name and comments used in association with any advertising or marketing purposes. If left unchecked, I authorize the use of my name and comments for advertising and marketing purposes.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If you have any questions and/or comments regarding this survey please contact me anytime at 309 245-0720 ext. 247.

Thank you,

Kelsey Cole  
Director of Business Development