



Quality Assurance Report by Percentage Approval*
 Personal Care & Companionship/Home Helper
 2010

Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	YTD 2010	2009	2008
--------	--------	--------	--------	--------	--------	--------	--------	--------	--------	--------	--------	----------	------	------

CAREGiver Reviews (out of 100)

Prompt	99	97	98	94	98	98	95	98	98	98	98	98	98	98	98
Neat	99	99	100	96	100	99	100	99	99	100	100	100	99	100	99
Good Cook	98	99	96	93	100	98	96	99	99	99	99	99	98	98	96
Good Driver	99	99	98	100	100	99	99	100	100	100	100	100	100	99	99
Housekeeping	97	99	98	97	99	99	98	98	99	99	100	100	99	98	98
Friendly	99	98	99	98	99	99	100	99	99	99	100	100	99	99	99
Considerate	99	97	98	100	100	99	100	99	99	100	100	100	99	99	99

Office Staff Review (out of 100)

Courteous	99	100	99	100	100	100	100	99	100	100	100	100	100	100	100
Helpful	99	100	99	100	100	100	99	99	100	100	100	100	99	100	99
Timely answers	99	100	99	100	100	99	99	98	99	100	100	100	99	100	99
Follow up schedule changes	98	99	97	100	99	98	99	97	99	99	99	100	99	99	98
Selecting compatibly	97	98	97	98	99	98	98	97	99	99	99	98	98	98	97
Returning calls	99	100	99	100	100	99	100	99	100	99	99	100	99	100	99

*QAs in person and over the phone with client or client's representative

**YTD Average is the weighted average on all QAs during the year