



To us, it's personalSM

Quality Assurance Report by Percentage Approval*
 Personal Care & Companionship/Home Helper
 2011

	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11	YTD 2011	2010	2009	2008
<u>CAREGiver Reviews (out of 100)</u>																
Prompt	99	99	98	97	97	99	99	100	-	-	-	-	99	98	98	98
Neat	100	100	99	99	100	99	100	100	-	-	-	-	100	99	100	99
Good Cook	100	99	97	97	98	99	99	97	-	-	-	-	99	98	98	96
Good Driver	100	100	99	100	100	100	100	100	-	-	-	-	100	100	99	99
Housekeeping	100	99	99	98	99	99	99	99	-	-	-	-	99	99	98	98
Friendly	100	100	100	99	99	99	100	100	-	-	-	-	100	99	99	99
Considerate	100	100	100	99	98	99	100	100	-	-	-	-	99	99	99	99
<u>Office Staff Review (out of 100)</u>																
Courteous	100	100	100	100	100	100	100	100	-	-	-	-	100	100	100	100
Helpful	100	100	100	100	100	100	100	100	-	-	-	-	100	99	100	99
Timely answers	100	100	100	100	100	100	100	100	-	-	-	-	100	99	100	99
Follow up schedule changes	98	99	99	100	100	100	100	100	-	-	-	-	99	99	99	98
Selecting compatibly	99	97	98	99	98	100	100	100	-	-	-	-	99	98	98	97
Returning calls	100	99	100	100	100	100	100	100	-	-	-	-	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