

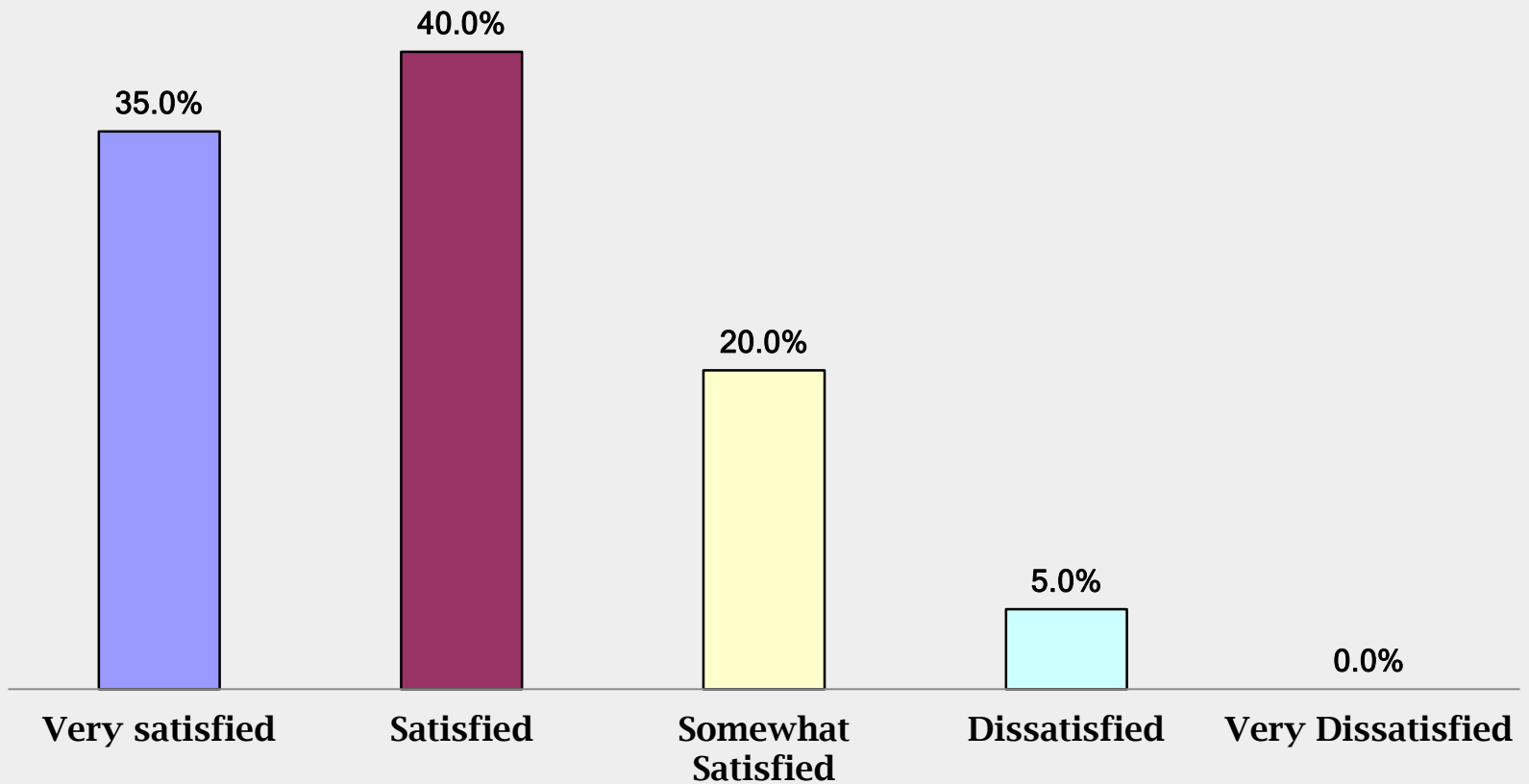
PROVIDER SATISFACTION SURVEY 2015

Detroit Area Agency on Aging(DAAA)

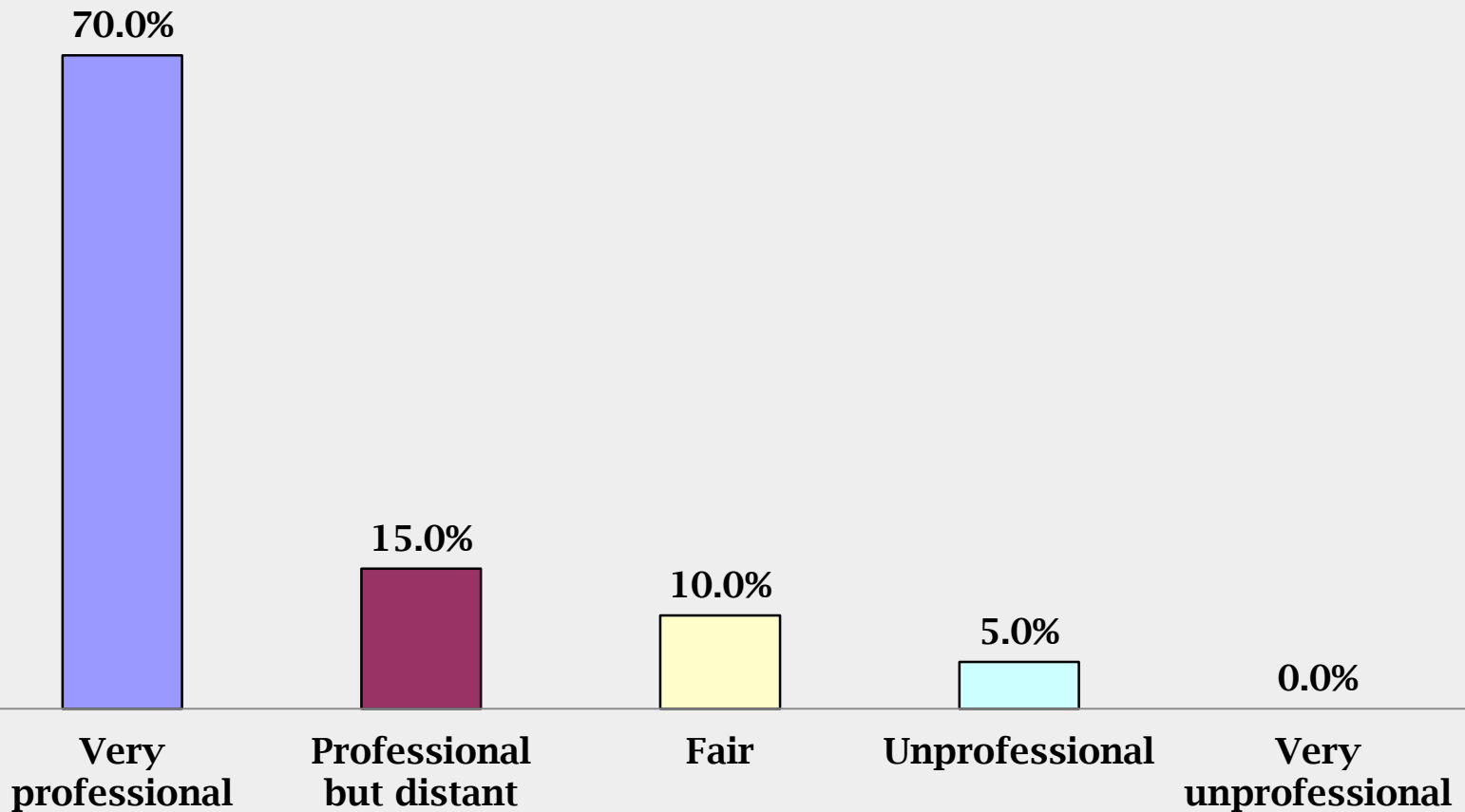
September 25th, 2015

- Source: SurveyMonkey
- Survey emailed to 35 DAAA providers
- Survey active 9/15/2015 to 9/22/2015
- 20 Responses Received
- 57% return rate

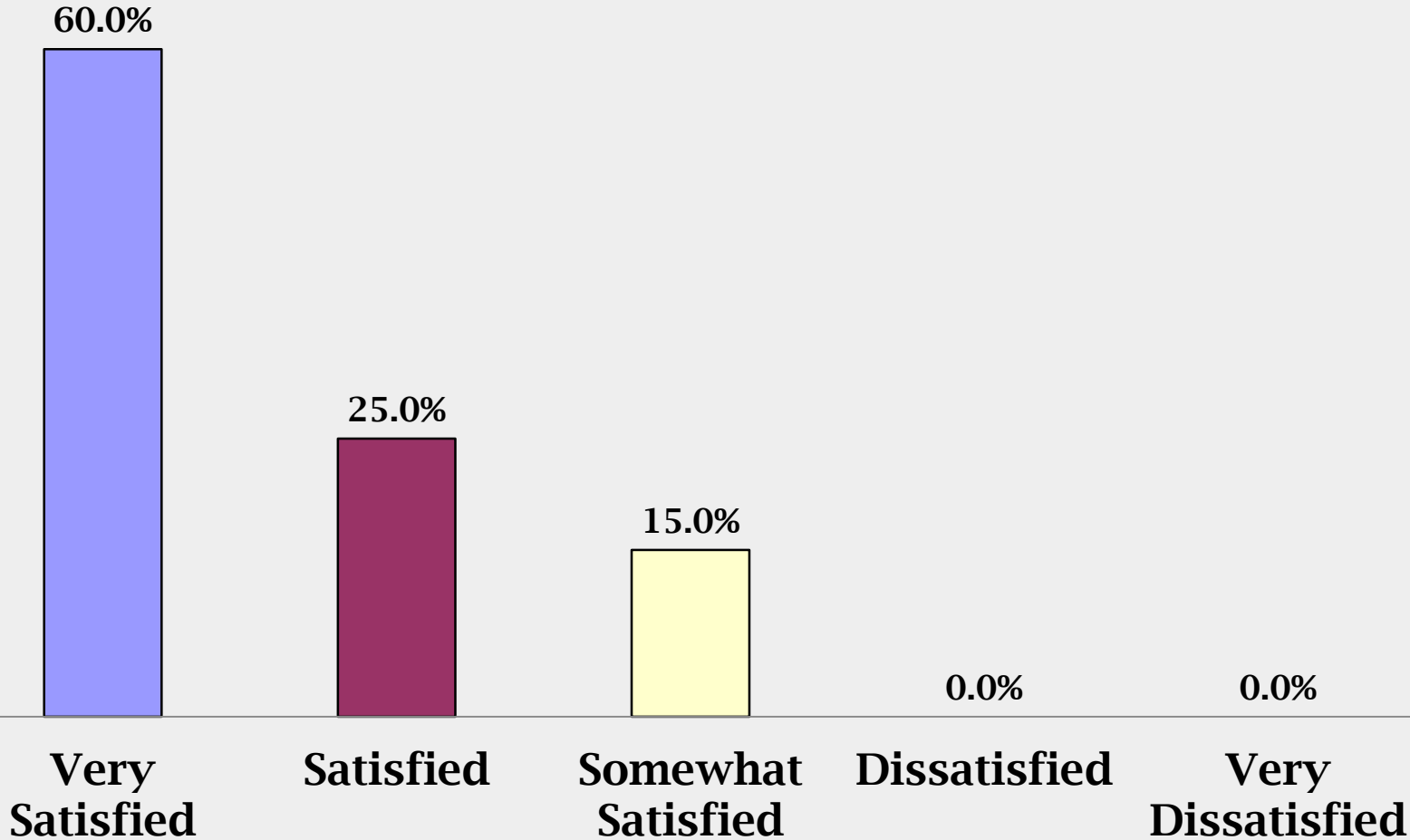
**Please rate your organization's satisfaction with
DAAA's staff ongoing communication and problem
resolution?**



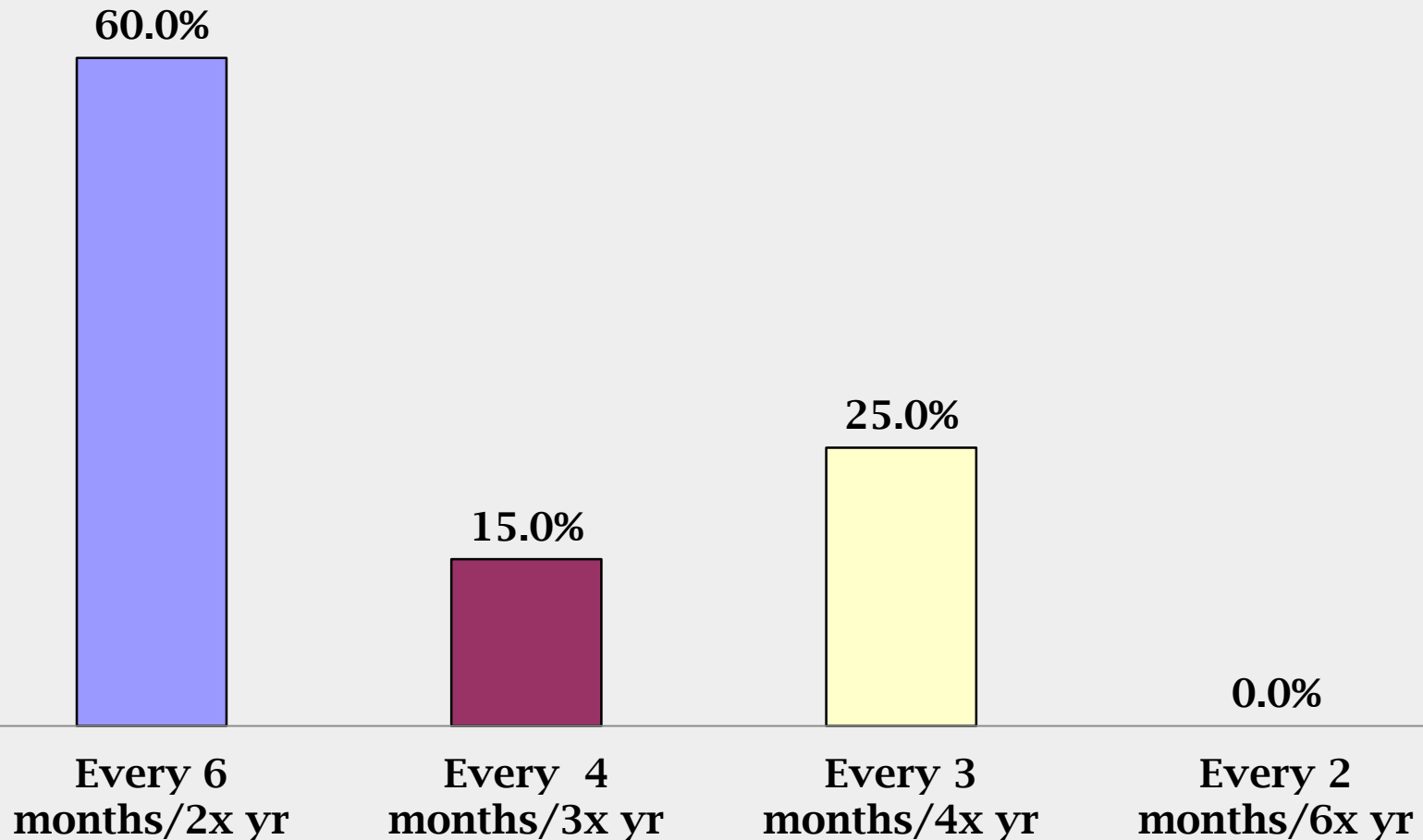
How would you rate DAAA staff professionalism when interacting with your organization?



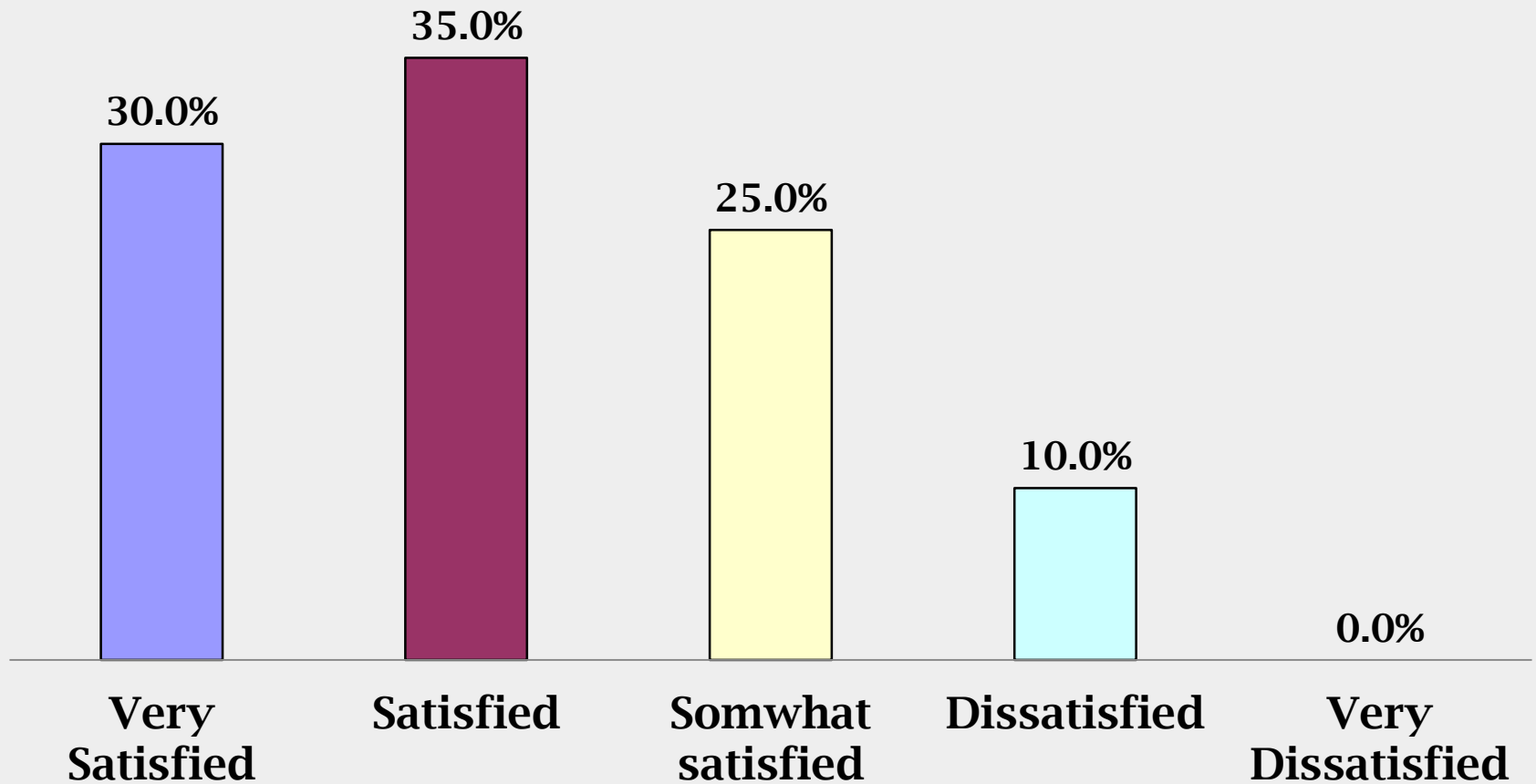
How satisfied is your organization/agency with the frequency of meetings with DAAA?



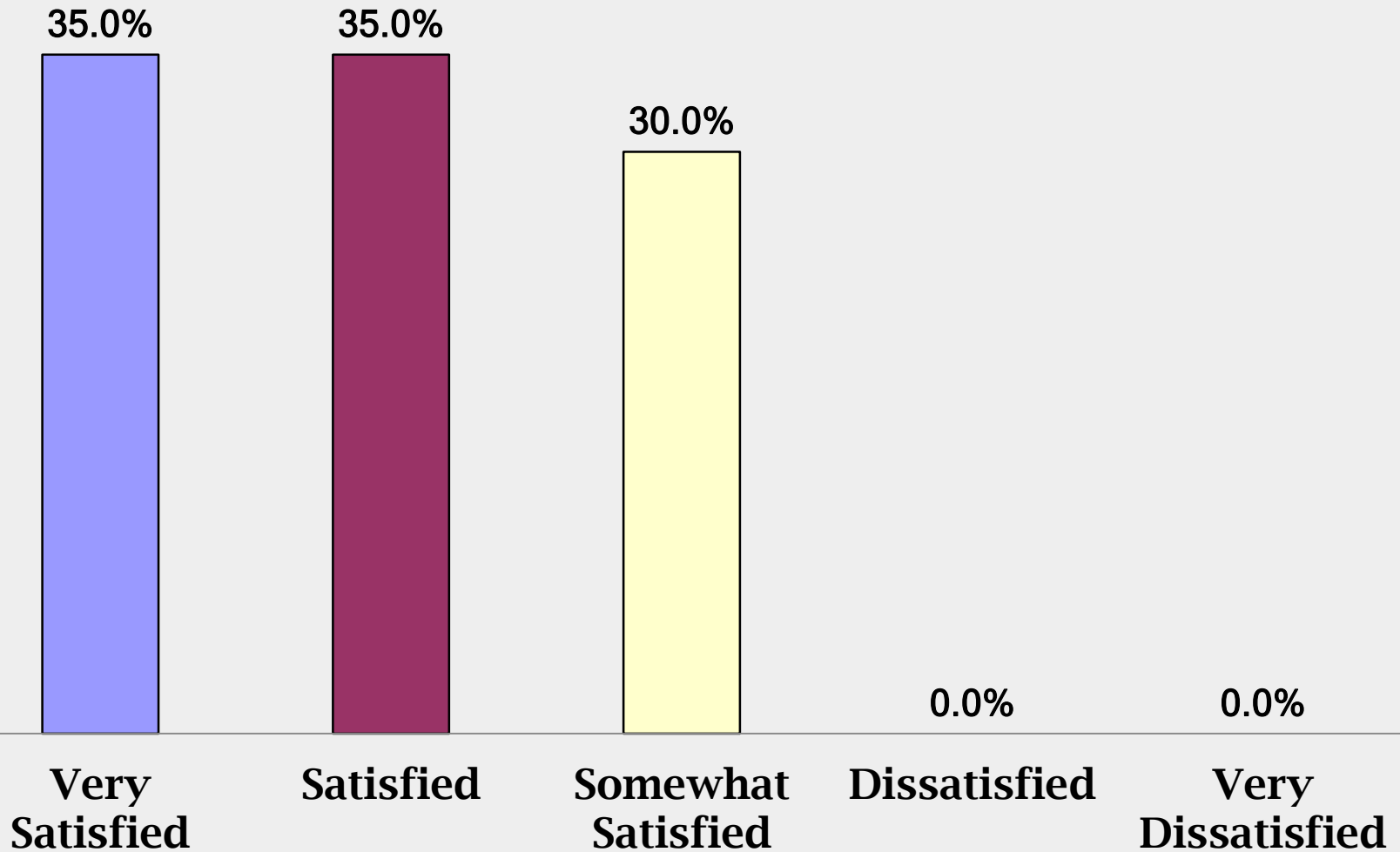
How often would you like meetings with DAAA set up throughout the year?



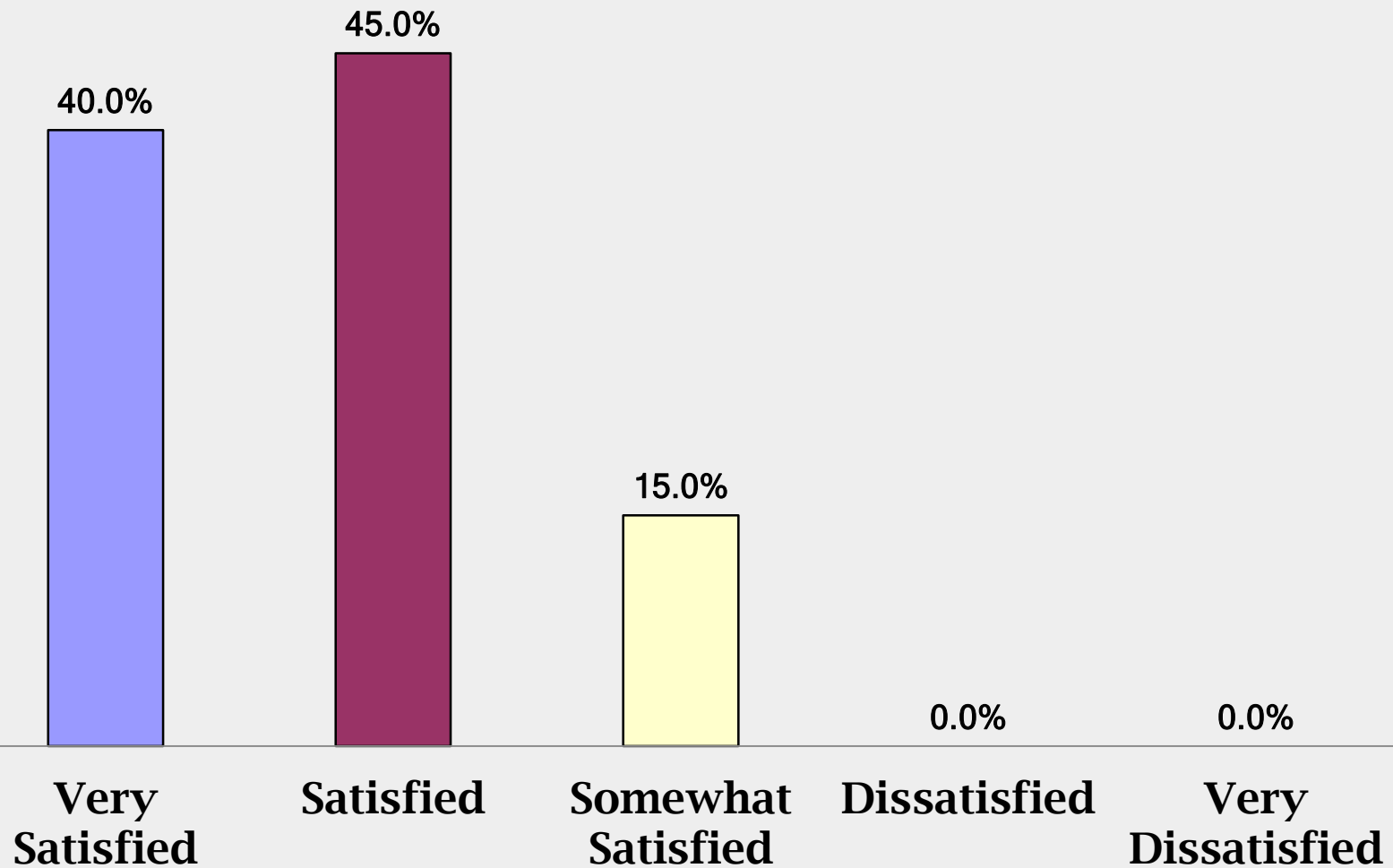
**How satisfied is your organization with
DAAA's response time to your calls or requests for
information or assistance?**



How satisfied are you with DAAA's assistance and support to your organization?



What is your overall satisfaction with your interactions with DAAA?



Provider Comments:

“ No comments or suggestions to improve stakeholder relationships, just wanted to say I think DAAA has done a good job improving communication. Vendor view messages, as well as, phone calls are returned & responded to more timely than they have been in the past which is really nice, and makes working with your organization easier than it has been in the past. We appreciate DAAA's efforts in improving communication, as it makes working with the organization a more pleasant experience than we have had in the past.” 9/21/2015 3:35 PM

“Actually return calls within 24 to 48 hours. We frequently do not get our calls returned at all and must repeatedly call in order to gain resolution to issues. 9/18/2015 8:21 AM “

“The payment process has changed. Normally when I submit my billing I would receive payment by the third week of the next month. For the last payment invoice that I received it took 45 days for me to receive a payment. This can cause cash flow problems please go back to the previous process for paying invoices.” 9/17/2015 11:07 PM

Provider Comments cont'd:

“DAAA is a great agency that does a great job of helping the elderly, ill and disabled citizens in our communities.”

9/17/2015 9:41 PM

“The only thing that could use improvement is the timelessness in which Care Managers return phone calls. Many time we have to make multiple calls for one issue, Other than that it is a pleasure to do business with you.”

9/17/2015 7:31 PM

“The only problem I am having is with the MI health link information. However, I realize that this process is new to us all.” 9/15/2015 4:43 PM

DAAA Strong Points:

- Staff Professionalism
- Assistance & Support
- Meeting timeliness
- Overall provider-staff interaction

DAAA Area of Opportunity

- Consistency in communication
- Response time to calls

Areas of Improvement

- Maintaining consistency in call return/follow up
- Maintaining consistency in communication