

# **Provider Satisfaction Survey 2016**

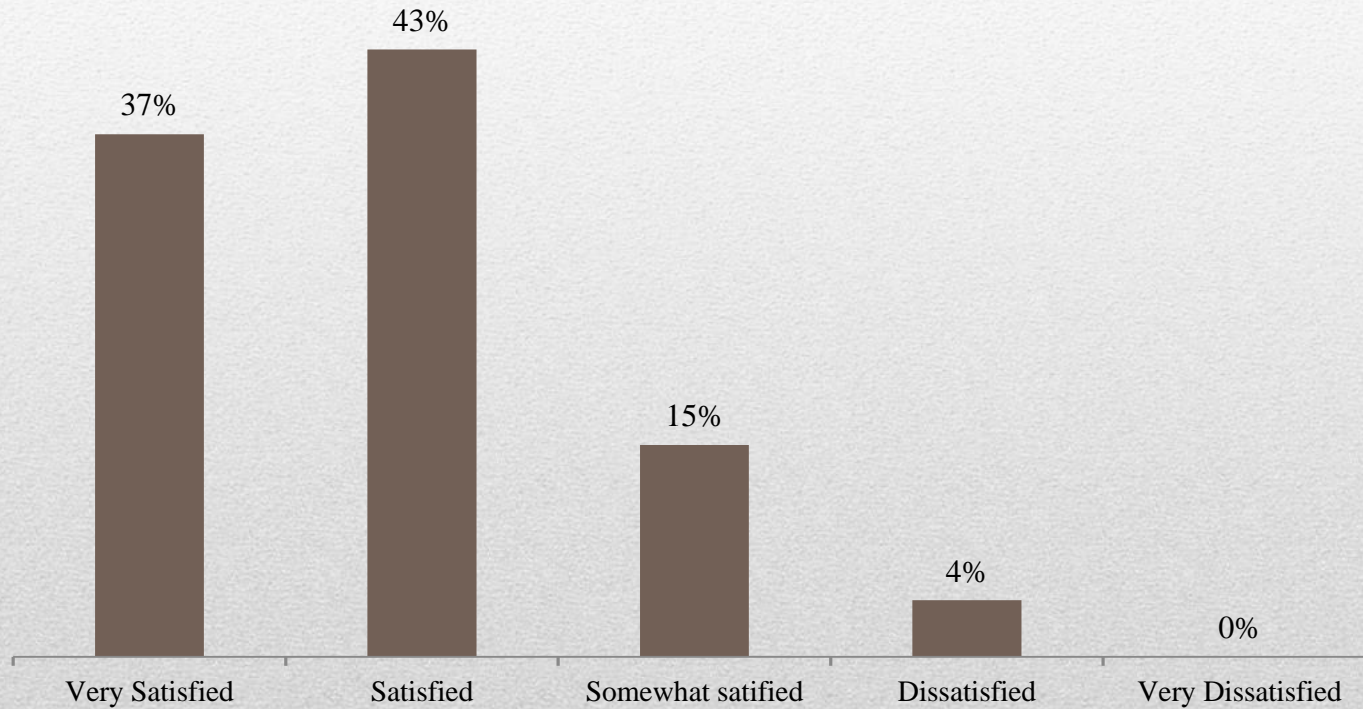
Detroit Area Agency on Aging(DAAA)

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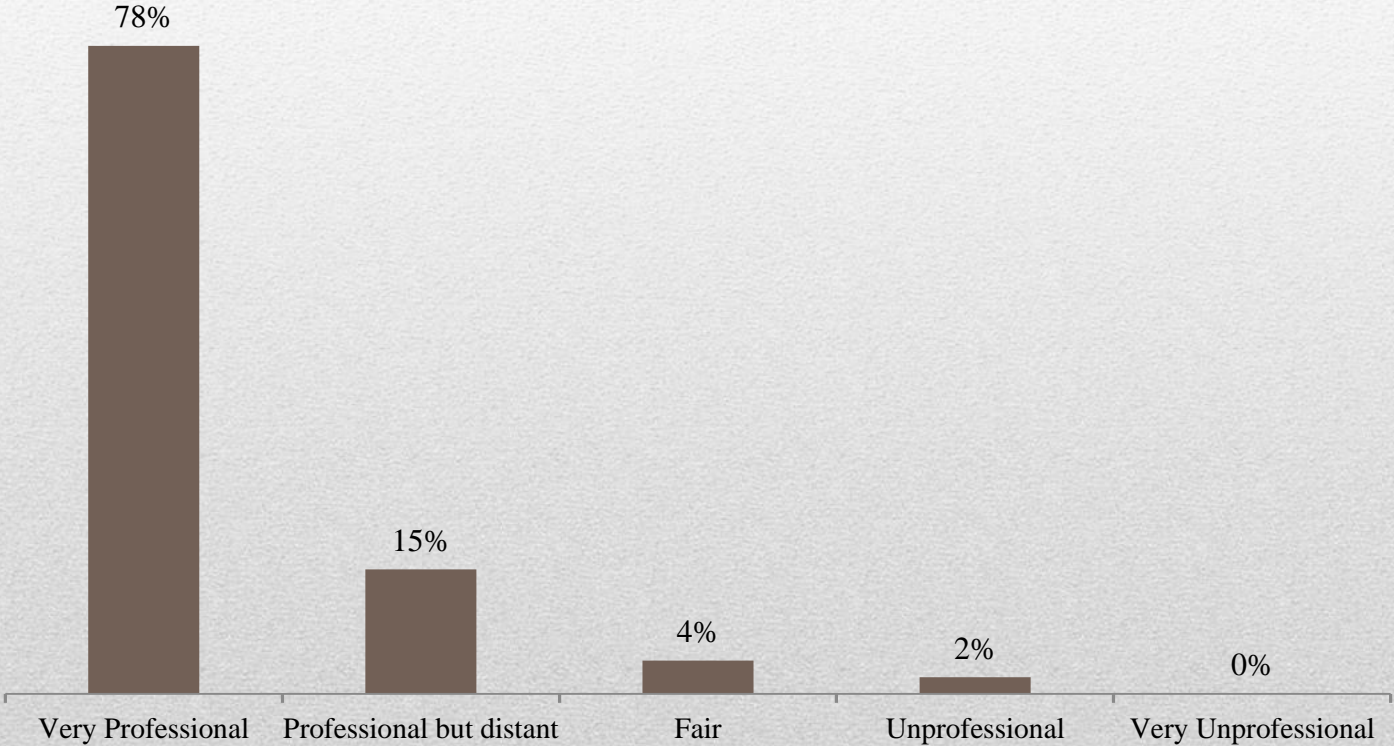
- Source: SurveyMonkey
  - Survey emailed to 90 DAAA providers
  - Survey active 8/25/2016
  - 46 Responses Received
  - 51% return rate
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**Please rate your organization's satisfaction with DAAA's staff ongoing communication and problem resolution?**

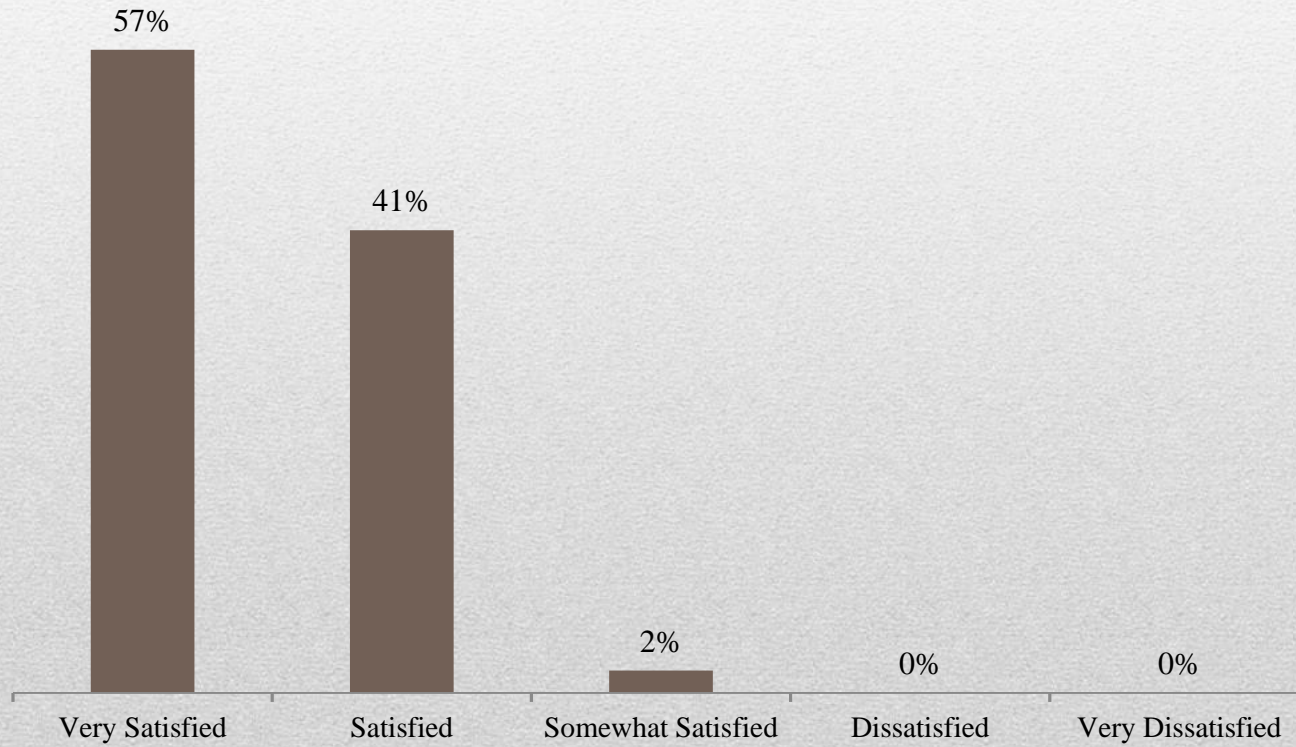


**How would you rate DAAA staff professionalism when interacting with your organization?**

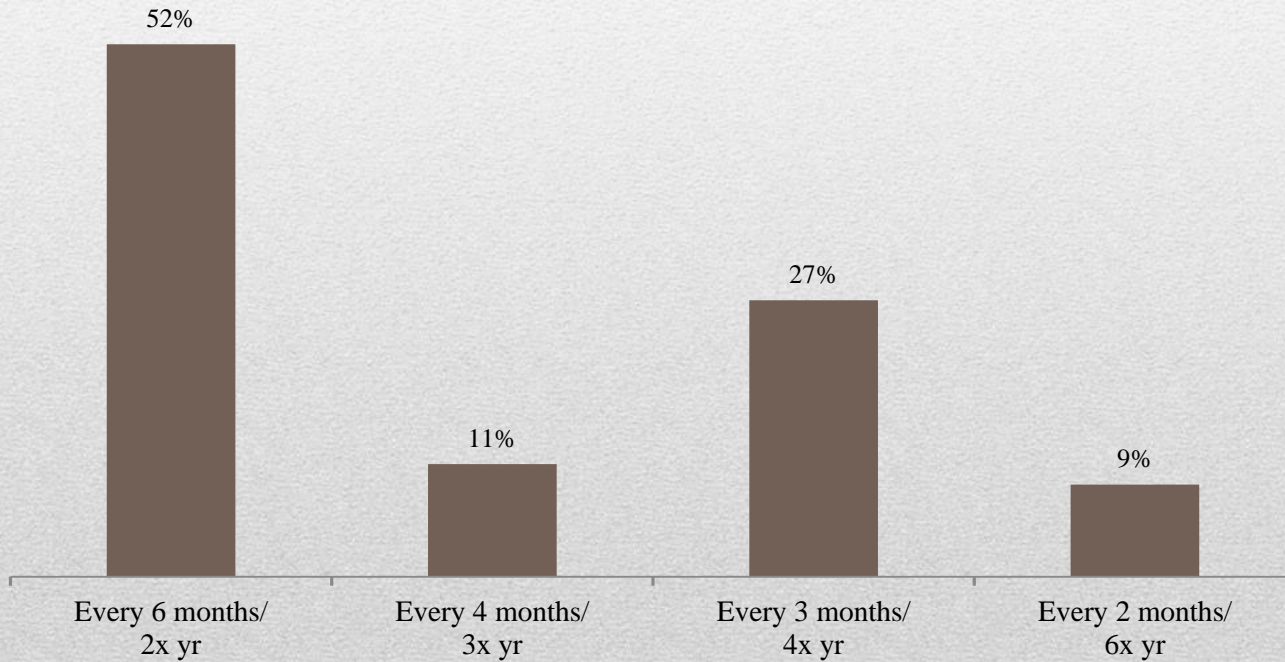




**How satisfied is your organization/agency with the frequency of meetings with DAAA?**

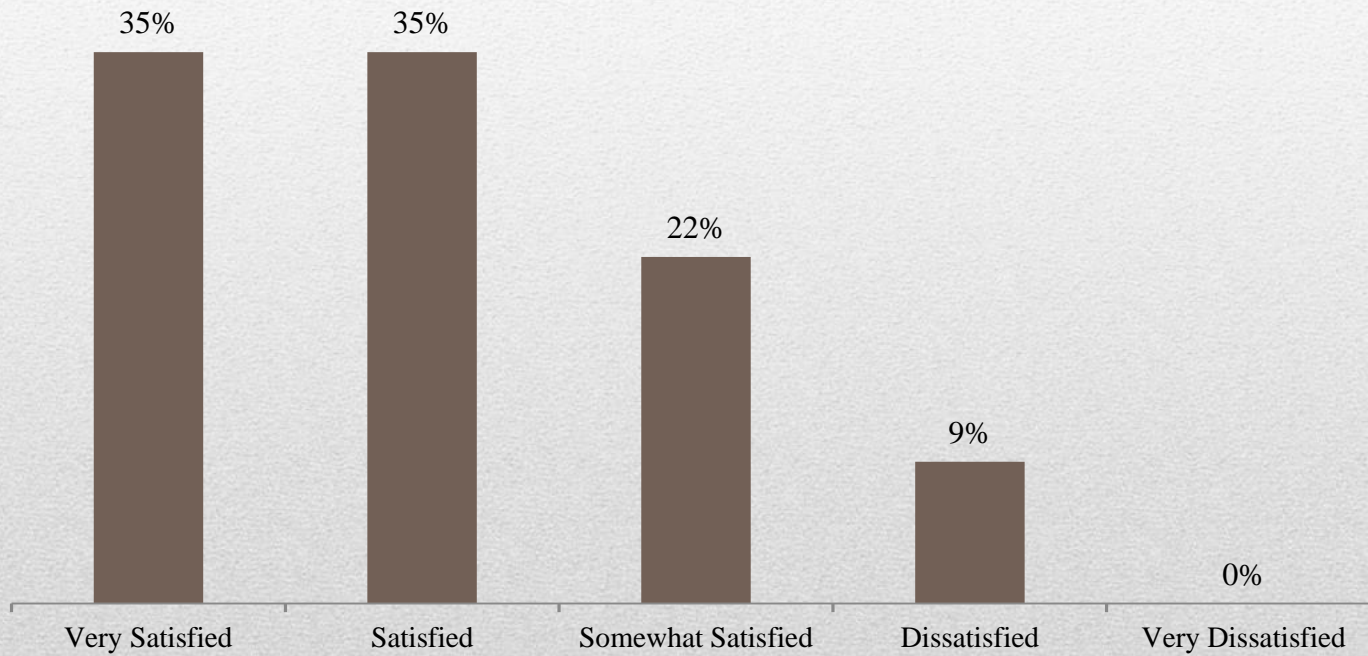


**How often would you like meetings with DAAA set up throughout the year?**

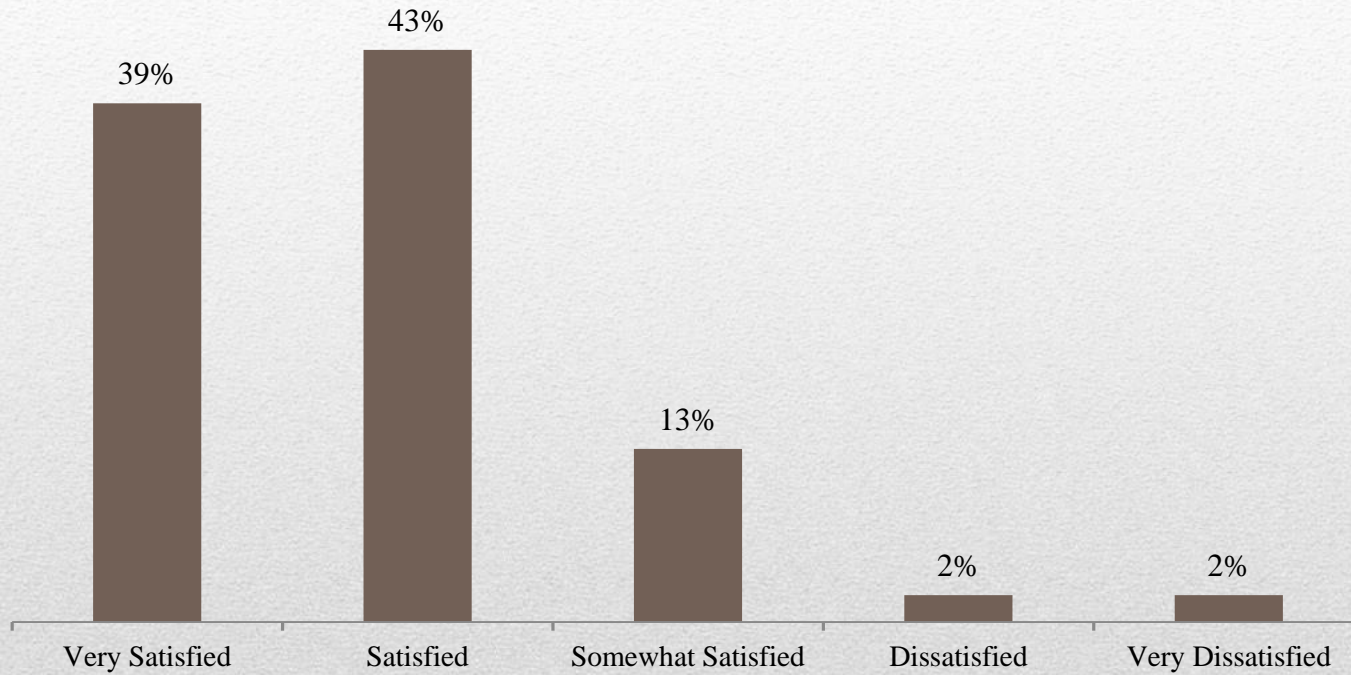




**How satisfied is your organization with DAAA's response time to your calls or requests for information or assistance?**

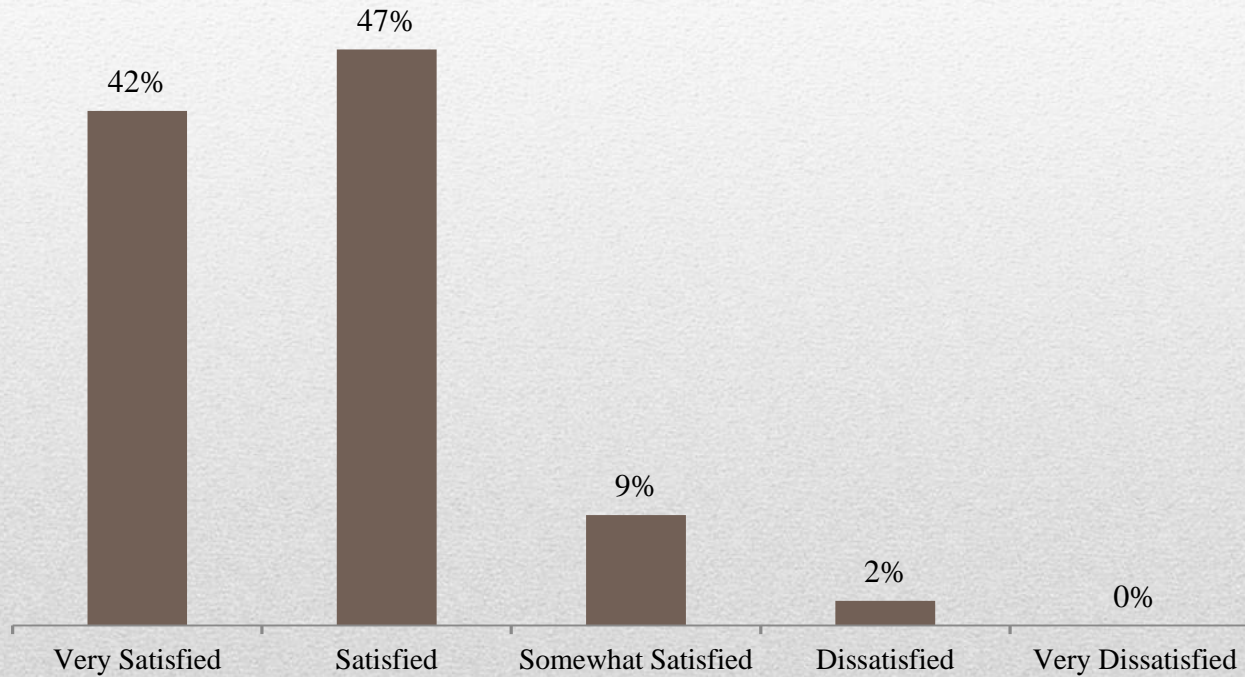


## How satisfied are you with DAAA's assistance and support to your organization?





**What is your overall satisfaction with your interactions with DAAA?**



“24hr call back would be greatly appreciated. SC never call back in a timely manner” “I am a new provider with DAAA and it took a very long time to get answers to my questions and the support I needed in order to start providing services to my client. My client and myself were very frustrated with the whole process and how long it took.” “Keep up the good work! CST is looking to help in any way we possibly can to improve the members health and prevent future emergencies.”

## **Provider Comments:**

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“The provider’s meetings are very informational. Communication with Wanda Bowman and her response is exceptional. She is a great individuals who support DAAA and it’s mission, we love working with her.”

“Treat "partners" as true partners who are working collectively for the same goal”

“I think I should be informed in a timely manner when a client's hours have been reduced. CHHC has serviced clients for weeks and then we get a Vendor View message that the clients hours have been reduced weeks after we have already performed the services.”

## **Provider Comments cont'd:**

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## **DAAA Strong Points:**

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

## **DAAA Areas of Opportunity:**

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- Consistency in communication
  - Response time to calls
  - Onboarding of new providers
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