

NAME: Anne McGill	Responsible Party: Michael McGill	Interview Type: Active Client	Avg. Rating: 10.00/10.00
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Interview Rating Summary

Outcome Average Score	Caregiver's Average Score	Office Staff Average Score
10	10	10

Why did you select [Plan Life Care, LLC] over others?

It was my lawyer who advised me to contact Anthony, the owner.

Outcomes

How likely are you to recommend [Plan Life Care, LLC] to others? <i>My mother likes the young lady who comes to take care of her. They are very much on time, and we have found them to be very reliable. I have not once been disappointed by them.</i>	10
How would you rate the impact of the services on your daily life? <i>They are able to take my mother to the store, to doctor's appointments, or to anywhere that she wants to go.</i>	10

Caregiver Satisfaction

How would you rate your caregivers' work ethic? <i>Rebecca is excellent, and she knows what she is doing.</i>	10
How would you rate the ability of your caregivers to provide the care needed? <i>She is mostly company for my mother at this point.</i>	10
How would you rate the compassion of your caregivers? <i>She seems to be very patient, and she does anything that my mother wants her to do. She is very responsive to my mother.</i>	10

Office Staff Satisfaction

How satisfied are you with the communication and overall helpfulness of the office staff? <i>I have only dealt with the owner, Anthony, and if I have any questions, I call him. He calls me when he has questions, and we can work them out.</i>	10
How well are the caregivers matched with your needs and preferences? <i>Rebecca is very responsive, and she is just a really nice young person and cares about people, and it shows.</i>	10

What is one thing [Plan Life Care, LLC] could do to improve your satisfaction with their services?

I have no suggestions at this time.

Consent to use feedback for marketing purposes

Yes