

<b>NAME:</b> Anne McGill	<b>Responsible Party:</b> Michael McGill	<b>Interview Type:</b> Active Client	<b>Avg. Rating:</b> 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

<p><b>How likely are you to recommend [Plan Life Care, LLC] to others?</b> <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></p>	10
<p><b>How would you rate the impact of the services on your daily life?</b> <i>They are able to take my mother to the store, to doctor's appointments, or to anywhere that she wants to go.</i></p>	10

### Caregiver Satisfaction

<p><b>How would you rate your caregivers' work ethic?</b> <i>Rebecca is excellent, and she knows what she is doing.</i></p>	10
<p><b>How would you rate the ability of your caregivers to provide the care needed?</b> <i>She is mostly company for my mother at this point.</i></p>	10
<p><b>How would you rate the compassion of your caregivers?</b> <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></p>	10

### Office Staff Satisfaction

<p><b>How satisfied are you with the communication and overall helpfulness of the office staff?</b> <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></p>	10
<p><b>How well are the caregivers matched with your needs and preferences?</b> <i>Rebecca is very responsive, and she is just a really nice young person and cares about people, and it shows.</i></p>	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

<b>NAME:</b> Margaret Gibson	<b>Responsible Party:</b> Zanya Gibson	<b>Interview Type:</b> Active Client	<b>Avg. Rating:</b> 8.80/10.00
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**Interview Rating Summary**

Outcome Average Score	Caregiver's Average Score	Office Staff Average Score
9	8.5	9

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

*I chose them because of the personal knowledge of the owner.*

**Outcomes**

<b>How likely are you to recommend [Plan Life Care, LLC] to others?</b> <i>They were somewhat flexible based upon my needs for my mom at the time. They are reasonably priced. The girls I have met are friendly.</i>	9
<b>How would you rate the impact of the services on your daily life?</b> <i>There is somebody there in the middle of the day to stimulate her, try to feed her, or give her hydration.</i>	9

**Caregiver Satisfaction**

<b>How would you rate your caregivers' work ethic?</b> <i>I only met one of the caregivers for more than a few minutes.</i>	N/A
<b>How would you rate the ability of your caregivers to provide the care needed?</b> <i>The caregiver's skill seems at least average. They were open to my teaching them tricks about my mom.</i>	8
<b>How would you rate the compassion of your caregivers?</b> <i>The two caregivers that I met seemed very compassionate. Chrystal was excellent.</i>	9

**Office Staff Satisfaction**

<b>How satisfied are you with the communication and overall helpfulness of the office staff?</b> <i>The office has been very helpful. When I've called, they've responded in a timely way.</i>	9
<b>How well are the caregivers matched with your needs and preferences?</b> <i>I don't feel I know the caregivers personally well enough to judge that.</i>	N/A

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

*I've already talked to them about teaching their staff some of the tricks I've learned about my mom that could help them with others of their clients.*

**Consent to use feedback for marketing purposes**

No

**NAME:**  
Anonymous

**Interview Type:**  
Caregiver Satisfaction

**Avg. Rating:**  
10.00/10.00

**Interview Rating Summary**

Outcome Average Score	Job Satisfaction Average Score	Office Staff Average Score
10	10	10

**Why did you choose to work for [Plan Life Care, LLC] over other options?**

*My patient that I was taking care of at the time with another company switched to Plan Life Care.*

**Employment Experience**

**How likely are you to recommend working for [Plan Life Care, LLC] to an interested friend?**

*I like the management of this company. They are very respectful of the caregivers. They respect our time and talents, and we are not just another employee to them.*

10

**Job Satisfaction**

**How would you rate the training you've received from [Plan Life Care, LLC]?**

*I had prior experience.*

N/A

**How clearly has [Plan Life Care, LLC] shared the importance of your role and set proper job expectations?**

*I have a care plan that I follow.*

10

**How would you rate your comfort level in voicing your ideas and opinions?**

*The security and relationship I have with the supervisors and managers makes me feel comfortable.*

10

**How would you rate your employer's recognition of your accomplishments?**

*They do have job incentives for me, but in this business of healthcare, it is not so much what they do for me, but what I bring to the clients. We are there for the clients, not the other way around.*

10

**Office Staff Satisfaction**

**How would you rate the office support staff and the communication you receive from them?**

*We just hired a secretary and office manager, who is doing just fine. They help me with everything I need, like forms. They are always there ready and willing to help.*

10

**How would you rate your employer's ability to properly match you with a client?**

*They look at my ability, work history, and prior experience when matching me with clients.*

10

**What's one thing [Plan Life Care, LLC] could do to improve your job satisfaction?**

*Plan Life Care needs to just keep going with what they are doing and adding more clients with the company.*

**NAME:**  
Anonymous

**Interview Type:**  
Active Client

**Avg. Rating:**  
10.00/10.00

**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?**

*I chose Plan Life Care because they are professional and seem to care.*

**Outcomes**

<p><b>How likely are you to recommend [Plan Life Care, LLC] to others?</b> <i>Plan Life Care is very professional and they have great caregivers.</i></p>	10
<p><b>How would you rate the impact of the services on your daily life?</b> <i>Plan Life Care looks out for my loved one's well being.</i></p>	10

**Caregiver Satisfaction**

<p><b>How would you rate your caregivers' work ethic?</b> <i>Plan Life Care's caregivers show up on time and look for things to do.</i></p>	10
<p><b>How would you rate the ability of your caregivers to provide the care needed?</b> <i>Plan Life Care's caregivers help my loved one with personal care for late stage Alzheimer's.</i></p>	10
<p><b>How would you rate the compassion of your caregivers?</b> <i>Plan Life Care's caregivers treat my loved one like family.</i></p>	10

**Office Staff Satisfaction**

<p><b>How satisfied are you with the communication and overall helpfulness of the office staff?</b> <i>Plan Life Care's office staff periodically checks in with me about my loved one's care.</i></p>	10
<p><b>How well are the caregivers matched with your needs and preferences?</b> <i>Plan Life Care has sent caregivers that are compassionate and genuinely seem to enjoy caring for my loved one.</i></p>	10

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

*Plan Life Care has provided consistent, great caregivers. I can't ask for anything more.*

**Consent to use feedback for marketing purposes**

Yes

**NAME:**  
Anonymous

**Interview Type:**  
Caregiver Satisfaction

**Avg. Rating:**  
10.00/10.00

**Interview Rating Summary**

Outcome Average Score	Job Satisfaction Average Score	Office Staff Average Score
10	10	10

**Why did you choose to work for [Plan Life Care, LLC] over other options?**

*I chose to work for Plan Life Care because I like the one-on-one care with the clients.*

**Employment Experience**

**How likely are you to recommend working for [Plan Life Care, LLC] to an interested friend?**

*I would tell someone that being able to bond with clients is great with Plan Life Care.*

10

**Job Satisfaction**

**How would you rate the training you've received from [Plan Life Care, LLC]?**

*I didn't need any training from Plan Life Care.*

N/A

**How clearly has [Plan Life Care, LLC] shared the importance of your role and set proper job expectations?**

*Plan Life Care gives me a full and good run down of each client and what they need before I go.*

10

**How would you rate your comfort level in voicing your ideas and opinions?**

*The management has a good communication level with me and I can pick up the phone whenever I need anything and call them.*

10

**How would you rate your employer's recognition of your accomplishments?**

*Plan Life Care will give me more clientele and ensure that I am not without work. I feel like I can trust them and that they appreciate me being there.*

10

**Office Staff Satisfaction**

**How would you rate the office support staff and the communication you receive from them?**

*The office will call me and let me know whenever I am scheduled or whenever anything is changed. They let me know everything that I need to know. The check in on me and make sure I am okay with what is happening with my scheduling.*

10

**How would you rate your employer's ability to properly match you with a client?**

*I love helping the elderly and the disabled.*

10

**What's one thing [Plan Life Care, LLC] could do to improve your job satisfaction?**

*I don't think there is anything more that Plan Life Care could do better.*

<b>NAME:</b> Merry Crotts	<b>Responsible Party:</b> Larry Crotts	<b>Interview Type:</b> Discharged Client	<b>Avg. Rating:</b> 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

**What was the reason for discontinuing services with [Plan Life Care, LLC]?**

*I discontinued services because Merry got well. She broke her ankle and needed help.*

**Outcomes**

<b>How likely are you to recommend [Plan Life Care, LLC] to others?</b> <i>I would tell someone that the people from Plan Life Care were good people and we were satisfied.</i>	10
<b>How would you rate the impact of the services on your daily life?</b> <i>The caregiver was really good and did everything we needed. She made my loved one's life easier by doing the things she couldn't do.</i>	10

**Caregiver Satisfaction**

<b>How would you rate your caregivers' work ethic?</b> <i>Angelica's showed good work ethic by being on time and being attentive and she stayed busy.</i>	10
<b>How would you rate the ability of your caregivers to provide the care needed?</b>	10
<b>How would you rate the compassion of your caregivers?</b> <i>Angelica showed compassion by being very nice. She was very concerned and attentive to our needs.</i>	10

**Office Staff Satisfaction**

<b>How satisfied were you with the communication and overall helpfulness of the office staff?</b> <i>We did not have a whole lot of communication because it was not necessary. Angelica would communicate with the office staff for us.</i>	N/A
<b>How well were the caregivers matched with your needs and preferences?</b> <i>Angelica was very personable and upbeat. She was a real joy to have around.</i>	10

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

*I cannot think of anything for Plan Life Care to improve. I really haven't thought about it.*

**Consent to use feedback for marketing purposes**

Yes