

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

NAME: Margaret Gibson	Responsible Party: Zanya Gibson	Interview Type: Active Client	Avg. Rating: 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

How likely are you to recommend [Plan Life Care, LLC] to others? <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
How would you rate the impact of the services on your daily life? <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

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

Office Staff Satisfaction

How satisfied are you with the communication and overall helpfulness of the office staff? <i>The office has been very helpful. When I've called, they've responded in a timely way.</i>	9
How well are the caregivers matched with your needs and preferences? <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

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

Caregiver Satisfaction

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

Office Staff Satisfaction

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

NAME: Merry Crotts	Responsible Party: Larry Crotts	Interview Type: Discharged 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

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

How likely are you to recommend [Plan Life Care, LLC] to others? <i>I would tell someone that the people from Plan Life Care were good people and we were satisfied.</i>	10
How would you rate the impact of the services on your daily life? <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

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

Office Staff Satisfaction

How satisfied were you with the communication and overall helpfulness of the office staff? <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
How well were the caregivers matched with your needs and preferences? <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