



Domains and Questions	n	Your Top Box Score			All Agency DB N = 974 Percentile Rank	AHA Reg 6 N = 87 Percentile Rank
		Previous % Jul-Dec	Current % Jan-Jun			
Rate agency 0-10	42	75%	93%	▲	93	91
Recommend this agency	40	74%	93%	▲	96	95
Comm w/Providers	43	88%	93%	▲	97	93
Tell you about care/services	43	100%	100%	-	99	99
Keep you informed about arrival	40	83%	85%	▲	67	75
Explain in way you understand	38	87%	92%	▲	93	95
Listen carefully to you	40	78%	93%	▲	91	93
Get help or advice needed	16	100%	100%	-	99	99
How long to get help or advice	17	80%	88%	▲	94	95
Care Issues	43	81%	90%	▲	92	92
Talk about how to set up home	43	90%	81%	▼	33	25
Talk about medicines taking	43	90%	95%	▲	83	81
Ask to see all meds taking	43	90%	90%	-	61	61
Talk about pain	40	83%	88%	▲	25	26
Talk about purpose for taking meds	16	73%	94%	▲	96	93
Talk about when to take meds	18	75%	94%	▲	99	99
Talk about side effects of meds	18	67%	88%	▲	99	99
Care of Patients	40	91%	95%	▲	94	93
Providers informed about care	38	76%	89%	▲	96	95
Treat you as gently as possible	39	96%	97%	▲	95	94
Treat you with courtesy/respect	40	96%	95%	▼	46	61
Have problems with care	39	96%	97%	▲	73	76

n = number of respondents
 Questions that are among this period's top ten priorities appear in bold italics.
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