

GAHA REFERRAL SOURCE SATISFACTION SURVEY

Total Sent: 56

Places Sent: Warren County, Saratoga County Public Health, Saratoga SS, Saratoga OFA,
Washington Co, Washington Co OFA, Hospice

Total Returned: **25**

How They Were Signed	Who Returned:
Signed w/Name & Agency -- 7	Warren Co -- 6
Saratoga Co PH -- 4	Saratoga Co PH -- 8
Saratoga OFA -- 1	Saratoga OFA -- 1
Warren Co -- 2	
Signed w/Agency Only -- 8	
Saratoga Co PH -- 4	
Warren Co -- 4	
Unsigned -- 10	

Results

Strongly Disagree - 1
Disagree - 2
Neutral - 3
Agree - 4
Strongly Agree - 5

1) GAHA delivers very high quality home services to the individuals I refer.

3-- # 3
9--#4
13-- #5

2) GAHA aides and administrative staff adhere closely to HIPAA and NYS Confidentiality Regs

5-- # 3
7-- #4
13-- #5

3) My clients (and I) are treated with respect and dignity

3--#3
4-- #4
18-- #5

4) I am informed in a timely fashion of changes in scheduling of GAHA's aides.

4-- #2
6-- #3
10-- #4
5-- #5

5) GAHA aides are friendly, compassionate and reliable.

2-- #3
10-- #4
13-- #5

6) I receive a prompt response when I make a referral to GAHA

1-- #2
2-- #3
7-- #4
15-- #5

7) GAHA aides are generally more available than aides from other home care agencies

1-- #1
2-- #2
4-- #3
8-- #4
10-- #5

8) I believe GAHA is an honest and ethical organization that closely follows NYS licensure regs

1-- #3
5-- #4
19-- #5

9) I would readily refer a family member or friend to GAHA's services

2-- #3
6-- #4
17-- #5

10) I feel confident when my clients are in GAHA's services

2-- #3
6-- #4
16-- #5
1 -- not answered

Comments:

GAHA's Biggest Strength:

1. Availability --- SCPHNS
2. Having aides that have a lot of experience working in this field --- SCPHNS
3. Communication, Reliability --- WCHS
4. Has the most aides and the best. --- WCHS
5. Aide Availability -- unsigned
6. Dedicated Aides --- WCHS
7. All of the above! --- SCPHNS RN
8. Skilled, Knowledgeable, Professional direct care staff --- SCPHNS RN
9. GAHA is usually first choice depending on location of patient.
The aides that you employ are well trained, dressed appropriately
and conduct themselves appropriately-- SCLTHHCP
10. Consistent, reliable care! -- SCPHNS
11. Reliability and Caring Attitude -- Saratoga Co OFA
12. Reliable, Caring, Competent Staff -- SCPHNS
13. Professional approach to patient care -- Unsigned
14. Caring and prompt answers -- WCHS RN
15. Reliable Coverage -- Unsigned

If I could change ONE thing at GAHA it would be:

1. More aides in the north country -- Unsigned
2. Not enough aides in the Ballston Spa, Milton, Galway areas--Sara Co OFA
3. Aides' schedules -- SCLTHHCP
4. Notification from office when aide availability changes-especially if the patient is
expected to go with out coverage for more than a day -- SCPHNS RN
5. Coverage is not always as effective as I like -- WCHS
6. More Aides -- Unsigned
7. More frequent classes, higher pay for aides -- WCHS
8. Having coverage for patients when their regular aide is not available
or when a holiday conflicts with the days aides are scheduled to be there -- SCPHNS
9. Make it Bigger -- SCPHNS
10. More Aides-- Unsigned

Other Comments:

1. Great Agency! -- Unsigned
2. Great Job!!! -- WCHS
3. I refer to GAHA before any other agency- I have a long standing
relationship @ GAHA, and look forward to continued coordination of services.
On the rare occasion that I have to make a complaint, my concerns are
addressed promptly and professionally, GAHA staff works hard to resolve
any and all issues. -- SCPHNS RN
4. It is always a pleasure to work with the GAHA aides and staff -- SCPHNS