

Quality care results for Unity Health System's Three Home Care Programs

Satisfaction survey results from:

P Park Ridge at Home	P	Is a LTHHC Program. All client's are eligible to reside in a nursing home
C Care at Home	C	Is a home help service and care coordination for seniors living at home
U Unity at Home	U	Is a licensed home health aide agency

PERFORMANCE MEASURE		2009	2010	2011	GOAL
Number of people served	P	512	442	390	NA
	C	245	75	441	NA
	U	172	179	561	NA

% of clients who rated their overall satisfaction as good or excellent	P	98.4%	96%	91.2%	100%
	C	98.0%	90.47%	90.8%	100%
	U	95.0%	100%	97.9%	100%

% of clients who would recommend the program to others	P	95.2%	97.3%	98.6%	100%
	C	96.3%	90.47%	92.5%	100%
	U	92.5%	96%	97.9%	100%

"Unity Home Care is a first class operation."

For more information, visit:
www.unityhealth.org

"The Home Health Care services couldn't get any better."