IN MAY 2016
DHI INITIATED A NEW CUSTOMER SERVICE SURVEY
DHI Nursing Home Customer Service Results
How are we Doing?

Survey Results
25 respondents May-July 2016
Results of answered questions
DHI Surveyors were professional and courteous at all times throughout the survey visit or contact.
DHI Surveyors were fair, unbiased and non-judgmental in their contact.
DHI Surveyors were trained and knowledgeable of the regulations.
Did the Team Leader keep you informed about the progress of the survey while it was being conducted.
How satisfied are you with the length of time it took to receive a 2567 report of deficiencies after a DHI visit?

- Very Satisfied: 12.5%
- Satisfied: 25%
- Neutral: 62.5%
- Dissatisfied: 0%
- Very Dissatisfied: 0%
What can DHI do better at next time?

» More communication regarding progress

» Clarifying questions to staff. Sometimes I feel staff do not understand fully what the question is

» More questions

» Maybe make sure documents needed are given to the correct person, and that we have clear understanding of when items are expected back to surveyors
What did DHI do well this time?

- Gave every opportunity to find a solution
- Mostly very Professional, very complimentary of staff
- Prompt
- Friendly and courteous, they worked well with all staff and gave ample opportunity to provide evidence and research issues
What comments, feedback and/or suggestions do you have for DHI?

- Donna is very Professional
- Most of the team was very nice throughout survey, but one surveyor told us to stop asking questions or else!
- One was judgmental, I felt the rest of the team was fair
- I don’t know yet how long the 2567 is going to take
- Have not received at this time, historically we have received our 2567 past the date expected and had to contact the Santa Fe office
What comments, feedback and/or suggestions do you have for DHI?

- Generally fair….More compassion regarding the effects the outcomes of the surveys have on administrators personally, professionally, financially. It’s such a stressor.
- I know that being a surveyor for the State of NM is not an easy job. Thank you for the work that you do! We all want the same thing – good care for the residents of the SNFs.
- I believe I could conduct myself as a bigger better person an much more professional.
- None at this time. The survey process went well.
Questions?