



FY23 Quarter 2

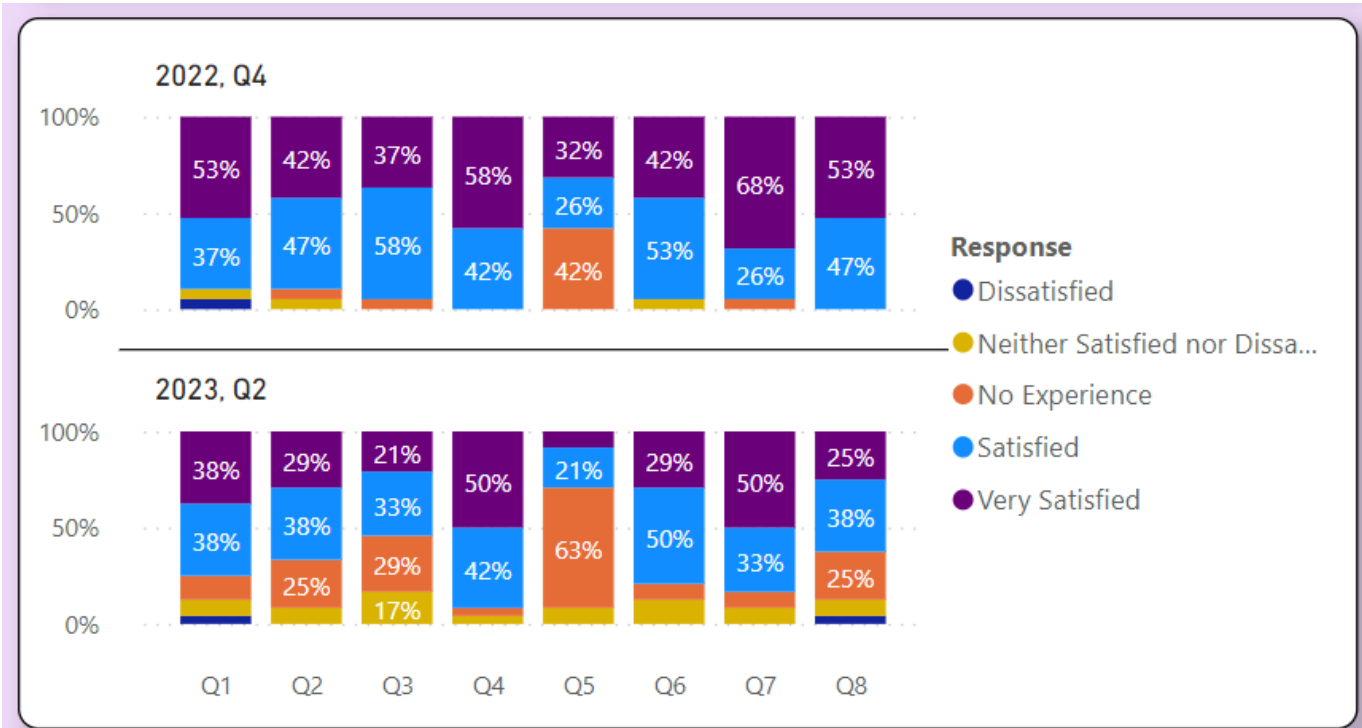
Satisfaction Survey Results

Contracted Service Provider Survey

- Q1: How satisfied are you with the quality of the authorization process for services at The Right Door?
 Q2: How satisfied are you with access to consultations with The Right Door staff relative to a specific client or episode?
 Q3: How satisfied are you with training provided on person served Person Centered Plan goals (treatment plan/behavior plan)?
 Q4: How satisfied are you with the customer service provided by The Right Door?
 Q5: How satisfied are you with grievance and appeal procedures at The Right Door?
 Q6: How satisfied are you with the paperwork required by The Right Door?
 Q7: How satisfied are you with the timeliness and accurateness of payment for your services from The Right Door?
 Q8: How satisfied are you with the training provided by The Right Door to the staff of contractors?

Question	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	No Experience	Total Very Satisfied/ Satisfied
Q1	9	9	2	1	0	3	18/21 – 85.71%
Q2	7	9	2	0	0	6	16/18 – 88.89%
Q3	5	8	4	0	0	7	13/17 – 76.47%
Q4	12	10	1	0	0	1	22/23 – 95.65%
Q5	2	5	2	0	0	15	7/9*
Q6	7	12	3	0	0	2	19/22 – 86.36%
Q7	12	8	2	0	0	2	20/22 – 90.91%
Q8	6	9	2	1	0	6	15/18 – 83.33%

*Not statistically significant



Comments Q1: How satisfied are you with the quality of the authorization process for services at The Right Door?

Comments

Auths often lapse and it's difficult to obtain a new updated one.

it sdone in a timely manner

Love working with the Right Door.

n/a

NA

The billing department can see the authorizations, but the Care team supervisors (Director of Care and Care Coordinator, not the caregivers) Can't ensure new authorizations until we receive the Treatment plan weeks to months after the Plan and authorizations renew.

The team is always prompt

Very simple process and well managed



Comments Q2: How satisfied are you with access to consultations with The Right Door to a specific client or episode?

Comments

ADVANCE PLANNING WILL HELP

Everyone responds in a timely manner and very easy to make contact with the consultants.

n/a

NA

Responses are in a timely manner

The Right Door addresses our client concerns quickly and with creative solutions. It truly becomes a collaboration that works toward a goal.

Comments Q3: How satisfied are you with training provided on person served Person Centered Plan goals (treatment plan/behavior plan)?

Comments

It has been difficult for us to create collaborative treatment plans with other staff or have our goal/quarterlies line up if we are starting services with an existing TRD client. However I will note we have had a lot of success working with staff at TRD to troubleshoot these issues.

n/a

NA

NEED TO BE DONE AS SOON AS ADMISSION IS DONE OR CHANGES MADE

No issues with the training itself, but we don't receive the PCP's until weeks or months after it renews, and therefore cannot train our staff until we are already out of compliance according to CMH standards.

Trainings are good.

Comments Q4: How satisfied are you with the customer service provided by The Right Door?

Comments

HARD TO SPEAK WITH NURSE AS IT ALWAYS SAYS LEAVE VOICEMAIL

Linda McNett is excellent to work with. Efficient and pleasant.

n/a

NA

They are polite and professional



Comments Q5: How satisfied are you with grievance and appeal procedures at The Right Door?

Comments

HAVE NOT DEALT WITH THE SAID ISSUE

n/a

NA

Comments Q6: How satisfied are you with the paperwork required by The Right Door?

Comments

n/a

NA

SHORT AND TO THE POINT

Some of the paperwork could use some tweaking

Comments Q7: How satisfied are you with the paperwork required by The Right Door?

Comments

Billing is processed very quickly and payment is paid very quickly also.

Linda is fantastic!

n/a

NA

ONTIME

Payments are done in a timely manner

Comments Q8: How satisfied are you with the training provided by The Right Door to the staff of contractors?

Comments

Again, we are still learning new things as we go but TRD staff are more than accommodating in helping us learn things along the way.

DID RECIPIENT RIGHTS

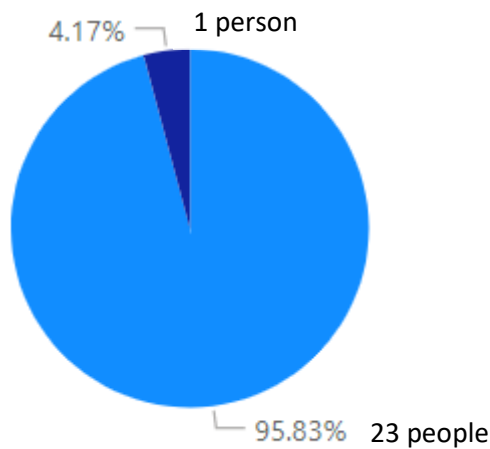
I love the internet training program which give flexibility and effectiveness in acquiring need informed and training. Thank you for this trainin tool.

NA

Training are quite encompassing

Q9: Would you recommend partnering with The Right Door as a contractor to a colleague?

Answer ● Yes ● Maybe



Comments

Definitely.

EFFICIENT IN AUTHORIZATIONS, PAYMENT AND CLIENTS NEEDS

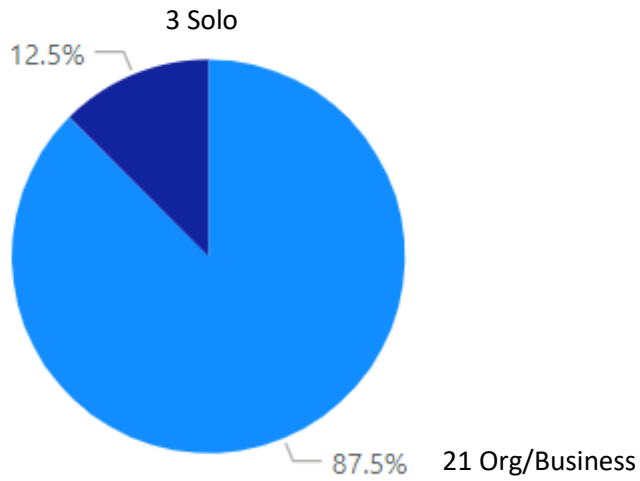
NA

Right door has been so professional and easy to work with. Would recommend to anyone!

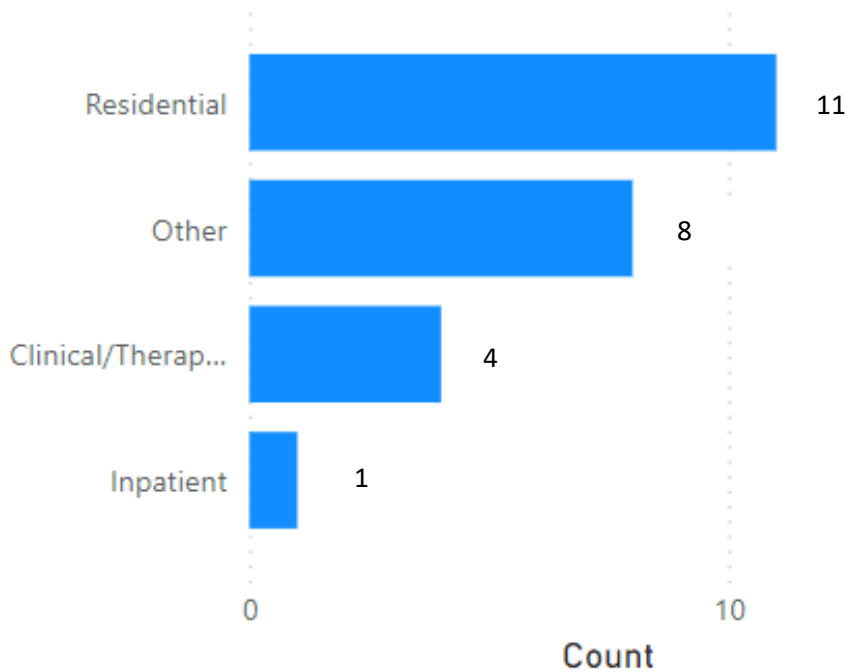
We value our partnership with The Right Door and would like to expand on it.

Q10: What is your practice management type?

Answer ● Organization/Business ● Solo



Q11: What type of service do you provide?



Other:

Comments

Adult Day center

Chief Administrator for the foster care program

Community Living Services and Respite

Consultation

Financial Management Service

Financial Management Services for Self-D

Specialized adult foster care

