



FY23 Quarter 4

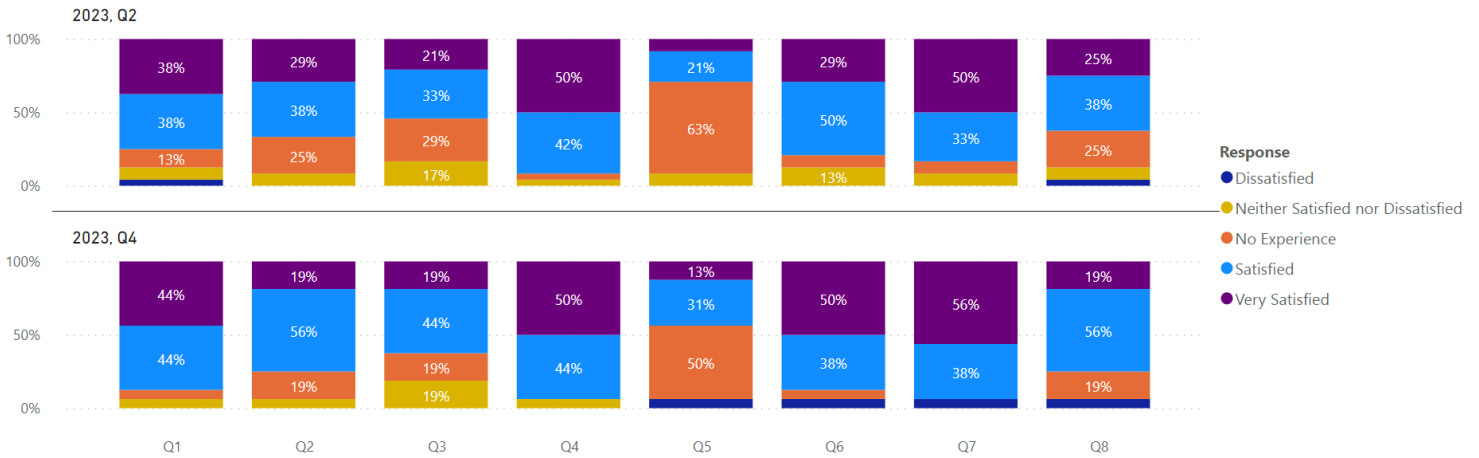
Satisfaction Survey Results

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	Q4 Total Very Satisfied/ Satisfied	Q2 Total Very Satisfied/ Satisfied
Q1	7	7	1	0	0	1	14/15 – 93%	18/21 – 85.71%
Q2	3	9	1	0	0	3	12/13 – 92.3%	16/18 – 88.89%
Q3	3	7	3	0	0	3	10/13 – 76.9%	13/17 – 76.47%
Q4	8	7	1	0	0	0	15/16 – 93.75%	22/23 – 95.65%
Q5	2	5	0	1	0	8	7/8 – 87.5%*	7/9*
Q6	8	6	0	1	0	1	14/15 – 93%	19/22 – 86.36%
Q7	9	6	0	1	0	0	15/16 – 93.75%	20/22 – 90.91%
Q8	3	9	0	1	0	3	12/13 – 92.3%	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

Great customer service

I would like to see a docusign contract put in place for signatures. Easier and faster for all of us. not really a reoccurring item for us

Pretty good about getting things that I need done at

Professional and personable personnel.

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

Comments

Ok

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

Comments

It's ok

Needs to be done faster . Is taking over a month after the pcg is complete.



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

Comments

prompt and clear communication

Usually pretty good about getting back to me

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

Comments

Haven't had to use it

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

Comments

Seems like a lot

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

Comments

Always very prompt

Most generally pretty good

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

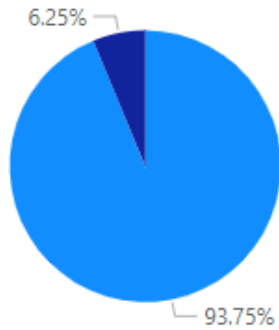
Comments

Ok

The training calendar is often wrong, the process to sign up is time consuming. I wish there were more zoom opportunities.

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

Answer ● Yes ● Maybe



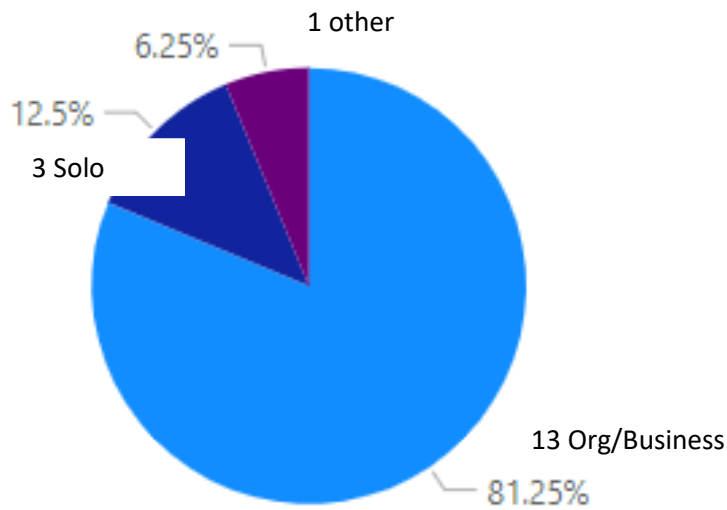
1 – Maybe
15 - Yes

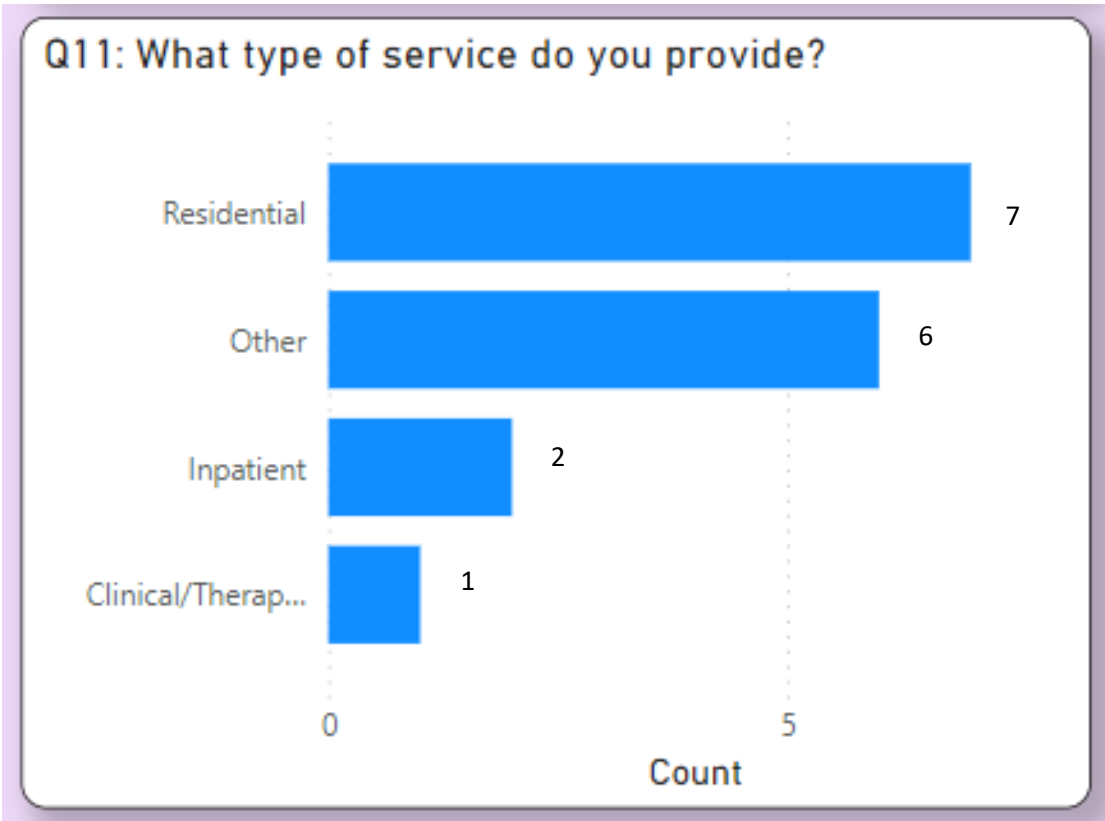
Comments

They have been pretty good and probably would

Q10: What is your practice management type?

Answer ● Organization/Business ● Solo ● Other





Other:

Comments

- Camp Respite
- Consultation
- FMS
- Interpreting services
- OBRA evaluator
- Specialized care

