



DIVISION OF HEALTH IMPROVEMENT

FOCUS ON CUSTOMER SERVICE

IN MAY 2016
DHI INITIATED A NEW CUSTOMER SERVICE SURVEY



DHI Nursing Home Customer Service Results

How are we Doing?

Survey Results

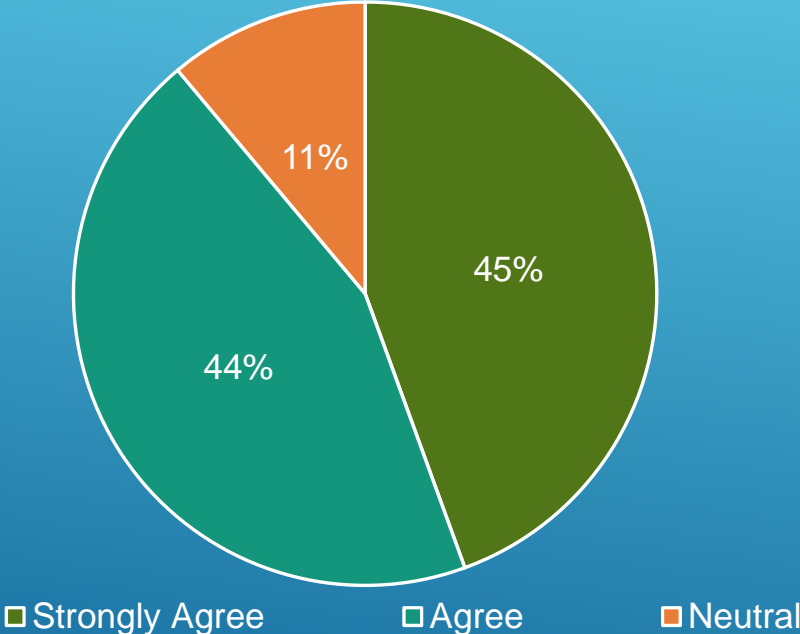
25 respondents May-July 2016

Results of answered questions

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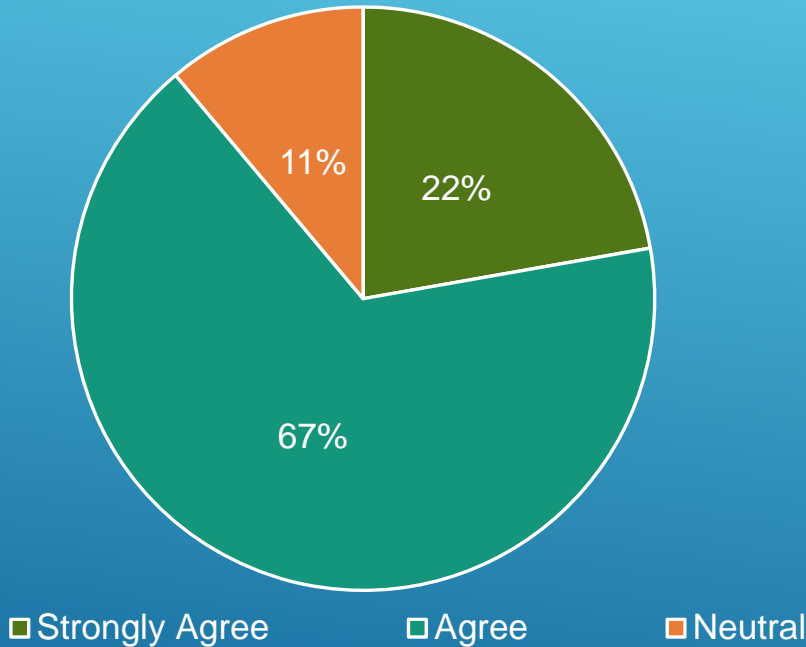


DHI Surveyors were professional and courteous at all times throughout the survey visit or contact



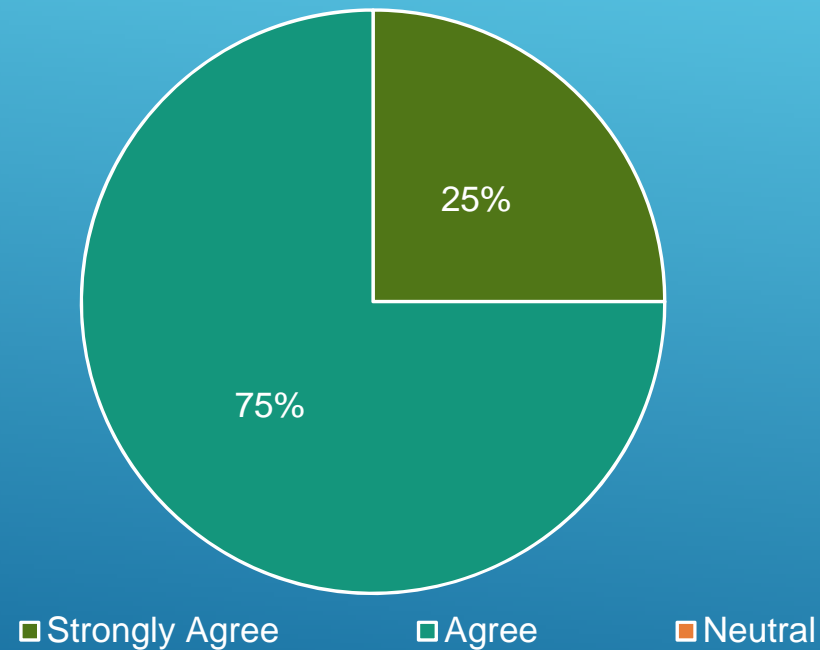
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DHI Surveyors were fair, unbiased and non-judgmental in their contact



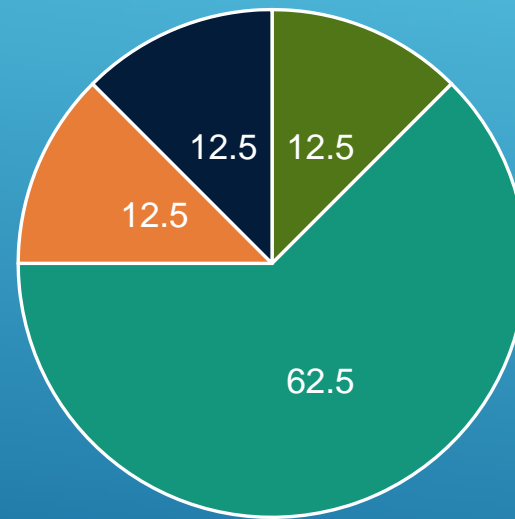
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DHI Surveyors were trained and knowledgeable of the regulations



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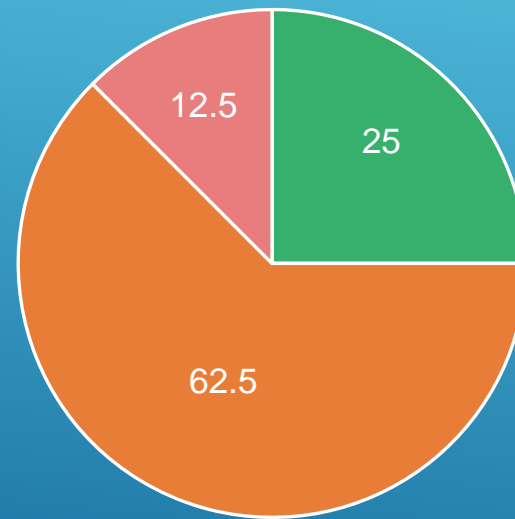
Did the Team Leader keep you informed about the progress of the survey while it was being conducted



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree

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How satisfied are you with the length of time it took to receive a 2567 report of deficiencies after a DHI visit



■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied

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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

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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

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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

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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.

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Questions?



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