

MMI Customer Satisfaction Survey Results 2010

Grading Scale		
A	Great	5
B	Good	4
C	Average	3
D	Below Average	2
E	Poor	1

Home Care Providers	
Category	Grade
Flexibility	4.39
Variety of Services	4.09
Dedication of Staff	4.27
Quality	4.29
Communication	4.02

Funding Sources	
Category	Grade
Responsiveness	4.53
Flexibility	4.53
Value	4.64
Quality	4.60
Community Integration	4.47
Outcomes	4.50

Business Contracts	
Category	Grade
Responsiveness	4.60
Flexibility	4.58
Value	4.66
Quality	4.48
Ability to Meet Deadlines	4.50
Customer Service	4.63