

Domiciliary Care SA

Ms Niki Pearce
General Manager
Press Ganey Associates

11 October 2010

Dear Ms Pearce,

As you know Domiciliary Care SA is a large government provider of community aged care services to 8000 clients across eight Adelaide metropolitan teams. We have worked with Press Ganey on several occasions since 2006 to develop large customised consumer satisfaction surveys for different client groups and service types. In 2010 for the SA Department for Families and Communities Equipment Program we participated with two other government providers to use Press Ganey to jointly survey children, adults with disabilities and community aged care clients. As the key liaison person from this organisation with Press Ganey over these four years I would like to take this opportunity to thank your company for its excellent service and provide some feedback.

In dealing with several different consultants and managers over this time I have been very impressed by the high level of professionalism and expertise and the responsive and helpful personal service. Many times someone has gone out of their way to solve a problem or provide some information, and when needed I have been given individual step by step instruction through a data analysis process or a report interpretation.

Although the goals of consumer surveying for our organisation were not an exact fit for the standard Press Ganey Home Health model, we have been able to negotiate and design highly customised questionnaires in close consultation with Press Ganey advisors, and every effort has been made to be flexible in meeting our needs. As a result we have found high acceptability of the surveys with our clients and achieved excellent response rates, and gathered data which met our needs and has provided robust information for service improvement and future planning.

General Enquiries & Client Referrals

(8.30am - 5pm)

Metropolitan Access Team
Phone (08) 8193 1234
Facsimile (08) 8193 1201
ABN 11 525 031 744

Central Administration

Building 2
300 Richmond Road
Netley SA 5037
Phone (08) 8132 6000
Facsimile (08) 8132 6060

Client Service Offices

Elizabeth Office
Cnr Mark Road &
Oldham Road
Elizabeth Vale SA 5112
Phone (08) 8256 8500
Facsimile (08) 8256 8501

Hampstead Office
207-255 Hampstead Road
Northfield SA 5085
Phone (08) 8304 6200
Facsimile (08) 8304 6201

Netley Office
Building 2
300 Richmond Road
Netley SA 5037
Phone (08) 8193 1234
Facsimile (08) 8193 1201

Noarlunga Office
Alexander Kelly Drive
Noarlunga Health
Centre SA 5168
Phone (08) 8384 9277
Facsimile (08) 8382 6690

Park Holme Office
670 Marion Road
Park Holme SA 5043
Phone (08) 8277 3366
Facsimile (08) 8277 9028

Woodville Office
19-21a Belmore Terrace
Woodville SA 5011
Phone (08) 8440 6700
Facsimile (08) 8440 6701



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It has been extremely helpful to have the option of telephone, online or 'in person' presentations by Press Ganey to assist in interpreting results and to promote the survey reports with managers, Access, instruction and support in using InfoEdge for more detailed data analysis using respondent demographics has enabled us to get even better value out of the survey results.

Overall, we have found Press Ganey's level of expertise and experience with health services surveying to be extremely cost effective in providing a rigorous validated process which has met all our requirements.

It has been a pleasure to deal with your company.

Regards



Cathy Lock
Consumer Participation Consultant

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