

Northwood Homecare Client Experience Survey (Overall Quality of Care/Service)



N size: 541 responses

The percentage of families who rate quality of care/ service as Good to Excellent. Northwood's Internal Client Experience Benchmark is $\geq 85\%$

Internal Benchmark Met

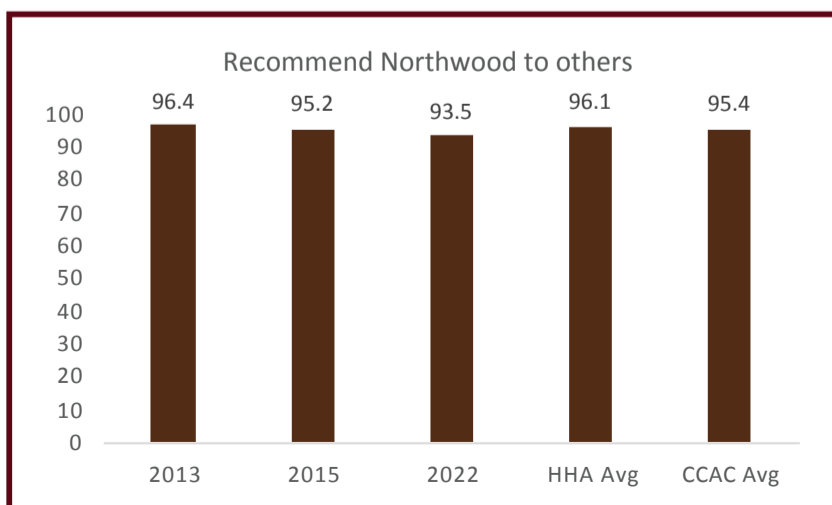
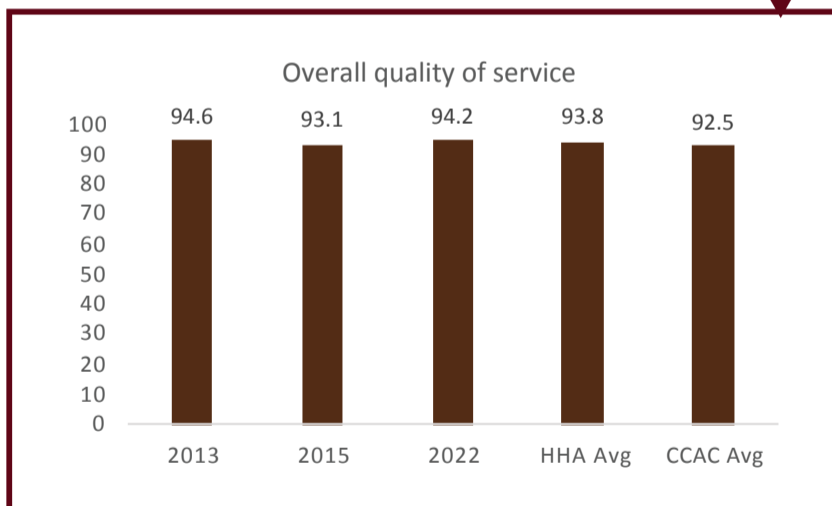
**OVERALL
QUALITY
OF CARE IS
94.2%**

This places Northwood Homecare higher than the HH and CCAC Aves. It also exceeds our internal benchmark of $\geq 85\%$.

The likelihood of recommending Northwood

is **93.5%**

This places Northwood lower than the HH and CCAC Aves, although it exceeds our internal benchmark of $\geq 85\%$.



Home Health Avg (2015) : **HH Avg.** Community Care Access Centres/Provider Personal Support Worker Avg (2015) : **CCAC Avg**