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## 2008 EMPLOYEE AND CUSTOMER SATISFACTION RESULTS

ViaQuest Behavioral Health of Ohio, Inc. (VBH) surveys employee and customer satisfaction on an annual basis in order to help evaluate what changes we need to make in improving the care to our employees and individuals we serve. Information received from the surveys will be put into goals for each of our locations to work toward in the coming year.

We are pleased to share, that in 2008, results for both Employee and Customer satisfaction remain above industry averages. Our statewide Employee satisfaction rating is **85%**, which is well above the 75% industry average for healthcare. Our statewide Customer satisfaction rating is **92%**, which is higher than the industry average of 83%.

### Employee Satisfaction – 85%

As a whole, VBH received high marks in the area of new hire training and on the job training for new employees. Although this is an area we will continue to focus on, we are very pleased to see our consistent efforts are making new employees feel comfortable in their jobs.

VBH also received very high marks for insisting our employees ‘do the job right versus taking short-cuts.’ This is a clear message in our companies, which also leads to another high rating of nearly all of our employees feeling like what they do makes a positive difference in the lives of the individuals we serve.

Areas we will be working on in 2009 will be building a strong management team at all the locations. Many of the regions have experienced turnover this past year in the Program Director position and we would like to find consistency and build leadership in the various teams. This should help with other

goals including building teamwork and consistently evaluating employee performance.

As we do every year, we will continue to review our pay and benefits package in order to remain competitive and fair.

### Customer Satisfaction – 92%

ViaQuest Behavioral Health of Ohio strives for 100% satisfaction with our customers and is proud to be working toward that goal. High Ratings were received from our customers regarding knowing who to contact with suggestions or concerns, our staff being professional and appropriate, and in supporting family involvement for our individuals.

We were also happy to see that our customers are pleased with how we engage the individuals in varied activities, are a part of the community and consistently teach new skills to the individuals in our care.

For 2009, we will be continuing to work on prompt responses to all requests for information, and being flexible in working with the teams regarding care options for the individuals.

VBH appreciates all the valuable feedback received from both employees and customers. We need your input each year to help keep us on track and to help us be the best care provider. Please feel free to contact us at anytime for any questions, concerns or feedback regarding our services. Thanks for participating in our satisfaction surveys!

**2009 Surveys will be conducted ONLINE! To receive the survey, send an email to [Info@ViaQuestBH.com](mailto:Info@ViaQuestBH.com) and type “SURVEY” in the subject line.**

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## Welcome to our new Central Region Programs Directors!



Staci Heilby, Program Director

Staci Heiby joined the VBH Central Region in late October and oversees our Warren, West Haven, East Broad, Rose Hill and Rhododendron locations. Staci is a great addition to the team and we're happy to have her on board!



Chris Germany, Program Director

Chris Germany became part of the VBH Central Region family on October 14<sup>th</sup> when he stepped into the Program Director role overseeing our Ogden and Nestling locations. Chris is such a joy to have on staff and we can't wait to see his continued future success!

Mandy Wilcox has been part of the VBH Central Region staff but was recently promoted to the Program Director position in early December. Mandy oversees our Hydrangea, Forsythia, Dogwood, Willow and Lilly locations and we look forward to a long a happy future with Mandy!



Mandy Wilcox, Program Director

### **Congratulations to all of the new ViaQuest Behavioral Health Program Directors!**

## ViaQuest Behavioral Health's ODJFS Annual Review

ViaQuest Behavioral Health has 15 homes for youth that are licensed by the Ohio Department of Job and Family Services (ODJFS). In late November our annual licensing review was conducted. During that annual inspection the licensing specialist visited a number of sites, reviewed files of the individuals served, reviewed employee files, and reviewed policies and procedures. This occurred in all three regions of VBH within Ohio and took several days to complete.

Upon completion of the review the specialist provided her findings. It was the best review VBH had

received in several years! The specialist noted a couple of minor issues to correct such as a room that needed a light bulb replaced. She also noted a couple of places that topical face cream was not applied and we didn't note the reason.

When you consider the number of people we serve and the types of issues our youth experience, the results of the survey were very impressive!

Thank you to all the employees at VBH for your hard work and support of such a high quality program!

## ViaQuest Behavioral Health and Quest for Independence –the Perfect Match!

ViaQuest Behavioral Health (VBH), would like to announce an exciting opportunity for our individuals we serve with MRDD. We recently finalized an agreement with Quest for Independence (QFI), one of the areas leading Day Habilitation programs here in central Ohio. Individuals served by VBH are now able to enroll in QFI if they have graduated from school or are on an extended break from school. QFI offers a state-of-the-art facility with computer labs, cooking classes, vocational services and daily outings in the community in a structured and supportive setting. This is a great opportunity for the individuals that VBH serves.

For more information on Quest for Independence, check out their website at [QforI.com](http://QforI.com).



QFI participants have tons of fun - especially during the holidays!



Join the group at QFI and get down at our dances!



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**ViaQuestBH.com**

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## LOCATIONS AND REFERRALS

**Northern Ohio** | 2069 Midway Drive | Twinsburg, OH 44087 | Phone: 330.963.2733

**Central Ohio** | 525 Metro Place North, Suite 100 | Dublin, OH 43017 | Phone: 614.889.5837

**Southern Ohio** | 300 W. National Road | Vandalia, OH 45377 | Phone: 937.280.2000