

Participant, Family and Stakeholder Satisfaction Survey Results

Participant and Family Satisfaction Measure

	Historical* Cumulative Results	2022* Overall Results	2022 Strongly Agree
There was a smooth orientation to the program	93%	93%	64%
Initial questions were answered in thorough manner	93%	93%	79%
Had opportunity to participate in rehabilitation planning	92%	100%	71%
I agree with the rehabilitation plan	95%	100%	64%
The staff are skilled	97%	100%	86%
The program is helpful	89%	100%	79%
Program is flexible to changing rehabilitative needs	94%	93%	57%
I have access to quality information	94%	100%	57%
Participants are treated with dignity & respect	95%	100%	79%
I would recommend the program to others	82%	93%	79%
External quality monitoring influenced my decision to work with CNR	50%	79%	50%
I am satisfied with the quality of services	92%	100%	71%
Rehabilitation was a positive experience with CNR	92%	100%	64%
Have had opportunity to participate in discharge planning	90%	79%	43%
Staff respect my rights	98%	100%	93%

* Historical Cumulative and Annual Results are reflective of positive agreement with the satisfaction measure

2022 Participant and Family Comments

"Everybody is doing a great job, keep it up!"

"I feel CNR is an excellent facility and does a great job working with their clientele. They are open to ideas and working with families."

"CNR staff has always had my child's best interest in their Rehabilitation Services. I've always been kept well informed about any instances or problems that may have developed as well as positive feedback."

"I am continually amazed how staff adjust plans and interactions based on changing participant needs. Whenever outside the box ideas are required, they never fail to meet the challenge. Their commitment to care and client progress gives family members much needed peace of mind."

Participant, Family and Stakeholder Satisfaction Survey Results

Stakeholder Satisfaction Measure

	Historical* Cumulative Results	2022* Overall Results	2022 Strongly Agree
Initial contact with CNR was timely and efficient.		100	50
When contacting CNR in the last 6 months, my contact has been returned in a timely manner	92%		
My initial questions were answered thoroughly	100%	100%	75%
I had the opportunity to participate in the rehabilitation planning	72%	100%	100%
I agree with the rehabilitation plan	94%	100%	100%
The CNR staff are knowledgeable and professional	100%	100%	100%
The program is helpful to my client	100%	100%	50%
The program is flexible to the changing needs of my client	100%	100%	50%
NEW 2022: There is high quality and accessible information about CNR.		100%	50%
CNR's website is easy to navigate	75%		
CNR's website provides valuable resources	81%		
All the information I need regarding CNR is accessible through its website	75%		
NEW 2022: CNR's service is more efficient and effective when compared to other CNRS** providers.		100%	50%
NEW 2022: CNR's rehabilitation service provides value and cost savings.		100%	66%
NEW 2022: CNR's reimbursement rate is commensurate with the level of specialized services provided.		100%	0%
I would recommend the program to others	100%	100%	75%
External quality monitoring influenced my opinion to work with CNR	81%	100%	50%
NEW 2022: I was satisfied with the quality of services.		100%	100%
I feel CNR provides high quality services to its participants	100%		
NEW 2022: My experience with CNR was a positive experience.		100%	100%
I intend to continue my partnership with CNR	100%		
I have been highly satisfied in my partnership with CNR	100%		
NEW 2022: I feel CNR should open additional residential rehabilitation centers within the State of Iowa.		100%	75%

2022 Respondents worked for MCOs, advocacy organizations and rehabilitation hospitals

* Historical Cumulative and Annual Results are reflective of positive agreement with the satisfaction measure

** CNRS - Community-based Neurobehavioral Rehabilitation

Questions highlighted in blue are no longer part of the survey due to new questions

Questions highlighted in green are new measures in 2022

2022 Stakeholder Comments

Case management has been super easy to work with and responds in a timely manner, answering any questions I've had. Staff are well qualified and training is outstanding.