

## Quality care results from Care at Home

Satisfaction survey results from Care at Home, our home help services and health care coordination for seniors living at home:

PERFORMANCE MEASURE	2007	2008	1st Qtr 2009	2nd Qtr 2009	3rd Qtr 2009	4th Qtr 2009	
# of people served	861	441	175	226	165		GOAL
% who rated the overall service provided by Unity at Home as excellent or good	100%	90.8%	93%	100%	100%		100%
% who would recommend Unity Health System's home care services	94%	92.5%	93%	100%	100%		100%

For more information, visit:  
[www.unityhealth.org/careathome](http://www.unityhealth.org/careathome)

*"Unity Home Care is a first class operation!"*

## Quality care results from Unity at Home

Satisfaction survey results from Unity at Home, our licensed home health aide agency:

PERFORMANCE MEASURE	2007	2008	1st Qtr 2009	2nd Qtr 2009	3rd Qtr 2009	4th Qtr 2009	
# of people served	161	142	175	170	159		GOAL
% who rated the care provided by the staff as excellent or good	91.5%	97.9%	83%	100%	100%		100%
% who would recommend Unity Health System's home care services	91.5%	97.9%	83.3%	100%	87.5%		100%

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## Quality care results from Park Ridge at Home

Unity's long term home health care program is different from other home care agencies - we care for the aging and disabled on a long-term basis to help people, who qualify for nursing home-level care, remain living at home. Park Ridge at Home is referred to as a "nursing home without walls" providing the needed services that will allow patients to remain living safely in their homes.

*Satisfaction survey results from Park Ridge at Home long term home health care program (all clients are eligible to reside in a nursing home):*

PERFORMANCE MEASURE	2007	2008	1st Qtr 2009	2nd Qtr 2009	3rd Qtr 2009	4th Qtr 2009	
<b>VOLUMES</b>							
# of people served	522	408	408	398			
<b>PATIENT SATISFACTION <sup>1</sup></b>							<b>GOAL</b>
% who rated the overall long term home health care service as good or excellent	97%	95.3%	100%	100%			100%
% who would be very likely to recommend Unity Health System's home care services	97%	92.7%	100%	92.6%			100%
% of people who successfully stayed living in their home utilizing Park Ridge at Home services	94.3%	91.9%	93.9%	91.0%			N/A

1. Data from Unity Patient Satisfaction Surveys.

**For more information, visit [www.medicare.gov](http://www.medicare.gov)  
Click on "Home Health Compare"**

*"The Home Health Care services couldn't get any better!"*