

Dilworth Center

Stakeholder Questionnaire

2019 Data

5 Stakeholders Responded

Which of these best describe you?

Counselor	40.00%
Other	20.00%
Psychologist	40.00%

What is your relationship to the Dilworth Center

I refer people to the Dilworth Center	100%
How many referrals in the last year?	19
I receive referrals from the Dilworth Center	80%
How many referrals in the last year?	12

How often do you come into contact with the Dilworth Center?

Daily	0%
Weekly	20%
Monthly	40%
Yearly	40%

5 Respondents Reviewed

	Strongly Agree	Agree	Disagree	Strongly Disagree
Dilworth staff responded to calls/emails no later than the next business day.				
I was able to connect with the person who could best respond to my needs.				
The Dilworth Center staff treated me with courtesy and respect.				
Dilworth Center staff provided me with information that met my needs.				
I was satisfied with the Dilworth Center's level of communication regarding my patients/clients.				
The Dilworth Center staff provided me with adequate updates on my patient's/client's care.				
Dilworth Center staff demonstrated initiative and flexibility in responding to my needs.				
I found the Dilworth Center referral process easy to navigate.				
The website was useful in answering my questions about the Dilworth Center.				

Regarding the above 9 questions, please provide any suggestions for improvement. (optional)

- No improvement necessary Dilworth Center does an excellent job.
- Unknown the number of referral to and from. Never had an problematic issue with Dilworth Center. Numerous indirect referrals when other providers call looking for services in Charlotte.
- Better communication concerning discharge planning prior to discharge.

My referral to the Dilworth Center was:

Accepted and services started promptly	100%
Declined, but Dilworth Staff were helpful in making alternative referral(s)	0%
Did not refer a patient to Dilworth.	0%
Not processed to your satisfaction	0%

Are there additional services or programs you feel the Dilworth Center should offer? (optional)

- NA

Please provide any additional comments or observations you would like to share with the Dilworth Center. (optional)

- They are willing to listen to my concerns and make changes accordingly
- Extremely satisfied with the quality of care and highly recommend.