

■ Who is Deyta?

A leader in the Human Services and Health Care industry for over fifteen years specializing in the implementation and management of satisfaction surveys. Deyta is committed to helping providers improve the quality of care for their consumers and identify performance improvement opportunities through continual measurement and evaluation of their consumer, family/guardian, and employee satisfaction.

■ What is Deyta's role in ANCOR's Performance Excellence Toolkit (PET)?

Deyta was selected by ANCOR to build and manage the Performance Excellence Toolkit (PET), which was designed as a confidential, online data capture and reporting system that reports specific data, at the national, regional, state, affiliate, and service type levels. Deyta also manages the satisfaction data collection process for PET participants using standardized survey tools developed specifically for PET.

■ Why should you use Deyta?

- ~ Independent third party management of the survey process ensures consistency and confidentiality
- ~ Reduces administrative burdens of the internal survey process
- ~ Operational, business centric approach to reporting
- ~ Assured submission of your agency's satisfaction data to PET
- ~ Agency-branded survey instrument
- ~ 24 Hour Comment Alert! System
- ~ Dedicated client service team
- ~ Value based pricing

■ How will Deyta collect your satisfaction information for PET?

Deyta will manage the entire continuum of services: survey instrument customization, survey administration, data analysis, reporting and benchmarking using our proven step-by-step process:

- ~ Your agency will submit a data file including information on who will be receiving surveys
- ~ Surveys are printed, mailed, and returned to Deyta in a postage paid reply envelope

- ~ Deyta will distribute a second wave mailing of surveys, if necessary, to obtain the highest response rate possible
- ~ As surveys are returned, the responses are immediately processed
- ~ Comments are captured verbatim and coded, and affiliate is notified within 24 hours of any serious or urgent comment
- ~ Surveys are analyzed and data is compiled into easy-to-read graphs and charts for use by your agency
- ~ Deyta will submit your agency's satisfaction survey data into PET for the national benchmark comparison - *No involvement from your staff required!*

■ **What are the fees for using Deyta?**

Our pricing structure is composed of two components: Annual License Fee and Variable Survey Fee.

- ~ Annual License Fee includes survey instrument customization, database creation, and Comment Alert! Notification System
- ~ Variable Survey Fee consists of the administrative services related to data collection (survey distribution, scanning, data entry, report preparation and delivery).

■ **What are the fees for joining PET?**

There is an annual fee required by ANCOR to join PET. This fee includes access to PET, training on how to use PET, and the national benchmark report.

Annual Fees: ANCOR Member - \$1,000 , ANCOR Non-member - \$2,000

■ **To learn more:**

For a closer look at how Deyta can assist with your satisfaction data collection, please join us for a free webinar. Register via our website, www.deyta.com.

For specific pricing information, please contact humanservices@deyta.com.