

WHAT ARE PEOPLE SAYING ABOUT PALCO?

2024 Annual Survey Highlights



SURVEY SPECIFICS

The survey was administered in July of 2024 and sent to program stakeholders across Arkansas, Colorado, Idaho, Kansas, Maine, Michigan, Nevada, Ohio, and West Virginia. The survey was open for response from 7/1/2024-7/31/2024. This survey is administered annually and stands alone from our ongoing feedback survey that collects satisfaction with individual day-to-day interactions with customers.

TESTIMONIALS

"I have no suggestions or ideas to improve Palco service and tools. I'm extremely impressed with the entire setup—it's streamlined. When caring for my patient, I already have my hands full, I don't need to worry about extra difficulties, and I feel that Palco fully understands that and supports my patient and myself, the worker. Thank you so much!" -DCW/Caregiver

"Keep up the good work. It has made a significant difference in our lives." -DCW/Caregiver

"I would rate Palco with an A+!" -DCW/Caregiver

BY THE NUMBERS

90.8%

Respondents satisfied or very satisfied with Palco Connect

93.4%

Respondents satisfied or very satisfied with the Palco website

93.0%

Respondents satisfied or very satisfied with Palco's ability to complete and submit time

94.4%

Respondents satisfied or very satisfied with Palco's ability to comply with program policies and procedures

91.8%

Respondents satisfied or very satisfied with the self-directed program they are enrolled in.

Call Us:
866.710.0456

Email Us:
partnerships@palcofirst.com

www.palcofirst.com