



7.4 QUALITY INPUT AND SUGGESTIONS

We Value Your Opinion!

LADD Management welcomes and encourages suggestions and values open communication at all levels. This is how we are able to continuously improve our services.

Employees may also observe problems, have complaints, issues or suggestions that, when expressed, will offer an improved workplace. This may include methods to improve productivity or the need for policy clarification.

It is the hope of LADD that employees will feel free to offer ideas to improve operations. Such suggestions can be made to any member of Management but should begin with that member most involved in the issue.

[Click Here to View the Table of Organization. Chain of Communication. Chart](#)

A suggestion Box is available online. If an employee does not feel that they are able to give suggestions at any time, they may inform the appropriate level of Management using the Table of Organization. Chain of Communication. Chart or contact the Corporate Compliance Officer.

LADD is dedicated to ensuring that ALL employees are able to communicate in an honest, open, respectful manner with any other employee no matter their job title.

Every year LADD collects valuable feedback from all of the people associated with LADD regarding the services we provide. Satisfaction Surveys are one-way LADD collects the input. This is an important part of our continuous quality improvement, best practices and crucial to our CARF accreditation. The questions are reviewed and updated annually as well as the method for marketing the survey.

Survey graphs will be reviewed during Steering Committee Meeting, Monthly Management Meeting, during Quality Assurance Luncheons, and selected graphs will be published on the LADD website.



Google Forms