Client satisfaction survey 2014

Why conduct the client satisfaction survey?

Flemingdon Health Centre (FHC) is dedicated to the continuous improvement of our clients' experience. As such, FHC conducts an annual client satisfaction survey to understand where we are doing well and what areas we could improve.

What were the objectives of conducting the survey?

1. To obtain information that will help our team have an up to date understanding of our clients' experiences of care.
2. To identify what is working well and where there may be room for improvement.
3. To obtain data to inform to our Quality Improvement Plan (QIP) in order to ensure ongoing monitoring of our quality improvement goals.

What method did we use when conducting the survey?

Over a 3 week period, clients that came into the health centre were provided with a laptop (Fairview site) to complete an online survey through fluid survey. Along with this, hard copies of the surveys were given at both sites. These included clients that seek services from primary care and health promotion. We had also compiled set of lists which had randomly selected names and numbers. These clients were contacted by volunteers and had completed the survey on the phone. The survey consisted of two page survey with a total of 20 questions to which clients were asked to respond using a Likert scale from 5 (strongly agree/excellent/always) to 1 (strongly disagree/poor/never).

Questions asked were selected from a combination of reporting obligations, our quality improvement work plan, and areas previously identified that may need improvement. Examples of questions asked are as below:

1. *How often are you able to get services in a language of your choice?*
2. *How often can you get an appointment when you need one?*
3. *How often do the health centre staff members explain things in a way that is easy to understand?*
4. *The last time you were sick or were concerned you had a health problem, how many days did it take you from when you first tried to see your doctor or nurse practitioner to when you actually SAW him/her or someone else in their office?*

We sampled a total of 237 active clients with the 76.4% falling between the ages of 35 – 65.

What did we find?

<u>Centre use:</u>
76.5% of clients sampled were seeking primary care, 24.4% nutrition services, 24.3% Diabetes Management/ Prevention, 18.3% Social Work, 17.8% Chiropody and 14.3% Health promotion/Community programming.

73.4% of clients sampled have been using programs and services at Flemingdon Health Centre for more than 1 year, 86.9% of clients sampled stated that FHC programs and services offered always or often meet their needs, 98.7% of clients sampled stated that they always feel comfortable and welcome at the centre and 82.7% of clients rated FHC services as Very Good or Excellent.

What we are doing well:
When measuring our Access, 98.7% of clients sampled reported that they always feel comfortable and welcome at the centre, 89.3% of clients sampled reported that were always or often able to get services in a language of their choice, 90.7% of clients sampled reported that they always or often able to get an appointment when they need one, 74.8% of clients sampled reported that the health centre staff members always explain things in a way that is easy to understand and 92.9% of clients sampled indicated that program and services are delivered in a way that accommodate any challenges or barriers that they may have.

When measuring our Patient-centred approach, 91.9% of clients indicated that when they see the doctor or nurse practitioner, they or someone else in the office always or often spends enough time with them, 90.4% of clients sampled stated that when they see the doctor or nurse practitioner, they or someone else in the office always or often involves them as much as they want to be in decisions about their care and treatment and 89.5% of our clients stated that when they see their doctor or nurse practitioner, someone in the office gives them an opportunity to ask questions about recommended treatment.

When measuring our Integration, 81.8% of clients sampled stated that staff always or often help to connect them to the services and programs they may need at Flemingdon Health Centre or in their community

When measuring our Communication, 74.1% of clients sampled strongly agreed or agreed that they know how to make a suggestion or complaint at the Centre.

When evaluating Population health, 90% of clients sampled stated that Flemingdon Health Centre has a positive impact on their community.

Where we need Improvement:

When measuring our Access, only 27.4% of clients sampled reported that they were able to see a doctor or nurse practitioner on the same day or next day, when needed.

Through the survey questions that sought to identify how we perform on Communication we identified that there is room to improve on direct communication with our clients in regards to what programs the centre offers as well as a clarity and definition on the Medical Resident practice.

Improvement plans to address the gaps highlighted have already began and are being lead by the Quality improvement and Communications committees.