2018 Client Experience Survey Results

NorthHamilton Community Health Centre

Thank you for sharing your experiences with us!

WHAT DOES "EXCELLENT HEALTH CARE" MEAN TO OUR CLIENTS?

- Respect
- Honesty
- Quality
- Privacy/Confidentiality
- Compassion

230 people responded to our survey

WHAT DID CLIENTS TELL US ABOUT THEIR EXPERIENCES?
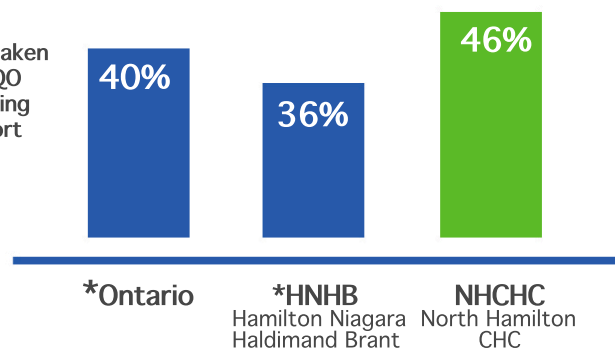
97% are satisfied with the overall care received at the Health Centre.

99% said services provided are sensitive and respectful to their culture, beliefs, and traditions.

97% of primary care clients like that a team of providers is involved with their care.

Primary Care clients said they could get an appointment with their doctor, nurse practitioner, or physician assistant the same or next day when needed:

*Stats taken from HQO -Measuring Up Report

40%	36%	46%
*Ontario	*HNHB Hamilton Niagara Haldimand Brant	NHCHC North Hamilton CHC

CLIENT-CENTRED CARE

91%-93% said their health care providers

ALWAYS OR OFTEN:

- ☑ spend enough time with them
- ☑ encourage them to ask questions
- ☑ help them to understand how to manage their health
- ☑ involve them in decisions about their care

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TOP 5 BARRIERS TO RECEIVING APPROPRIATE CARE

Transportation

Not knowing what programs or services are offered

Language/Literacy

Accessibility (e.g., heavy doors)

Centre hours

HOW TO IMPROVE THE HEALTH CENTRE

1 Communications
(e.g., website updates, more language translation)

2 Programming
(e.g., access to mental health, computer/internet training)

3 Physical comfort
(e.g., upgrades to gym and waiting areas)

HOW DOES THE HEALTH CENTRE USE THIS DATA?

- To identify what we do well, and how we can do better to improve clients' experiences (e.g., sliding entrance doors were installed Fall 2018).

- For monitoring and reporting our performance as part of our Quality Improvement Plan.

Your feedback is important to us. A comments and suggestions box is available in each of our waiting areas. Written complaints can be submitted to Reception, and verbal complaints are directed to the Department Leader for follow-up.

For full client experience survey results, please visit our website: www.nhchc.ca/news