2020 Client Experience Survey Results

Thank you for sharing your experiences with us!



WHAT OUR CLIENTS FEEL WE DO WELL IN



Friendly reception staff



Client-focused approach to care



Sense of community



Evening appointments



Appointment reminders





Overall satisfaction with care received at the Health Centre = 98%

CLIENTS WITH A RECENT WHAT DID CLIENTS TELL US ABOUT **VIRTUAL (PHONE OR VIDEO)** THEIR EXPERIENCES? VISIT... always feel comfortable and welcome 92% at the Health Centre able to clearly communicate 96% with their health care provider said services are sensitive and 94% respectful to their culture, beliefs 97% felt their privacy was respected and traditions felt the virtual visit saved them 88% 88% feel involved in decisions related to time or money their care and health open to using virtual care 90% 69% able to get an appointment on the day services again

they wanted

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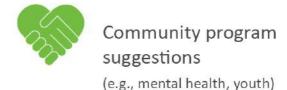


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HOW CAN WE DO BETTER?



Shorter wait times





Email/text communication

HOW DOES THE HEALTH CENTRE USE THIS DATA?

- To identify what we do well, and how we can do better to improve clients' experiences.
- 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:

https://www.compassch.org/about-us/publications-reports