

2019 Client Experience Survey Results



COMPASS
COMMUNITY HEALTH

Thank you for sharing your experiences with us!

WHAT DOES “EXCELLENT HEALTH CARE” MEAN TO OUR CLIENTS?



Respect



Honesty



Compassion



Quality



Privacy



Accessible



Affordable



Attentive



Empathy



Knowledge



221 responded
to our
survey
clients

WHAT DID CLIENTS TELL US ABOUT THEIR EXPERIENCES?

100% feel comfortable and welcome at the Health Centre.

98% are satisfied with the overall care received at the Health Centre.

96% said services provided are sensitive and respectful to their culture, beliefs, and traditions.

94% of primary care clients like that a team of providers is involved with their care.

63% of primary care clients said they could get an appointment on the day they wanted.

CLIENT-CENTRED CARE



**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 BARRIERS TO RECEIVING APPROPRIATE CARE



Transportation



Not knowing what programs or services are offered



Centre hours



Language/Literacy

HOW CAN WE IMPROVE?

- 1 Multi-language website content
- 2 Promote available programs/services
- 3 Shorter wait times
- 4 Improve overcrowding in waiting areas
- 5 Offer dental care



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: www.compassch.org/news