

2020 Client Experience Survey Results

Thank you for sharing your experiences with us!



COMPASS
COMMUNITY HEALTH

WHAT OUR CLIENTS FEEL WE DO WELL IN

-  Friendly reception staff
-  Client-focused approach to care
-  Sense of community
-  Evening appointments
-  Appointment reminders

286 clients responded to our survey



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

CLIENTS WITH A RECENT VIRTUAL (PHONE OR VIDEO) VISIT...

- 96%** able to clearly communicate with their health care provider
- 97%** felt their privacy was respected
- 88%** felt the virtual visit saved them time or money
- 90%** open to using virtual care services again

WHAT DID CLIENTS TELL US ABOUT THEIR EXPERIENCES?

- 92%** always feel comfortable and welcome at the Health Centre
- 94%** said services are sensitive and respectful to their culture, beliefs and traditions
- 88%** feel involved in decisions related to their care and health
- 69%** able to get an appointment on the day they wanted

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HOW CAN WE DO BETTER?



Shorter wait times



Community program suggestions

(e.g., mental health, youth)



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>