

Client Experience Survey Results 2016: Board Report

SUMMARY OF FINDINGS

Every year North Hamilton Community Health Centre engages its clients in a survey which asks a range of questions, including perceived health status, satisfaction with services and facilities, and knowledge of the Health Centre's resources. This is the fifth consecutive year wherein clients have been surveyed on a yearly basis. Prior to 2012, all surveys were conducted every two years. Through a convenience sampling methodology, a total of 225 clients participated in the 2016 survey; 205 English-speaking respondents and 20 Spanish-speaking respondents.

Respondent Participation/Usage Rates of Health Centre Services

Department, Service, Program	Number of Clients Who Have Used or Participated in the Service, Program or Department (Unfiltered responses of 'YES' to questions of 'Have you used...?')	
	English (N = 205)	Spanish (N= 20)
Primary Care	120	20
Rehabilitation Services	109	15
Fitness	103	14
Foot Care	73	8
Mental Wellness	70	18
Diabetes Education	58	8
Health Promotion	38	6
Senior Services	31	12
Volunteer Services	19	8

The survey sample was designed to ensure that clients had an opportunity to provide feedback on all the major programs offered by the Health Centre and to guarantee that at least 55% of survey participants were rostered with Primary Care. Over 50% of participants had rehabilitation and gym experience and at least 29% of participants attended one or more of the following programs; mental wellness, diabetes education and/or foot care. Health promotion, volunteer and seniors' services had the least number of survey participants, which may indicate a need to increase client awareness of the health benefits associated with these program areas.

All of the Spanish speaking participants were rostered with Primary Care. This population also showed high participation levels in mental wellness, rehabilitation, fitness and senior services, with lower levels of participation in foot care, diabetes education, health promotion and volunteerism. The higher program participation rates among non-English speaking participants may relate to surveys being carried out during mental wellness and seniors' programming and an increased awareness that the Health Centre offered volunteer experiences.

Department, Service, Program	Number of Clients Who Were Aware or Had Knowledge of the Service, Program or Department (Unfiltered responses of 'YES' to questions of 'Did you know/Are you aware...?')	
	English	Spanish
Health Promotion	141 (70.85%)	13 (65.00%)
Volunteer services	88 (44.22%)	14 (70.00%)

Overall, the relatively low rate of usage of senior services may be indicative of the demographics of our survey respondents. Programs for seniors are generally offered to those over 65, or those who identify with that group, even if younger than 65. While there is no way to know what proportion would self-identify as senior regardless of age, we do know that only about 62 clients in our sample were 65 years of age or older, and exactly half of that figure had used our senior services. Despite the lower levels of participation in some areas, satisfaction was high among those who did participate in all seniors programs.

Satisfaction with Overall Care

Clients reported very high levels of satisfaction with the services and care received across all Health Centre departments. Client approval ratings of the “overall care” received from various departments, ranged from 91.9% for health promotion, to 100% satisfaction with volunteer services and foot care services, when combining the top two response options of ‘very satisfied’ and ‘satisfied’. Comparatively, when combining the top two response options of ‘excellent’ and ‘very good’ in a similar question about the primary care team, the approval rating was 89.1%. When the response option of ‘good’ is also included for the primary care response, then the client approval rating for primary care rises to 98.3%. Clients were extremely satisfied with the level of dignity and respect afforded them by North Hamilton Community Health Centre departments, with approval ratings ranging from 95.7% for the mental wellness department to 99.1% for rehab services, as seen below. When questioned about cultural sensitivity, 98.5% of English-speaking clients and 100% of Spanish-speaking clients felt that Health Centre services were sensitive and respectful of their culture, beliefs and traditions.

	Overall... Care and Services		Treated with Dignity & Respect
	Excellent/Very Good	Good	Always/Most of the Time
Primary Care	89.1%	9.2%	97.5%

Response options include - Excellent, Very Good, Good, Fair, Poor AND Always, Most of the Time, Sometimes, Rarely, Never

	Overall Care	Level of Dignity & Respect
	Very Satisfied/Satisfied	Very Satisfied/Satisfied
Foot care Services	100.0%	98.6%
Volunteer Services	100.0%	N/A
Diabetes Services	98.3%	98.3%
Rehabilitation Services	98.1%	99.1%
Fitness	98.0%	98.0%
Senior's Services	93.1%	N/A
Mental Wellness	92.9%	95.7%
Health Promotion	91.9%	N/A

Response options include - Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied

Satisfaction with Team-Based and Interdisciplinary Care

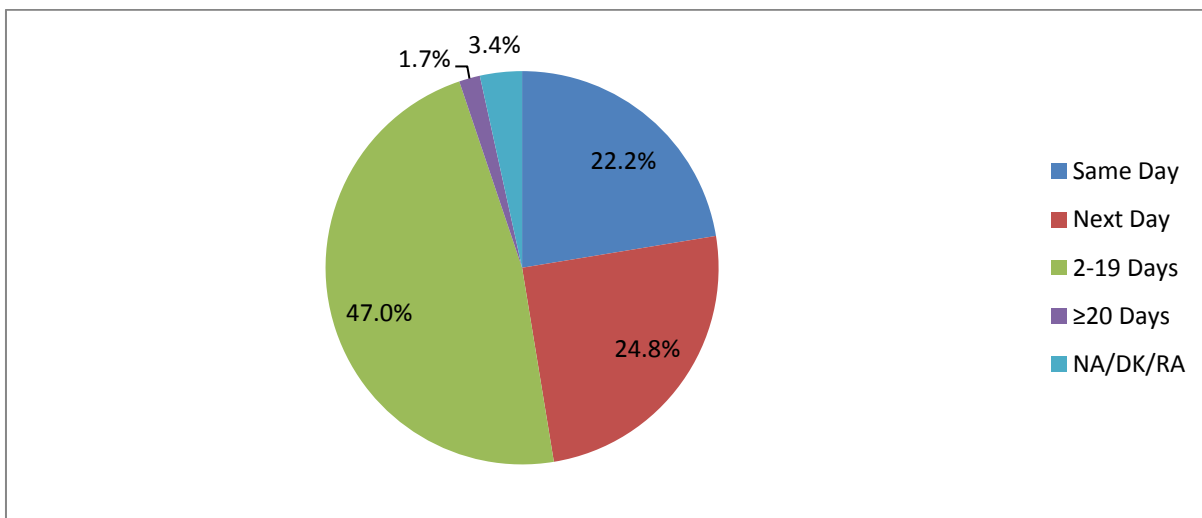
The vast majority of survey participants were aware that the Health Centre works in teams. Almost 95% of English-speaking clients reported having knowledge of the Health Centre's team approach, which was slightly up from previous years 2015 (92.6%) and 2014 (94.7%), and significantly improved compared to 72.5% in 2012, and 83.0% in 2013

This year, 92.2% of respondents reported liking the team-based approach up slightly from 91.9% in 2015, but lower than 95.7% in 2014. All of these findings are significantly higher than 2012 when 81% of clients reported liking team-based care.

Several questions in the 2016 survey assessed the interdisciplinary care provided by the Health Centre. Responses showed a high level of agreement that Health Centre providers work collaboratively, with 90.6% of English-speaking respondents reporting that providers knew their medical history 'always' or 'most of the time' up slightly from 88.2% in 2015. 85.2% felt that providers had recent test results 'always' or 'most of the time'; down slightly from 87.2% in 2015; 91.4% felt that providers were consistent in their messages about care and treatment, which was similar to 91.5% in 2015 and 90.6% felt that providers worked well together in providing client care, again similar to last year's result at 90.3% .

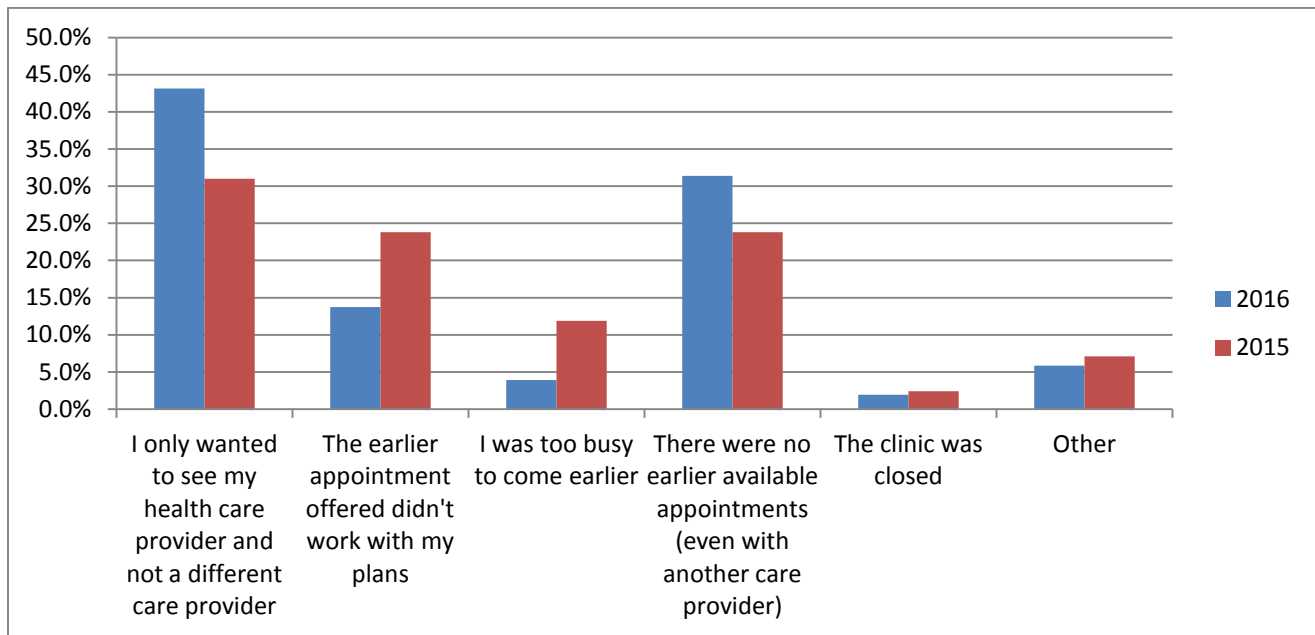
Access to Primary Care Services, On-Call Medical Service and Weekend Appointments

In 2016, 47.0% of survey respondents reported being seen either the same day or next (n=55). This is a slight decrease from 2015, when 50.6% of respondents reported that they were seen either the same day or the next day from when they first wanted to see their primary care provider. Another 48.7% (n=57) of clients reported being seen after a wait of at least 2 days.



Among the English-speaking sample, clients had to wait more than two days to book an appointment (n=49), 60.8% of respondents gave a client-driven explanation for the wait, including only wanting to see their own provider (~43%), stating that earlier appointments did not work with their plans (13.7%), or being too busy to come earlier (~4%). A third of participants who responded stated the reason for their wait was driven by the

Health Centre with the majority (31.4%) stating that there were no earlier appointments available to them and 2% stated that the Health Centre was closed.



Previous surveys explored client demand for after-hour services and the 2016 survey continued to ask clients about this topic. This year 76% of English-speaking respondents and 75% of Spanish-speaking respondents reported that they would use weekend appointments if they were available. Primary care clients were especially keen on this, as 77.1% of English-speaking PC-only clients reported that they would use weekend appointments. Respondents also reported a high demand for after-hour services for Health Wellness services. When asked 67.5% of respondents stated they would use weekend appointments if offered.

Among English-speaking primary care clients, 62.1% of respondents were aware that the Centre offered on-call medical service. 44% of English-speaking primary care respondents reported they knew when the service was available, down significantly from 59.4% reported in 2015, necessitating continued efforts to improve client awareness of these services.

Satisfaction with Primary Care Services

Asked to rate their confidence in the primary care provider seen most often, 97.5% of English-speaking survey respondents gave responses of ‘excellent’, ‘very good’, or ‘good’ in 2016, while, 87.5% (n=14 of 16) of Spanish-speaking respondents rated their confidence in the provider seen most often as ‘excellent’, ‘very good’, or ‘good’. Further feedback about the primary care provider seen most frequently has been summarized in the table below. As in previous years’ reports, the response options of ‘excellent’, ‘very good’ and ‘good’ are combined.

	English		Spanish	
	2016	2015	2016	2015
Listened to your concerns	95.8%	95.7%	93.8%	94.8%
Explained things in a way that was easy to understand	95.8%	95.8%	93.8%	94.8%
Were sensitive to your needs and preferences	95.8%	93.6%	87.5%	93.6%
Encouraged you to talk about your own personal goals or what was important to you during your appointments	85.7%	89.4%	87.5%	89.5%
Gave you clear instructions about what you need to do after your visit	95.8%	97.9%	87.5%	100%

Participants were asked other questions about the quality of their clinical care directed at primary care and other program experiences. Combining the response options ‘always’ and ‘most of the time’, results are shown in the table below.

		Primary Care	Mental Wellness	Rehab	Fitness	Foot Care	Diabetes
Give you an opportunity to ask questions about recommended treatment	2016	92.4%	92.9%	94.3%	93.1%	94.4%	96.6%
	2015	89.4%	92.9%	95.9%	87.5%	87%	90.9%
Help you to understand how best to manage your health	2016	94.1%	94.3%	96.2%	93.1%	93.1%	96.6%
	2015	89.4%	92.9%	91.7%	81.3%	88.4%	90.9%
Involve you as much as you want to be in decisions related to your own care and treatment	2016	94.0%	98.5%	95.2%	93.1%	93.1%	96.5%
	2015	90.5%	100%	95.6%	84.4%	88.4%	93.2%
Spend enough time with you	2016	93.2%	92.8%	91.5%	87.1%	93.1%	96.6%
	2015	87.2%	96.4%	98%	84.1%	94.2%	90.9%
Begin appointments on time	2016	82.2%	88.6%	94.3%	N/A	97.2%	96.4%
	2015	80.9%	96.4%	98%	N/A	98.5%	90.9%

As indicated in the previous table, 92.4% to 96.6% of those surveyed felt that they were given the opportunity to ask questions about health and treatment ‘always’ or ‘most of the time’; while 93.1% to 96.6% felt that their providers helped them to ‘understand how best to manage [their] health’; 93.1% to 98.5% felt that they were ‘involved as much as they wanted in decisions related to [their] own care and health’; while 87.1% to 96.6% felt that they were allotted enough time with their provider; finally, 82.2% to 97.2% of respondents felt that their appointments began on time.

In 2015, a question was added to the survey to assess client opinion about the length of time they spent waiting in the examination room before being able to see their primary care provider or physiotherapist at the Health Centre. In 2016, client perception of wait times remains exceptional with 98.3% of primary care users and 96.4% of physiotherapy clients rating the length of time they needed to wait in the examination room prior to seeing their provider as ‘excellent’ ‘very good’ or ‘good’.

Since 2014, respondents have been asked what they would do if the Health Centre were closed and they needed help for a cold. The following chart illustrates the results for English-speaking respondents:

	2016 (n=118)	2015	2014
Wait until the next day	56.8%	52.7%	44.7%
Call the Health Centre’s after hours phone number	11.9%	20.4%	12.8%
Visit a Walk-in clinic	9.3%	9.7%	18.1%
Go to the Emergency Department	6.8%	3.2%	9.6%

As in the 2015 survey, the majority of clients would wait rather than go elsewhere if they had a cold and only a small percentage would go to the Emergency Department for a ‘cold’. This percentage, while still small in 2016, doubled from the previous year which may represent a higher number of clients surveyed who presented with COPD, where going to the emergency department might be the appropriate course of action as recommended by their doctor. Findings for 2015 and 2016 differed significantly from 2014 when clients were asked what they would do if they had a bad cold.

Satisfaction with Reception Staff and the Health Centre

97% of English-speaking respondents stated that reception staff were helpful ‘always’ or ‘most of the time’ The rate was slightly lower for Spanish speaking respondents at 85% (n=17). 98% English-speaking respondents replied that reception staff were polite ‘always’ or ‘most of the time’ again slightly lower for Spanish speaking respondents at 90% (n=18). Among English-speaking respondents, 90.4% of respondents rated their ability to speak to a receptionist as ‘excellent’ or ‘very good’ while a further 7% gave a rating of ‘good’. Responses were less favorable among Spanish-speaking respondents with only 47.4% (n=9) reporting their ability to reach a receptionist as ‘excellent’ or ‘very good’, and 10.5% (n=2) who felt that it was ‘good’, leaving 42.1% of respondents reporting that their experience in reaching a receptionist as ‘fair’ (26.3%, n=5) or ‘poor’ (15.8%, n=3). Generalization of this result to the larger Spanish-speaking population of North Hamilton may be problematic due to the small number of people sampled, however it is worth follow-up investigation to see if this is an area for improvement.

Satisfaction with Health Centre Location and Layout

Respondents continue to be satisfied with the location and accessibility at the Health Centre. When asked to comment on the Health Centre's location with respect to access, 92.6% of respondents provided a positive rating in 2016, up slightly from reporting 90.6% in 2015. The layout of the Health Centre was also rated positively; with 98.5% of clients reporting that they were able to move around the building with ease (this figure was 99.4% in 2015).

Questions about the Health Centre's cleanliness and physical comfort were added to the 2015 survey, at which time, 100% of respondents rated the cleanliness and physical comfort as 'excellent', 'very good' or 'good'. In 2016, 99% reported that the Health Centre's cleanliness rated as 'excellent', 'very good' or 'good', while 99.5% rated the physical comfort provided by the Centre as 'excellent', 'very good' or 'good'.

Self-reported Emergency Department (ED) Visits

Self-reported emergency department (ED) visits by primary care clients within the previous 12 months increased significantly among English-speaking respondents in 2016, with 41.0% reported having visited the ED during the previous year compared to 30.1% in 2015. The incidence of ED visits dropped for Spanish-speaking respondents with only 18.8% (n=3) reporting visiting the ED; compared to 42.1% in 2015. Given that, only a low percentage of individuals responded that they would visit the ED for a cold, these findings may reflect more serious conditions and appropriate ED use. Noteworthy is the fact that the convenience-sampling methodology may have captured a somewhat less healthy cohort compared to last year because all respondents of this year's survey were clients who were coming in to the Health Centre for an appointment and so likely had some health complaint at the time of visit and several respondents presented with COPD where ED visits are known to be more frequent.

Website Awareness and Usage

Awareness of the Health Centre's website was below expectations among English-speaking respondents at 37.2%. This represents a decrease compared to previous years (55.3% in 2015; 47.4% in 2014). This figure also remains low among Spanish-speakers, where 36.8% reported being aware of the website (31.6% in 2015; 38.1% in 2014).

When asked about accessing the website, only 19 English-speaking respondents representing 9.4% of total question respondents and 25% of those who reported awareness of the website reported using the website 'sometimes' or 'frequently'. With respect to Spanish-speaking respondents 3 (15% of total question respondents and 43% of those who were aware of the site) reported using the website 'sometimes', none reported using it 'frequently'. When asked to provide recommendations to improve website awareness, clients suggested; more program information; having information about appointments and allowing appointment booking and viewing online; reminders or provider communications; adding more 'interesting' and 'interactive' features; including adding the website to the appointment cards given to clients.

One individual suggested that lack of internet was a limiting factor for gaining access to the website. This may be more of an issue for Spanish-speaking respondents as 42.1% (n=8 of 19 responses) reported having no internet access, while 27.7 % of English-speakers reported having no internet access (n=56 of 202 responses).

Awareness of North Hamilton's Complaint Process

Awareness of the complaints process continues to remain low, but increased compared to previous years. 55.2% of English-speaking respondents (42.9% in 2015; 44.5% in 2014) were familiar with the process. Among Spanish-speakers there has been a steady increase in awareness from 28.6% in 2014 to 36.8% in 2015 to 45.0% in 2016. Despite this increase, awareness of North Hamilton's complaints process remains significantly below expectation.

Client Suggestions for the Health Centre

Respondents were asked about what changes they would like to see at the Health Centre. The most common responses among English-speaking respondents pertained to access and extended programming. Respondents wanted more extended morning and evening hours and asked for increased access to services on weekends. Specific requests for increased mental wellness services and more gym access, including on weekends, was reported by several respondents. Some Spanish-speaking respondents prioritized the need for more Spanish speaking support and emphasised the need for courtesy and patience from reception staff when dealing with people from different cultures.

Asked about programs that they would like to see, English-speaking clients proposed:

- having a bigger gym or better access to the gym (n=6)/more exercise programs (n=3)/swimming (n=2);
- child care (n=4)/increased children/family programs (n=3);
- mental wellness programming (n=4);
- yoga (n=3)/meditation (n=1);
- expanded foot care (e.g. among non-diabetics) (n=3);
- cooking/nutrition classes, programs or information (n=3);
- dental care (n=3);

As well as eye care (n=2); labs (n=2) and x-rays (n=2); and other groups classes and educational programming (e.g. stress-management, weight-management, gardens, and tutoring) (n=5), etc.

While Spanish-speaking respondents proposed: ESL/language instruction (n=2); Spanish programs (1); X-ray and ultrasound services (2); senior services and programs e.g. yoga, transportation (3); expanded gym features/track field (1) and better gym management to limit time on equipment and increase time with therapists (1); dental (1); eye care (1); other new classes (e.g. arts, sewing, beauty) (n=1); improvement/enhancement of current programs rather than addition of new ones (1).

Conclusion

The results of the 2016 survey continue to indicate that clients are very satisfied with the services and interactions they experience at the Health Centre. The Health Centre continues to meet and exceed target

expectation levels of 80% satisfaction rate with all departments, services and providers. Clients appreciate the Centre's interdisciplinary model of care and feel strongly that the Centre respects their culture and traditions and provides excellent overall level of care, while treating them with dignity and respect. Clients also continue to perceive that the Health Centre is easy to access and that the design allows them to move around easily.

As with previous surveys, client feedback has also identified areas that may require further review and action. These include, knowledge and participation in health promotion programs (including seniors programs and volunteer programs); barriers preventing clients from obtaining same day or next day primary care appointments; knowledge of on-call medical service and service availability; factors resulting in Emergency Department use for Health Centre primary care clients, website awareness and usage; client knowledge of the Centre's complaints process; and need for further extension of Health Centre hours of operation, including weekends.

The use of convenience sampling has to be taken into account when interpreting the results of the 2016 survey. While the 2016 sampling strategies lacked the rigor associated with random sampling procedures from previous years demographics, comparisons from previous study populations do not differ significantly. The fact that all clients surveyed were actively attending the Health Centre at the time of survey completion may have resulted in a less healthy population as supported by the response to the question on perceived health status were only 54% of survey respondents perceived their health as "good", "very good" or "excellent" compared to 69.4% in 2015, 62.4% in 2014 and 61.4% in 2013. This difference could have affected responses to several questions especially around ED use, participation in health promotion and volunteering and needs and wants in regards to access to services. The survey population may be more representative of clients who most use our services than previous years and regardless of their illness their appreciation of the care they have been provided remains consistently very high.