

2022 Client Experience Survey Results

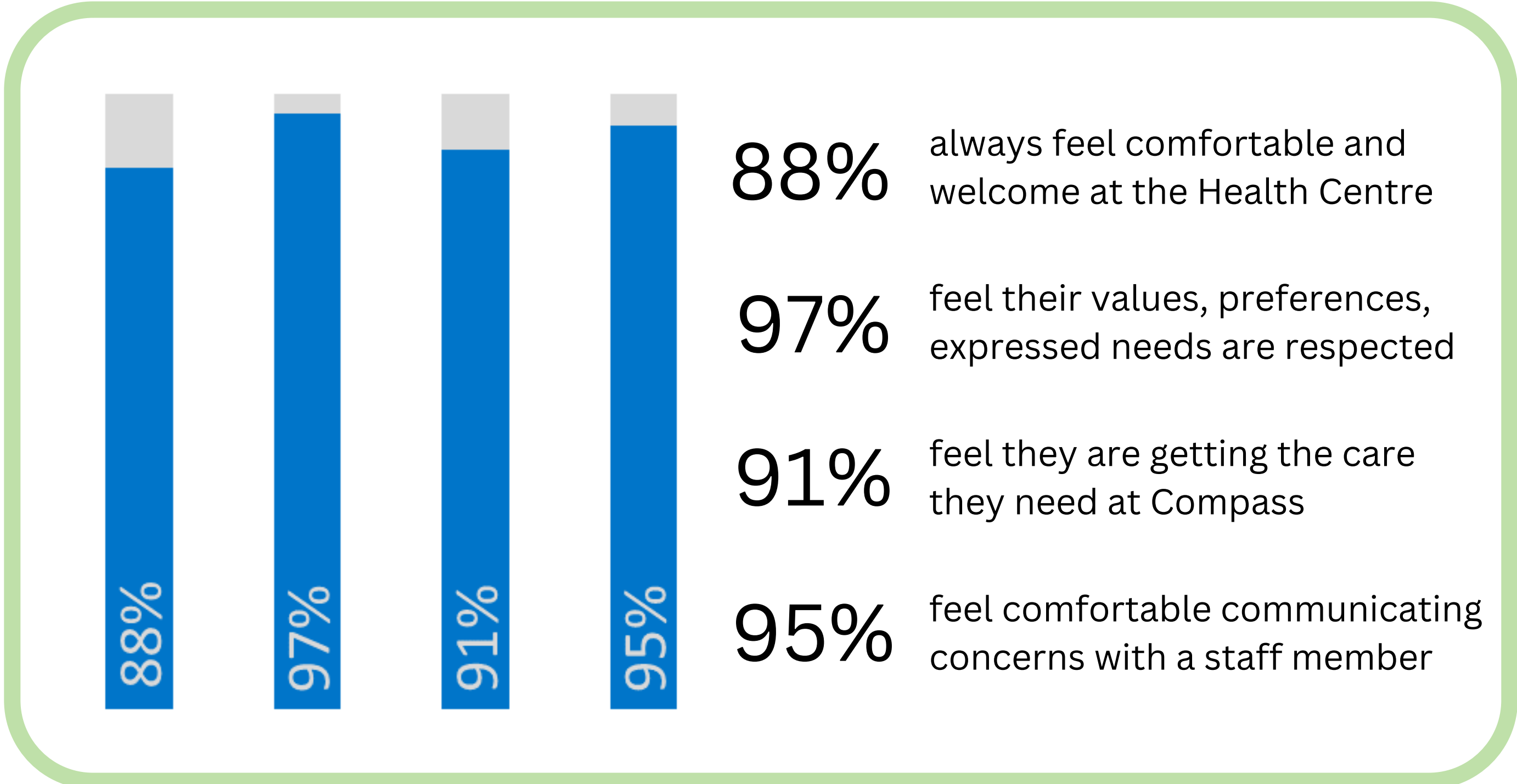


Thank you for sharing your experiences with us!

WHAT OUR CLIENTS SAY IS IMPORTANT TO THEM

- Appointments available when needed
- Good client-provider relationship
- Convenience of many services at one location
- Connecting with resources at Compass and in the community
- Respect for client values, preferences, and expressed needs

278 clients responded to our surveys



Positive Space

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- "Feeling safe"
- "Feeling heard"
- "Respect"
- "Acceptance"

2022 Client Experience Survey Results



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- Primary Care
- Occupational Therapy
- Diabetes Education
- Foot Health
- Physiotherapy
- Kinesiology
- Caring for My COPD
- Mental Wellness

Satisfaction with overall care and services

91%
or higher

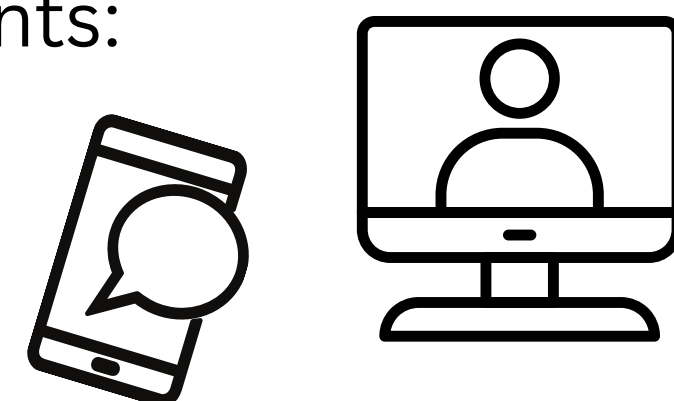
Clients report feeling:

- ✓ Informed
- ✓ Involved
- ✓ Heard
- ✓ Respected

60% would choose to receive virtual care services again, where appropriate*

Top 3 reported benefits of virtual appointments:

1. Save time and/or money
2. Avoid transportation or parking issues
3. Connect with provider sooner



*reason for visit or client preference important to consider



Areas for attention:

- appointment wait times
- promoting available programs and services

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.