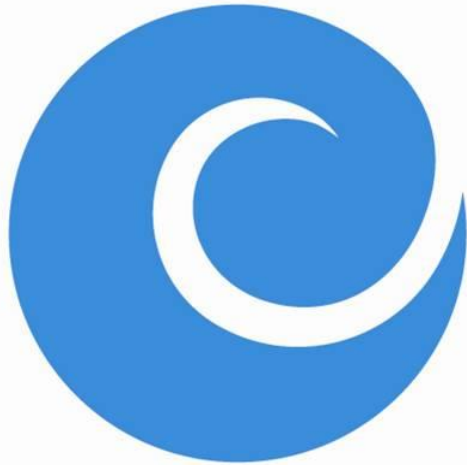


Every
One
Matters.



West Elgin Community Health Centre

Client Satisfaction Survey Report to the SW LHIN 2016-17



Context

After four years jointly submitting their client satisfaction survey results to the South West Local Health Integration Network (SW LHIN) to help meet their Multi-Sectoral Accountability Agreement, in 2016-17 the Community Health Centres (CHCs) decided to submit separate reports. This report for the West Elgin CHC (the "Centre") includes this year's results along with the previous years' results in order to examine any significant trends.

"They are doing an excellent job! If they do not have the answers right at the time, they always find and get the answers and let me know as quick as they can. Thanks for a job well done!!" –
Client

Client Satisfaction Survey

Client satisfaction surveys were conducted in winter 2012, spring 2013, summer 2014, fall 2015 and fall 2016. Every year, the client survey is adjusted to reflect learnings in relation to distributing and conducting the survey from previous years. The language used to reflect the literacy level of CHC clients is also reviewed each year.

The highlights of the client satisfaction survey presented in this report are based on key elements of the Excellent Care for All Act and recent Ministry documents. These areas are:

- Overall satisfaction
- Improved health and well-being
- Opportunities for the client to participate in planning his/her own care
- Timely service
- Strengths of the Community Health Centre
- Improvements needed at the Community Health Centre

After the 2013 survey, four questions related to the quality of service received at the Health Centre were added based on requirements of the Ministry of Health and Long-Term Care. In 2014, the Ministry specifically requested that the questions remain the same so the data among all health care organizations would be collected in the same format over the years.

Clients Surveyed

Our aim is to collect responses from a representative sample of Centre clientele that will allow us to reliably compare our results from year to year. This goal requires that we dedicate time and effort towards identifying an adequate same size and understanding demographic characteristics of our sample vs. client population. This section outlines our observations on this and previous year's *clients surveyed*.

Percentage of clients surveyed

In the previous joint reports to the SW LHIN the percentage of the Centre's clients surveyed were reported as in Table 1.

Table 1: Previous year's report on percentage of clients surveyed							
2012-13		2013-14		2014-15		2015-16	
Clients Surveyed		Clients Surveyed		Clients Surveyed		Clients Surveyed*	
#	%	#	%	#	%	#	%
234	6%	146	3.7%	220	5.5%	437	13.0%

The percentages reflected in this table may have been inaccurate due to differences in the way that clients are 'rostered' amongst the different CHCs. In past reports the percentage of clients surveyed was likely calculated using number of survey respondents as the numerator and number of registered primary care clients as the denominator.

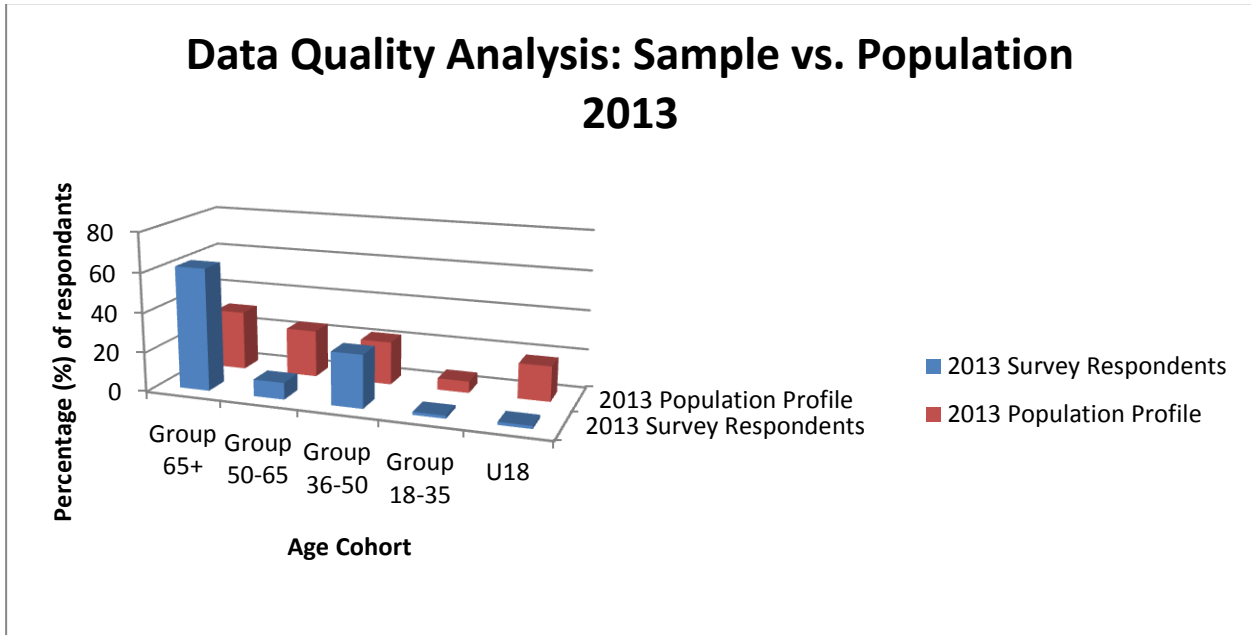
At our Centre surveys are collected from all CHC clientele. This includes clients who do not receive primary care services (as many of our community services are accessible to every person who resides in our catchment). A more accurate representation of percentage of clients we surveyed will use the number of survey responses as the numerator and total number of active client base (including clients who access community programs only). As outlined in Table 2 our survey response rate in the two previous years was lower than reported in the joint report to the SW LHIN.

Table 2: Adjusted percentages of clients surveyed			
2015-16		2016-17	
Clients Surveyed		Clients Surveyed	
#	%	#	%
437	8.4	343	6.2

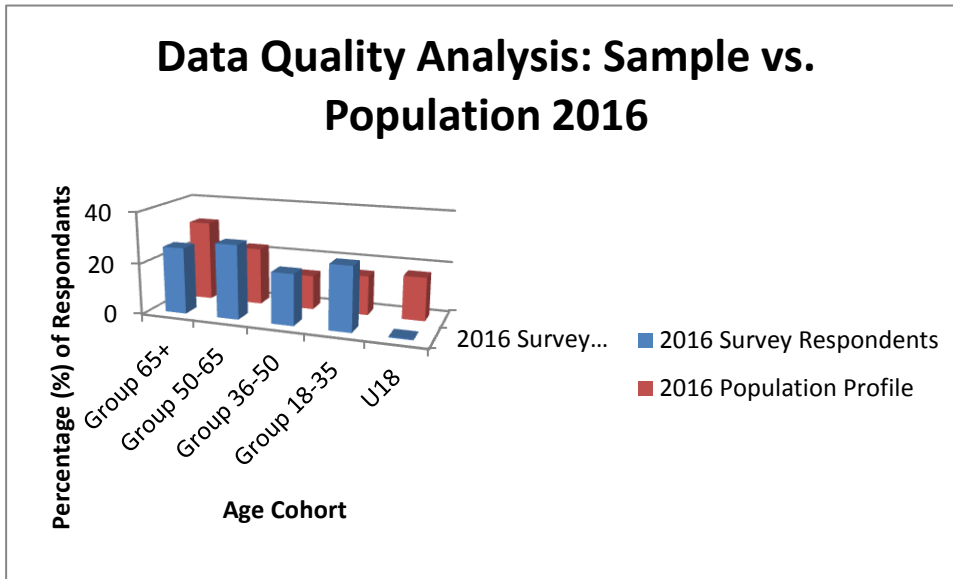
We do not view our lower percentage of clients surveyed as problematic. Analysis suggests that it does not interfere with our goal of being able to compare year to year results. The use of an online sample-size calculator (e.g. <https://www.surveysystem.com/sscalc.htm>) suggests that a sample size of 7% could allow us to interpret most of our responses at 95% confidence with a 5% confidence interval (CI). This level of confidence lends validity to year-year comparisons. Moving forward we will continue to set our target sample size to achieve a similar level of confidence.

Demographics of survey respondents

Our analysis suggests that prior to the 2014 survey year there were observable differences between our Centre's demographic profile and that of the majority of satisfaction survey respondents. The differences have not been statistically tested; however, they are clearly observable in the graph below.



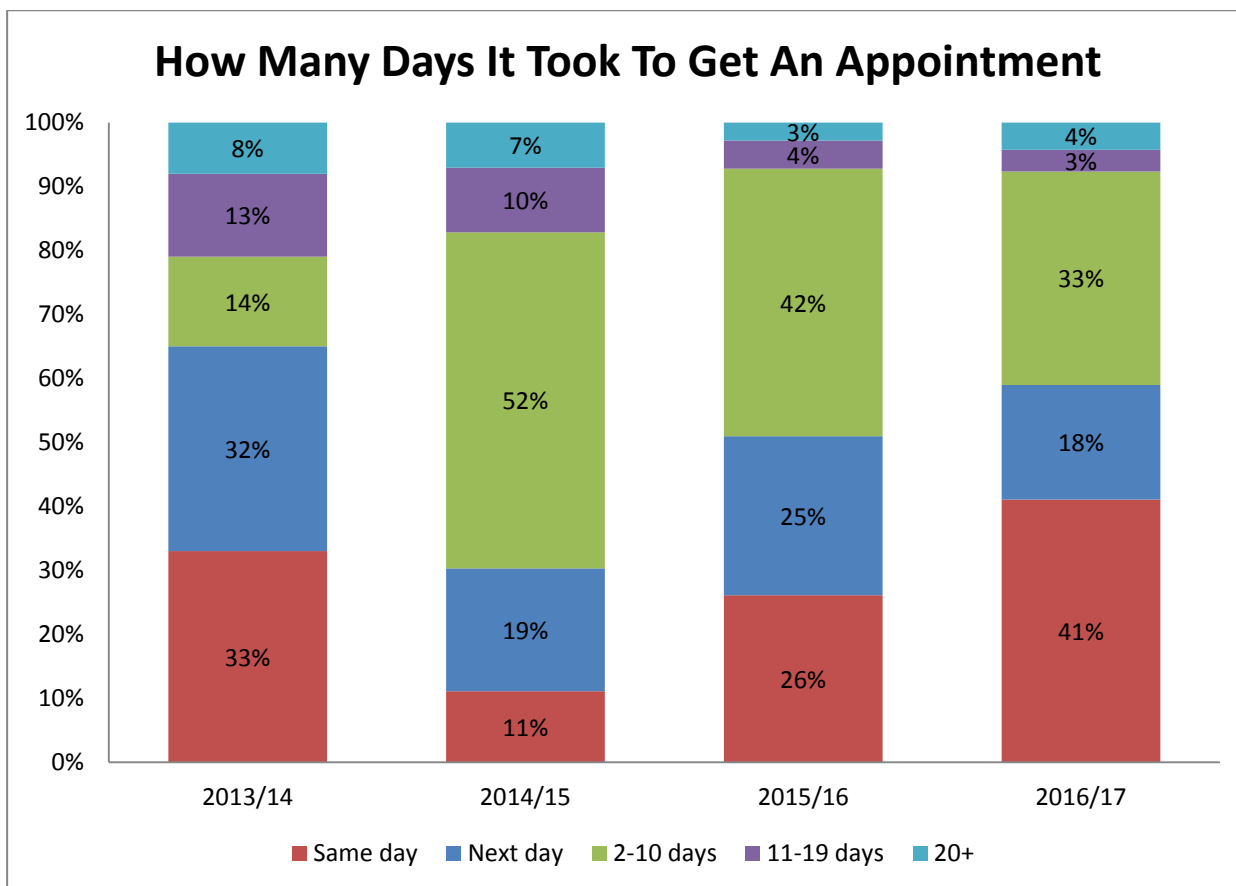
We hypothesized that this had occurred due to a non-random approach to collecting survey responses. As a result, we have implemented a randomized method of solicitation since 2014. We believe the result is that the sample is more representative – as can be observed in the 2016-17 year.



We remain challenged to find a way to engage the Under 18 cohort. One way we have responded to this challenge is by creating a youth-advisory council as an opportunity for youth to give feedback and help improve the quality of care our Centre offers.

In conclusion, we remain committed to obtaining feedback from a representative sample of our client population. Further, we will continue our efforts to ensure that we collect enough responses to ensure that we can compare our results from year to year.

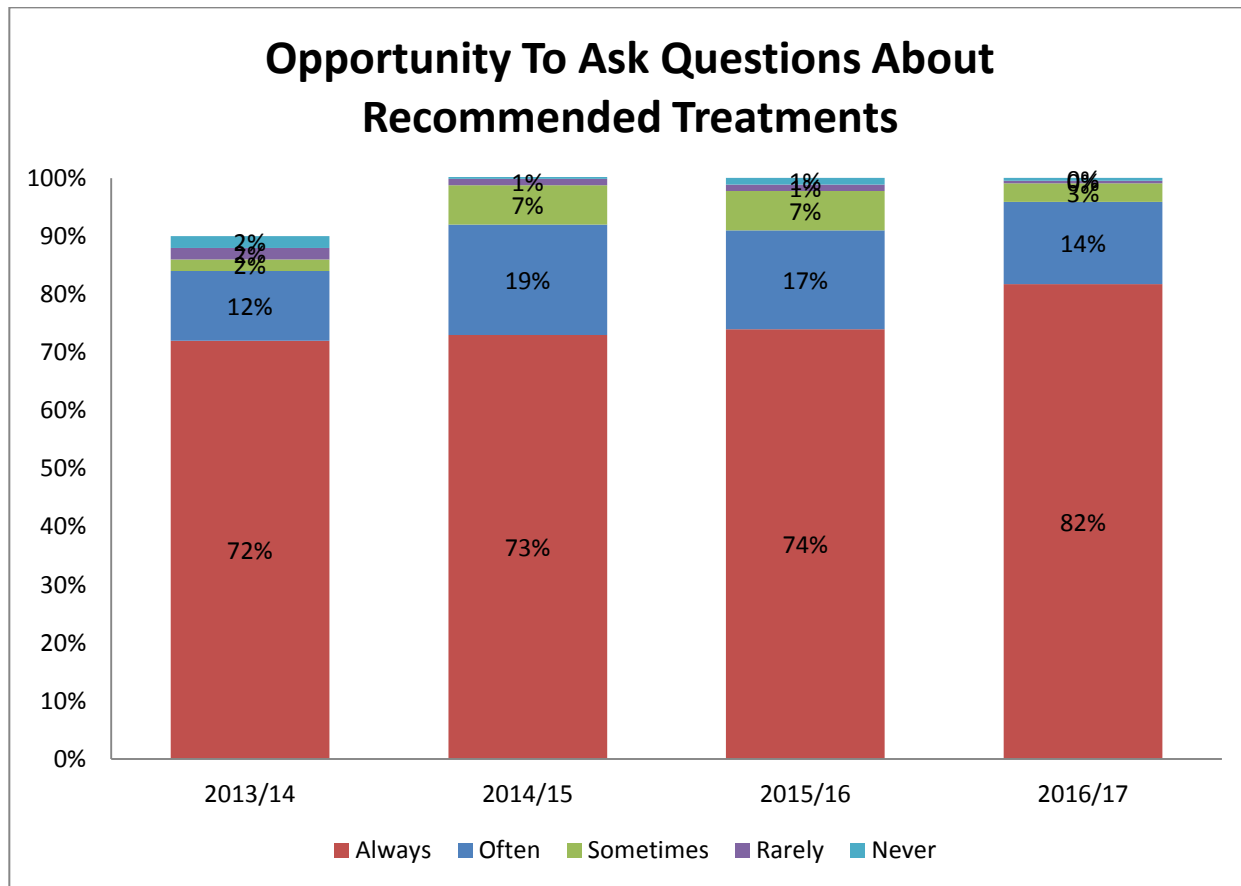
Q1: The last time you were sick or were concerned you had a health problem, how many days did it take from when you first tried to see your doctor or nurse practitioner to when you actually saw him/her or someone else in their office?



In 2016-17, 117 clients answered this question. 59% reported they received an appointment the same or next day. 33% reported a 2-10 day wait, and 8% took 11 or more days. This is marginally higher than the 51% who reported same or next day access the previous year.

"I do like the same day appt. service, but if nothing is available, I would like the option to be able to book ahead as well" – Client

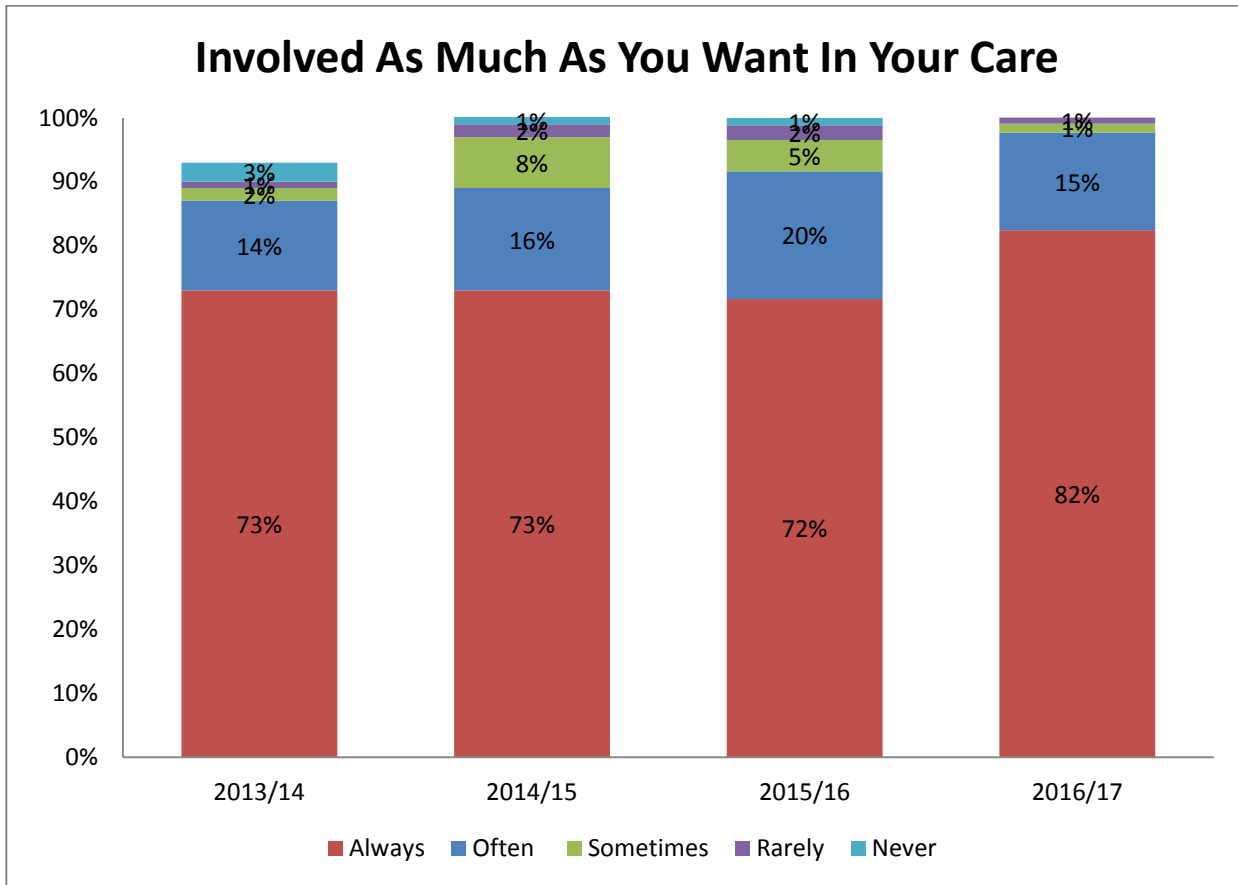
Q2: When you see your doctor or nurse practitioner, how often do they or someone else in the office give you an opportunity to ask questions about recommended treatment?



In 2016-17, 219 clients provided responses to this question. 82% responded *Always* and 14% responded *Often*, with 4% stating *Sometimes*, *Rarely* or *Never*. This is a slight improvement over the previous year's responses of 74%, 17% and 9% respectively.

"Seem to be thorough. Do not give medication unless needed." – Client

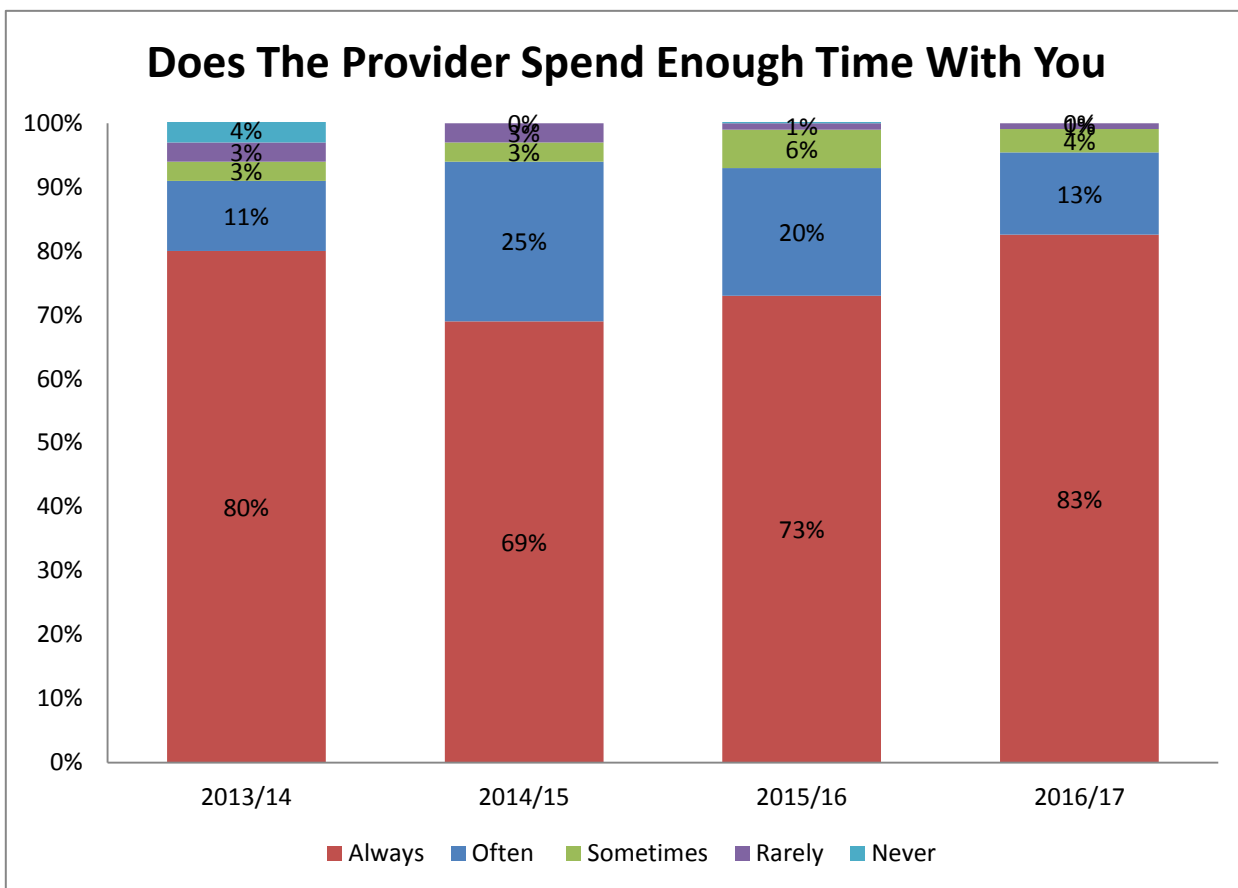
Q3: When you see your doctor or nurse practitioner, how often do they or someone else in the office involve you as much as you want to be in decisions about your care and treatment?



In 2016-17, 216 clients answered this question. 82% responded *Always* and 15% responded *Often*, with 2% stating *Sometimes*, *Rarely* or *Never*. This is an improvement over the previous year's responses of 72%, 20% and 8% respectively.

"I like the staff, very helpful and always sending me with info to read that I like to educate myself" – Client

Q4: When you see your doctor or nurse practitioner, how often do they or someone else in the office spend enough time with you?



In 2016-17, 218 clients provided responses to this question. 83% responded *Always* and 13% responded *Often*, with 5% stating *Sometimes*, *Rarely* or *Never*. This is an improvement over the previous year's responses of 73%, 20% and 7% respectively.

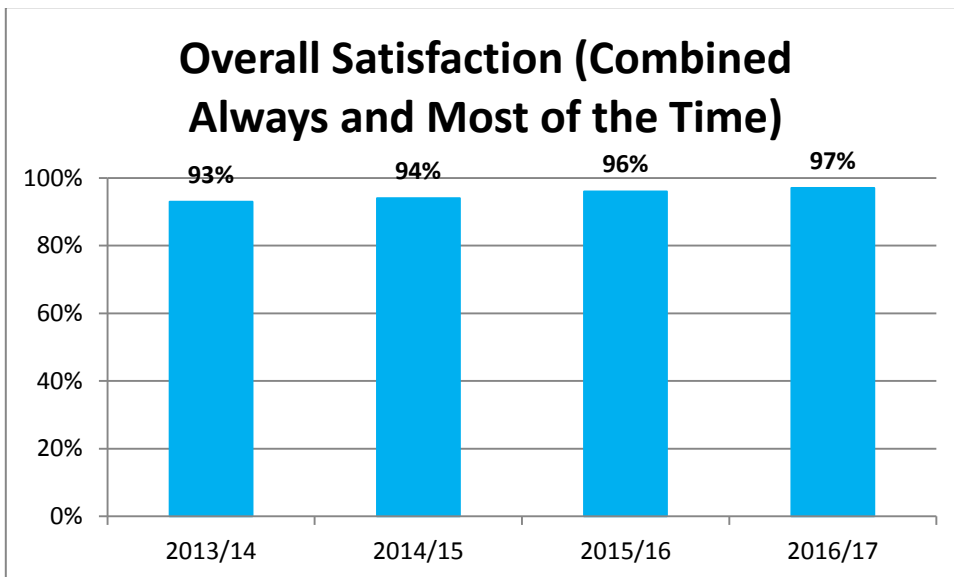
Overall Satisfaction for West Elgin Community Health Centre

Overall Satisfaction

Overall satisfaction was calculated based on three research-based questions on satisfaction:

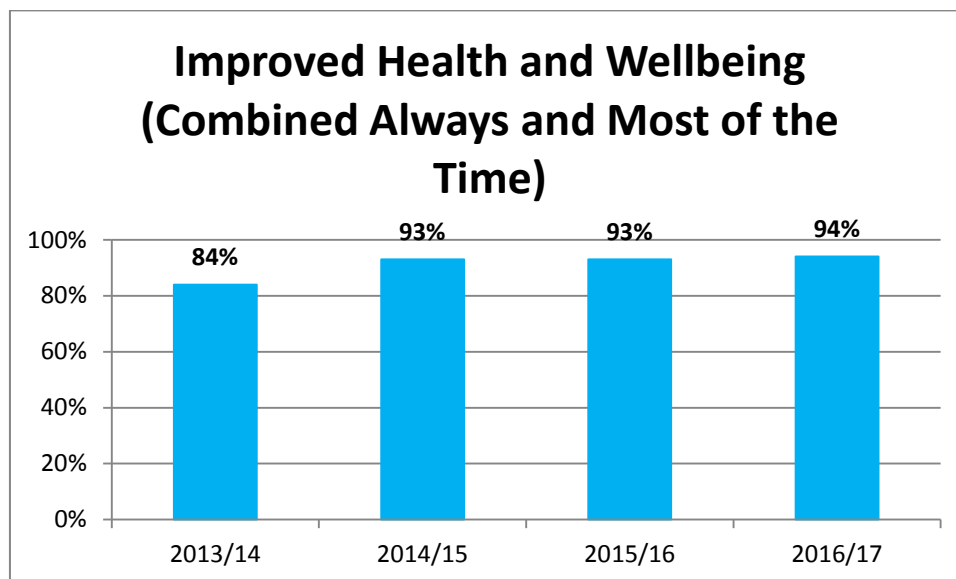
- I am satisfied with the services I receive through the Health Centre/programs (328 clients, 81% Always, 16% Most of the Time, 3% Some of the Time)
- If I were to seek help again, I would come back to the Health Centre/programs (325 clients, 86% Always, 11% Most of the Time, 3% Some of the Time)
- I would recommend the Health Centre to my friends and family (328 clients, 84% Always, 12% Most of the Time, 4% Some of the Time, 1% Never)

The average overall satisfaction remained relatively unchanged increasing from 96% in 2015-16 to 97% in this fiscal year.



Improved Health & Well-Being

Clients were asked whether, “Using Health Centre services has improved my health and well-being,” In 2016-17, 326 clients provided responses to this question. 70% responded *Always* and 24% responded *Most of the Time*, with 6% stating *Some of the Time*. This is a slight improvement over the previous year’s responses of 93% combined for *Always* and *Most of the Time*.



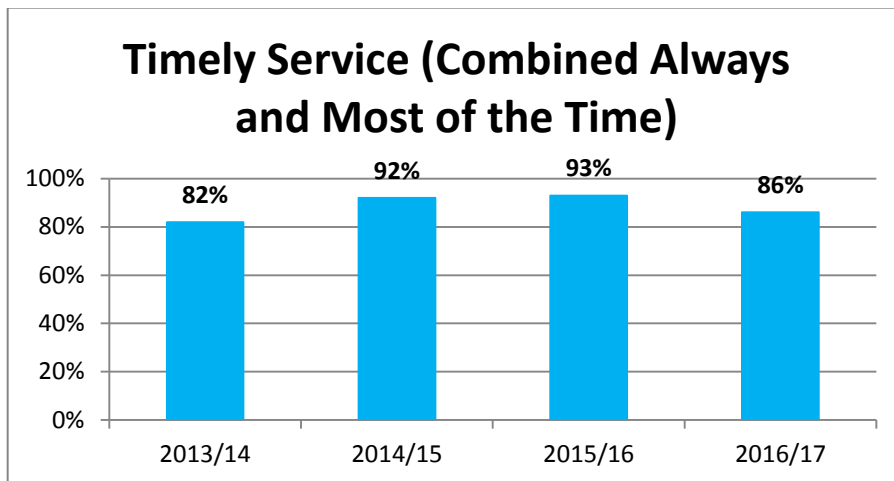
“Offer more education courses - even ones with cost - More teen courses:)” – *Client*

Meeting Expectations

Clients were asked whether “My Expectations for service and quality with this practice are met.” In 2016-17, 219 clients answered this question as follows: 89% *Agree*, 4% *Disagree* and 7% *Not Sure*.

Timely Service

Clients were asked to rate the following comment: "I receive services when I need them." 324 clients responded to this question in 2016-17. Responses were 62% Always, 24% Most of the Time, 13% Some of the Time, and 1% Never.



Overall, clients at the Health Centre saw a slight decrease in access to timely services dropping from 93% to 86%. This year marked the first full year with the Advanced Access scheduling system for the primary care clients and clients have been reporting mixed results about their ability to schedule appointments.

"I can get appointments for my kids when they are sick - generally the same day." – Client

Strengths of the Community Health Centres

A total of 248 clients responded to this question. The top four responses were related to:

Friendly and caring staff	85
Location and convenience	61
Diversity of Programs and Services	54
Same Day appointments and availability of physicians	30

"If at all possible to put more funding towards the parental programs (i.e. Krazy Kitchen, Pre & Post natal etc., Cooking programs) These programs are a great way for mothers to interact & socialize....something that is harder to do in a rural setting....especially if you are not from this area originally. These programs are always overflowing & there is always a waiting list. This is proof that there is a demand for more of this programming." – Client

Improvements at the Community Health Centre

A total of 163 clients responded to this question. The largest number (39) suggested that there be more flexibility with booking appointments and that more be allowed to be pre-booked.

"The ability to book appointments in advance is very important to me. I see the benefits of same day bookings but planning around work schedules and childcare make this very challenging." – Client