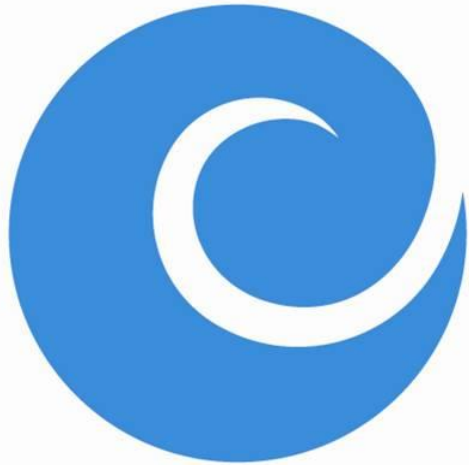


Every
One
Matters.



West Elgin Community Health Centre

Client Satisfaction Survey Report to the SW LHIN 2017-18



Context

For four years Community Health Centres (CHCs) jointly submitted their client satisfaction survey results to the South West Local Health Integration Network (SW LHIN) to help meet their Multi-Sectoral Accountability Agreement. This year marks the second year submitting 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.

"I appreciate the patient centered care received here and have always felt welcomed, safe and trustful of the care I receive. One of the best medical facilities I've had experience with." – Client

Client Satisfaction Survey

Client satisfaction surveys were conducted in winter 2012, spring 2013, summer 2014, and fall 2015, 2016 and 2017. 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 sample 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

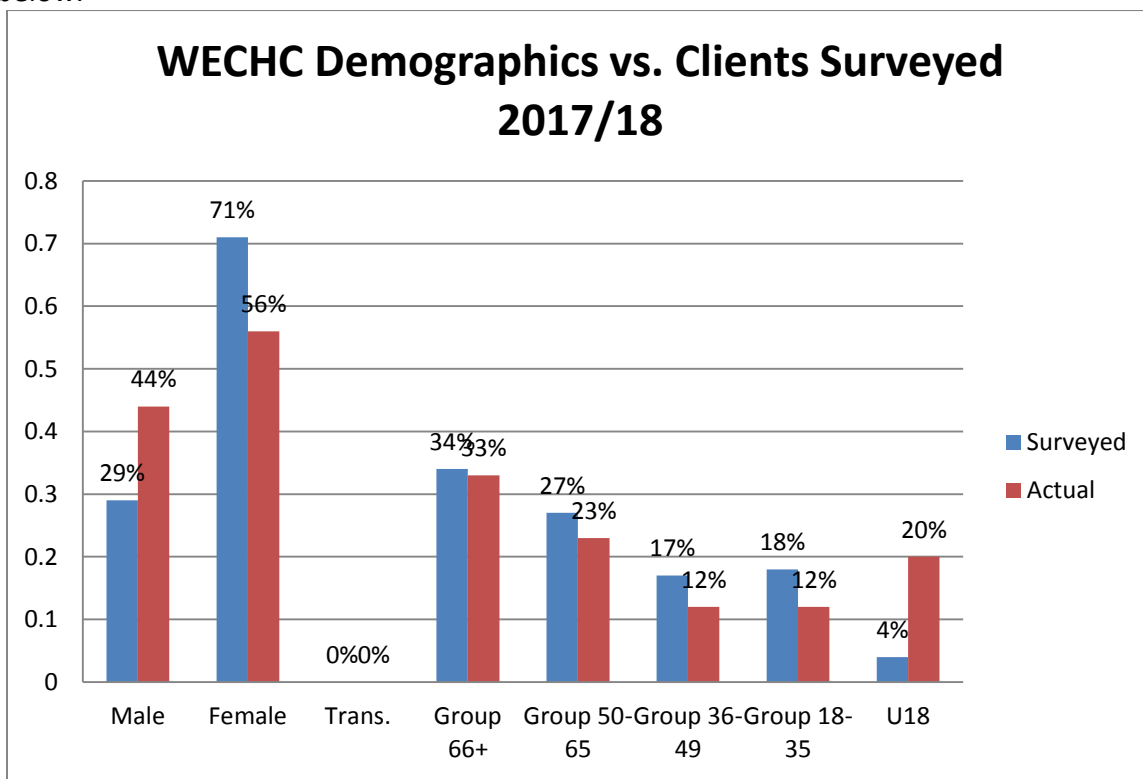
2013-14		2014-15		2015-16		2016-17		2017-18	
#	%	#	%	#	%	#	%	#	%
146	3.7%	220	5.5%	437	8.4%	343	6.2%	408	6.6%

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).

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

Of the survey respondents, 71% self-identified as Female and 29% Male. Age distributions was as outlined in the graph below.



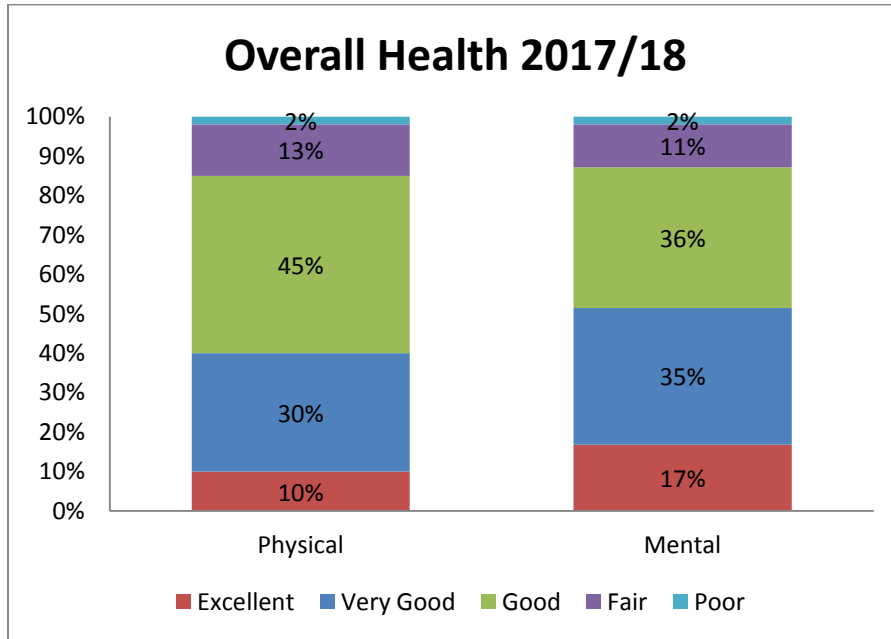
We have implemented a randomized method of solicitation since 2014. We believe the result is that the sample is more representative – as can be observed in the 2017-18 year.

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.

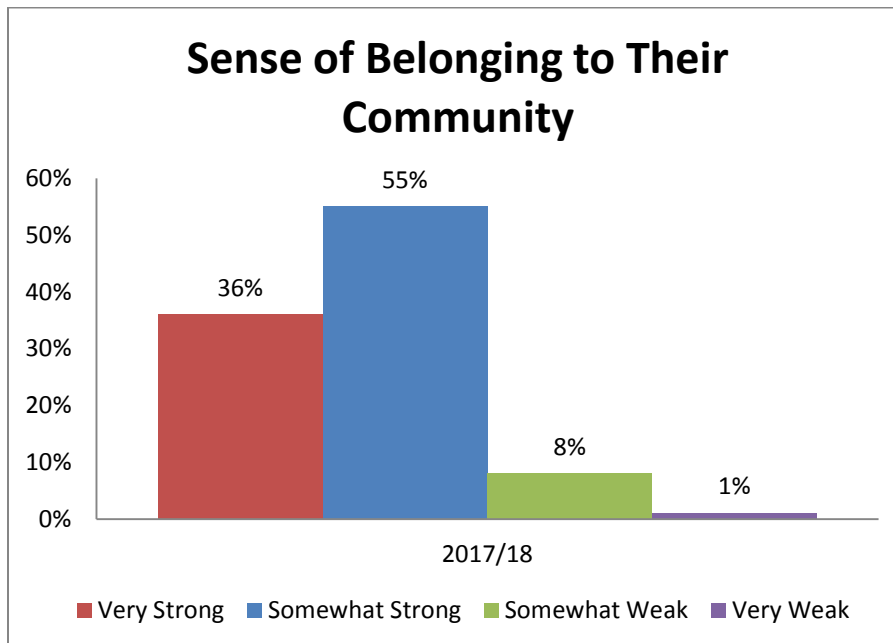
“I find calling in am to make an appt troublesome you are already at work then have to find boss to make arrangements to take the time off often causes trouble working in a job requiring more than one person` - Client

Three new questions were added in this year's survey. Clients were asked to report on their perceived physical health, mental health and sense of belonging to their community.

85% of 402 respondents reported their Physical Health was Good, Very Good or Excellent. Similarly, 87% of 391 respondents reported that their Mental Health was also between Good and Excellent.

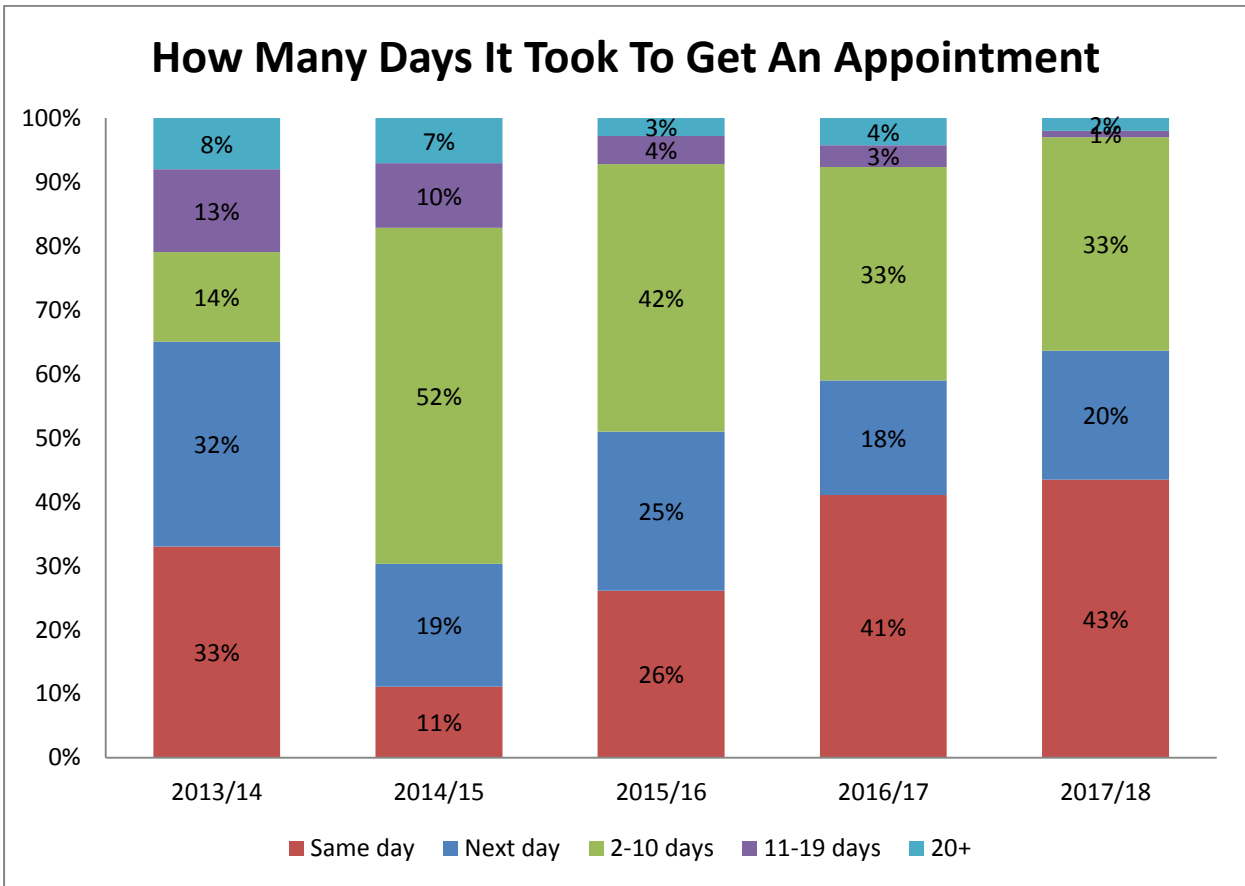


91% of 309 respondents reported a Somewhat Strong or Very Strong Sense of Belonging to Their Community. The lower number of people who responded to this question may indicate the need to better explain the concept of belonging.



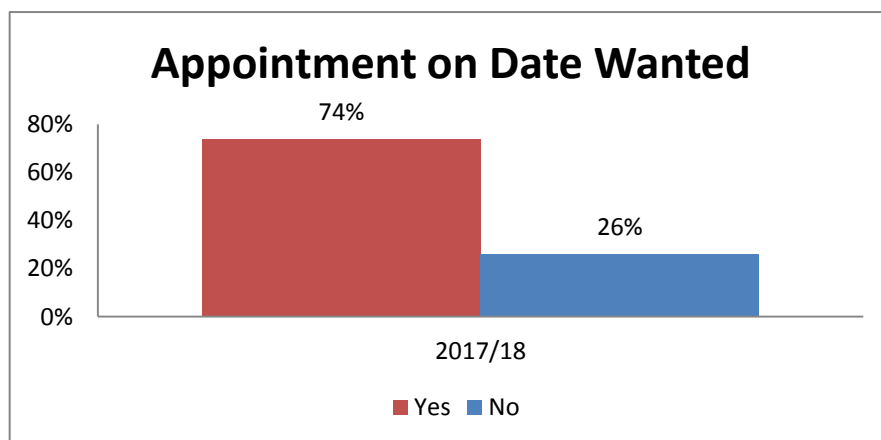
The next series of five questions were asked of people who had a doctor or nurse practitioner at the Centre.

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?

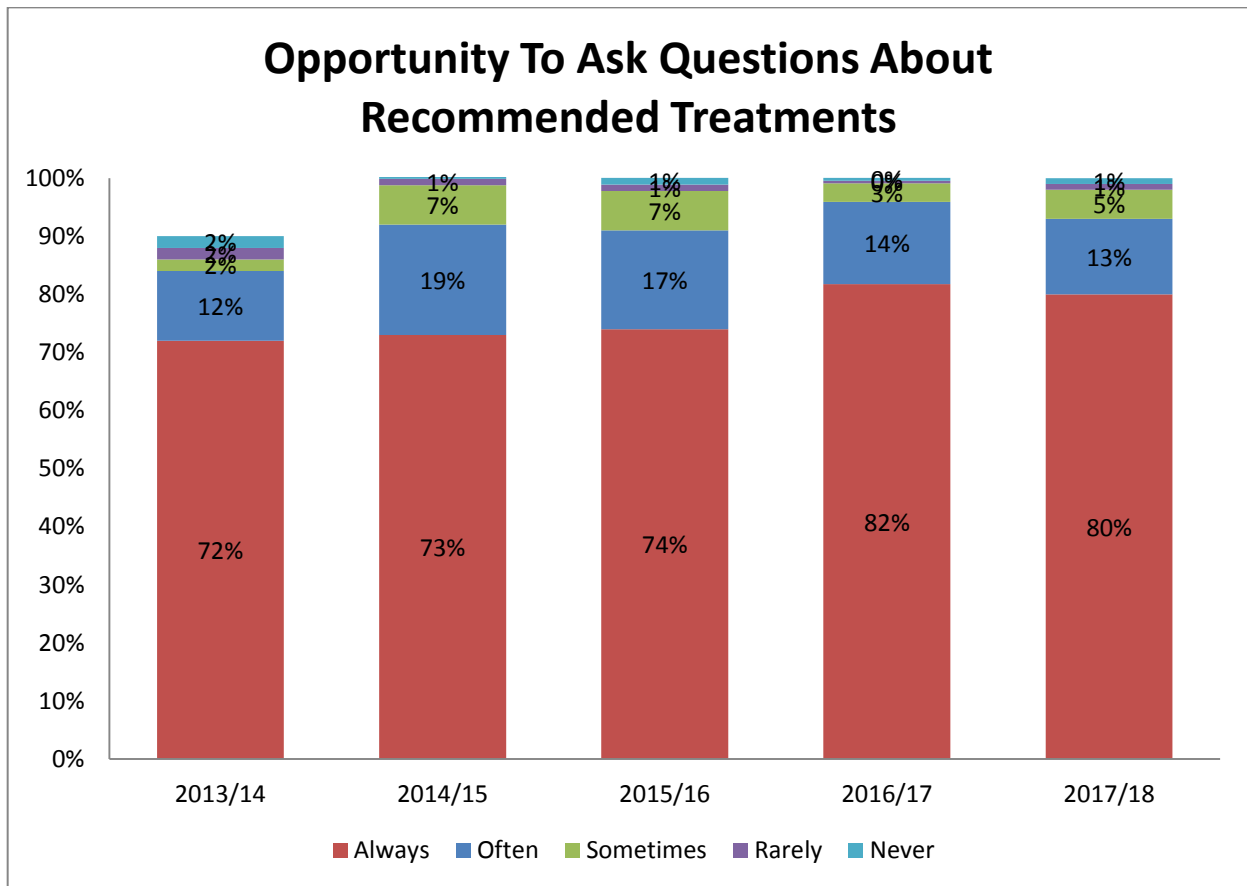


In 2017-18, 248 clients answered this question. 63% reported they received an appointment the same or next day. 33% reported a 2-10 day wait, and 3% took 11 or more days. This is marginally higher than the 59% who reported same or next day access the previous year.

For a similar question asking about the last time they were sick or had a health problem, 74% of 250 respondents reported they received an appointment on the date they wanted.



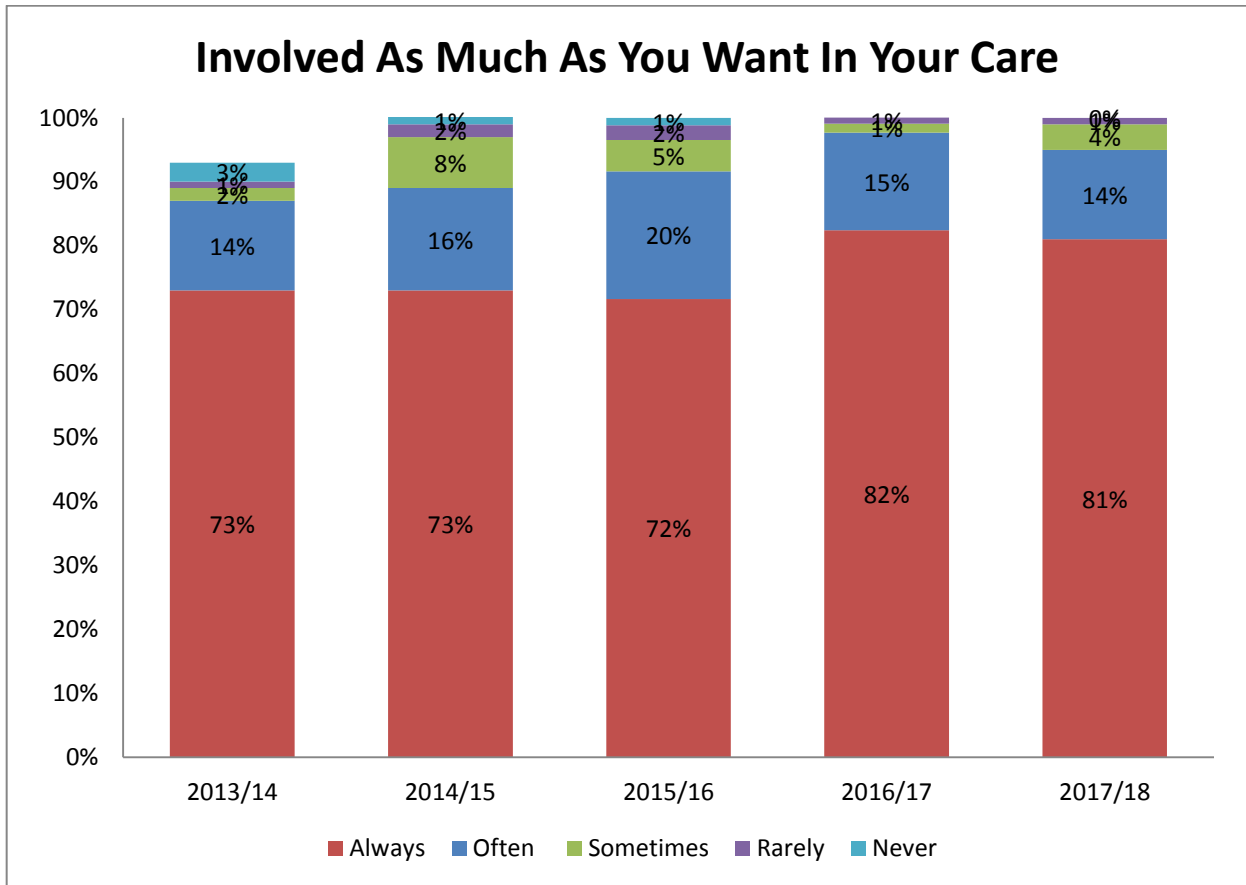
When you see your doctor or nurse practitioner, how often do they or someone else in the office give you an opportunity to ask questions about recommended treatment?



In 2017-18, 274 clients provided responses to this question. 80% responded *Always* and 13% responded *Often*, with 7% stating *Sometimes*, *Rarely* or *Never*. These results are essentially unchanged from the previous year's responses of 82%, 14% and 43% respectively.

"All the programs and care here has greatly improved our life, and we are so thankful" – Client

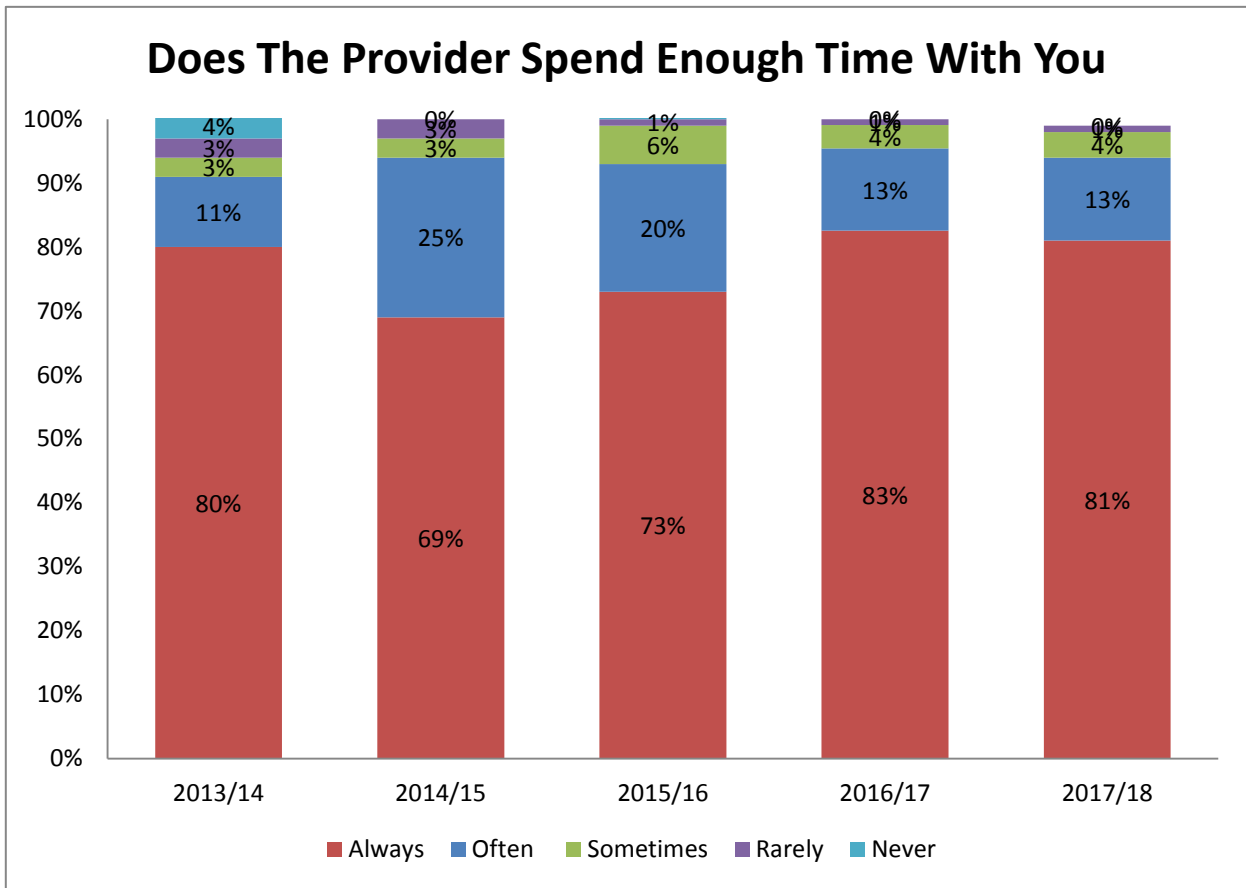
When you see your doctor or nurse practitioner, how often do they or someone else in the office involve you as much as you want to be in decisions about your care and treatment?



In 2017-18, 274 clients answered this question. 81% responded *Always* and 14% responded *Often*, with 5% stating *Sometimes*, *Rarely* or *Never*. This is virtually unchanged from the previous year's responses of 82%, 15% and 2% respectively.

"I don't like how many Doctors and Nurse Practitioners I have gone through .You get used to some and they leave. I feel it is distressing ." – Client

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



In 2017-18, 277 clients provided responses to this question. 81% responded *Always* and 13% responded *Often*, with 5% stating *Sometimes*, *Rarely* or *Never*. This is unchanged from the previous year's responses of 83%, 13% and 5% respectively.

"Kids programs like cooking with kids are very popular/hard to get in. Great programs here a lot more people may use if added more times :)”- Client

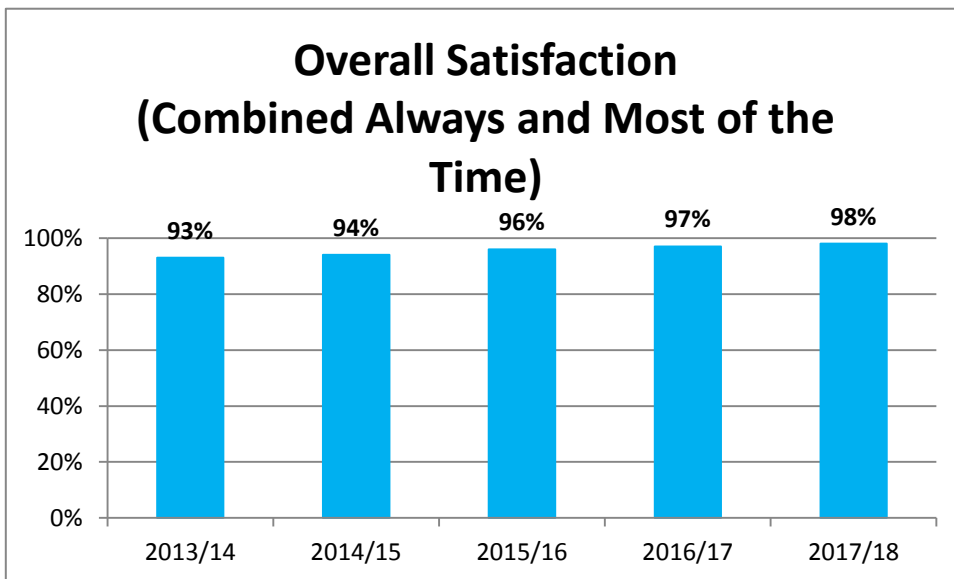
Overall Satisfaction for West Elgin Community Health Centre

Overall Satisfaction

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

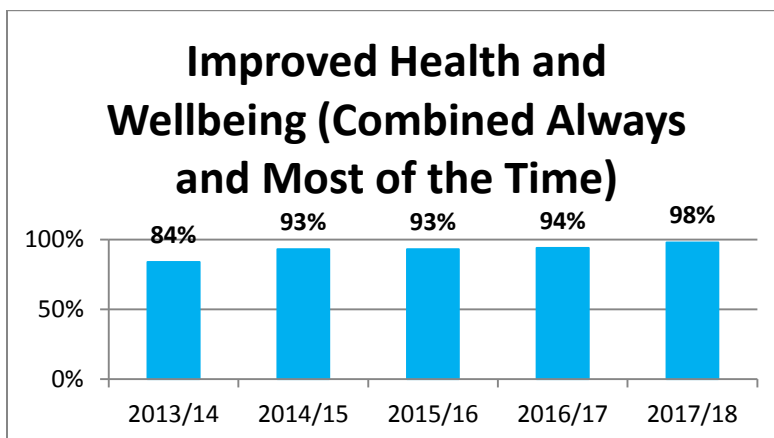
- I am satisfied with the services I receive through the Health Centre/programs (397 clients, 79% Always, 18% Most of the Time, 2% Some of the Time, 1% Never)
- If I were to seek help again, I would come back to the Health Centre/programs (401 clients, 85% Always, 13% Most of the Time, 2% Some of the Time, 1% Never)
- I would recommend the Health Centre to my friends and family (404 clients, 86% Always, 12% Most of the Time, 1% Some of the Time, 1% Never)

The average overall satisfaction remained relatively unchanged from the previous few fiscal years.



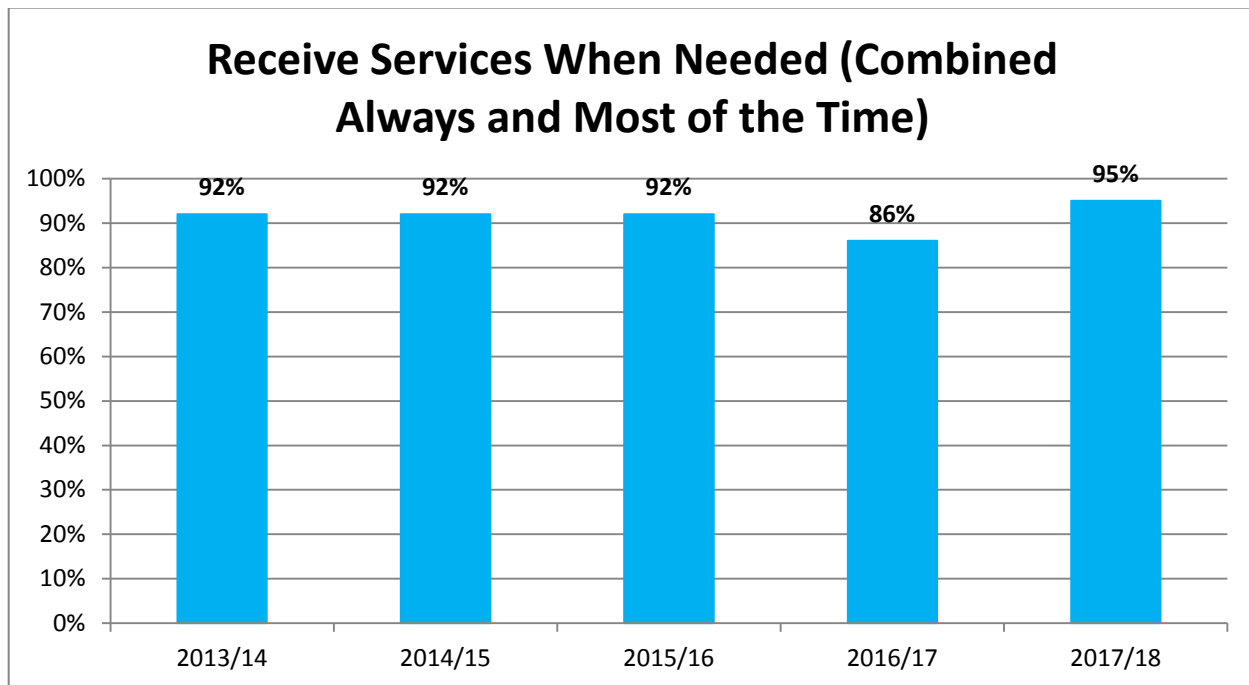
Improved Health & Well-Being

Clients were asked whether, “Using Health Centre services has improved my health and well-being.” In 2017-18, 399 clients provided responses to this question. 71% responded *Always* and 26% responded *Most of the Time*, with 2% stating *Some of the Time* and one person stating *Never*. This is a slight improvement over the previous year’s responses of 94% combined for *Always* and *Most of the Time*.



Timely Service

Clients were asked to rate the following comment: "I receive services when I need them." 402 clients responded to this question in 2017-18. Responses were 66% Always, 29% Most of the Time, 4% Some of the Time, and 1% Never.



Overall, clients at the Health Centre reported a slight increase in access to timely services from 86% to 95%.

"I wish there were more after school work appts available for working families and parents Not all of us are home all day or work nearby." – Client

Strengths of the Community Health Centre

A total of 236 clients responded to this question. The top four responses were related to:

Friendly and caring staff	87
Location and convenience	67
Diversity of Programs and Services	59
Same Day appointments and availability of providers	20

"WECHC is a fantastic medical office .The building is impressive it is clean minimal wait times GREAT STAFF " – Client

Improvements at the Community Health Centre

A total of 157 clients responded to this question. The top four responses were related to:

Appointment scheduling process	81
Increase access (hours, staff and programs)	34
Satisfied with everything, no improvements needed	30
Improve communication	14

The number of concerns with the appointment scheduling process was double the number reported in the previous year's survey (39). Partly as a result of these concerns, one of the planned initiatives in the 2018-19 Quality Improvement Plan is to re-examine the advanced access scheduling system, including reassessing the balance between pre-booked and same-day appointments.

"The only thing I have a problem with is that we can no longer make appointments ahead and it is hard to get in on same day." – Client

Final Thoughts and Looking Forward

We interpret the results of this year's survey as indicating that a large majority of our clientele remain satisfied with the services provided by the Centre. In addition we are pleased to note the strong sense of community belonging that our clientele have reported and believe that the work of the Centre's staff has contributed to this.

We are also happy to acknowledge that we can continue to work at improving client's satisfaction with our appointment scheduling process. As noted, our Quality Improvement Plan has been designed to respond this important feedback.

Moving forward we will continue to engage our clientele through the use of the client satisfaction survey.

"All the programs and care here have greatly improved our life, and we are so thankful." – Client