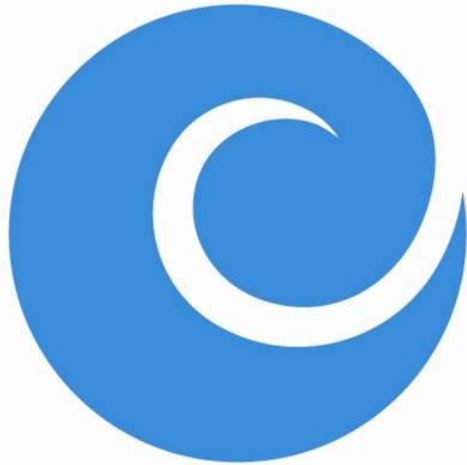


Every
One
Matters.



West Elgin Community Health Centre

Client Satisfaction Survey Report to the SW LHIN 2018-19



Context

The West Elgin Community Health Centre (the "Centre") initially submitted a common client satisfaction survey report with other Community Health Centres (CHC) to the South West Local Health Integration Network (SW LHIN) to help meet their Multi-Sectoral Accountability Agreement requirements. Subsequently the Centres decided to submit separate reports. This report for West Elgin CHC includes this year's results along with previous results in order to examine any significant trends.

"Most of them are free especially for low income earners. The service of staff is awesome." – Client

Client Satisfaction Survey

Client satisfaction surveys were conducted in winter 2012, spring 2013, summer 2014, and fall 2015, 2016, 2017 and 2018. 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

2012-13		2013-14		2014-15		2015-16		2016-17		2017-18		2018-19	
#	%	#	%	#	%	#	#	%	%	#	%	#	%
234	6.0%	146	3.7%	220	5.5%	437	8.4%	343	6.2%	408	6.6%	222	3.3%

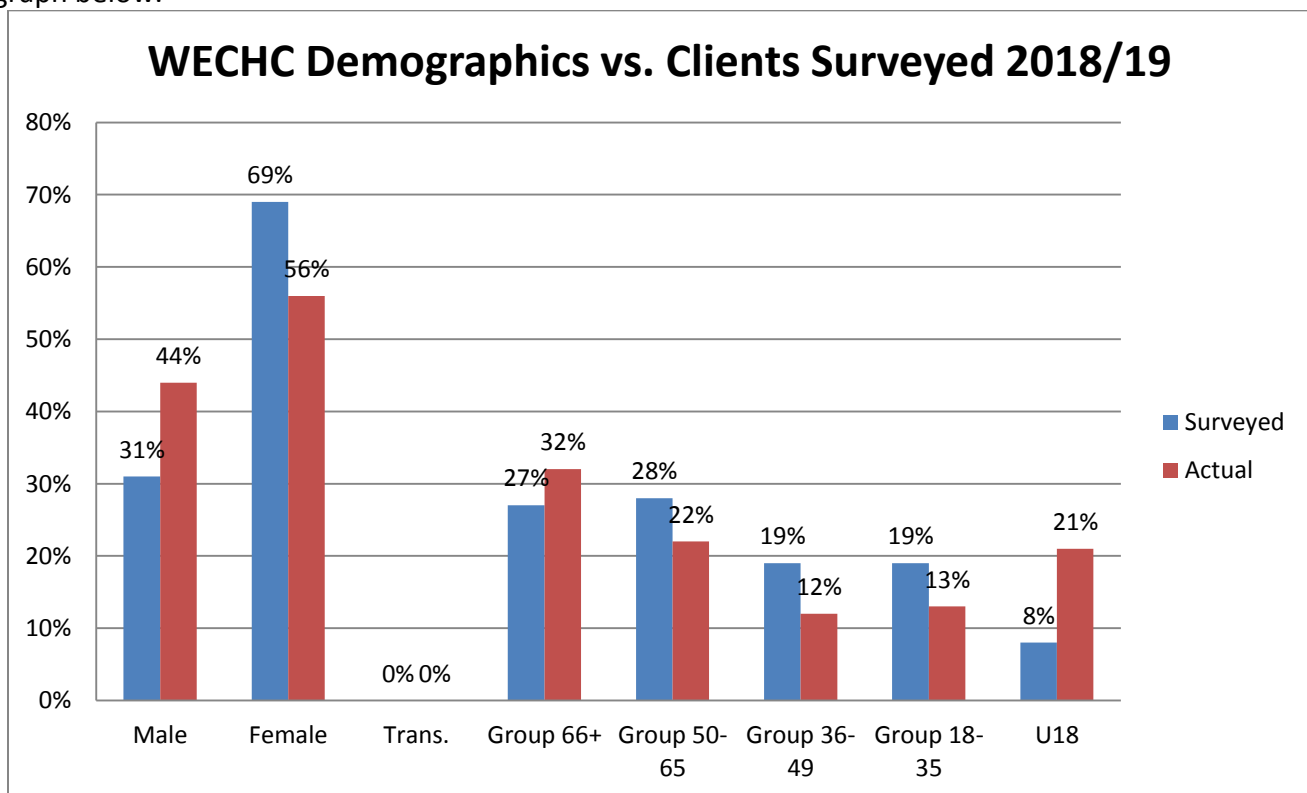
The results for 2018-19 reflect the increasing challenges with annual surveying. Both clients and staff are reporting survey fatigue and this is reflected in the lower number of surveys collected. This challenge will be compounded in 2019-20, as this will also be the time when the Canadian Index of Wellbeing survey will be repeated, as it will have been five years since the original survey was completed.

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, 69% self-identified as Female and 31% Male. Age distribution was as outlined in the graph below.

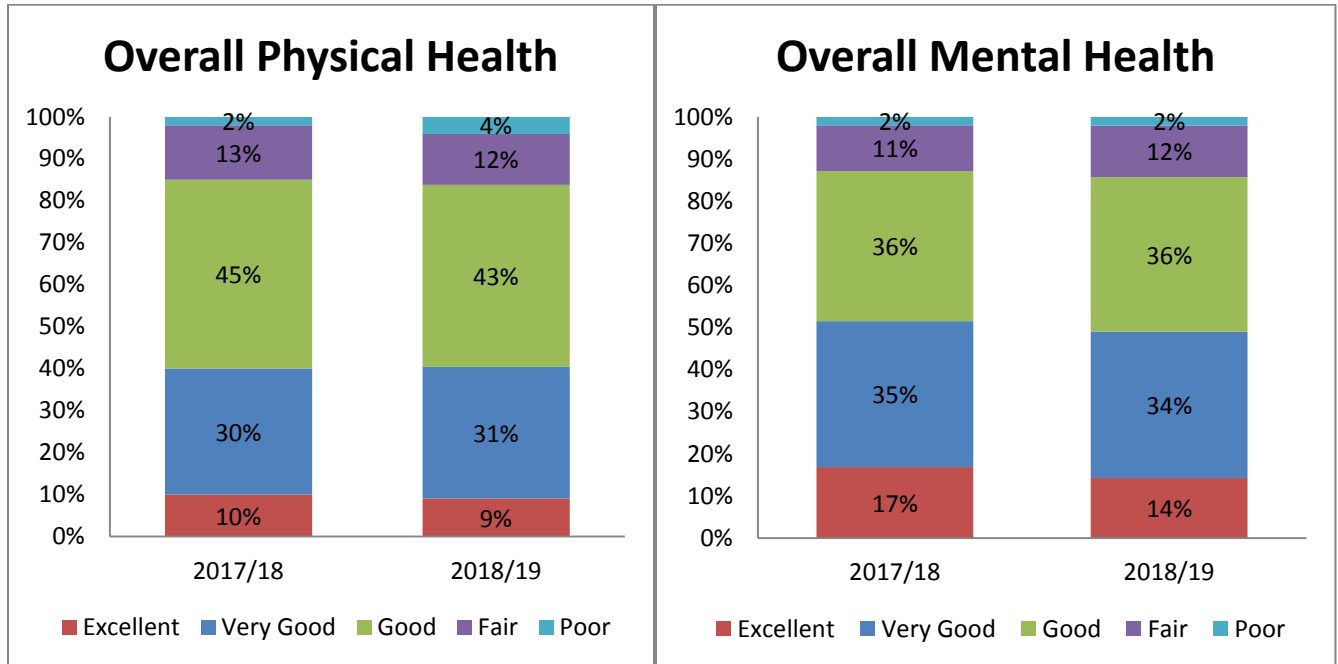


We have implemented a randomized method of solicitation since 2014. We believe the result is that the sample is more representative – as can be observed in the 2018-19 year. However, the respondents continue to be more female than male and we remain challenged to find a way to engage the Under 18 cohort. One way we have responded to this is through a Youth Advisory Council that offers an opportunity for youth to give feedback and help improve the quality of care our Centre offers.

This was the second year where clients were asked to report on their perceived physical health, mental health and sense of belonging to their community.

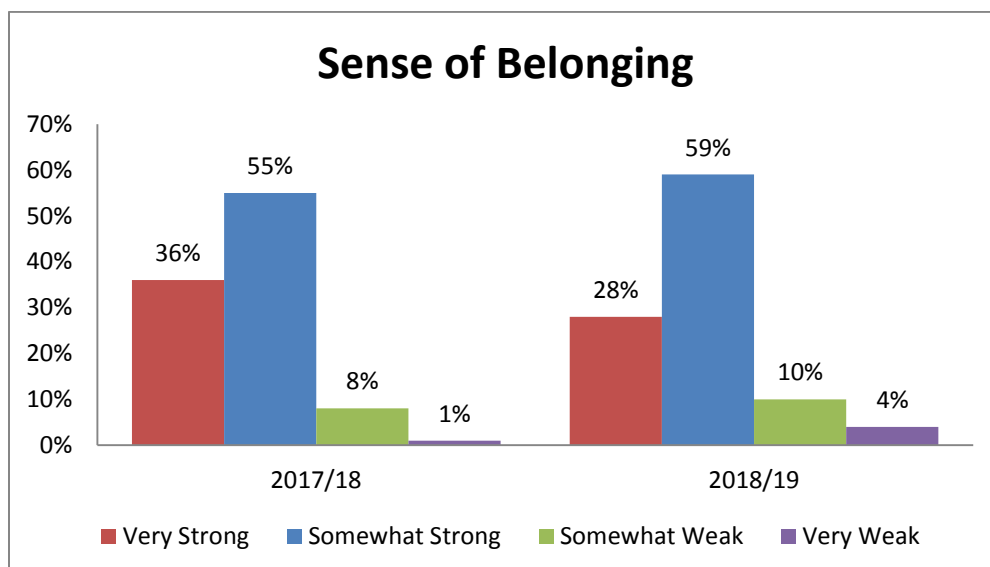
Overall Physical and Mental Health

83% of 219 respondents reported their Physical Health was *Good*, *Very Good* or *Excellent*. Similarly, 84% of 209 respondents reported that their Mental Health was also between *Good* and *Excellent*. The results were similar to those from the previous year.



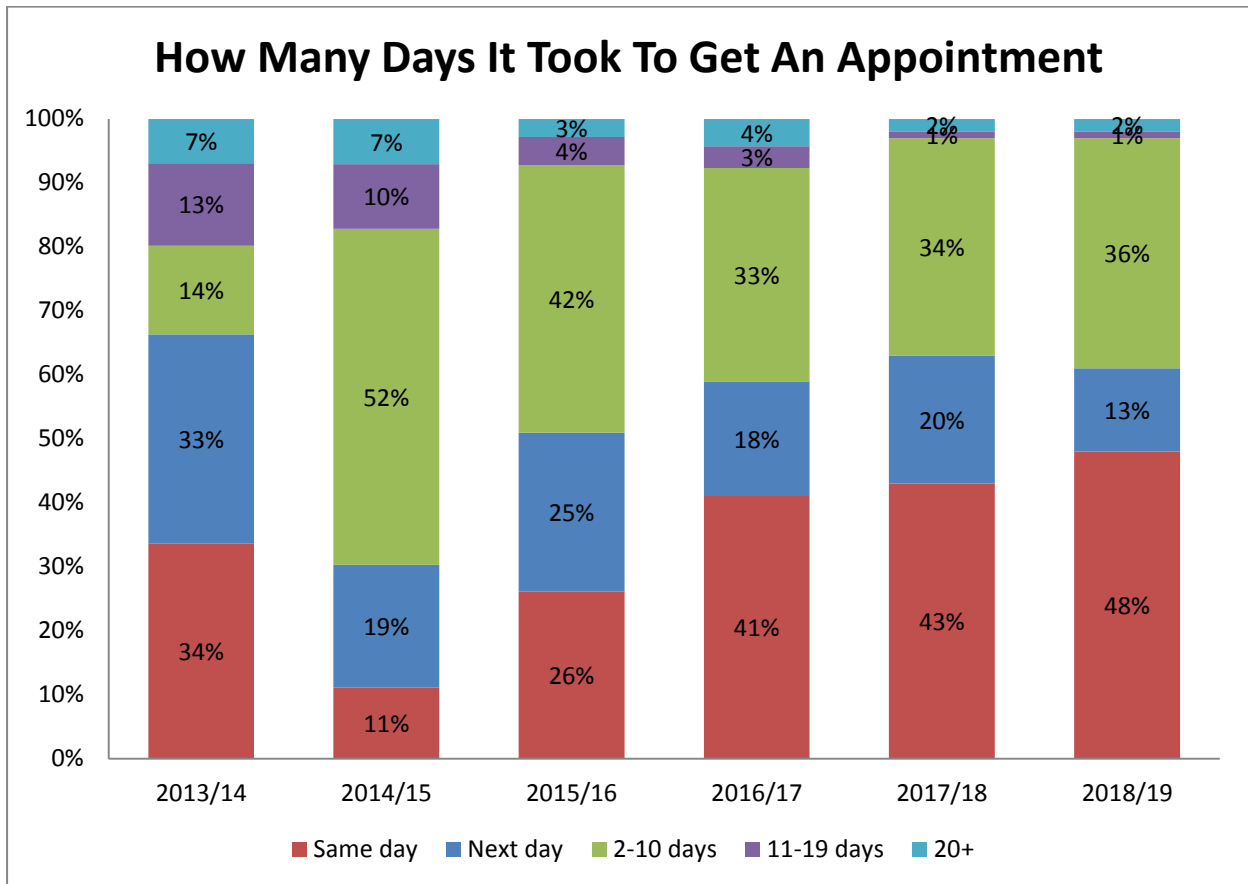
Sense of Belonging

87% of 205 respondents reported a *Somewhat Strong* or *Very Strong* Sense of Belonging to Their Community. There was a slight negative shift towards people who felt a *Somewhat Strong* sense of belonging that should be monitored in future surveys to see if it is the start of a trend.



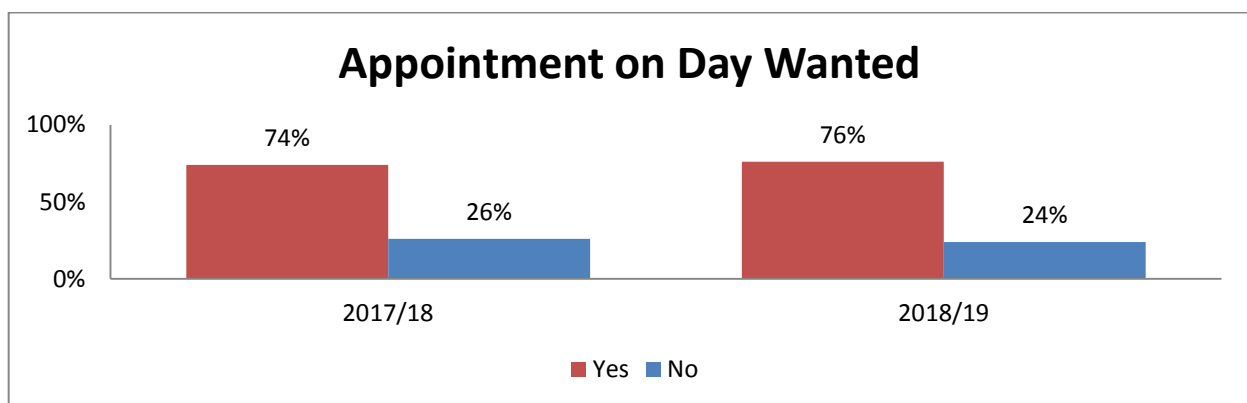
The next series of five questions were asked of people who had a doctor or nurse practitioner at the Centre.

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?

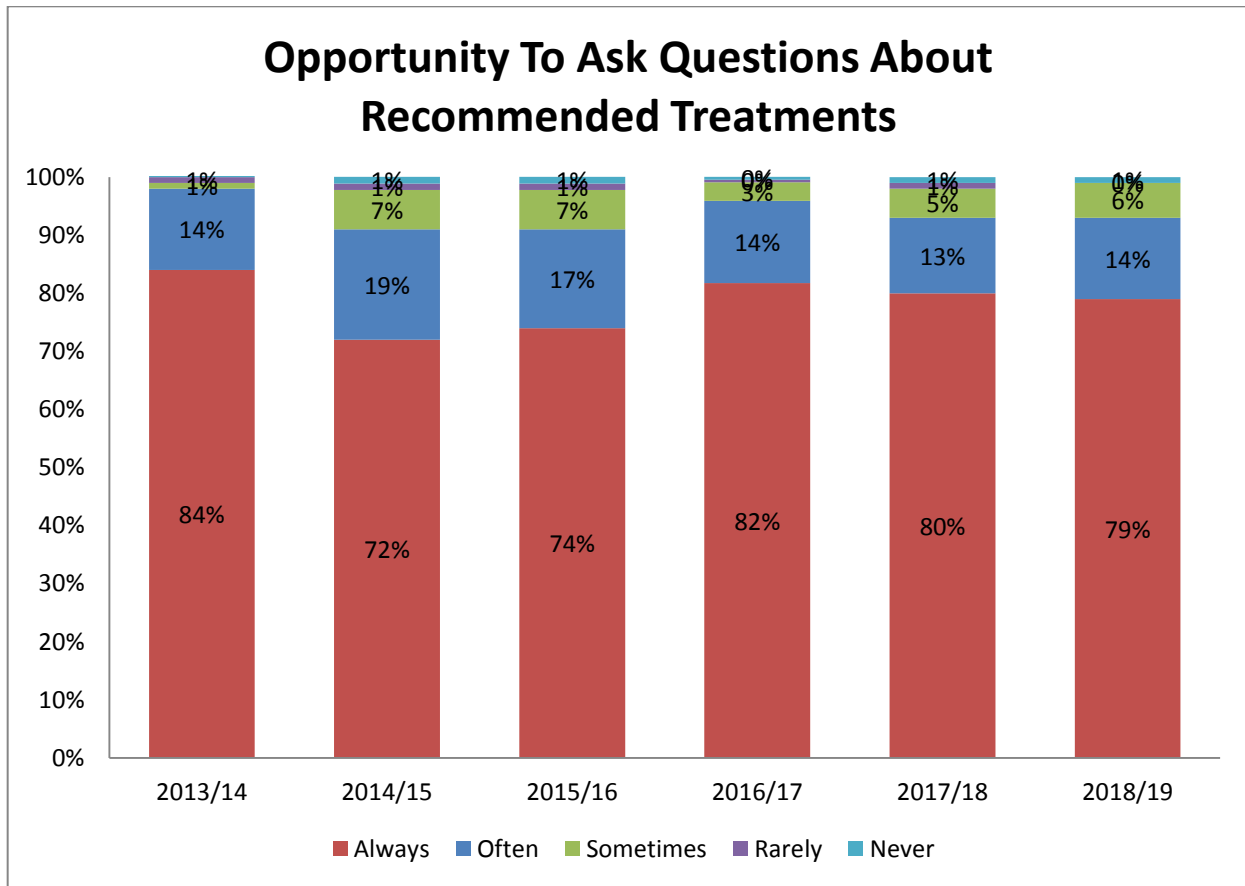


In 2018-19, 157 clients answered this question. 61% reported they received an appointment the *same or next day*. 36% reported a *2-10 day wait*, and 3% took *11 or more days*. This is marginally lower than the 63% who reported same or next day access the previous year.

For a similar question asking about the last time they were sick or had a health problem, 76% of 156 respondents reported they *received an appointment on the date they wanted*. These results were comparable to those from the previous year.



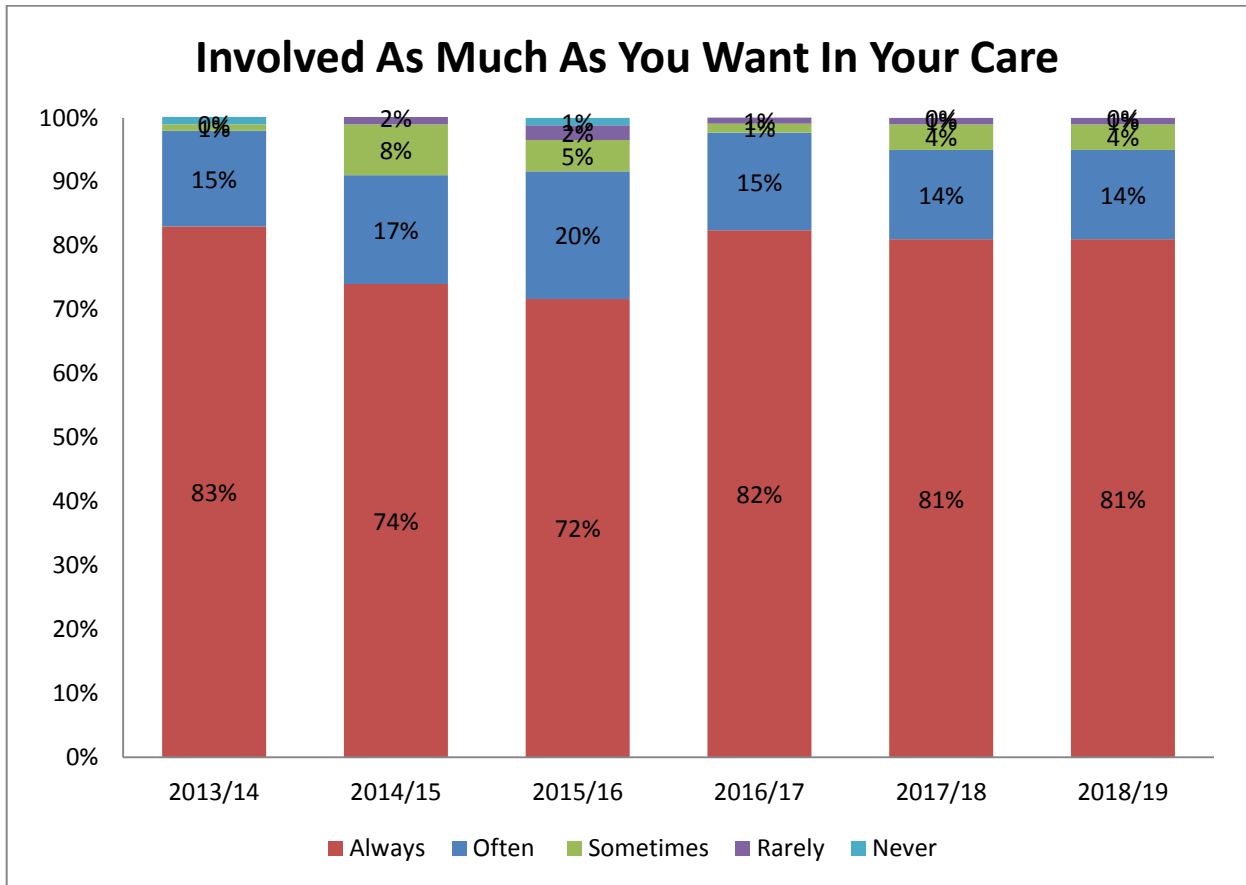
When you see your doctor or nurse practitioner, how often do they or someone else in the office give you an opportunity to ask questions about recommended treatment?



In 2018-19, 166 clients provided responses to this question. 79% responded *Always* and 14% responded *Often*, with 7% stating *Sometimes*, *Rarely* or *Never*. These results are essentially unchanged from the previous year's responses.

"I don't like to be pressured for pap tests or Breast cancer screening etc. (I want help now) for today. I don't care about 20 years later I'll be dead." – Client

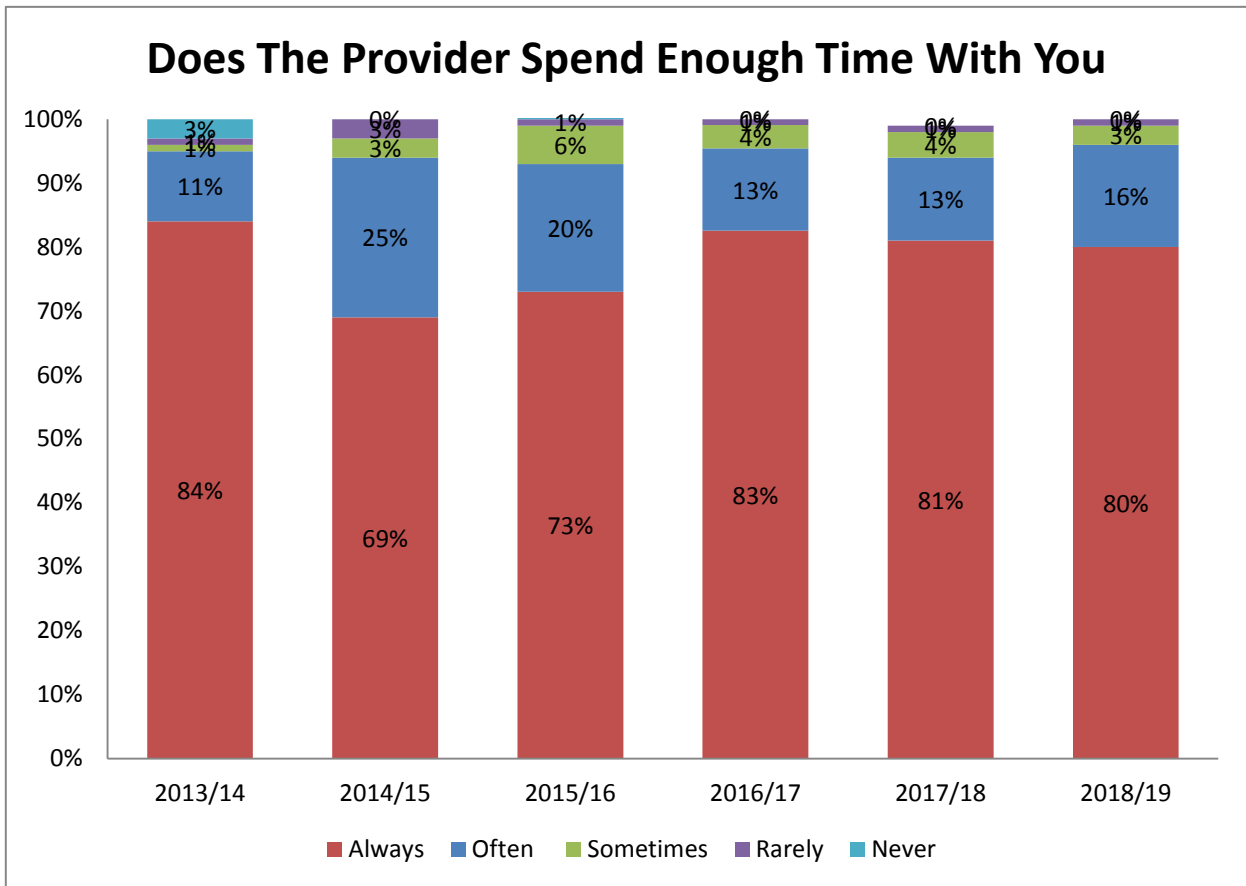
When you see your doctor or nurse practitioner, how often do they or someone else in the office involve you as much as you want to be in decisions about your care and treatment?



In 2018-19, 164 clients answered this question. 81% responded *Always* and 14% responded *Often*, with 5% stating *Sometimes*, *Rarely* or *Never*. This is virtually identical to the previous year's responses.

"The variety of available services -the availability of doctors and nurse practitioners for last minute appointments" – 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 2018-19, 162 clients provided responses to this question. 80% responded *Always* and 16% responded *Often*, with 4% stating *Sometimes*, *Rarely* or *Never*. This is consistent with the previous year's responses.

"I would like to be able to get a prescription refill without having to make an appointment. It would fit work schedules more conveniently." – Client

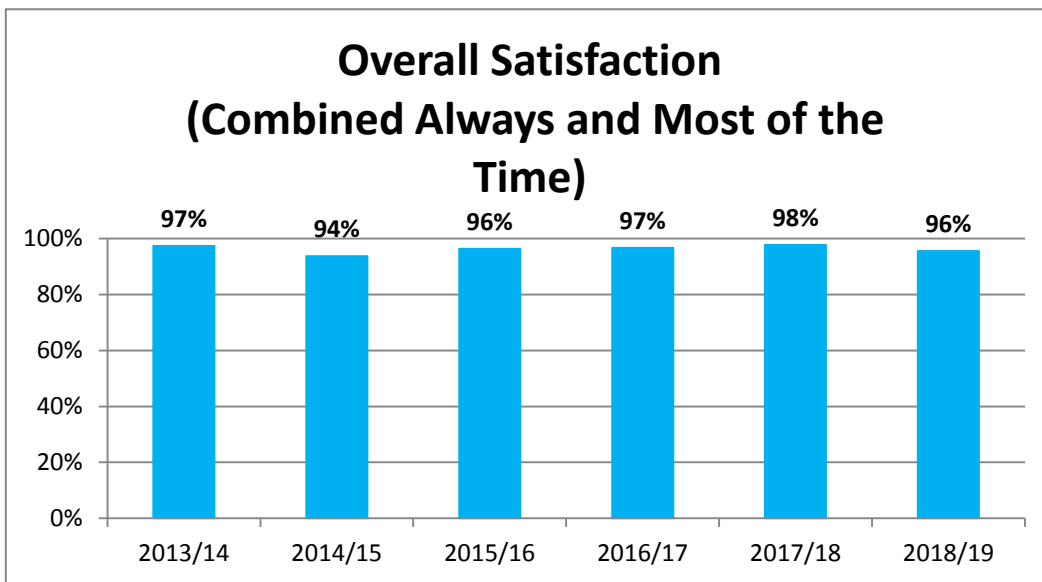
Overall Satisfaction for West Elgin Community Health Centre

Overall Satisfaction

In this year's survey, overall satisfaction was calculated based on two research-based questions on satisfaction. Previously, this was calculated based on two questions, however the results for all three tended to be comparable. The question that was dropped in this survey was "If I were to seek help again, I would come back to the Health Centre/programs":

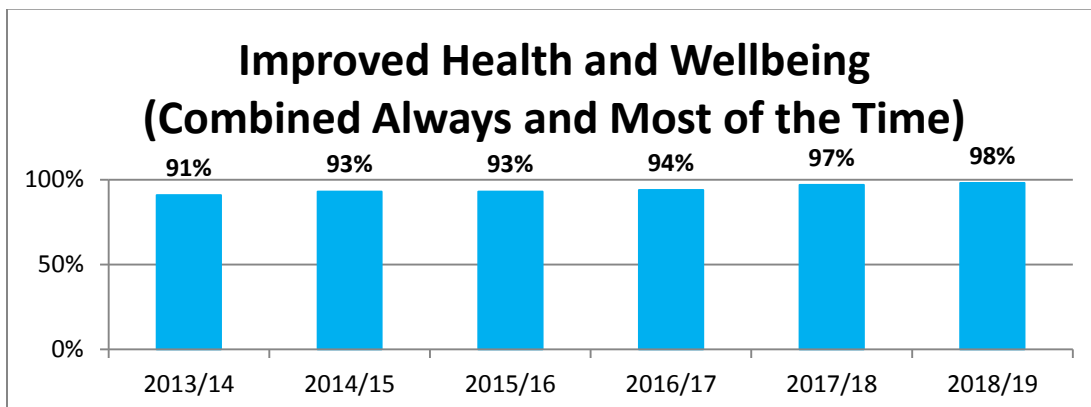
- *I am satisfied with the services I receive through the Health Centre/programs* (207 clients, 77% Always, 20% Most of the Time, 3% Some of the Time, 0% Never)
- *I would recommend the Health Centre to my friends and family* (211 clients, 80% Always, 14% Most of the Time, 5% Some of the Time, 1% Never)

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



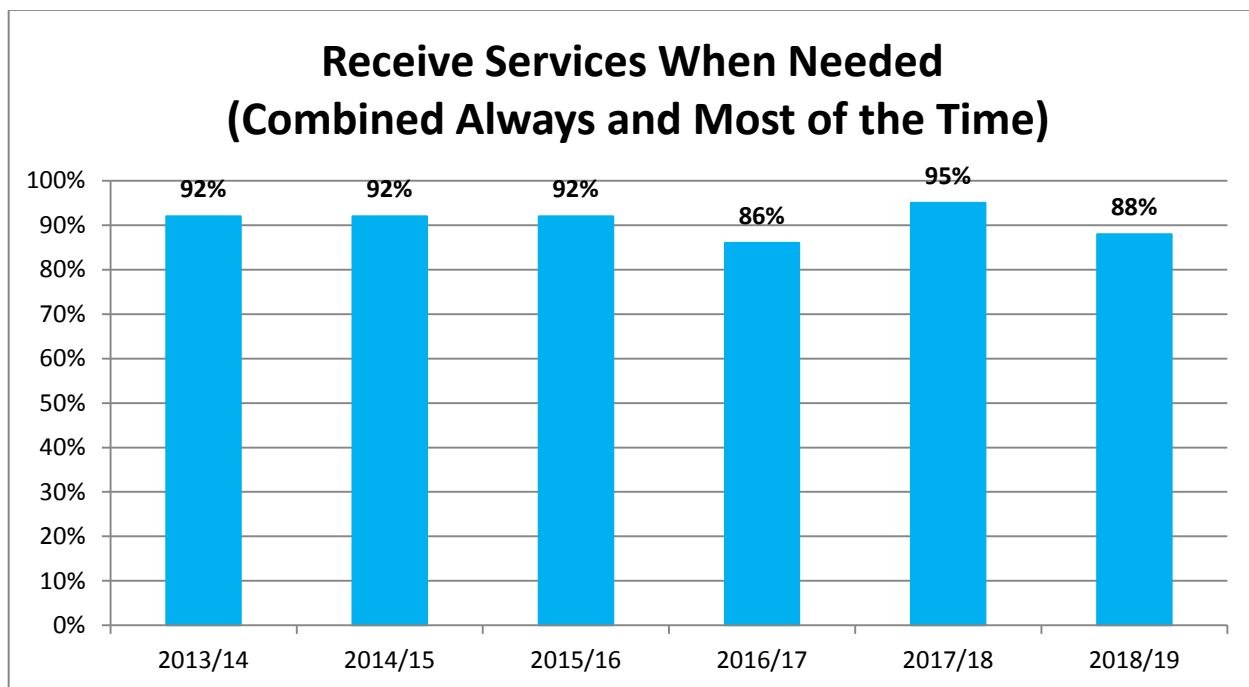
Improved Health & Well-Being

Clients were asked whether, "Using Health Centre services has improved my health and well-being." In 2018-19, 214 clients provided responses to this question. 69% responded *Always* and 29% responded *Most of the Time*, with 1% stating *Some of the Time* and 1% stating *Never*. This is nearly identical to the previous year's responses.



Timely Service

Clients were asked to rate the following comment: "I receive services when I need them." 209 clients responded to this question in 2018-19. Responses were 62% *Always*, 26% *Most of the Time*, 11% *Some of the Time*, and 1% *Never*. These values were lower than the previous year's results of 66% *Always*, 29% *Most of the Time*, 4% *Some of the Time*, and 1% *Never*.

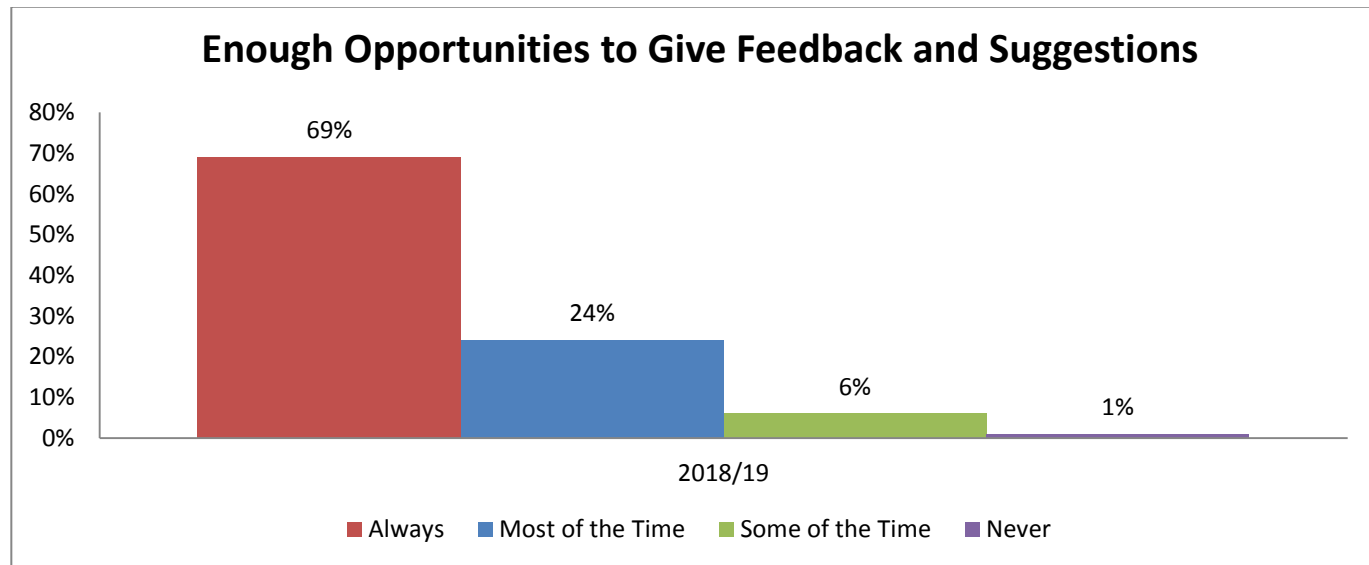


New Survey Questions

This year some changes were made to the survey, with some questions being dropped and four new or modified ones added.

Question	Respondents (#)	Always (%)	Most of the Time (%)	Some of the Time (%)	Never (%)
The Health Centre space is free from barriers and I can do what I need when I'm there	211	84%	15%	1%	0%
Services are offered in a way that meets my needs (language, culture, safety, etc.)	213	83%	15%	1%	0%
Staff speak using plain language that is easy to understand and avoid confusing words.	216	91%	8%	1%	0%

The results of the fourth new question were not as strong as the others and are shown in the graph below. 210 clients responded to the question *There are enough opportunities to give feedback and suggestions*. Responses were 69% *Always*, 24% *Most of the Time*, 6% *Some of the Time* and 1% *Never*.



Strengths of the Community Health Centre

A total of 171 clients responded to this question. The top four themes were related to:

Theme	2018/19		2017/18	
	#	Rank	#	Rank
Diversity of Programs and Services	68	1	59	3
Friendly and caring staff	52	2	87	1
Access to appointments	34	3	20	4
Location and convenience	31	4	67	2

This year many respondents identified two or more different strengths and these were included separately as individual results. These four themes are similar to those from the previous year, although the order changed.

“Wonderful team of staff, very clean, awesome programs.” – Client

Improvements at the Community Health Centre

A total of 111 clients responded to this question. The top four responses were related to:

Theme	2018/19		2017/18	
	#	Rank	#	Rank
Appointment scheduling process	44	1	81	1
Satisfied with everything, no improvements needed	17	2	30	3
Increase access (hours, staff and programs)	12	3	34	2
Opportunities to improve care	7	4	14	4

These themes are similar to those from the previous year, although the request for improved communication was not mentioned as frequently as the previous year. Those satisfied with everything moved ahead of those requesting additional service compared to the previous year.

“Booking appointments can sometimes be a barrier to seeing Doctor/Nurse Practitioner.” – Client

Final Thoughts and Looking Forward

One of the main themes again voiced in the survey results was the challenge with the advanced access clinical appointment scheduling system. The Centre has been undertaking Plan Do Study Act quality improvements related to this since the system was first implemented. In February 2019, another improvement was implemented whereby clinical clients were provided with the ability to schedule appointments up to five days in advance. The initial results show that this hybrid model seems to be working for both the providers and clients allowing a better balance of the acute and chronic needs of our clientele, and better accommodating the challenges of offering primary care in a rural setting.

Looking ahead to 2019-20, the Centre is weighing the benefits of undertaking a client satisfaction survey during that fiscal year. This marks the fifth year since our initial Canadian Index of Wellbeing survey, and a major follow up survey is planned for the fall of 2019. It may make sense to focus our results on that project and defer the next client satisfaction survey until 2020-21.

“I cannot say there is anything to improve. There are lots of choices for anyone that needs help, better than the city.” – Client