



Centretown Community
Health Centre

Centre de santé
communautaire du Centre-ville

Client Experience Survey Results for 2017-2018

Prepared by Alex Mayer, Health Analyst

Acknowledgments

- A big **thank you** to the volunteers and staff who helped with this year's survey.
- Without their dedicated assistance, completing this survey collection would not be possible!

Overview 2017

- **210** completed surveys were received*
 - **86%** Primary Care / **14%** Non-Primary Care clients
 - **59%** female, **34%** male and **7%** trans / non-binary
- Overall findings are very positive & consistent with previous years.
- Overall, clients feel:
 - they are treated with courtesy and respect
 - they are engaged in decisions about their health
 - the services they receive at CCHC improve their health and wellbeing
- **100%** would recommend CCHC to others!
- Only **48%** of Primary Care clients were aware of the afterhours on-call service.

*Of 210 responses, 192 were admissible – others had not used services/programs in past year.

Client Experience

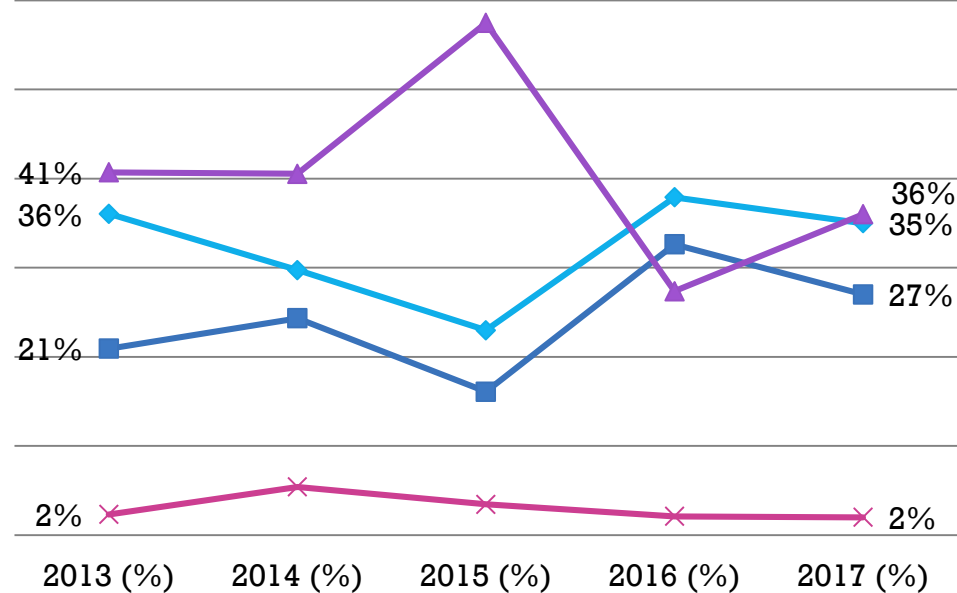
- Results are shown according to the attributes of the Performance Measurement Framework of Health Quality Ontario (HQO):

- ✓ Access & Efficiency
- ✓ Integration
- ✓ Patient/ client-centred
- ✓ Effectiveness
- ✓ Focus on population health
- ✓ Safety
- ✓ Equity

- Note: Results for this fiscal year shown as 2017

Access – Wait Times

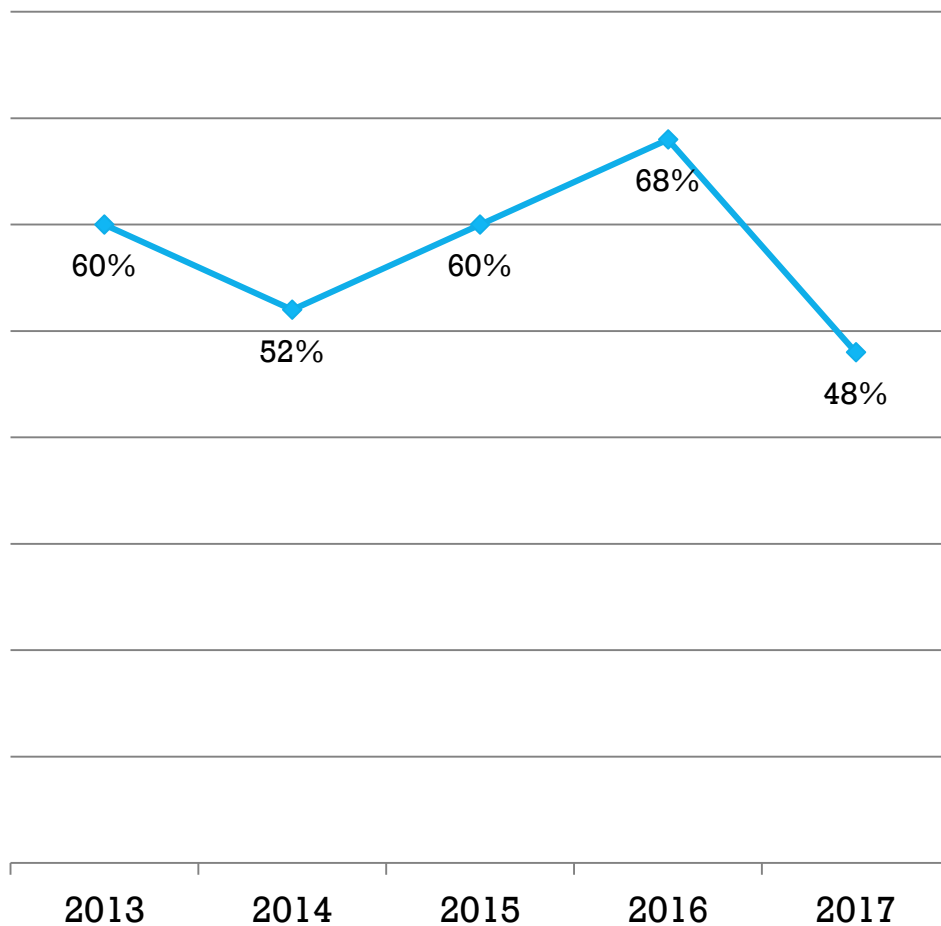
The last time you were sick or had a health problem, how long did it take to see a doctor or nurse practitioner?



◆ Same Day ■ Next Day ▲ 2-19 Days ✕ 20 or more days

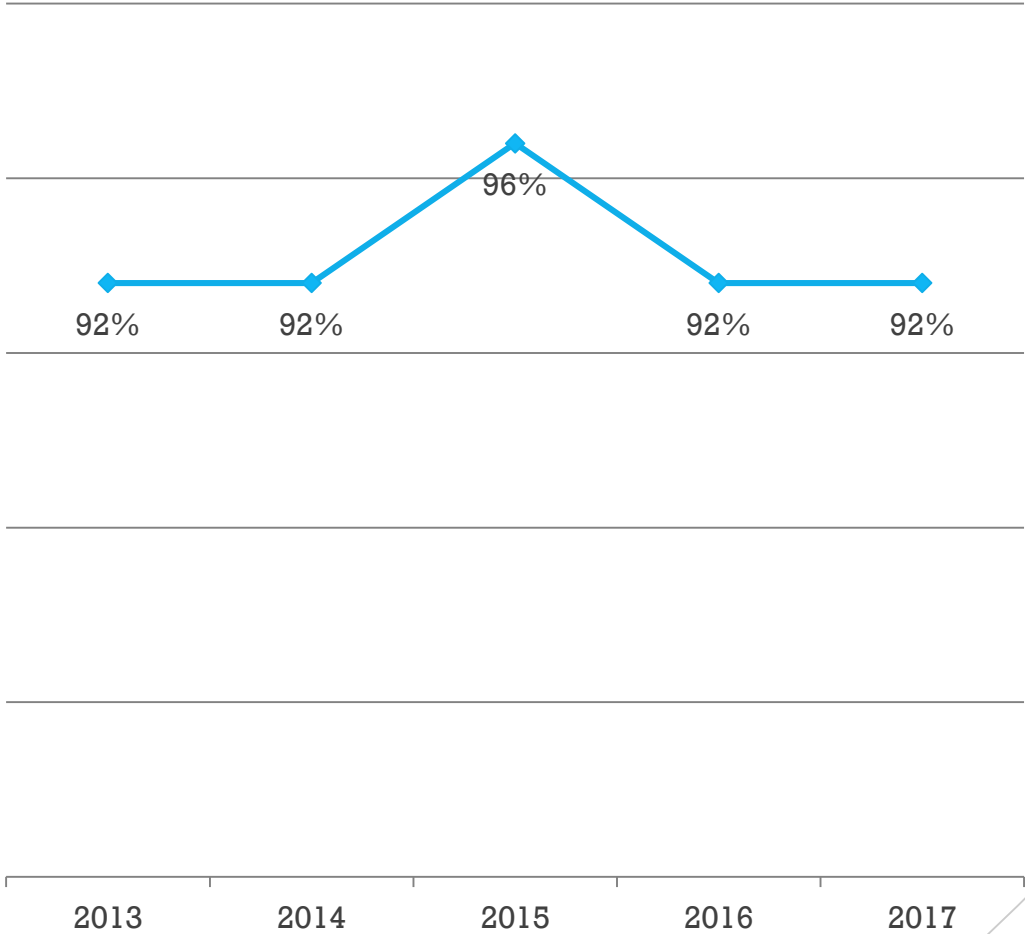
Access – Afterhours Care

% of Clients Aware of Afterhours On-Call Service



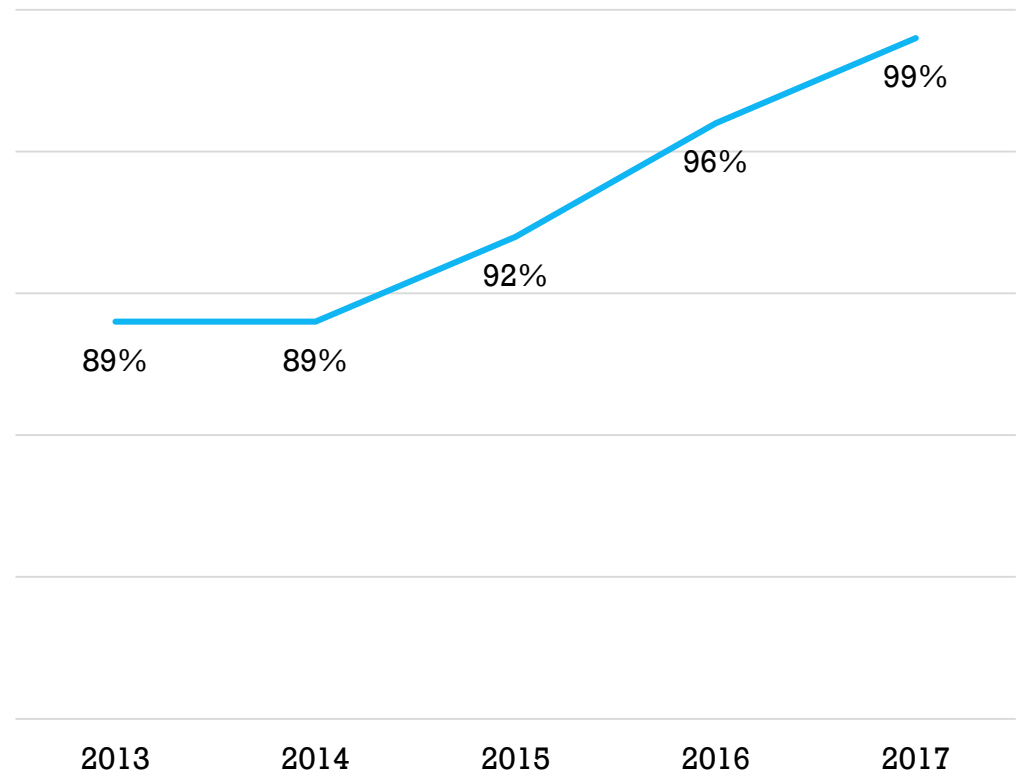
Integration

Did provider help coordinate care when needed? (% 'Always' or 'Usually')



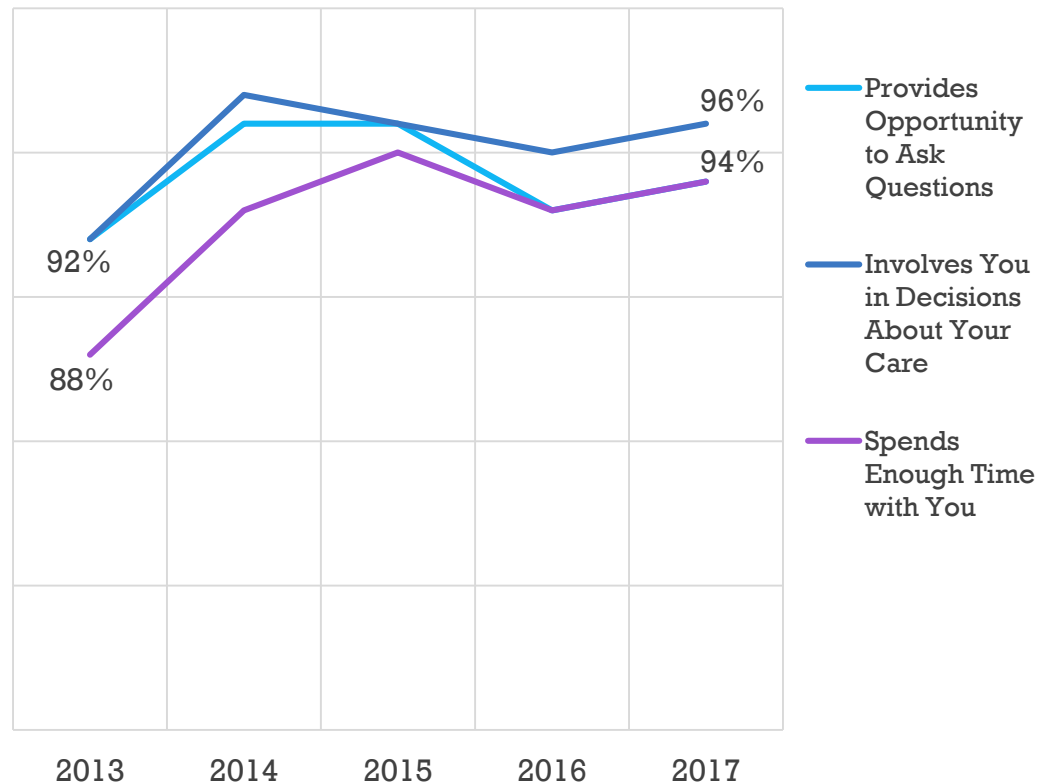
Effectiveness

% in Agreement that coming to CCHC improved their Health and Wellbeing



Client-Centred Care

% of Primary Care Clients reporting that their Provider 'always' or 'usually' ...



Client-Centred Care

87% of clients rated their **experience with reception** as 'Excellent' or 'Very Good' (2017)

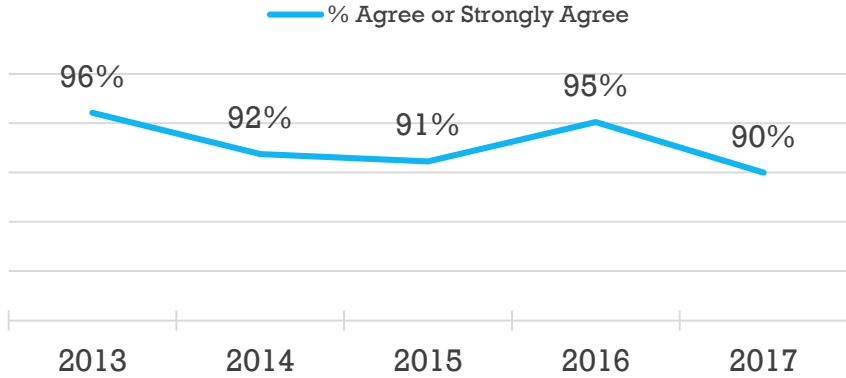


76% of clients rated the **overall cleanliness of the Centre** as 'Excellent' or 'Very Good' (2017)

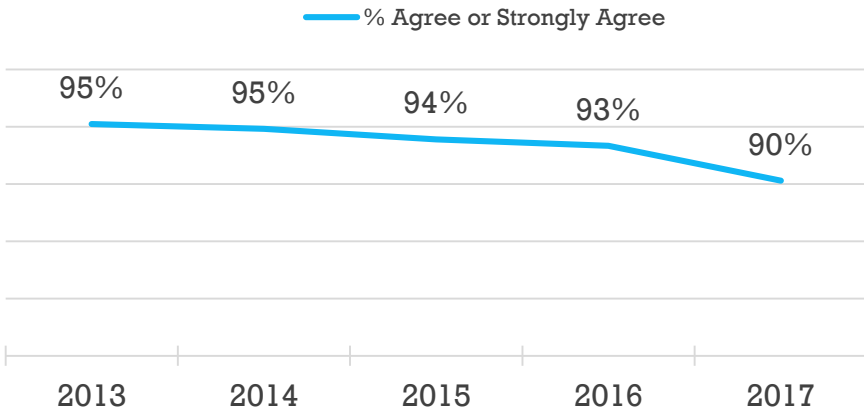


Focus on
Population Health

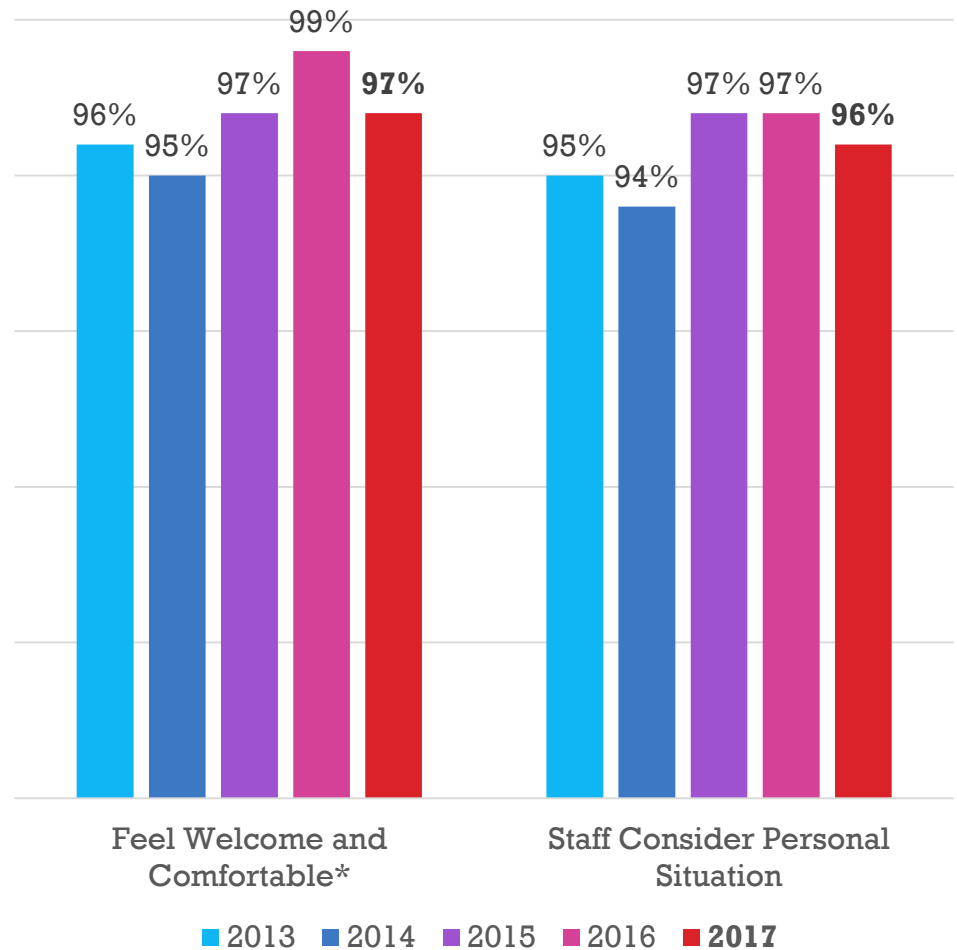
I feel more connected with my community



I learned more about other resources in the community



Safety and Equity



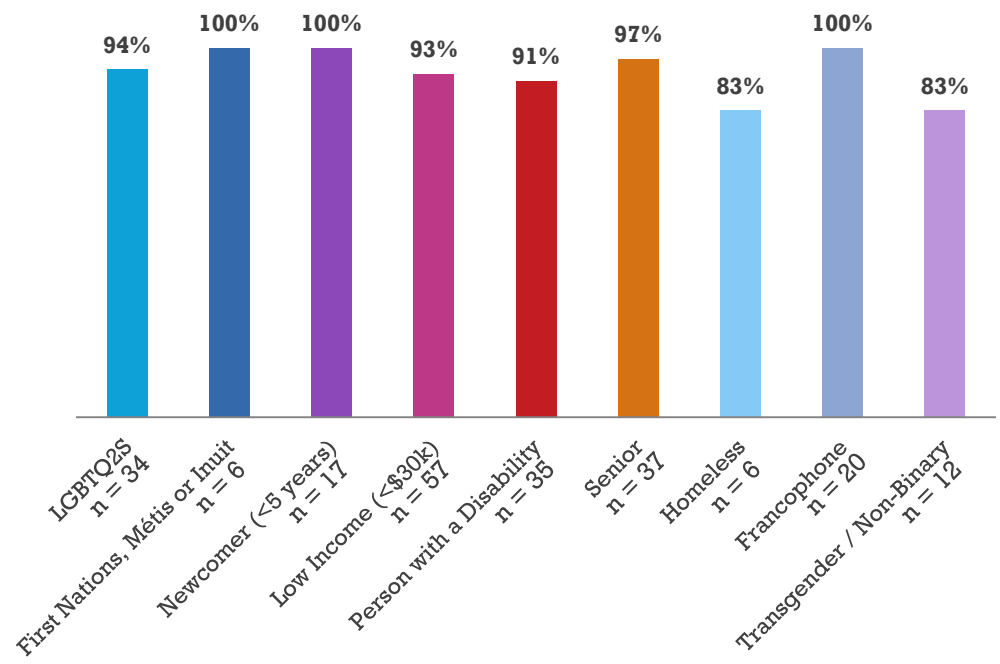
* Question changed in 2017-18 to conform with AOHC's Vital 8 indicator. Previously asked if clients 'felt welcome and safe' (Yes/No).

94% of clients feel safe when accessing services at Centretown CHC. (2017)

Safety and Equity

9% of clients with a disability experienced difficulty or discomfort when accessing services at Centretown CHC. (2017)

Always Feel Welcome and Comfortable at Centretown CHC (%), by Sub-Group

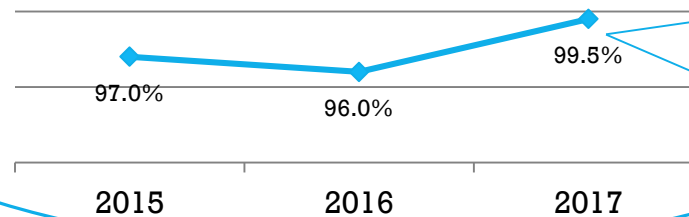


Equity – French Language Services

% Satisfaction with French Language services

- 2017 100%
- 2016 96%
- 2015 96%

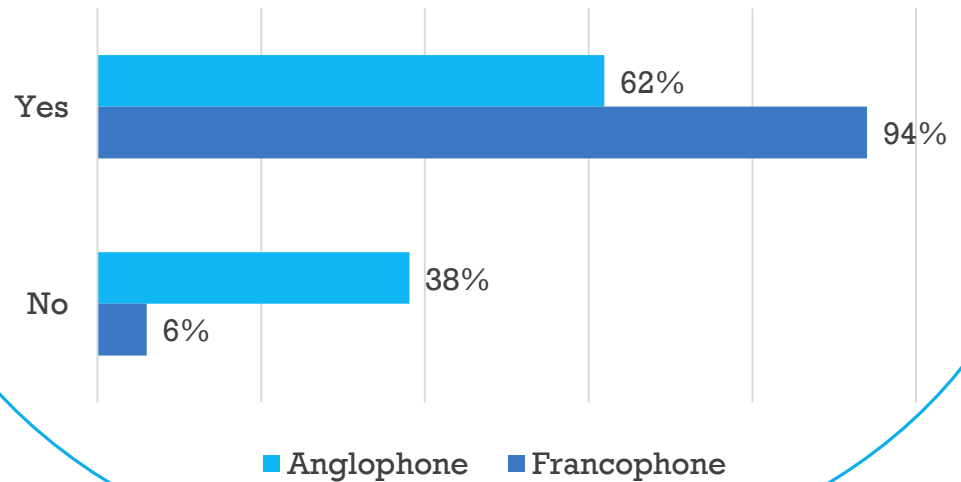
% who received services in their preferred language *



100% of
Anglophones

94% of
Francophones

Were you greeted bilingually ("Hello, bonjour")?



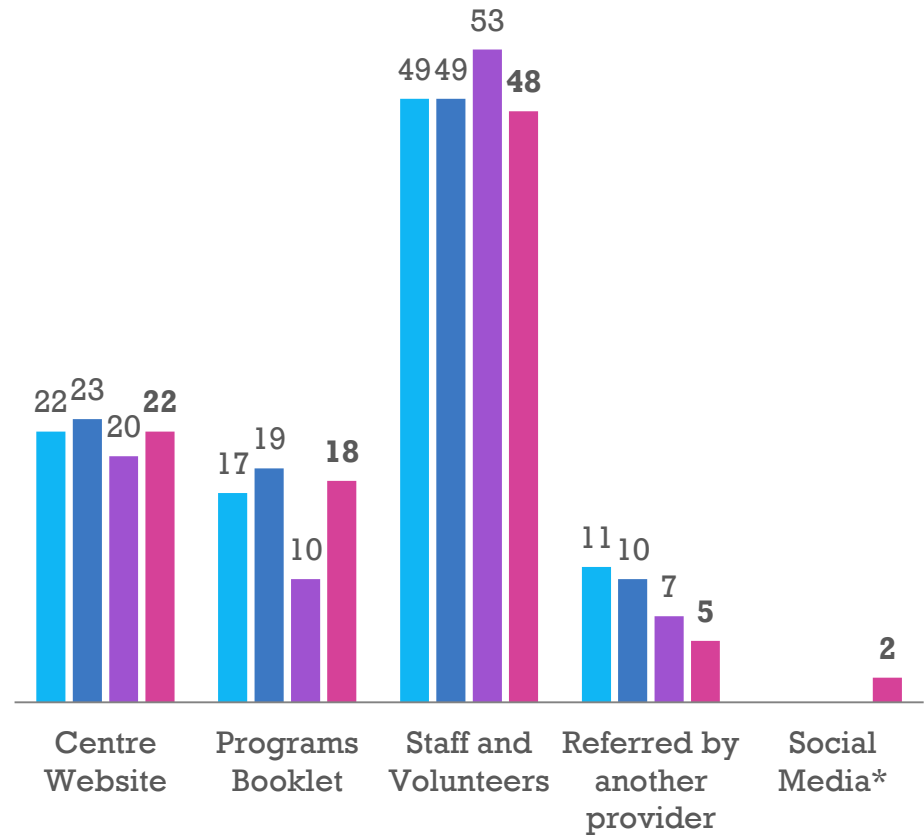
* Question changed for 2017-18 to 'preferred **official** language' after consultations with RSSFEO.



Communications

Information source for CCHC programs and information (%)

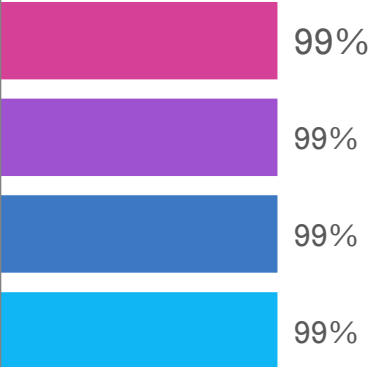
■ 2014 ■ 2015 ■ 2016 ■ 2017



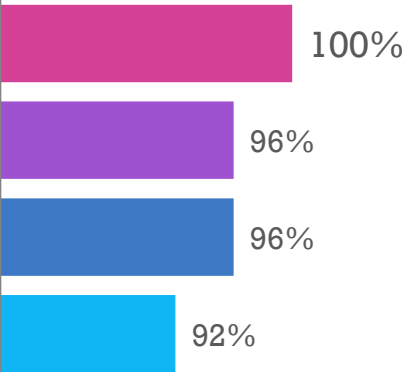
* New answer option for 2017-18 Client Experience Survey.

Satisfaction with Services

Overall Satisfied with Care/Services



French Services - Satisfied with Care



- 2017
- 2016
- 2015
- 2014

Client Opinions - Top 5 responses

What do you like the most about Centretown CHC?

	Mentions
✓ Friendly/Helpful Staff	100 (52%)
✓ Quality Programs & Services	27 (14%)
✓ Interdisciplinary Care	18 (9%)
✓ Easy to Access (Location)	17 (9%)
✓ Warm welcome / Reception	17 (9%)

What could we do better?

	Mentions
<input type="checkbox"/> Reduce wait times (in-clinic; follow-up appointments)	11 (6%)
<input type="checkbox"/> Improve access to appointments	6 (3%)
<input type="checkbox"/> Increase sense of physical safety in the Centre (e.g. in Community Room)	4 (2%)
<input type="checkbox"/> Negative experience at reception	4 (2%)
<input type="checkbox"/> eHealth / electronic communication	3 (2%)

2017-18 Client Feedback (representative sample)

