

CLIENT SATISFACTION PROJECT

Introduction

Assessing our clients' satisfaction with all aspects of the CFGC services provides valuable input to guide modifications and improvement in our service delivery. Conducting client satisfaction activities can help CFGC to:

- Identify opportunities for service improvements driven by Client-Centered Care;
- Identify what clients want as opposed to what we - staff think they want;
- Address basic areas of most concern to clients: amenities; access to care, people skills; environment; medical expertise; affordability and perceived outcome in treatment; and
- Provide feedback to service delivery staff, management, and others about program effectiveness.

Data Collection Method

Different approaches to assessing client satisfaction include: periodic (annual) state client satisfaction surveys, internal CFGC client satisfaction surveys and outcomes measures collected at different points of clients journey throughout treatment, and ongoing feedback mechanisms such as direct questioning in the process of Collaborative Documentation, suggestion boxes, analysis of formal and informal complaints and feedback from the clients and their families.

Internal CFGC Client Satisfaction and Outcome Survey (since 2010)

In order to be effective, we:

- keep client satisfaction surveys short and easy to complete (automated),
- have a separate but corresponding survey for the client and the caregiver,
- collected periodically (twice) during the year
- assess clients' perception of treatment effectiveness
- offer clients the opportunity to express their opinions and suggestions as well as their satisfaction

A part of our satisfaction survey is used also as a method of obtaining valuable information about clients' and caregivers' perceived effectiveness of treatment.

Results

We are pleased to share that our clients, overall, since 2010, have been reporting satisfaction with our services in the range of 91 to 95 percent.