



Community Support Client Experience Survey Results 2017-2018

Respondents






181 surveys were completed by clients receiving community support services in the Western region

Overall Experience

Overall Visit
9.4 out of 10

97% would recommend services to friends and family

Key Measures of Care and Services

98%	93%	55%	100%	91%	96%
Scheduled appointment was convenient	Surroundings were clean	Received information in writing about health changes	Treated with courtesy and respect	Asked if adequate support was available	Things were explained in a way that was understandable
					

Client Recommendations



- ✓ Explore ways to ensure clients are provided with information in writing about what to do if there were changes in their/their child/their family member's health related to their present issue
- ✓ Continue to promote the importance of hand hygiene and encourage clients to ask health care providers if they have washed their hands before and after providing care