



Regional Community Based Care Client Experience Survey Results 2017-2018

Respondents







402 surveys were completed by clients receiving community based care services in the Western region

Overall Experience

Overall Visit
9.5 out of 10


95% would recommend services to friends and family

Key Measures of Care and Services

97%	99%	65%	100%	94%	98%
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