

Client Satisfaction Survey - 2010 Results

Introduction

A survey instrument was developed to assess the satisfaction level of clients with our care and service. The questions in the survey were developed through an analysis of instruments in use in the hospital sector, the long-term sector, and the community support sector. A 5-point Likert Scale was used to obtain the levels of agreement with the question asked.

| | | | | |
|---------------------------|---------------|--------------|------------|---------------------|
| 1 strongly disagree | 2 disagree | 3 neutral | 4 agree | 5 strongly agree |
|---------------------------|---------------|--------------|------------|---------------------|

Confidentiality

This was a confidential survey about the care and services clients received from Peel Senior Link. Clients had a choice to participate or not in this survey. The surveys were hand-delivered to our Supports for Daily Living clients by staff. The respondent was asked to identify where they lived. No other identifying attributes were sought. The completed surveys were either mailed to the head office or returned to the site offices in sealed envelopes. The surveys were processed by the Performance Development Manager.

Results

A total of 211 surveys were distributed to clients and 138 returns were received. This represents a return rate of 65%. The average response is provided below the question. The results overall indicate that clients are satisfied with the care and service received from Peel Senior Link. On average, all twenty questions scored within the range from 4.18 to 4.62, indicating agreement and strong agreement with the statement in the question.

Overall Average Level of Satisfaction = 4.4/5 or 88%.

Q 1

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| I have met with the Client Services Supervisor in the past year to discuss and plan for my care and service. |
| Average Score = 4.21 |

Q 2

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|--|
| I have participated in decision-making about my care and service. |
| Average Score = 4.21 |

Q 3

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| If I need help, the Supervisor is available to assist me to access the healthcare system and advocate for my needs. |
| Average Score = 4.29 |

Q 4

The Supervisor is flexible when I request or require change to my service schedule.

Average Score = 4.29

Q 5

I usually receive my services in a timely manner.

Average Score = 4.27

Q 6

I am treated with respect.

Average Score = 4.46

Q 7

Staff are courteous.

Average Score = 4.49

Q 8

My privacy is respected.

Average Score = 4.51

Q 9

My dignity is maintained.

Average Score = 4.44

Q 10

The Personal Support Workers wash their hands before and after providing me with personal care.

Average Score = 4.18

Q 11

The Personal Support Workers wear gloves when providing intimate care (peri-care, toileting, showers, etc.).

Average Score = 4.45

Q 12

I am satisfied with the personal care I receive from the Personal Support Workers.

Average Score = 4.5

Q 13

I am satisfied with the service I receive from the Home Helper.

Average Score = 4.43

Q 14

Staff complete their duties in a skilled and competent way.

Average Score = 4.41

Q 15

Staff provide services that enhance my safety.

Average Score = 4.42

Q 16

My questions and concerns are addressed.

Average Score = 4.3

Q 17

My language and cultural needs are met.

Average Score = 4.32

Q 18

The program provides me with the ability to live independently in the community.

Average Score = 4.58

Q 19

Overall, I am satisfied with the care and services I receive from Peel Senior Link.

Average Score = 4.62

Q 20

I would recommend Peel Senior Link to other family members and friends.

Average Score = 4.6