

CHIRS CLIENT SATISFACTION SURVEY 2018

WHAT DID WE HEAR?

As a part of our ongoing program evaluation, CHIRS conducted a client and family satisfaction survey in the summer of 2018.

CHIRS collected data regarding client and family experiences with the organization and the services provided.

Respondents were asked to indicate and rate their overall satisfaction with:

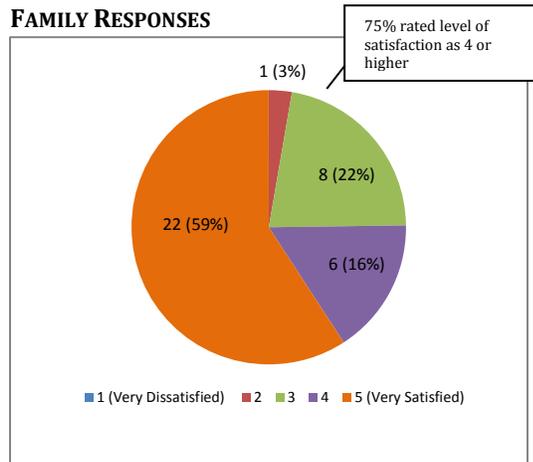
- quality of services provided and the degree to which they felt that services impacted their quality of life;
- programming options;
- Environment, from a maintenance and safety perspective;
- access to and quality of interaction with CHIRS staff;
- communication.

Surveys were distributed to 99 family members/caregivers and 105 clients (total of 204 surveys). A total of 110 respondents completed the survey, (37 family members/caregivers and 73 clients), creating an overall response rate of 54%. The rate of response among clients was 70% and among family members 37%. These are higher response rates than average for such surveys.

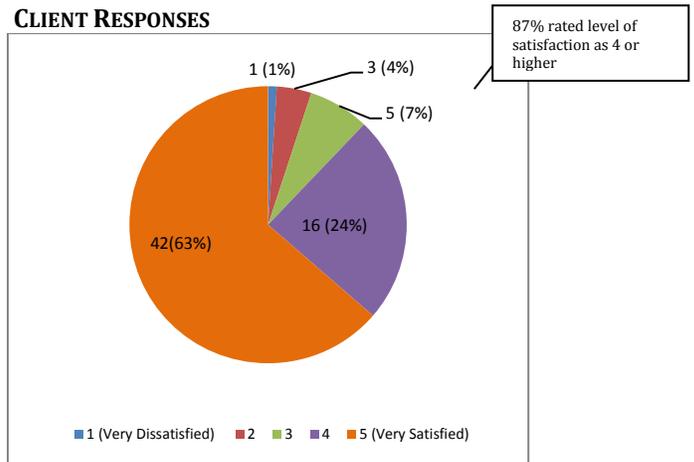
Findings from the survey reflect a *very high level* of satisfaction with CHIRS services. Highlights from the report are as follows:

Agency wide, 81% of clients and families rated their level of satisfaction as a 4 or a 5 (on a scale of 1-5 with 5 being *very satisfied*).

FAMILY RESPONSES



CLIENT RESPONSES



- ☐ It is striking to note that 87% of families reported that involvement with CHIRS had improved *their own* quality of life, not just the life of the clients, illustrating that CHIRS services reach beyond the clients we serve.

- ❑ Clients and families continue to give highest ratings to a sense of feeling respected and having their values and preferences respected by CHIRS' employees. 91% of clients reported that they felt understood and respected and 97% of families reported that CHIRS staff communicates with them in a respectful and courteous manner.
- ❑ 88% of client respondents reported enjoying what they do at CHIRS and the survey results demonstrate *that variety and new programming* remains important to our clients.
- ❑ 80% of clients and families reported that CHIRS keeps them informed and helps coordinate to other agencies or healthcare providers. This is important to ensure continuity of care.

WHERE TO FROM HERE?

As the objective of this survey was to measure satisfaction AND to identify potential areas for quality improvement, the following areas are being highlighted as potential areas of focus:

- Offer information about services provided through other agencies.
- Share information regarding brain injury, health, and mental health.
- Provide more programs where clients are able to learn new things and which facilitate greater community involvement.
- Never lose sight of treating clients and all stakeholders in a respectful and courteous manner.
- Investigate ways to improve the client satisfaction survey process to ensure that we are getting the most relevant and actionable information.
- Continue to identify and create opportunities for productive engagement, as this remains one of the benefits most cited by clients and families.

