

# CHIRS CLIENT SATISFACTION SURVEY 2022

## Summary Report

### WHAT DID WE HEAR?

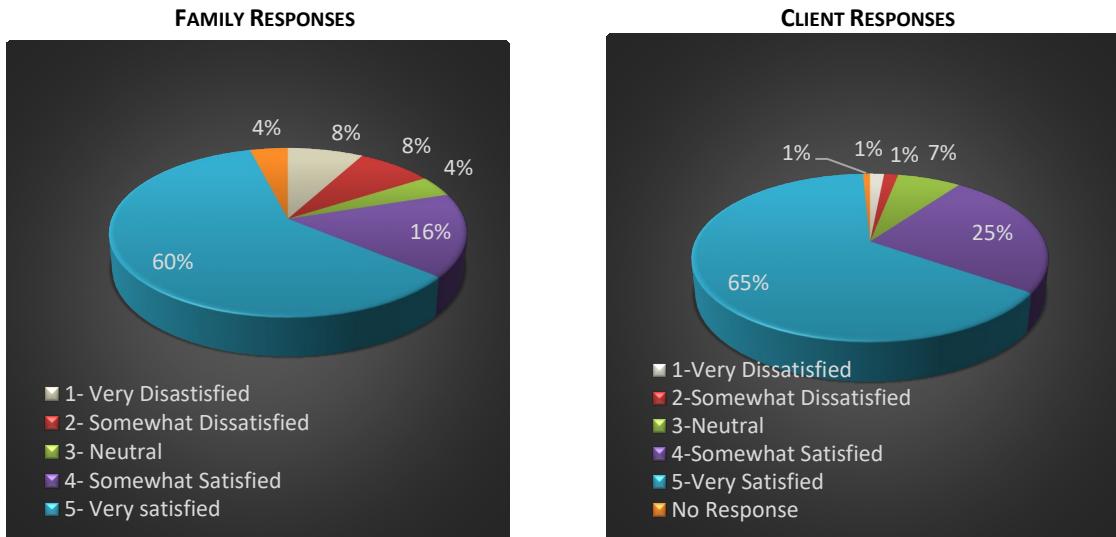
As a part of our ongoing program evaluation, CHIRS conducted a Client and Family Satisfaction Survey in the summer of 2022. The data collected from clients and families related to their experiences with the organization and the services provided. Respondents were asked to indicate and rate their overall satisfaction with:

- quality of services provided and the degree to which they felt that services impacted quality of life;
- access to and quality of interaction with CHIRS staff;
- satisfaction with how CHIRS responded to the COVID-19 pandemic;
- programming options.

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

Findings indicate a *high level* of satisfaction with CHIRS services; 90% of clients and 76% of families rated their level of satisfaction as Somewhat or Very Satisfied.

### Overall, how satisfied are you with CHIRS services?



It is encouraging to see that clients and families are reporting comparable levels of satisfaction to what has been reported in past surveys - despite the challenges of providing services during the Pandemic.

#### Other results of note:

- ❑ Clients continue to give highest ratings to *feeling respected and having their values and preferences respected by CHIRS' employees*. 87% of clients reported that they felt understood and respected; 93% reported feeling comfortable with how staff speak with them.
- ❑ 100% of families who responded to this question reported that staff communicate in a respectful and courteous manner.
- ❑ 72% of client respondents reported enjoying what they do at CHIRS. This represents a decrease from previous surveys; it is presumed that this is largely attributable to the challenges CHIRS and our clients faced as a result of Pandemic-related causes. This belief is illustrated by the number of clients and families who communicated that they are anxious to get back to in-person programming.
- ❑ It is striking to note that 95% of families reported that involvement with CHIRS improved their own quality of life, not just the life of the clients, illustrating that CHIRS services reach further than the clients we serve.
- ❑ 84% of clients and 90% of families who responded to this question reported being satisfied with CHIRS' response to the Pandemic.

*You are the best, the very best. I cannot thank you enough for what you have done for R, and thus for his family.*

*The very finest care in brain health available today in 2022, lead by a very dedicated group of people.*

*A safe, supportive residential space; services of outstanding professionals deeply committed to the well-being of clients.*

#### WHERE TO FROM HERE?

The objective of this survey was to measure satisfaction AND to identify potential areas for quality improvement. Based on the feedback received, the following areas are being highlighted as potential areas of focus:

- Improve response rates to future satisfaction surveys, especially from families.
- Provide information about services delivered through other agencies.
- Share more information regarding brain injury, health and mental health.
- Investigate opportunities to provide a wider range of activities for a wider variety of client's needs and function.
- Never lose sight of treating clients and all stakeholders in a respectful and courteous manner.
- Continue to identify and create opportunities for productive engagement as this remains one of the benefits most cited by clients and families.