

CHIRS CLIENT AND FAMILY SATISFACTION SURVEY 2024

Summary Report

SURVEY RESULTS

As a part of our ongoing program evaluation, CHIRS conducted a Client and Family Satisfaction Survey in the summer of 2024. 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:

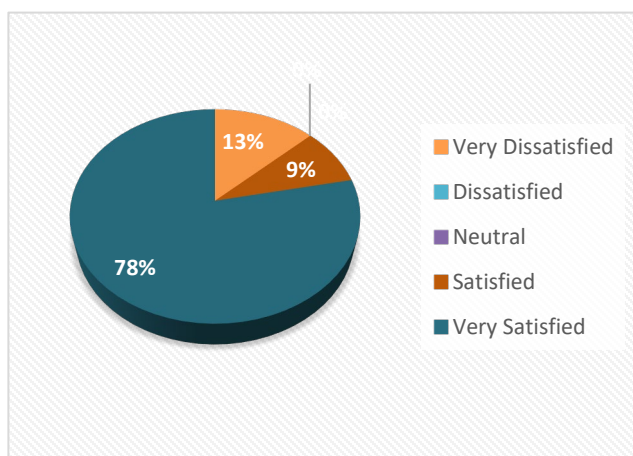
- quality of services provided and the degree to which they felt that services impacted quality of life;
- access to and quality of interaction with CHIRS staff;
- engagement in decision making;
- programming options.

A summary of the report are as follows:

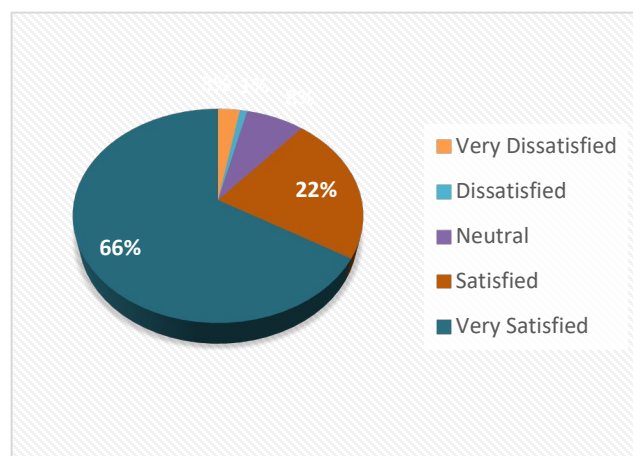
Findings indicate a *high level* of satisfaction with CHIRS services; 88% of clients and 87% of families rated their level of satisfaction as Satisfied or Very Satisfied. This represents an increase of 11% in families' satisfaction rating and a slight decrease of 2% in clients' satisfaction rating as compared to the 2022 survey.

Overall, how satisfied are you with CHIRS services?

Family Responses



Client Responses



"Please continue to do all the terrific work you do..." – CHIRS client

KEY HIGHLIGHTS

- ❑ Clients gave very high ratings with respect to the way that staff make them feel. 95% of clients said they *feel comfortable with how staff speak to them*; 91% of clients reported that *they felt understood and respected*.
- ❑ Clients reported a high level of engagement in making decisions. 88% said they are *actively involved in making decisions about their care*; 83% report *having a say in how their day goes and what programs they participate in*.
- ❑ Families gave consistently high ratings regarding how staff communicate with them; 100% of families reported that *CHIRS staff communicate in a respectful and courteous manner*.
- ❑ 85% of clients said that at CHIRS they *do something that makes their life better*.
- ❑ Families deeply value the respect, compassion and sense of belonging that CHIRS gives their loved ones. A striking 100% of families reported that CHIRS *improves their quality of life*.

"The staff is always open, informative and listens"

"My son has the best care, and I have the freedom of not having worry & stress"

"Am content with the services provided to me. Thank you ever so much."

NEXT STEPS

The Client and Family Satisfaction Survey is a valuable tool to solicit feedback to inform service delivery and identify potential quality improvement initiatives. Satisfaction levels are high, which tells us that we are meeting our mission. There is always room for improvement and, based on the feedback received, the following areas are being highlighted as potential areas of focus:

- Engage more with families with regard to developing and delivering services and informing policy and planning.
- Enhance CHIRS website as a resource for information for clients and families, as the responses indicate that a low percentage of clients and families use the website.
- Explore opportunities to expand programming to respond to geographical and cultural demographics and skill building.
- Never lose sight of treating clients and all stakeholders in a respectful and courteous manner.