

Davenport-Perth

Neighbourhood and Community Health Centre



2017 CLIENT SATISFACTION SURVEY

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Purpose

The Davenport-Perth Neighbourhood and Community Health Centre's (DPNCHC) annual Client Satisfaction Survey assesses the quality of user experience across our services and programs at the Community Centre. The survey has been designed in compliance with the Canadian Centre for Accreditation (CCA) standards of good practice. Survey questions ask for client feedback regarding three domains of service:

Overall: general satisfaction of the centre's services and programs;

Communication: satisfaction with the communication methods used by staff;

Impact: satisfaction with the outcomes clients experience through participation in DPNCHC's services and programs.

Results are used to monitor and guide centre-wide decisions regarding the foundational values and delivery methods at the core of our programming.

Methodology

The survey is two pages long, and is administered in four different languages (English, Portuguese, Italian and Spanish). The survey asks participants to rate their level of agreement with statements concerning quality of service on a five-point Likert Scale ranging from strongly agree to strongly disagree, and including 'Don't Know' and 'Not Applicable' response options. There are eight such questions, all of which are designed to suggest a positive finding associated with agreement and strong agreement, and a negative finding associated with neutrality, disagreement, and strong disagreement. The Likert questions include four questions regarding overall satisfaction, two questions regarding communication, and two questions regarding client impact. The survey also includes one open ended question for additional comments, and three personal questions (age, gender, and services used by DPNCHC) to help disaggregate the responses in the final analysis.

The survey sampled a cross-section of DPNCHC service users onsite during November 2017. The majority of surveys were distributed during program / service times, directly to participants of those programs. Surveys were also made available for completion at the front desk of the Community Centre. Survey respondents were allowed to complete surveys independently or with the assistance of program staff.

Responses to the quality of service questions were summarized in two ways: response rates, and response averages.

The response rates represent how frequently respondents selected the different response options for each statement. This represents, in generalized terms, how frequently respondents were in varying levels of agreement or disagreement with the statements posed. The response rates were then compared to those from the Client Satisfaction Surveys completed at the Centre in 2014, 2015, and 2016.

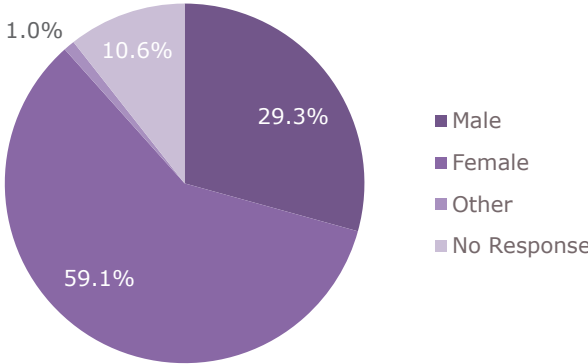
The response averages represent the average level of agreement different respondent groups had for each question statement. This was determined by converting the Likert response options to a numeric scale of 1-5 where 1 represents strong disagreement and 5 represent strong agreement. Responses of 'Don't Know' and 'Not Applicable' were excluded from the averages. A grand mean rating (or score) for each service domain (i.e., satisfaction, communication, impact) and each individual question was generated for all respondents, two gender groups, and four age groups to check for significant differences. Averages for the respondent groups "under 18" and "18 – 24" were not be generated since their sample sizes were too small.

Responses to the open ended feedback were summarized through a text analysis to distinguish positive from negative feedback, and identify overall themes within these additional comments. The open-ended question allowed users to elaborate on their experience and provide actionable insight on topics of their own choosing, simply prompting for additional comments about the DPNCHC without any suggestion of what they should address.

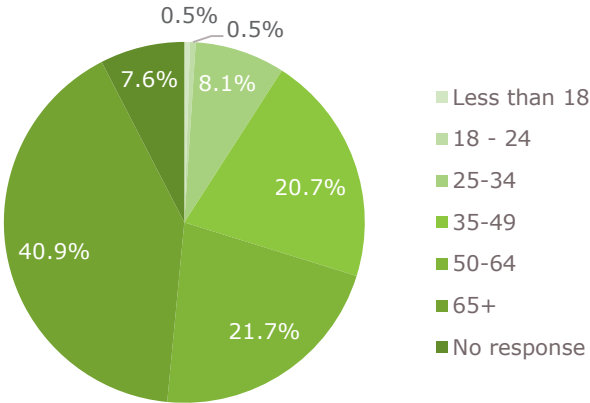
Findings

Respondent Summary

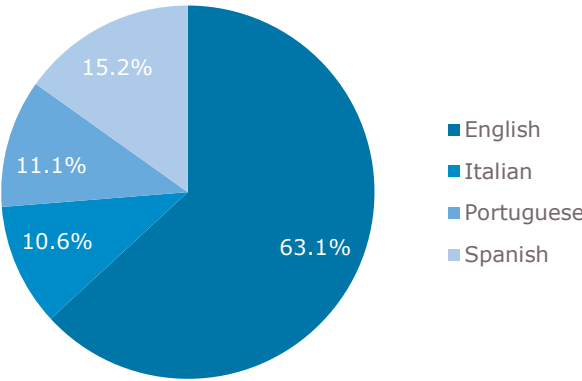
Gender
198 responses total



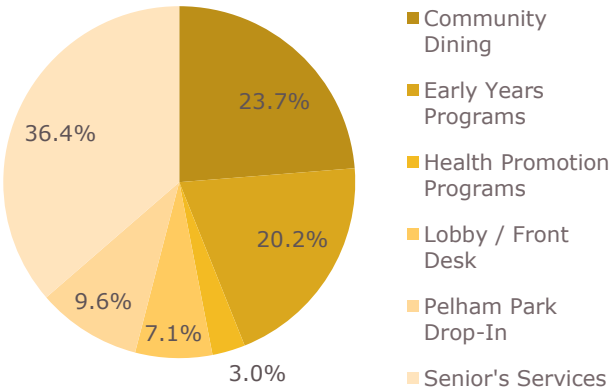
Age
198 responses total



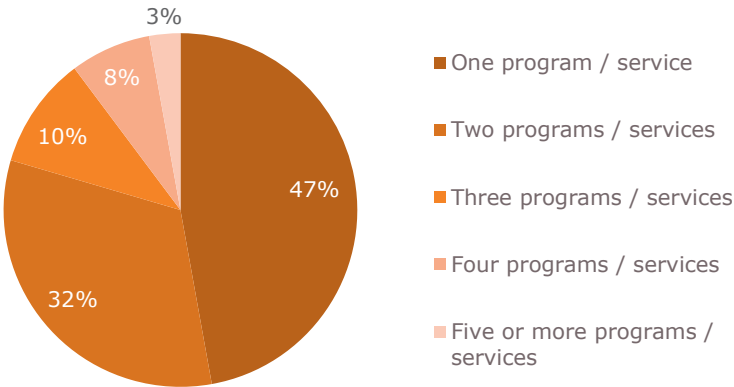
Language of Survey Completion
198 responses total



Location of Survey Completion
198 responses total

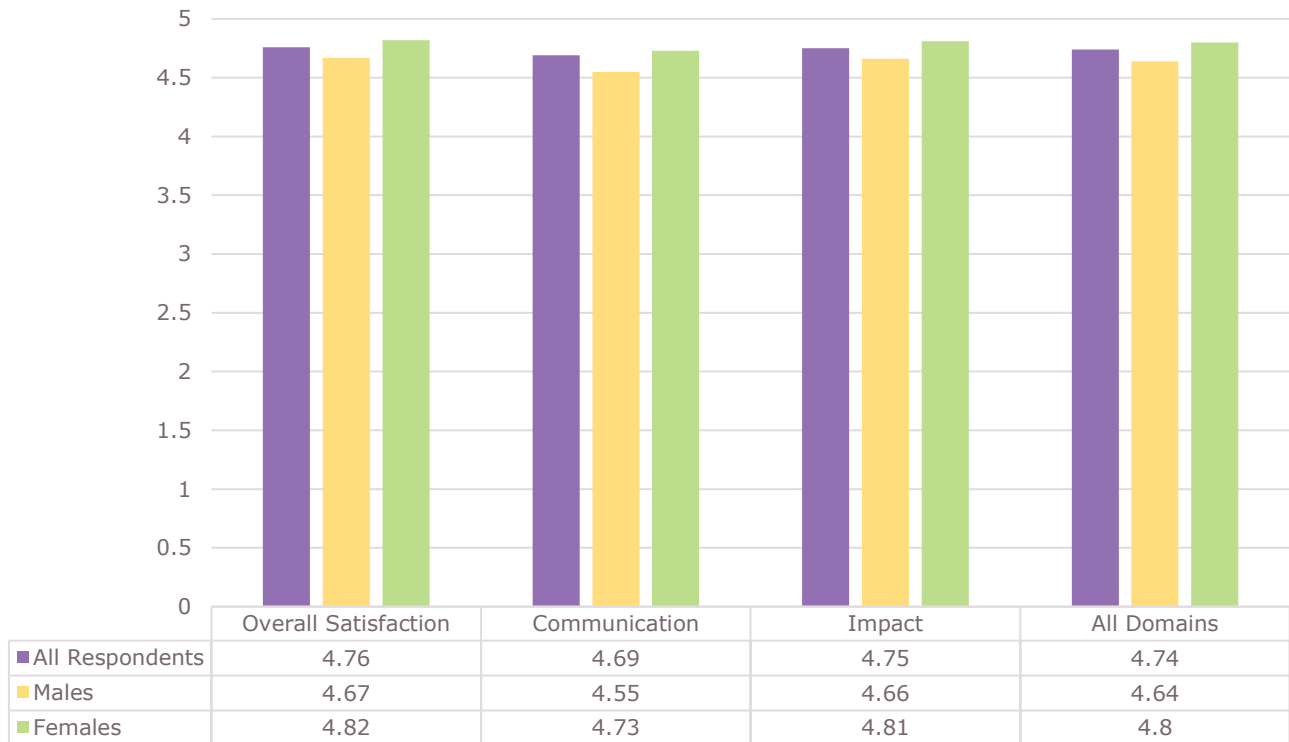


Number of Programs / Services Used by Respondents
176 responses total



Response Averages by Respondent Group

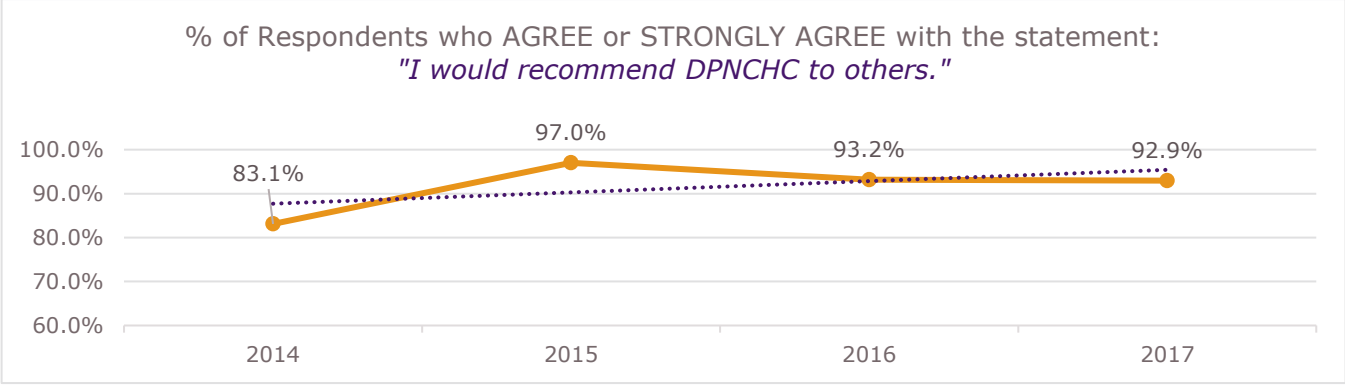
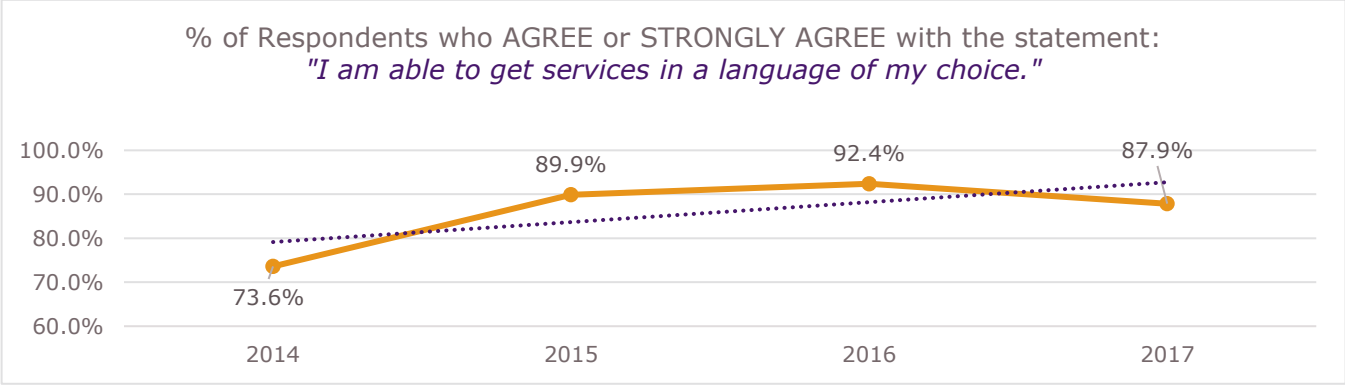
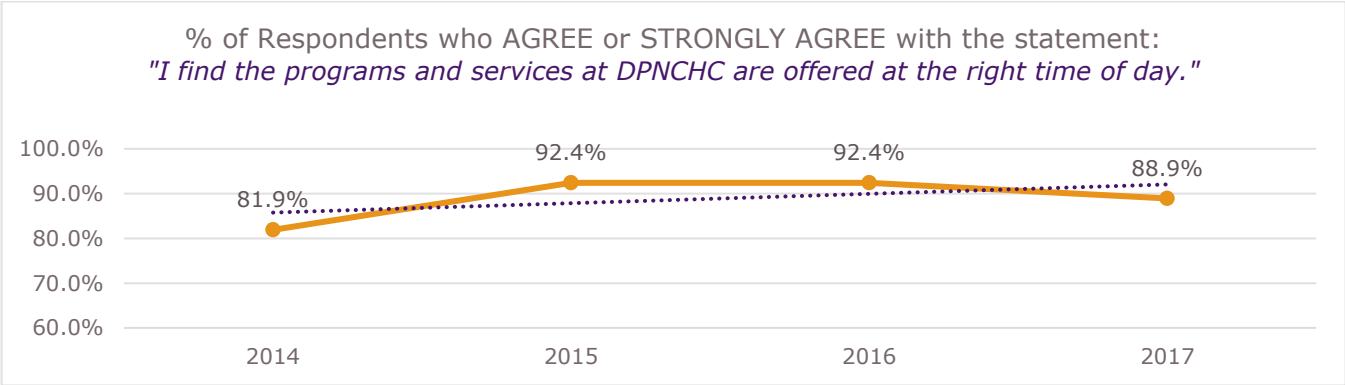
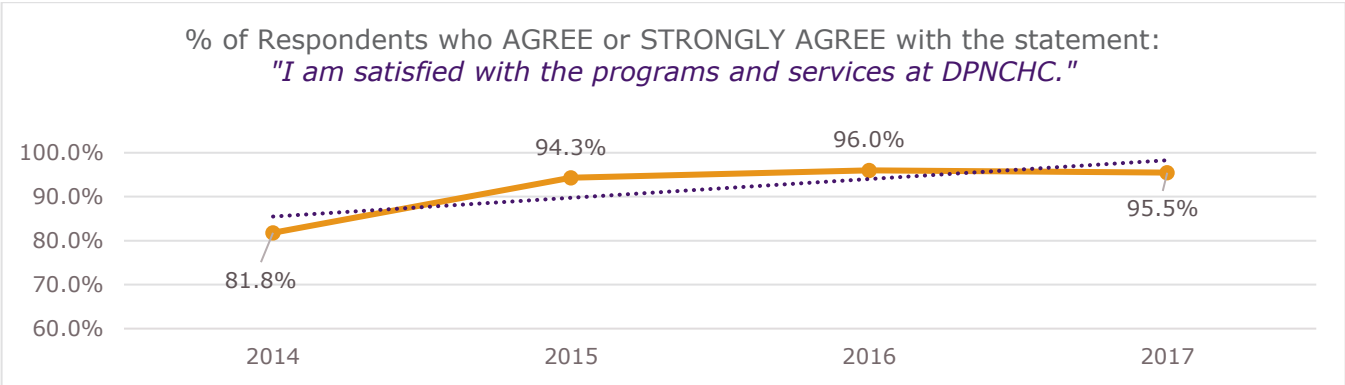
Average Satisfaction by Service Domain and Gender



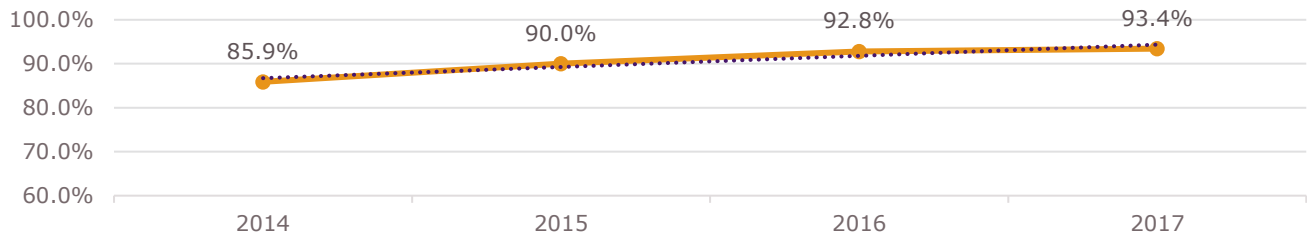
Average Satisfaction by Service Domain and Age Group



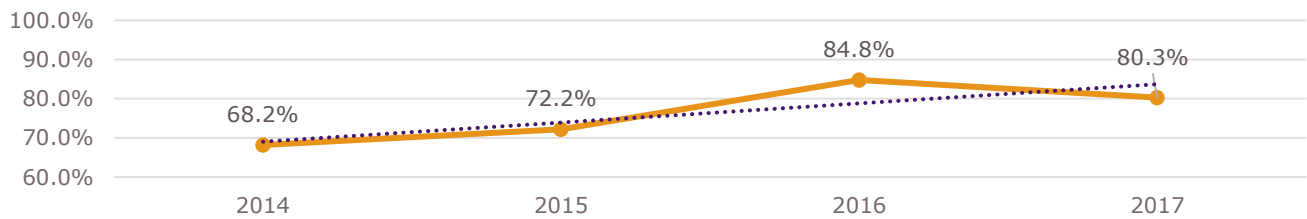
Response Rates



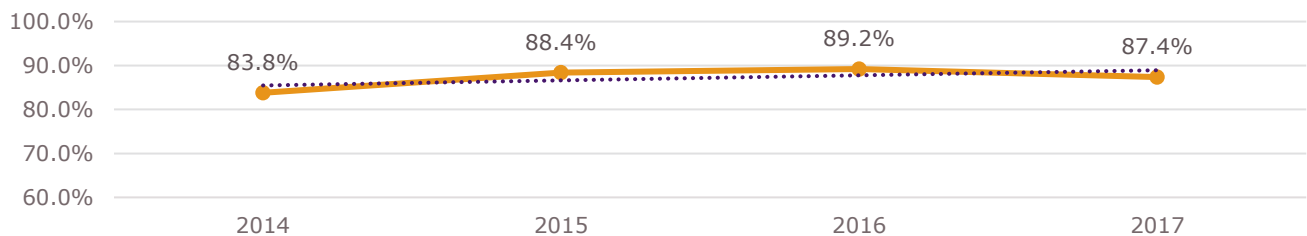
% of Respondents who AGREE or STRONGLY AGREE with the statement:
"Staff are easy to talk to and encourage me to ask questions."



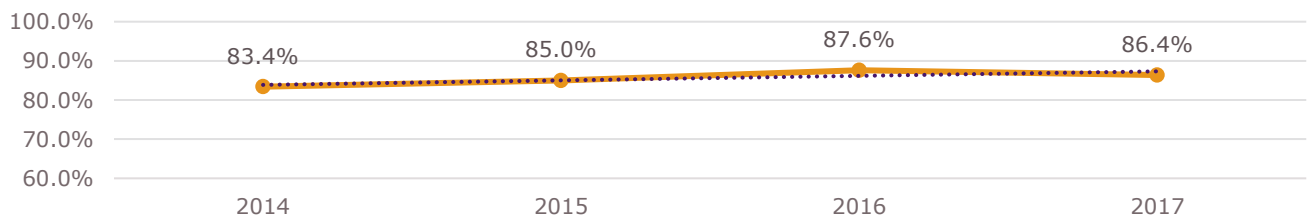
% of Respondents who AGREE or STRONGLY AGREE with the statement:
"I know how to make a suggestions or complaint at DPNCHC."



% of Respondents who AGREE or STRONGLY AGREE with the statement:
"The programs & services have helped me improve my heath & well being."



% of Respondents who AGREE or STRONGLY AGREE with the statement:
"DPNCHC has a positive impact on my community."



Additional Feedback

71 respondents (36% of the total) chose to leave additional feedback in the open ended question on the survey. A text analysis summary concluded that the majority (54, or 76%) of these comments were positive in nature. Of the remainder, 7 (10%) were negative, and 10 (14%) were constructive and contained suggestions for additional programming or program components. Four consistent themes were found:

1. Feedback on staff - 13 positive comments and 2 negative;

"Since my mom and I have been coming we feel better and the staff is very friendly. We feel that we have another family."

2. Client's feelings of belonging and community at the DPNCHC – 7 positive comments;

"I am very happy to be part of this community."

3. The overall quality of the DPNCHC – 20 positive and 3 negative comments;

"One of the best things about DPNCHC is that there is NO membership fees which makes it possible for everyone to come and use the programs and feel equal."

4. The quality of individual programs and services – 17 positive comments and 12 constructive.

"[The Community Dining Program] serves the most nutritional food and largest portions of any similar programs I have made use of in Toronto. The staff seem very understanding, very capable and most importantly very caring."

The majority of constructive comments and recommendations addressed specific program components, including requests for longer or more frequent program offerings and requests for more diverse and varied programs.

Analysis

The Client Satisfaction Survey received 198 responses in 2017, representing a decrease of 20.8% of the survey sample size compared to 2016 and a similar sample size to the 2015 survey (209 respondents). The survey was collected at six different programs and locations in the Community Centre. The age and gender distribution of survey respondents, as well as the rates of survey completion in the four different languages provided, remain similar to those in 2016.

Overall, both response rates and response averages were overwhelmingly high and positive across multiple groups. Slight declines were observed in the response rates from 2016 to 2017, but were not substantial enough to be considered significant.

In general, female respondents reported higher levels of agreement, and thus satisfaction, with the question statements than male respondents and the overall average. When comparing respondents by age groups, those in the 65+ group and 24-34 group tended to have slightly higher response averages than those in the 35-49 and 50-64 groups. However, response averages in all gender and age groups scores between 4.50-4.88 / 5.0, indicating very high satisfaction rates overall.

When comparing response averages in the three service domains, Overall Satisfaction received the highest averages across all age and gender groups (between 4.76 – 4.85), while Communication received the lowest averages across all age and gender groups (4.50 – 4.75). Again, however, the differences in these scores were very small and should not be considered highly significant.

Recommendations

Given the overall strong positive outcomes of the Survey, the following recommendations are made with respect to the administration of the Survey for 2018:

1. Increase survey participation among DPNCHC clients ages 24 and under – due to a lack of survey response, teens and youth were not represented in the 2017 survey. Additional efforts should be made in 2018 to include these clients, as many of the services at DPNCHC directly serve these age groups.
2. Increase the number of opportunities for clients to complete the survey – currently, the Survey is only distributed once per year, primarily during regularly scheduled program activities. This approach leads us to consistently capture clients who most likely already consistently use DPNCHC services on a regular basis. Increasing the survey deployment schedule to multiple times throughout the year will increase the likelihood that the survey captures data from infrequent, less frequent, or one-time program and service users, which may provide critical insight into how to improve services to better serve those clients.
3. Potentially increase the number of languages the survey is offered in, depending on the outcomes of the 2018 DPNCHC Community Needs Assessment.
4. Include more user information on the next survey, including a question regarding the frequency with which respondents use services and where else they access services besides DPNCHC – this will help provide better perspective on both positive and negative survey results, by providing distinctions between satisfaction levels of repeat/committed clients and more infrequent users, to help determine what informs their use patterns.

Appendix A: Response Summaries

Table 1: RESPONSE RATES

OVERALL SATISFACTION								
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	N/A	No Response
<i>Q1: I am satisfied with the programs and services at the DPNCHC.</i>	86.4%	9.1%	1.5%	0.5%	0.5%	0.5%	1.0%	0.5%
<i>Q2: I find the programs and services at DPNCHC are offered at the right time of day.</i>	68.2%	20.7%	4.5%	1.5%	1.0%	1.0%	1.0%	3.0%
<i>Q3: I am able to get services in a language of my choice.</i>	75.8%	12.1%	3.0%	2.0%	1.0%	1.0%	2.0%	3.0%
<i>Q4: I would recommend DPNCHC to others.</i>	82.8%	10.1%	0.5%	0.5%	2.0%	0.5%	3.5%	3.5%
COMMUNICATION								
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	N/A	No Response
<i>Q5: Staff are easy to talk to and encourage me to ask questions.</i>	78.8%	14.6%	1.0%	0.5%	1.0%	1.5%	2.5%	2.5%
<i>Q6: I know how to make a suggestion or complaint at DPNCHC.</i>	62.1%	18.2%	4.5%	1.5%	1.5%	3.5%	4.0%	4.5%
IMPACT								
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	N/A	No Response
7. The programs and services have helped me to improve my health and well-being.	73.7%	13.6%	2.0%	0%	1.5%	0.5%	2.0%	6.6%
8. DPNCHC has a positive impact on my community.	75.3%	11.1%	1.5%	1.0%	1.0%	0.5%	0.5%	9.1%

Table 2: AVERAGE SATISFACTION BY GROUP

OVERALL SATISFACTION									
	All (198)	All Males (58)	All Fem (117)	1 – 17 (0)*	18 – 24 (0)*	25 – 34 (16)	35 – 49 (41)	50 – 64 (43)	65+
<i>Q1: I am satisfied with the programs and services at the DPNCHC.</i>	4.84	4.77	4.87	-	-	4.88	4.87	4.79	4.86
<i>Q2: I find the programs and services at DPNCHC are offered at the right time of day.</i>	4.64	4.53	4.73	-	-	4.56	4.56	4.62	4.75
<i>Q3: I am able to get services in a language of my choice.</i>	4.70	4.62	4.78	-	-	4.63	4.54	4.65	4.85
<i>Q4: I would recommend DPNCHC to others.</i>	4.87	4.75	4.92	-	-	4.87	4.79	4.76	4.94
CATEGORY AVERAGE	4.76	4.67	4.82	-	-	4.73	4.69	4.71	4.85
COMMUNICATION									
	All	All Males	All Fem	1 – 17	18 – 24	25 – 34	35 – 49	50 – 64	65+
<i>Q5: Staff are easy to talk to and encourage me to ask questions.</i>	4.79	4.62	4.86	-	-	4.75	4.71	4.67	4.88
<i>Q6: I know how to make a suggestion or complaint at DPNCHC.</i>	4.57	4.48	4.59	-	-	4.25	4.53	4.59	4.66
CATEGORY AVERAGE	4.69	4.55	4.73	-	-	4.50	4.63	4.63	4.75
IMPACT									
	All	All Males	All Fem	1 – 17	18 – 24	25 – 34	35 – 49	50 – 64	65+
<i>Q7: The programs and services have helped me to improve my health and well-being.</i>	4.74	4.62	4.77	-	-	4.87	4.46	4.65	4.88
<i>Q8: DPNCHC has a positive impact on my community.</i>	4.76	4.69	4.84	-	-	4.80	4.64	4.66	4.89
CATEGORY AVERAGE	4.75	4.66	4.81	-	-	4.83	4.55	4.65	4.88
OVERALL AVERAGE	4.74	4.64	4.80	-	-	4.70	4.64	4.68	4.83