

Background and Methodology

This annual report contains information collected from an organization-wide client satisfaction survey conducted to assess the overall quality of user experience for Davenport-Perth Neighbourhood and Community Health Centre (DPNCHC) services and programs. In compliance with the Canadian Centre for Accreditation (CCA) standards of good practice, the survey questions contained in the survey align with the Canadian Centre for Accreditation (CCA) standards of good practice.

The two-page survey was administered in four different languages (English, Portuguese, Italian and Spanish) and included questions to establish which DPNCHC services and programs respondents utilize and their age range and gender.

The first part of the survey asked participants to rate their level of agreement to statements concerning the 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.

These questions measured three standard domains of service:

- *Overall*, which focused on assessing respondent satisfaction of the centre's services and programs;
- *Communication*, which focused on assessing respondent perception of the respect with which services and programs are delivered; and
- *Impact*, which explored respondent perception of the outcome of DPNCHC's programs and services at the individual and community level.

The survey sampled a cross-section of DPNCHC service users onsite over a two-week period, starting on September 12, 2016 and ending on September 30th, 2016. Respondents were approached individually and in groups within specific programs. It was expected that there would be a decline in children/youth visits to the Centre during the primary data collection period in which summer programs for youth/children have ended and fall programs had yet to begin. Surveys were thus distributed to two groups of children and youth in DPNCHC's after-school program and the Youth Leadership Project during the week of October 9, 2016.

Client Satisfaction Summary Report November 2016

Descriptive statistics were used to summarize the results of the first part of the survey. Additionally, responses were grouped into a survey scale from 1 for strongly disagree to 5 for strongly agree ('Don't Know' collapsed into 'Neutral' category and 'Not Applicable' and 'Missing' responses making up less than five percent of responses excluded). A mean rating (or score) for each domain (i.e., satisfaction, communication, impact) was then calculated and used to determine whether subgroups of clients rated their experiences differently, primarily using the ANOVA test for differences between two or more groups .

The second part of the survey called on users to provide any additional comments. This open-ended question allowed users to elaborate on aspects of service that are most important to them and provide actionable insight. Themes that emerged from user comments were summarized.

The following table outlines the questions that were asked and the total percentages for each question.

Table 1. Response Summary of the Client Satisfaction Surveys

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	N/A	Missing	Total
I am satisfied with programs and services at DPNCHC	80.0%	16.0%	2.4%	0.0%	0.4%	0%	0.8%	0.4	100%
I find the programs and services to be at the right time	70.8%	21.6%	3.6%	2%	0%	0%	1.6%	0.4	100%
I am able to get services in a language of my choice	78.3%	14.1%	0%	1.2%	0.8%	0.4%	3.2%	0.8	100%
I would recommend DPNCHC to others	81.2%	12.0%	2.4%	0%	0.4%	0.4%	1.6%	2.0	100%
Staff are easy to talk to and encourage me to ask questions	77.2%	15.6%	1.6%	1.2%	0.4%	0.8%	2.0%	1.2%	100%

I know how to make a suggestion or a complaint	65.2%	19.6%	3.2%	0.4%	0%	4.0%	5.6%	2.0	100%
The programs and services have helped me improve my health and well being	70.8%	16.8%	4.8%	1.2%	0.4%	0%	3.2%	2.8%	100%
DPNCHC has had a positive impact on my community	72.4%	16.8%	2.4%	0%	0.4%	0.4%	4.0%	3.6	100%

Survey Results and Analysis

A total of 250 individuals completed a client satisfaction survey (one excluded due to improper completion), a 16.6% increase in the number of surveys completed compared to 2015 (n=209). Surveys were disseminated to individuals and groups at various programmatic and service delivery points (table 2). While relatively few surveys were administered at the community health centre, nearly a quarter (22.0%) of all respondents have visited a DPNCHC doctor/nurse, counsellor/therapist, or physiotherapist (data not shown).

Table 2 – Breakdown of Groups and Locations where Surveys were Administered

Survey Group/Location Administered	Count	Percent Total
Children and Youth	21	8.4%
Community Dining	29	11.6%
Community Health Centre	5	2.0%
Early Years	33	13.2%
Lobby and Front Desk	46	18.4%
Pelham Open Door Drop-in	10	4.0%
Seniors	95	38.0%
Wychwood Open Door Drop-In	11	4.4%
Total	250	100%

Approximately half of the surveys administered were completed by respondents in English, followed by a quarter in Spanish (Table 3).

Table 3 – Breakdown of Language of Survey Completed

Language	Count	Percent Total
English	130	52.0%
Italian	31	12.4%
Portuguese	33	13.2%
Spanish	56	22.4%
Grand Total	250	100.0%

Service Use Highlights:

- The top three programs/services used by respondents were Seniors Services (47.8%), Adult Drop In (28.0%) and Community Dining (25.6%).
- 48.0% of respondents indicated accessed more than one program/service at DPNCHC.

The majority of respondents were females and slightly less than one third (30%) of survey respondents were males, a 12% decline in participation among males when compared to 2014 (Figure 1).

Older adults aged 50-64 and 65 years and over constituted 63% of respondents while conversely youth aged 18-24 years made up only 1% of the survey group. As such, the results may not be generalizable to youth aged 18-24 (Figure 2).

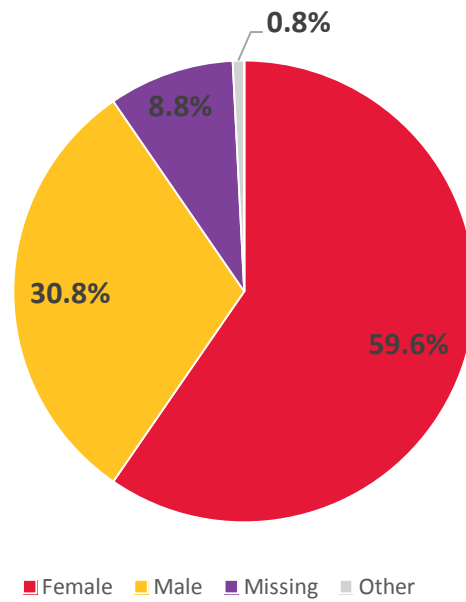


Figure 1 – Gender Breakdown of Respondents

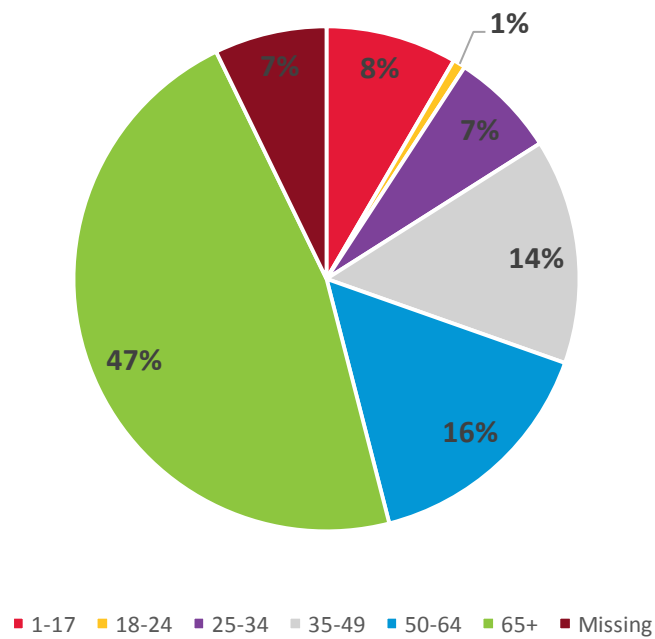


Figure 2. Age Breakdown of Respondents

Satisfaction

- 96% of respondents were satisfied with programs and services at DPNCHC
- 92.4% of respondents thought that the programs and services are offered at the right time of day
- 93.2% of respondents would recommend DPNCHC to others

Overall Satisfaction by Subgroup

Overall, the average satisfaction rating was 4.7 (95% CI: 4.62, 4.82) out of 5.

- On average, females were statistically significantly more satisfied than males ($p > 0.001$) with mean ratings of 4.8 (95% CI: 4.78, 4.90) and 4.5, (95% CI: 4.37, 4.67), respectively.
- A small incremental increase in satisfaction was observed as age group increased. In particular, children and youth aged 1-17 had lower satisfaction when compared to adults aged 35-49, 50-64 and 65+ ($p > 0.001$) (Figure 3).

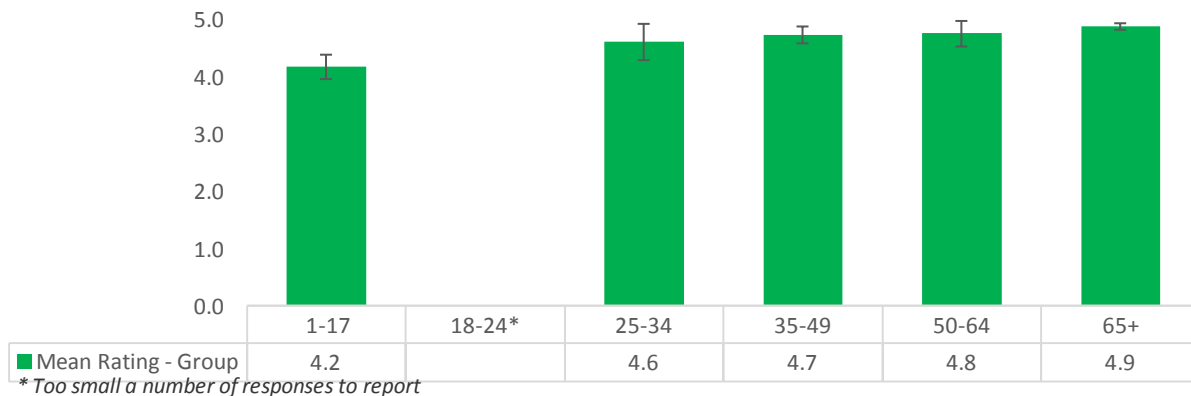


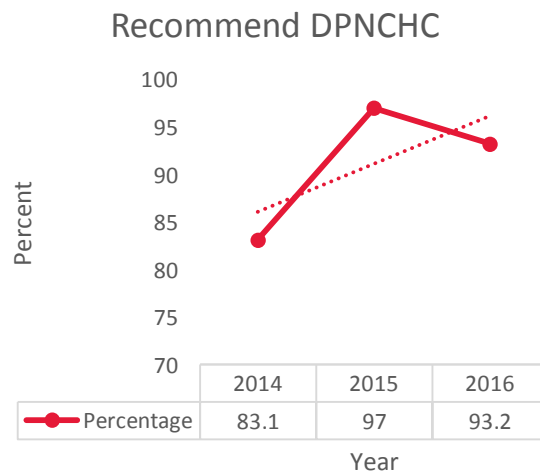
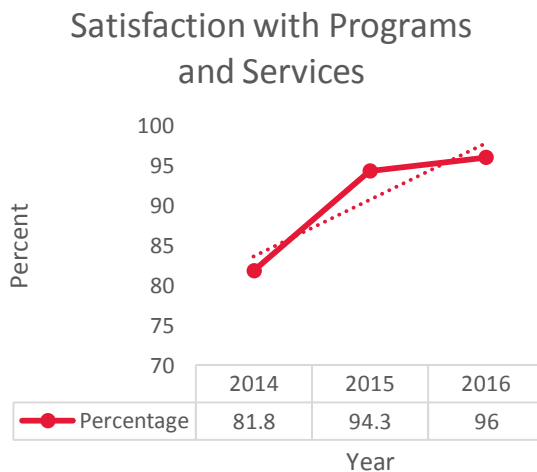
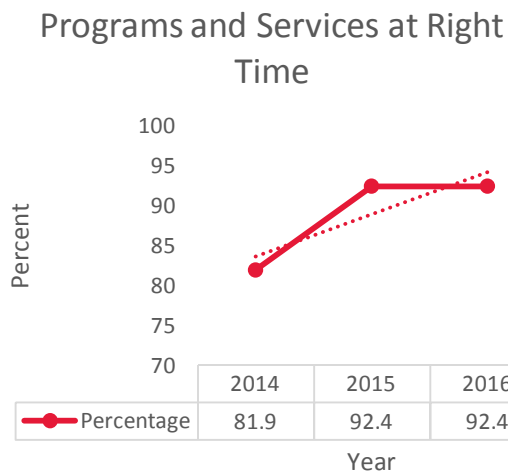
Figure 3. Age Breakdown - Grand Mean Satisfaction Rating

- Participants who completed their survey in English (mean=4.6, 95% CI: 4.50, 4.72) had similar levels of satisfaction when compared to Spanish participants (mean=4.8, 95% CI: 4.68, 4.88), but statistically significantly lower satisfaction than Portuguese (mean=4.9, 95% CI: 4.83, 5.01) and Italian (mean=5.0, 95% CI: 4.97, 5.01) respondents.

- Satisfaction did not differ by the number of services used ($p = 0.23$). Those who reported using two or more services had a mean satisfaction rating of 4.8 (95% CI: 4.68, 4.84) compared to 4.7 (95% CI: 4.62, 4.82) for participants who accessed one or less services.

Overall Satisfaction – Changes Overtime

Satisfaction trends remains up from 2014. From 2015 to 2016, the percentage of respondents who were satisfied with aspects of programs and services was slightly higher or the same though there was a decrease in participants’ willingness to recommend DPNCHC to others.



Communication

- 92.4% of respondents were able to get services in a language of their choice.
- 92.8% of respondents reported that it was easy to communicate with staff and that and encouraged to ask questions if needed.
- 84.8% of respondents knew how to make a suggestion or complaint at DPNCHC

Communication by Subgroup

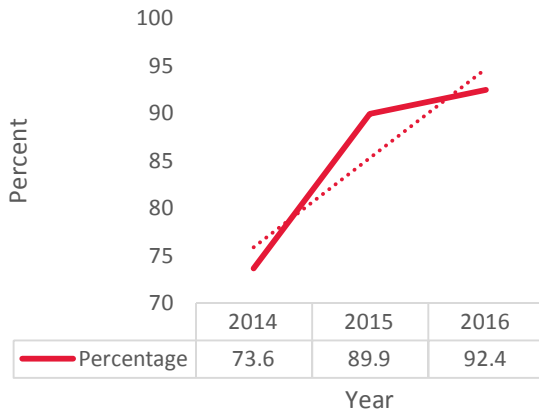
Overall, the average communication rating was 4.7 (95% CI: 4.63, 4.76) out of 5.

- A statistically significant higher score on communication was reported by females (mean=4.8, 95% CI: 4.70, 4.83) verses males (mean=4.6, 95% CI: 4.41, 4.69).
- An increasing trend by age group was observed with mean ratings ranging from 4.3 for children/youth aged 0-17 to 4.8 for older adults aged 65 years and over (statistically significant difference between lowest (0 – 17) and two oldest age cohorts (50-64, 65+)).
- Those who completed the survey in English (mean=4.6, 95% CI: 4.49, 4.69) rated DPNCHC lower on communication than Portuguese (mean=4.8, 95% CI: 4.58, 4.96), Spanish (mean=4.8, 95% CI: 4.66, 4.87) and Italian (mean=5.0, 95% CI: 4.91, 5.01) participants. (This difference was statistically significantly against Italian respondents only).
- The number of services used did not affect perceptions on DPNCHC's communication.

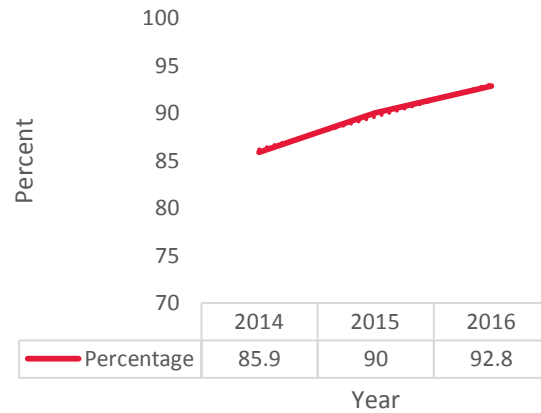
Communication – Changes Overtime

The percentage of respondents that positively rated aspects DPNCHC's communication remains up from 2014 and 2015. Notably, there was an increase in participants' ability to communicate with staff of the order of over 12 percent points.

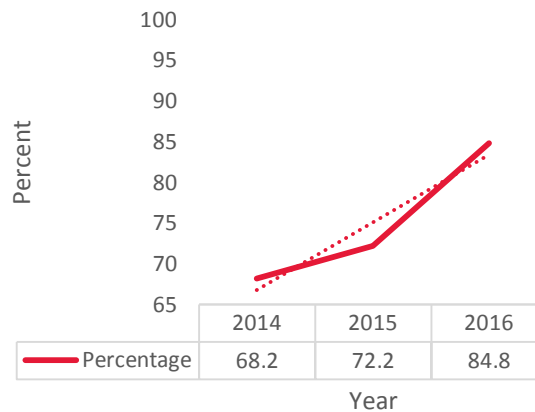
Services in Language of Choice



Communicate with Staff



Communicate with Staff



Impact

- 87.6% of respondents reported that the programs and services have helped them improve their health and well-being
- 89.2% of respondents felt that DPNCHC has had a positive effect on their community.

Impact by Subgroup

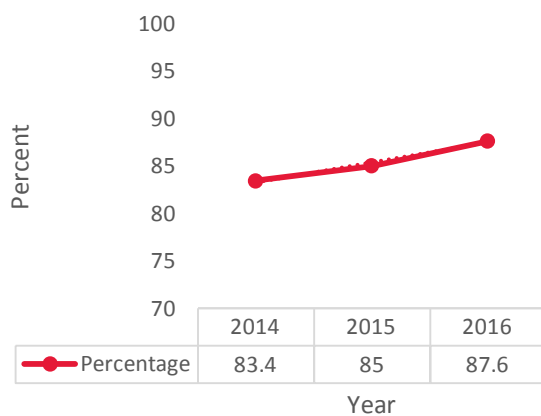
- Children and youth aged 0-17 (mean=3.9, 95% CI: 3.53, 4.19) rated DPNCHC's impact lower than adults aged 35-49 (mean=4.6, 4.01, 5.11), 50-64 (mean=4.7, 95% CI: 4.37, 4.92) and 65+ (mean=4.9, 4.77, 4.93) .

- Perceived impact was associated with the number of services. Those who used two or more services (mean=4.8, 95% CI: 4.68, 4.86) rated DPNCHC higher on impact than one-time users (4.6, 95% CI: 4.42, 4.71)
- English speakers reported similar levels of perceived impact (mean=4.5, 95% CI 4.36, 4.65) when compared to Spanish (mean=4.7, 95% CI 4.54, 4.87), and statistically significantly lower impact when compared to Portuguese (mean=5.0, 95% CI: 4.83, 5.03 and Italian (mean=5.0, 95% CI: 4.90, 5.03) clients.
- Males (mean=4.4, 95% CI: 4.23, 4.61) reported lower perceived impact than females (mean=4.8, 4.67, 4.87).

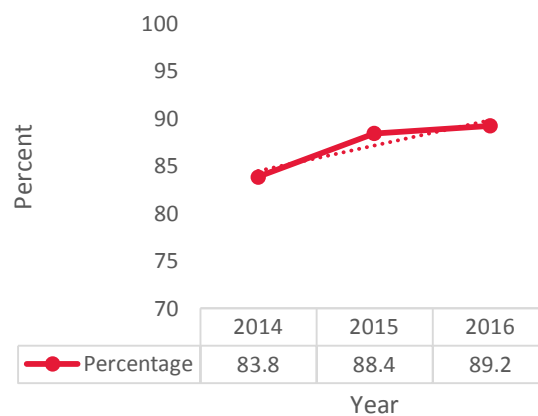
Impact – Changes Overtime

The trend lines are high but stable over the past three years with small incremental increases in the perception that DPNCHC positively affects individuals and communities.

Improve Health and Wellbeing



Positive Effect on Community



Areas for improvement for 2017

In the second part of the survey, a quarter of participants (n=62, 24.8%) wrote comments.

Many of participants (n=40) expressed positive messages.

- *“Over the years I have seen a lot of good things come to our community courtesy of DPNCHC. “*
- *“I would like to come every day of the week.”*
- *“Wonderful friendly staff. My children and I have been attending for 5+ years and it has become our second home.”*

Many respondents (n=22) provided recommendations: Most commonly, they recommended:

- Increased Portuguese programming, especially ESL classes facilitated by Portuguese speaking staff.
- Tighter controls over parents who attend early years programming and do not sufficiently supervise their children
- Additional community dining meal days.
- Making more programs available
- Changing the time that programs/services are offered

“I love the program but would love to have another day of activities because we're senior and need more activities and exposure to English.”

Apart from positive feedback and recommendations, participants most commonly provided feedback on program staff (n=17), resources available through programming (n=6) and DPNCHC's supportive role:

Participants emphasized that staff were friendly and responsive to their needs:

- *“Staff have always treated me with kindness & respect thus helping me to keep what little self-esteem I have left.*
- *“The staff are all very good at communicating your needs and having them met in a timely fashion.”*

Resources provided within programs was appreciated and participants provided constructive feedback on resource gaps.

- *“I love this program and I really appreciate everything you guys do for our kids and for us as parents. The only suggestion would be to get more stuff to do art like: sticks, eyes, cotton balls, etc. Stuff or things that would help our kids to be more creative.”*

Participants felt that DPNCHC' is helpful and supportive:

- *“I like the Adult Drop-in to be offered again. DPNCHC It helps people a lot.”*
- *“I like to come her[e] to learn”*

Recommendations:

1. While satisfaction was generally high, program staff should explore reasons for lower perceived satisfaction between groups of clients, in particular, children and youth and males.
2. There was inadequate representation from youth aged 18-24. Efforts should be made to reach youth through groups to ensure adequate inclusion in future surveys.
3. In 2016, fewer participants would recommend DPNCHC to others. This trend should be monitored to ensure high satisfaction levels are maintained.
4. Much effort has been directed to ensuring that important programs and services are provided in various languages as evidenced by increased satisfaction in this area however the variety and quality of programs and services delivered in English should continue to meet a high standards.

Acknowledgements: Thank you to Eileen Hannan for organizing the survey days, all of the staff who encouraged the participants to fill out the surveys .