

Client Engagement Survey 2015



South Riverdale
COMMUNITY
HEALTH CENTRE

What is the Client Engagement Survey?

- Annual opportunity to hear feedback from clients about their experiences at SRCHC
- Includes standardized questions that allow us to compare results to other CHCs
- 4 questions in survey linked to SRCHC's quality improvement plan and will be reported to Health Quality Ontario



Engagement Process

328 Clients approached

192 Surveys collected

Compared to 183 in 2014

72% English, 28% Chinese

Compared to 20% Chinese in 2013



The programs and services at SRCHC have helped me improve my health and well-being:



**Always/
Often
83%**

**Sometimes
15%**

**Total
Responses:
174**

“I can apply what they taught me about taking care of my health”

“SRCHC offers free programs to help people stay healthy such as Tai Chi and the Diabetes programs”



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Do you always feel comfortable and welcome at SRCHC?



Yes 95%

No 5%

Total Responses:
172

“As soon as you walk in,
someone says ‘Hi’”

“Safe and welcoming space”

“SRCHC makes me feel
accepted”



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Improvements to Clinic Access:

- ↗ **7% increase** in people getting same or next day appointments
- ↗ **13% increase** in people getting appointments within 2-3 days
- ↘ **22% decrease** in people waiting more than a week to get an appointment



Expansion of Clinical Services: Physiotherapy

Physiotherapy became available at SRCHC in 2015 and here is what our clients had to say:

“I live in the community and I come here for Physiotherapy”

“I am so glad that you now have Physiotherapy”

When asked which services they used and what we do well at SRCHC, 14 clients mentioned the Physiotherapy services



“The Physiotherapy clinic is wonderful!”

Overall, what can we improve?

Promoting the work that we do is an area for improvement that clients identified:

“More advertising and promotion of programs and services so that more people can be aware”

“More visibility in broader community; signage around the community”

“I didn’t know about the activities until I came here”

“More exposure of facilities and programs at SRCHC through posters, internet etc.”

“Make more people aware of programs and services”

In the words of SRCHC clients, we are:

