

**Kingston Community  
Health Centres**

**Centres de santé  
communautaire de Kingston**

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**FY 2018-19**

## **Client Satisfaction Survey Summary**

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<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Change Description</b>
1.0	15 Feb 2019	Bryn Swan	Major revisions to update to FY18-19
1.1	25 Mar 2019	Bryn Swan	Ongoing revisions
1.2 FINAL	18 Apr 2019	Bryn Swan	Reviewed by Roger Romero & Josh Cowan on behalf of Leadership Team

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## 2018-19 Client Survey Executive Summary

Kingston Community Health Centres is a multi-service, multi-site Community Health Centre. We provide clinical and social services at all 3 locations (North end Kingston, Downtown Kingston and Napanee), through many different services and programs. While our work is diverse, all of our programs and staff are united by values and by our mission: to care, to respond, to build community. We care for individuals and families, respond to their neighbourhood concerns to improve their health, and build healthy communities.

We believe that health is not only affected by our genes, nutrition and fitness level but it is also strongly associated with our opportunities to work, play, learn and contribute to community. We make special efforts to serve people who have a higher risk of poor health, or people who are having difficulty finding health care because of language or cultural barriers, poverty or isolation. In all our activities, we pay special attention to the social, emotional, and financial needs of our clients since these are pre-requisites of health. We value our community members and therefore encourage community engagement in all activities of the organization, including at the Board level through a community governance process.

Client surveys were administered in January 2019 (FY2018-19), in paper format, to people currently accessing KCHC care or services. In total, 321 surveys were completed and returned across 10 KCHC programs:

- EarlyON (previously known as BBKC)
- Immigrant Services Kingston and Area (ISKA)
- Napanee Area Community Health Centre (NACHC)
- Street Health Centre (SHC)
- Weller – Primary Health Care
- Weller – Allied Health Care
- Pathways to Education (P2E)
- Dental
- Telemedicine

Clients were asked to answer questions about their experience with KCHC relating to three areas. (There were also program specific questions asked to gain better insight into the experiences of clients accessing these programs.) Responses were aggregated at the organizational level with some results presented by site as well.

- About themselves (Client Profile)
- About access and client centeredness
- Impact and general satisfaction

This survey gives a better understanding of overall client satisfaction with our services. It captures information about our client demographic profile and provides insight into client and community needs. This insight will be invaluable as existing services are assessed and will guide the development of new programming.

Returning for 2018 was a series of questions attempting to understand why clients do not attend their appointments.

The **2018** survey responses show that KCHC continues to serve many high needs clients with only **45%** of those 310 respondents describing their **physical health as very good or excellent**, a positive trend is emerging where 2017 was 37% and 35% in 2016. In 2017, we added a question around client perception of their mental health. For 2018 we found that only **41% of 309** respondents felt that their **mental health was very good or excellent** as compared to 40% of 285 in 2017. This is also significantly behind the most recent available Canadian average of 71% (2014, Canadian Index of Wellbeing).

The past few years KCHC has seen many newcomers arrive for service and our proportion of long term clients declined from **75%** in 2016 to only **62%** in 2017 although it climbed in **2018 to 65%**. Long term is defined as having received service from the organization for more than 1 year. Approximately **53%** of KCHC clients seen in our clinics during 2018 were women; they were more heavily represented with **58%** of 2018 responses.

Overall, the respondents indicated KCHC was **succeeding** in delivering accessible client-centred care by either agreeing or strongly agreeing with the statements below.

Survey Question:	2018-19	2017-18	2016-17	2014-15
Staff always explain things in a way that is easy to understand	<b>92%</b>	94%	96%	94%
I can get an appointment when I need one	<b>82%</b>	81%	85%	85%
The staff are easy to talk to and encourage me to ask questions	<b>95%</b>	97%	95%	95%
I am able to get services in the language of my choice	<b>96%</b>	97%	94%	99%

The respondents also reported a high degree of satisfaction with our services and the impact of those services on their lives by either agreeing or strongly agreeing with the statements below:

Survey Question:	2018-19	2017-18	2016-17	2014-15
KCHC has a positive impact on my community	<b>90%</b>	95%	93%	93%
The programs and services have helped me improve my health and well-being	<b>74%</b>	86%	88%	85%
Staff help me connect to the services and programs I need at KCHC or in my community	<b>86%</b>	89%	93%	91%
The programs and services offered by KCHC meet my needs	<b>84%</b>	91%	90%	90%
I would refer a family or friend to KCHC	<b>90%</b>	96%	95%	94%

Regarding clients' **overall satisfaction** (very good or excellent) in 2018 we saw a nice uptick to 82% as compared to 79% in 2017 and 87% in 2016. They shared comments about how we could better help them. In their written answers to open ended questions on the survey our clients told us:

- Clinic Hours or Wait Times as barriers climbed significantly to **13%** of respondents as compared to **7%** in 2016 and 4% in 2014
- Same as last year, transportation continues to be identified as a significant barrier to service with over **16%** of respondents identifying this as something that prevents them from attending appointments or participating in activities
- Interestingly, illness (physical and mental) was cited in **18%** of respondents as the cause for missing appointments

## Client Survey Details

- Data was collected in paper format (KCHC offered an optional \$2 incentive for completing the survey)
- Clients were asked 21 common questions with several additional questions based on the program the clients were accessing when surveyed

### Total Participants Surveyed By Site and by Program(s) used:

This table demonstrates conclusively KCHC’s strong commitment to accessible “wrap-around care” or any door leads to integrated and coordinated services at KCHC for our clients. Overall, **21%** (FY17-18 24%) of this fiscal year’s respondents indicated they are visiting **2 or more sites** at KCHC with a high of **30%** for our Weller clients, followed closely by SHC clients at 29%.

What site or program is this survey for?	EarlyON	Dental	ISKA	P2E	Tele-med	NACHC	SHC	Weller	Grand Total:
Surveys Collected for <b>2018:</b>	<b>50</b>	<b>4</b>	<b>27</b>	<b>49</b>	<b>25</b>	<b>50</b>	<b>49</b>	<b>67</b>	<b>321</b>
Service at WEL Primary	9	1	2	10	0	4	8	45	79
Service at WEL Allied	6	0	1	0	0	2	1	19	29
Service at SHC	3	0	0	0	1	1	47	2	54
Service at NACHC	0	0	0	0	1	47	0	0	48
Service at Telemed	1	0	0	1	25	0	3	0	30
Service at P2E	2	0	0	49	0	1	2	12	66
Service at ISKA	0	0	27	0	0	0	0	0	27
Service at Dental	7	4	0	5	0	1	5	7	29
Service at EarlyON	50	0	0	0	0	0	1	5	56
Service at Thrive	2	0	0	0	0	0	3	1	6
Other Programs Visited in 2018:	<b>8</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>6</b>	<b>8</b>	<b>7</b>	<b>KCHC ALL</b>
% of Respondents visiting 2+ sites:	<b>22%</b>	<b>25%</b>	<b>11%</b>	<b>27%</b>	<b>8%</b>	<b>4%</b>	<b>29%</b>	<b>30%</b>	<b>21%</b>

How to interpret:

The top row indicates the Site (where the survey was collected) and the column is where the service took place. Therefore, of the clients surveyed at EarlyON: 9 reported they had also received service at Weller Primary Care, 7 went to Dental, 2 received service from P2E etc.

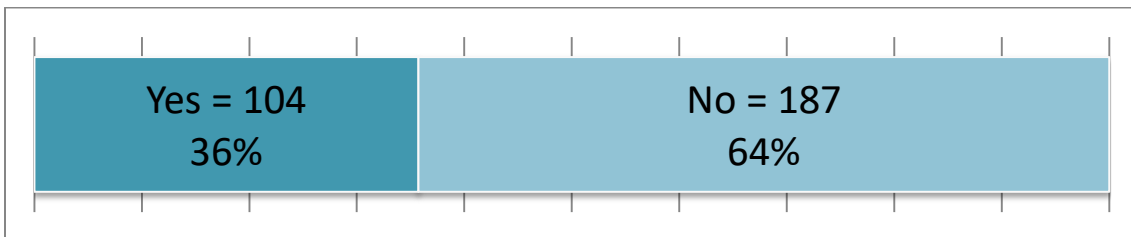
## Understanding and Improving the Rate of “No Shows” for our Programs

For 2018, it was decided to continue to ask clients about their appointment history, specifically focusing on the likelihood of not attending or cancelling within 12 hours of an appointment (aka “no show”).

It does appear that reminder calls (time-consuming and expensive) are not very effective at reducing no show rates for our programs. As can be seen by the assessment of reasons clients missed their appointments, a large percentage are from things that are beyond KCHC’s ability to control or influence. Interestingly, **forgetting** is the largest single reason with **37 responses or 24%** and of those who forgot **41%** indicated they had **received reminder calls**. It is, of course possible, that the reported missed appointment and reported reminder call were not for the same appointment.

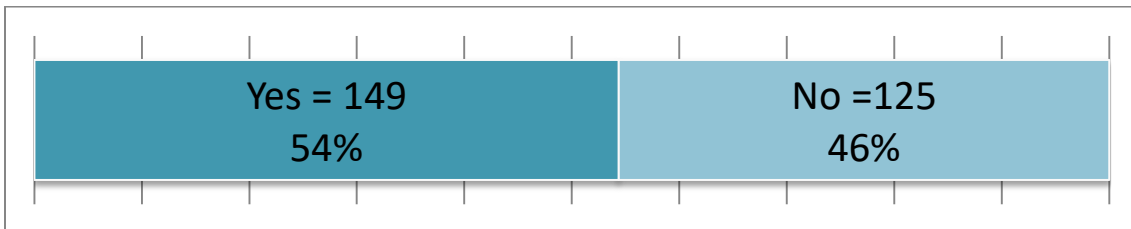
### In the past year, have you missed an appointment?

For the 291 respondents, about 64% indicated they had not missed an appointment.



### In the past year, have you received reminder calls?

For the 274 respondents, the majority indicated they had received reminder calls.

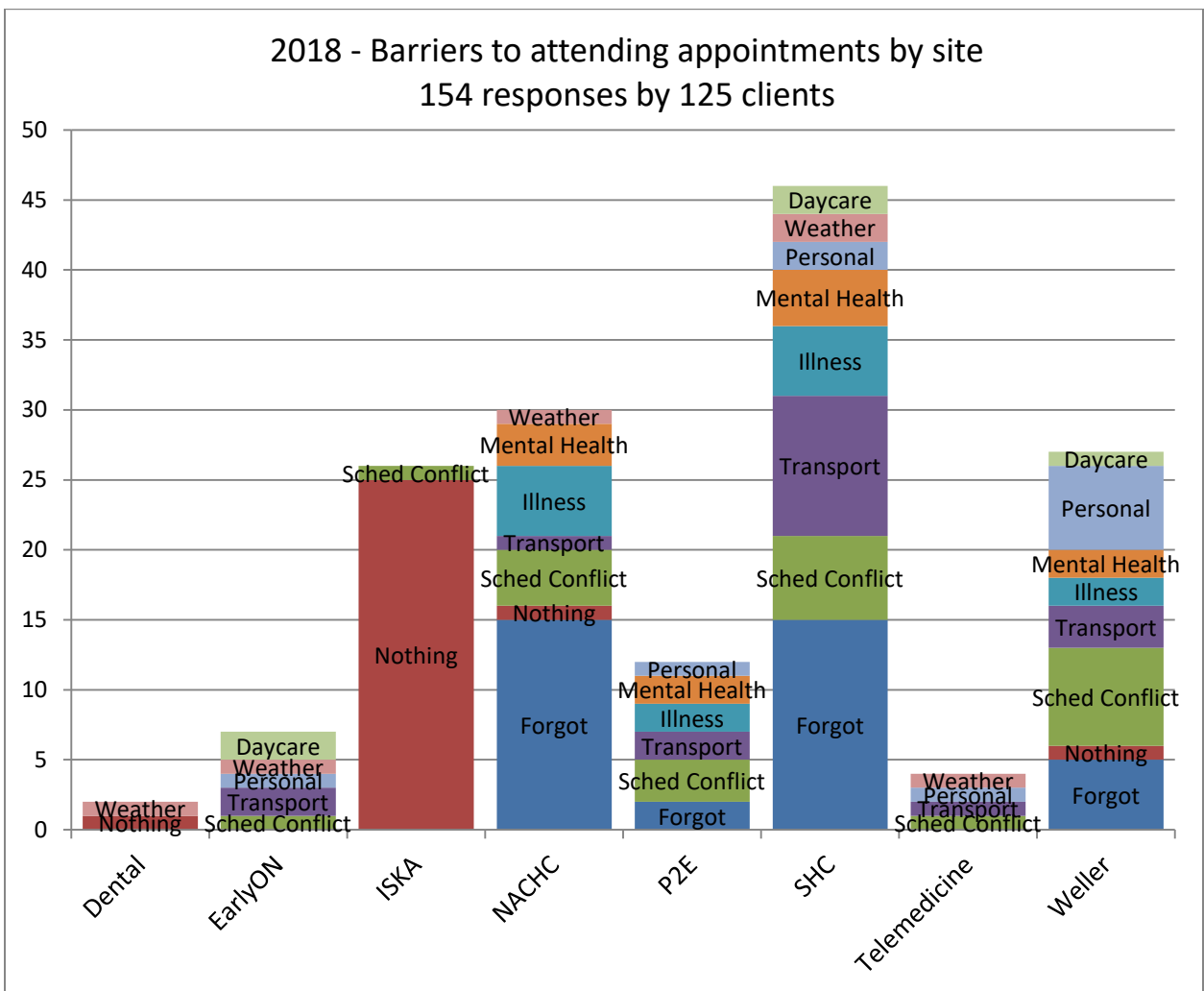
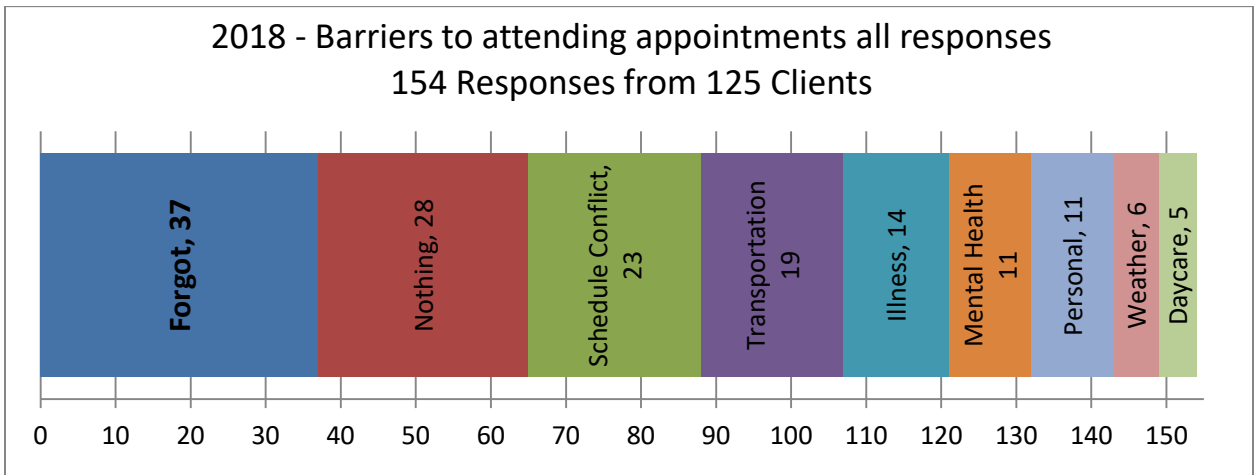


One area of particular interest is around those clients who indicate they had received reminder call(s) but did not then attend their appointment.

Self-Reported:	Received Reminder Calls?		Grand Total
	No	Yes	
Miss/did not miss an appointment			
Reported they did not miss an appt	82	88	170
Reported they missed an appt	41	58	99
<b>Grand Total</b>	<b>123</b>	<b>146</b>	<b>269</b>

## For the appointment(s) you missed, what kept you away?

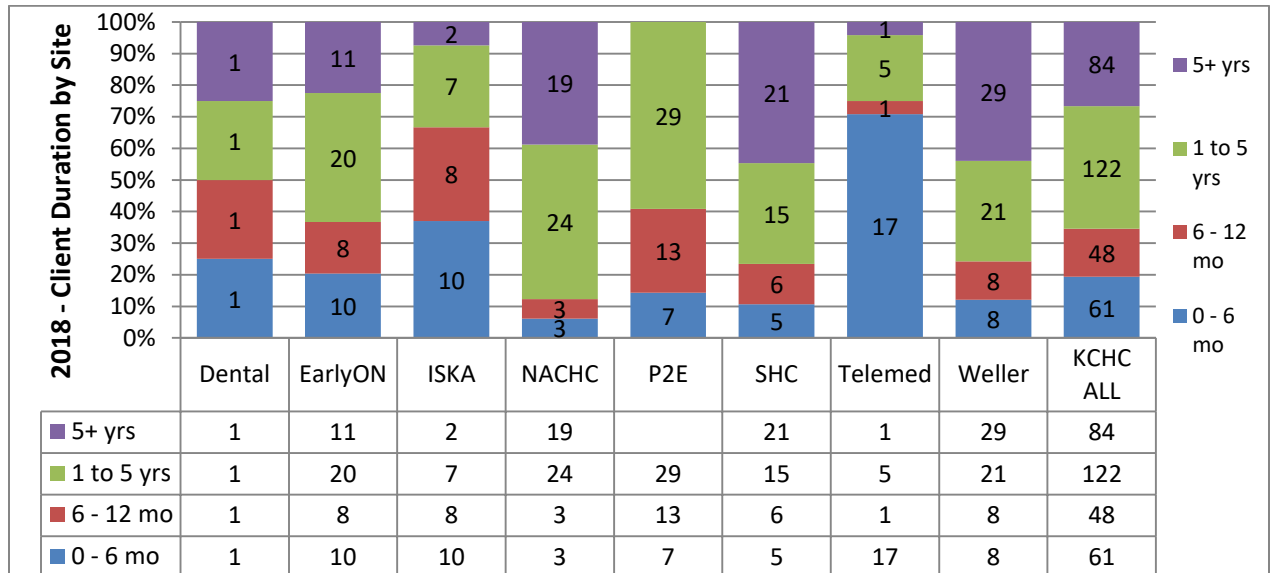
This was a comment field where clients were free to write whatever they wanted and those responses were grouped into themes as shown below.



## Client Profile Questions

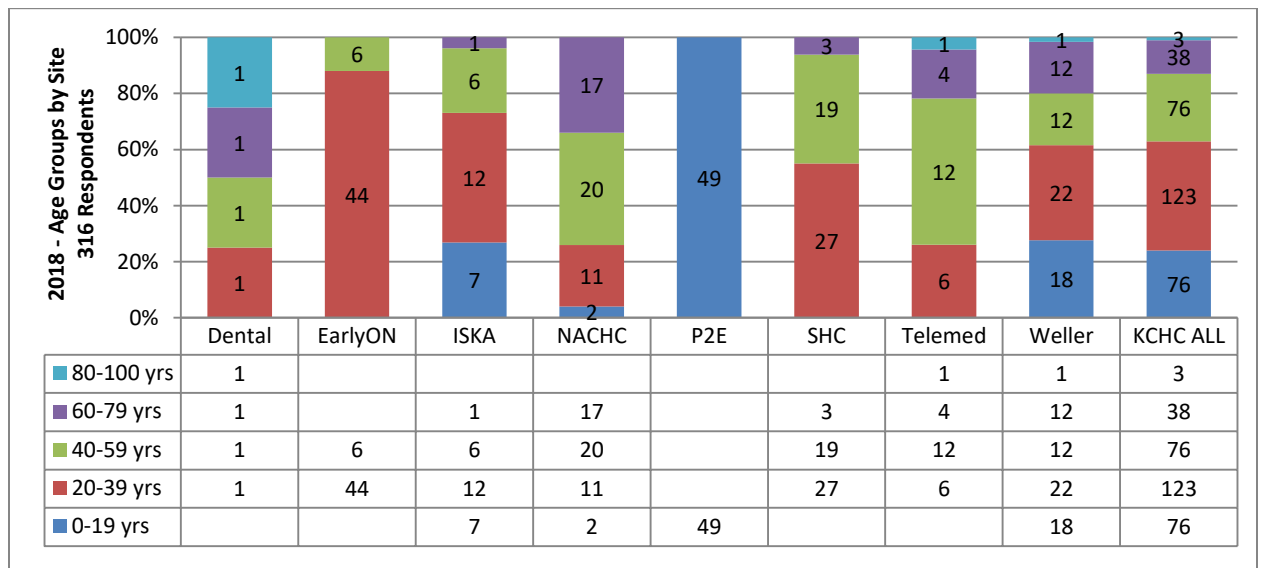
### How long have you been using programs and services at KCHC?

KCHC has many longstanding clients across most of its programs but we did see a sharp decline from a high in 2016 at 75% to only **65% of 2018's 315 respondents** (a small uptick from 62% of 2017's 307 respondents) indicating they have been served by KCHC for more than 1 year and **27% for more than 5 years** (down from 2016's results of 32% but steady from 2017's result of 27%).



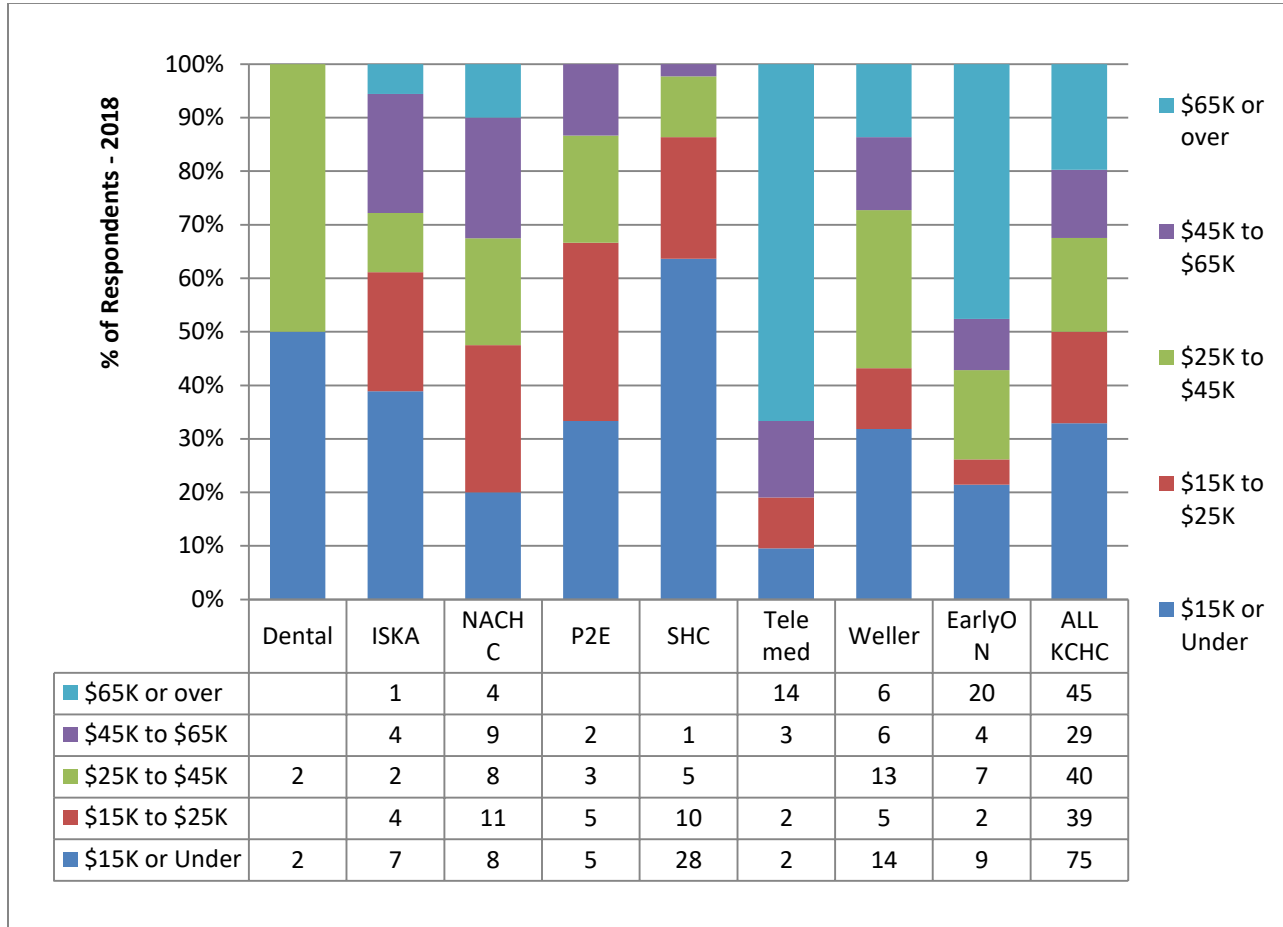
### What is your age?

For 2018 we had 316 of 321 respondents provide their age and found that **71%** were between 18 and 64 years of age (slight decline from 2017 at 75%). The results closely mirror KCHC's clinical client population where **67%** of clients receiving clinical services in 2018 were between 18 and 64 years old (71% in 2017).



## What was your family's household income last year?

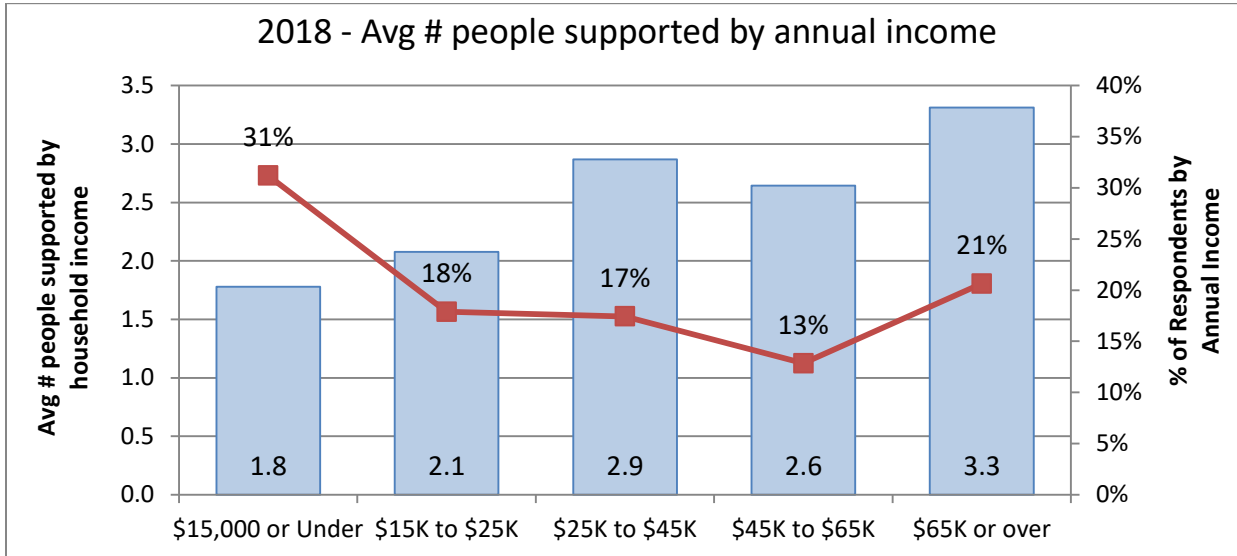
KCHC clients continue to struggle financially with **50% (107/218)** of respondents reporting a family income of less than \$25,000 per year (2016 57% or 181/325). This is a fairly significant decline (improvement) from 2016 (last reported) which saw 57% of respondents reporting the lowest income stratum. In that year, EarlyON and Telemedicine did not participate and as can be seen below, their responses are on the opposite end of the client spectrum. With EarlyON and Telemedicine excluded the reported percent climbs to 59% (93/156).



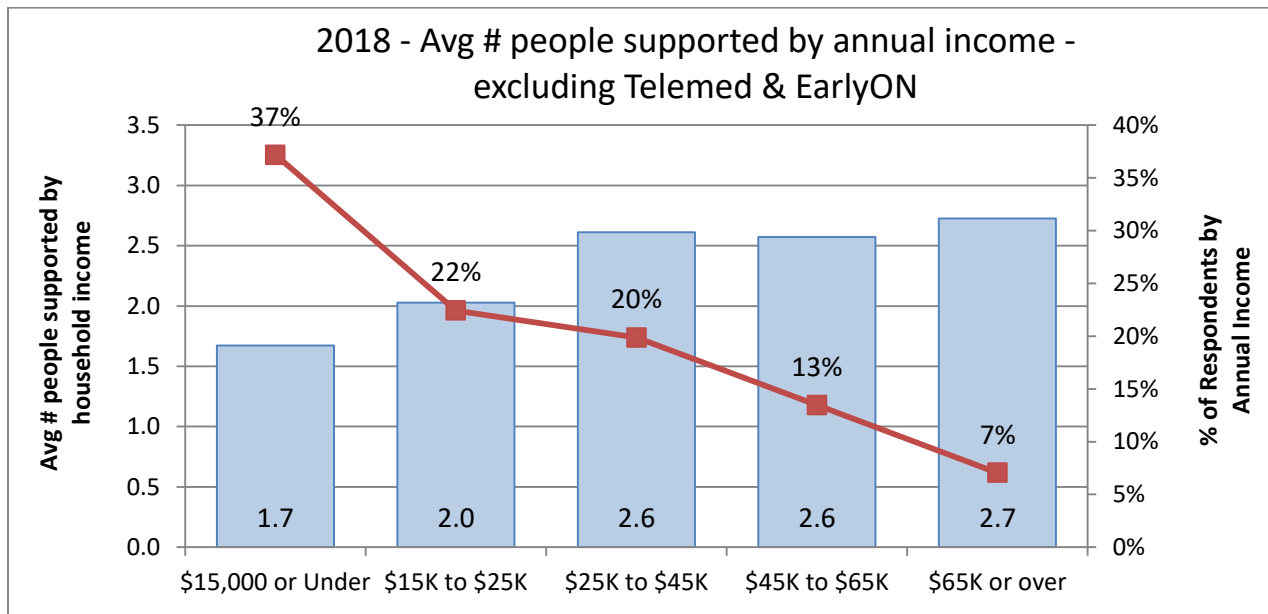
Please Note: Clients who responded with Decline to Answer or left parts of the 2-part question blank were excluded from these metrics.

## How many people are supported by this income?

For 2018 a very significant change took place as compared to 2016 when this question was last asked. At that time only 3% of 181 respondents indicated their household income was \$65,000 or more. This year, as can be seen, that quantity has skyrocketed to 21% due to the inclusion of EarlyON and Telemedicine clients for this reporting period.



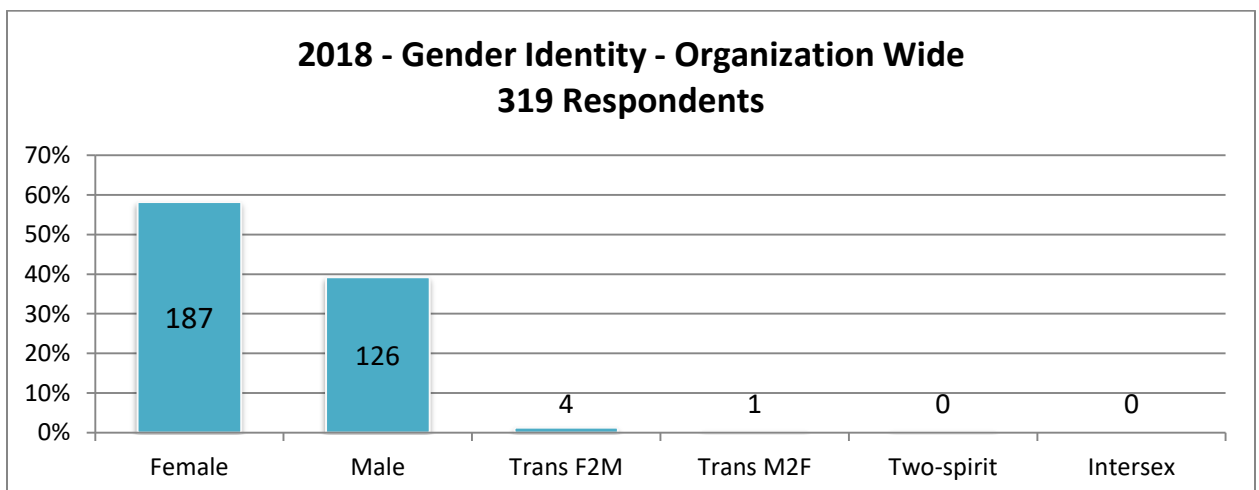
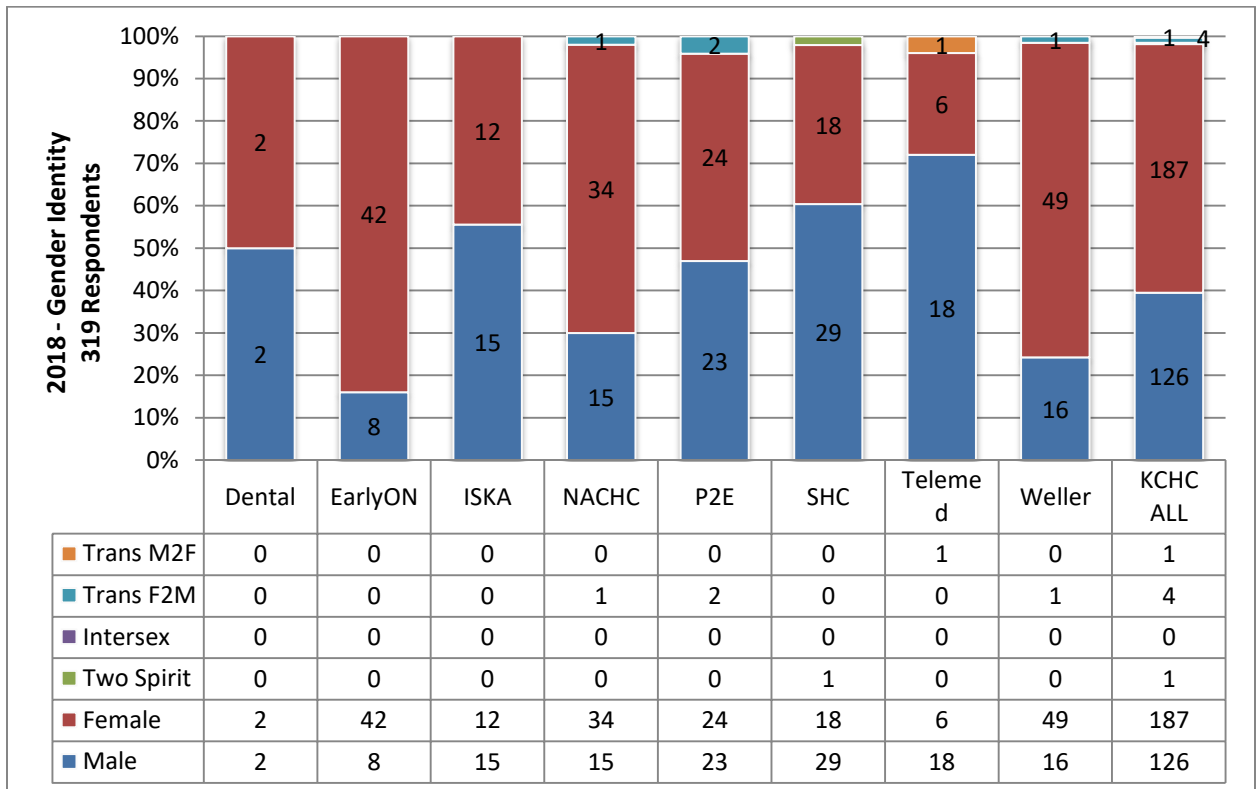
When we exclude EarlyON and Telemedicine we see results much closer to the 2016 responses although we do appear to be seeing modest improvements where it seems as though fewer people are living on more money. Even with this apparent improvement, we can see that the cohort of **59% (93/156)** of KCHC clients who are living on **less than \$25K per year** are actually supporting an **average of 2 people** in the household.



Please Note: Clients who responded with Decline to Answer or left parts of the 2-part question blank were excluded from these metrics.

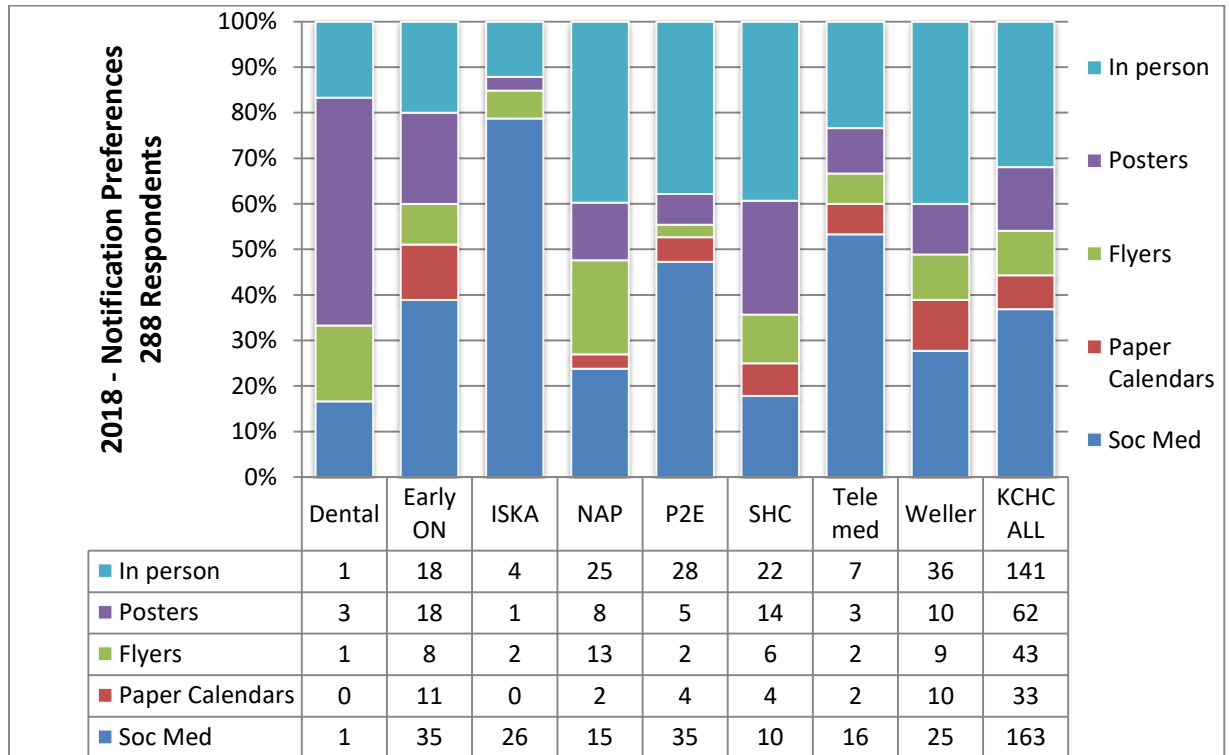
## In terms of your gender how do you identify?

- Again in 2018, respondents had the chance to choose from among a more inclusive list of options
- Women accounted for **58%** of all KCHC survey respondents this year which is higher than their actual representation in our clinical (EMR) client population at which was **53%** for 2018 (62% female respondents compared to 55% of clients seen in 2017).



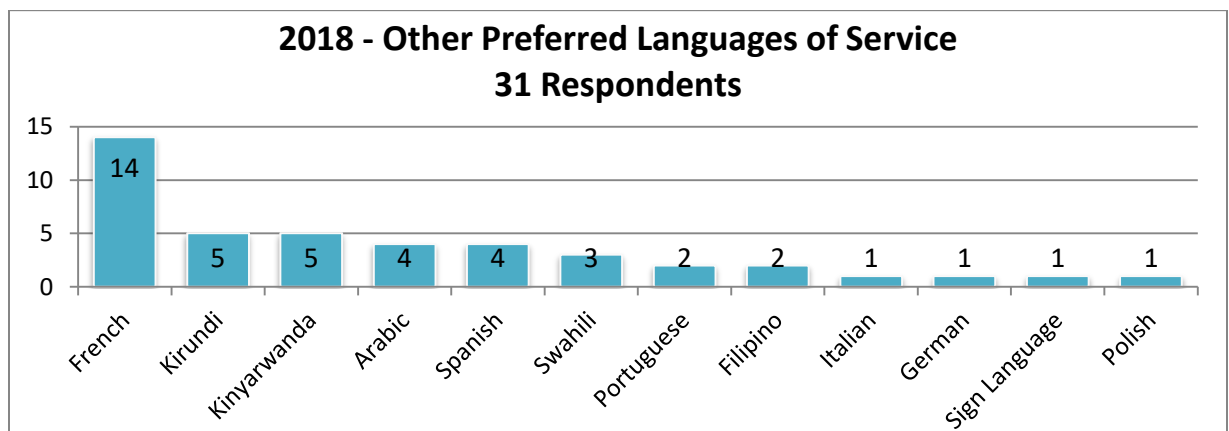
## What is the best way to notify you about our programs or our centre?

For the first time, the majority of our 288 respondents (**57% or 163/288**) preferred to look to **Social Media** (Facebook, Twitter) for notifications with **In Person** remaining a strong second at **49% or 141** respondents. Even our youngest cohort (P2E) maintains a similar split between In Person and Social Media.



## In what language would you prefer to receive services at KCHC?

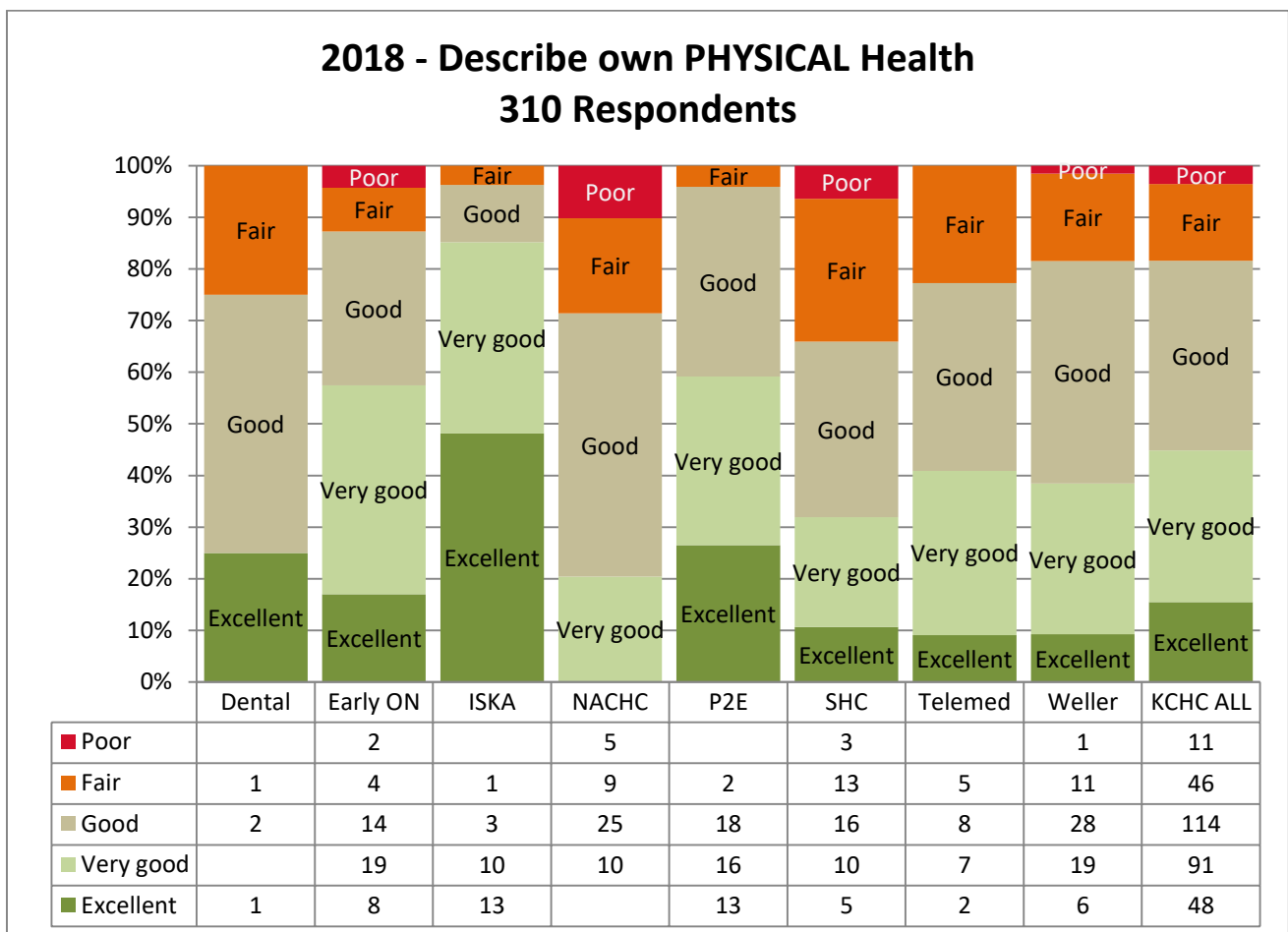
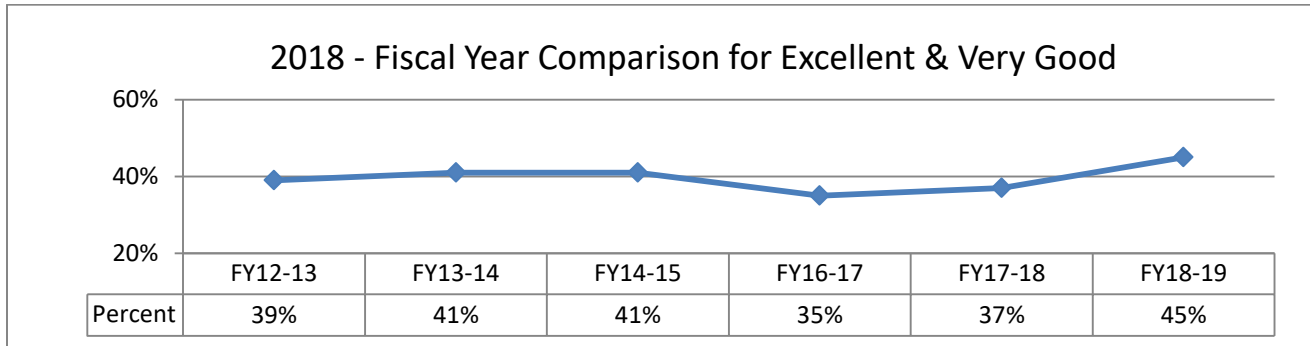
- For 2018, **98%** of respondents preferred to receive services in English (313/318); 2% chose French
- **96%** of respondents agreed that they could receive the service in the language of their choice



## CHC Sector Vital 8 Indicators

### In general, how would you describe your own PHYSICAL health?

The **2016 Canadian Index of Wellbeing** (most recent available national survey) showed (unchanged since 2003) that around **60%** of respondents reported their physical health as very good or excellent. As you can see below, only **45%** of KCHC clients rated their health that high (a nice uptick from 2017 at 37% ).

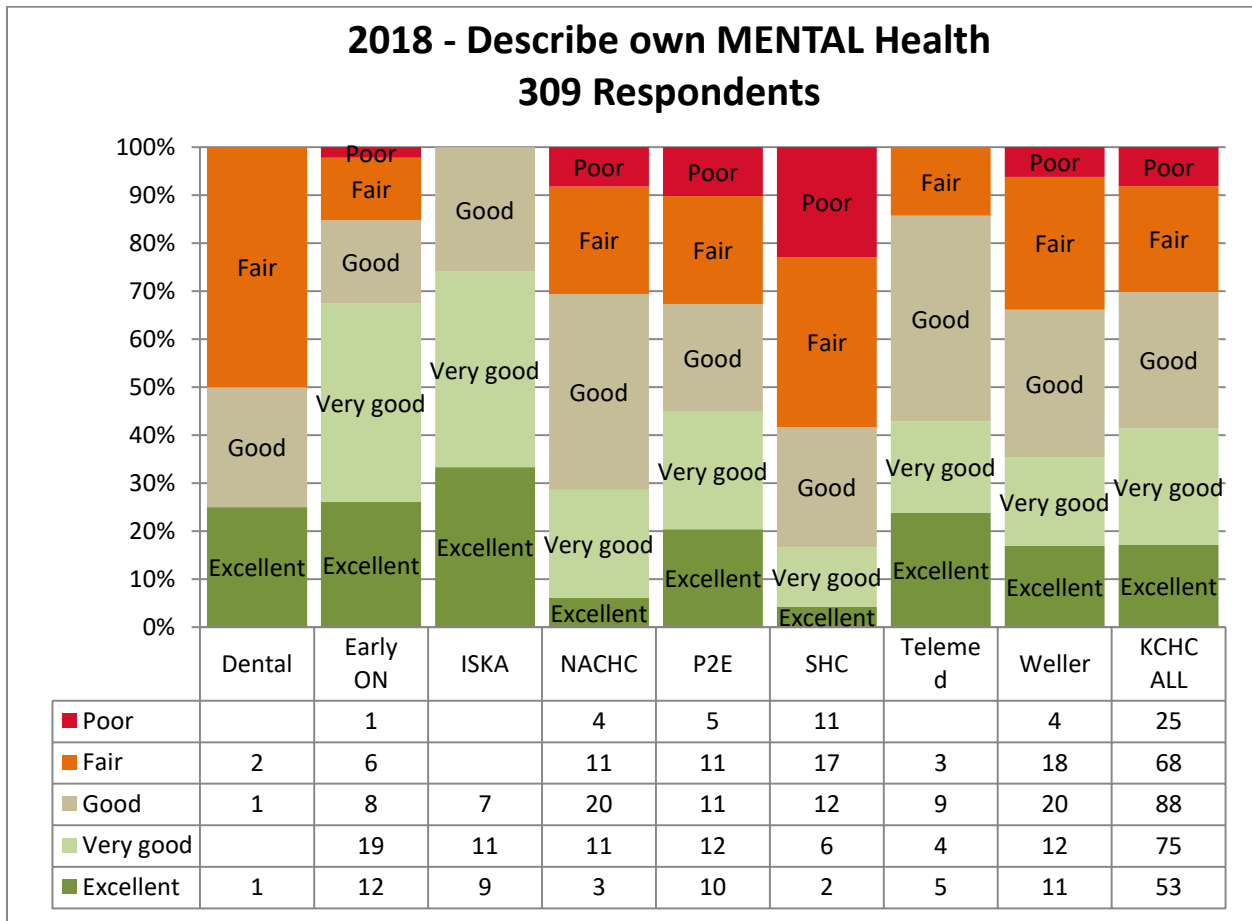
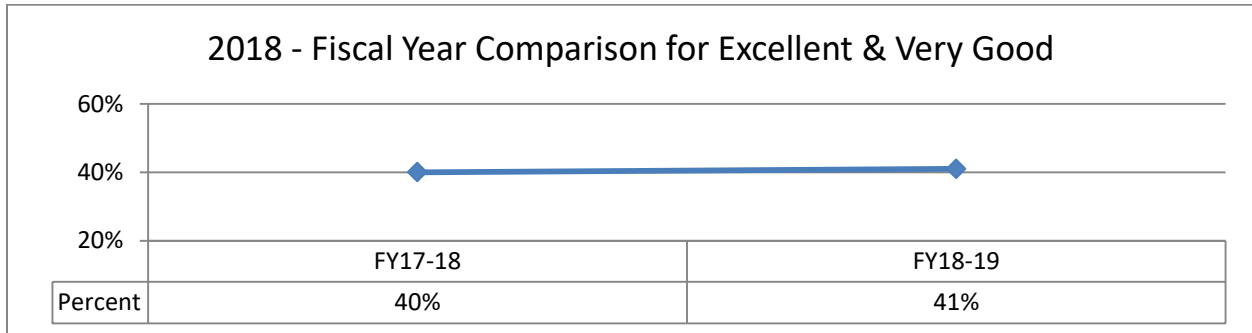


Page 26 of Canadian Index of Wellbeing. (2016). *How are Canadians Really Doing?*  
The 2016 CIW National Report. Waterloo, ON: Canadian Index of Wellbeing and University of Waterloo.

## CHC Sector Vital 8 Indicators continued

### In general, how would you describe your own MENTAL health?

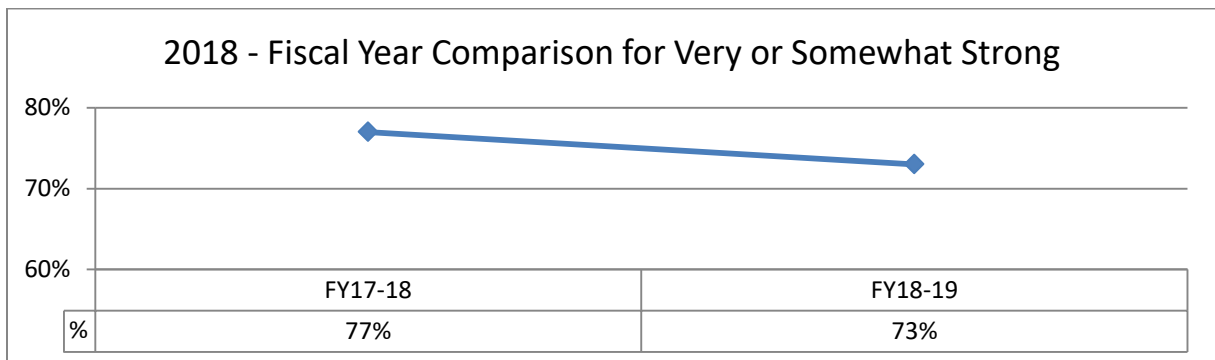
The **2016 Canadian Index of Wellbeing** (most recent available national survey) showed that around **71%** of respondents reported their mental health as very good or excellent in 2014. As you can see below, similar to the results for physical health; only **41%** of KCHC clients rated their mental health that high.



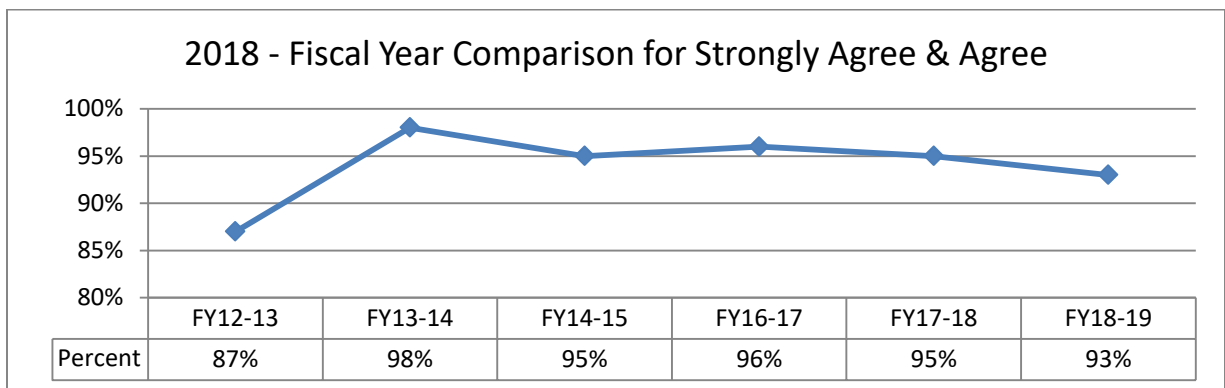
Page 26 of Canadian Index of Wellbeing. (2016). *How are Canadians Really Doing? The 2016 CIW National Report*. Waterloo, ON: Canadian Index of Wellbeing and University of Waterloo.

## CHC Sector Vital 8 Indicators continued

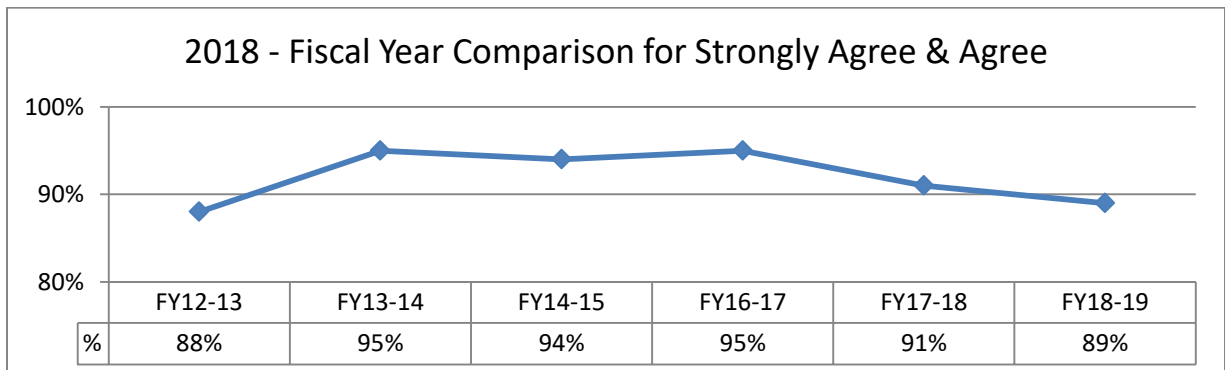
How would you describe your sense of belonging to your community?



I always feel comfortable and welcome at KCHC.



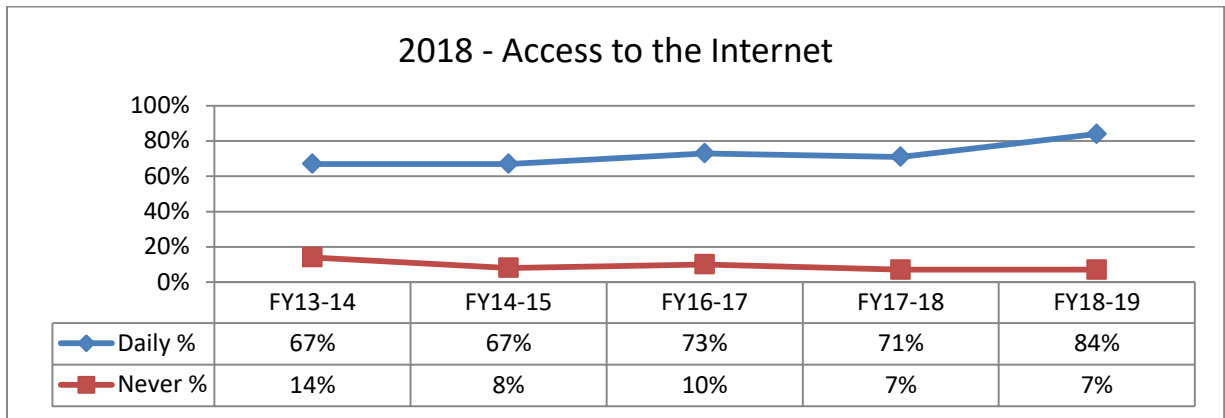
My health care provider involves me (to the extent I wish to be) in decisions about treatment. \*



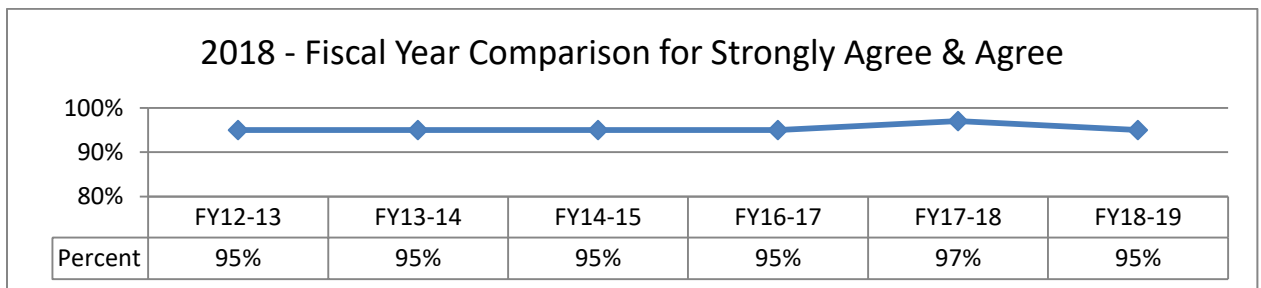
\*This question also appears in the Clinic Responses section.

## Questions Related to Access and Client Centeredness

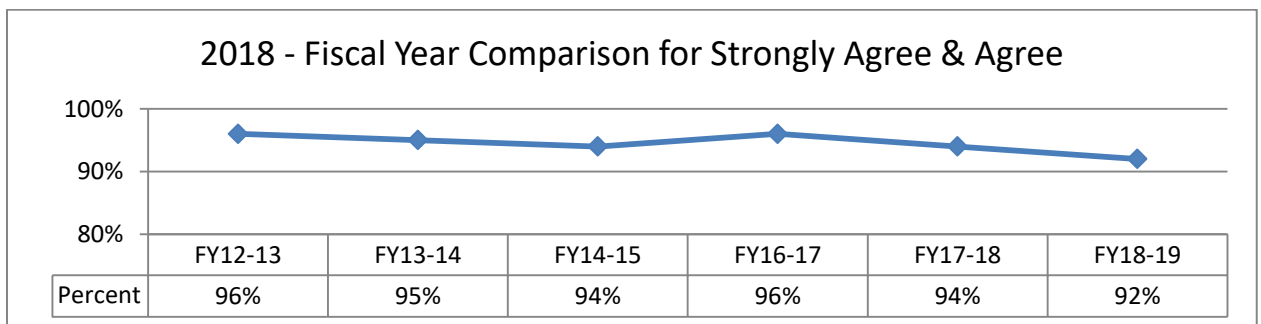
How often do you have access to the internet?



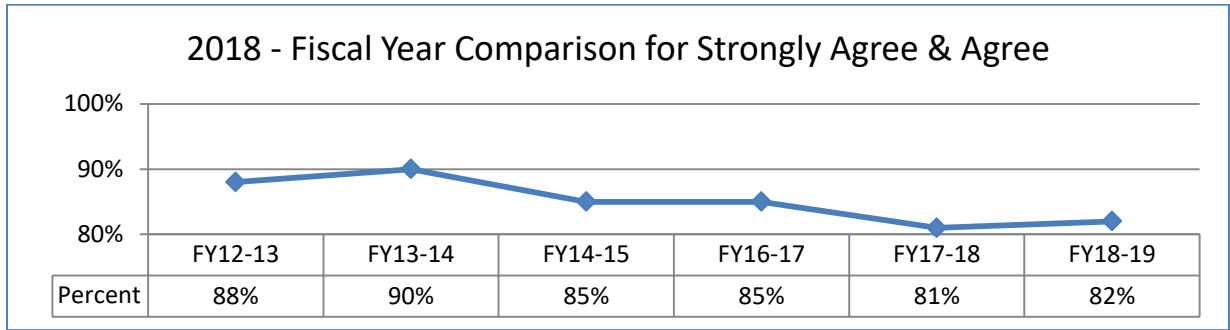
The staff are easy to talk to and encourage me to ask questions.



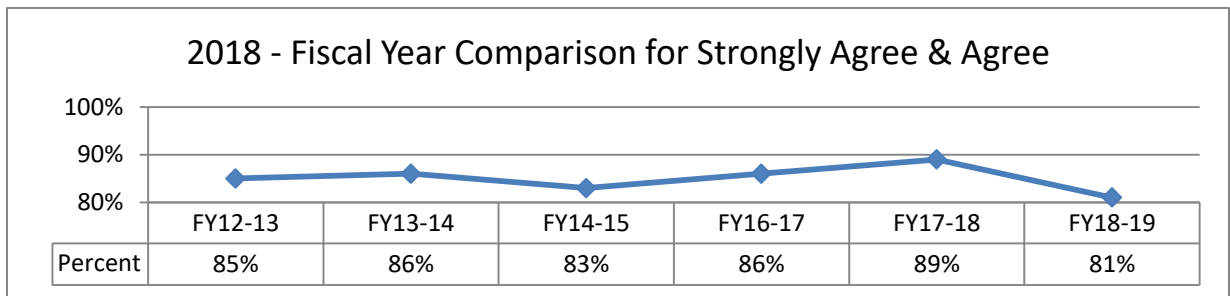
The staff always explain things in a way that is easy to understand.



**I can get an appointment when I need one.**

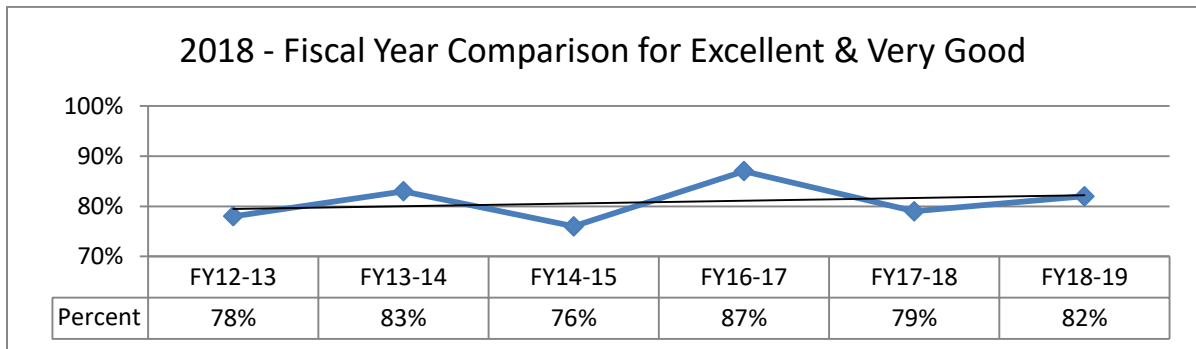


**I know how to make a suggestion or complaint.**



## Questions Related to Impact and General Satisfaction

Overall, how would you rate the care and services you received at KCHC?

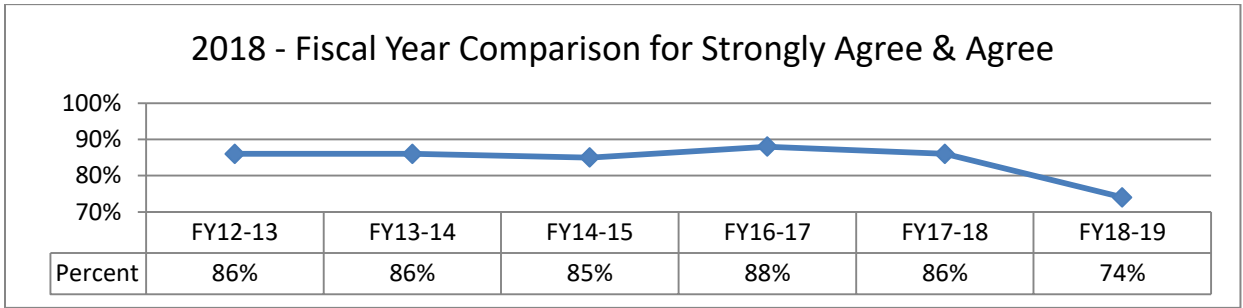


**If there was one thing you could change about KCHC; what would it be?**

For 2018, there were 168 respondents who offered 313 suggestions in this free text entry question; the responses were assessed and compiled into loose categories.

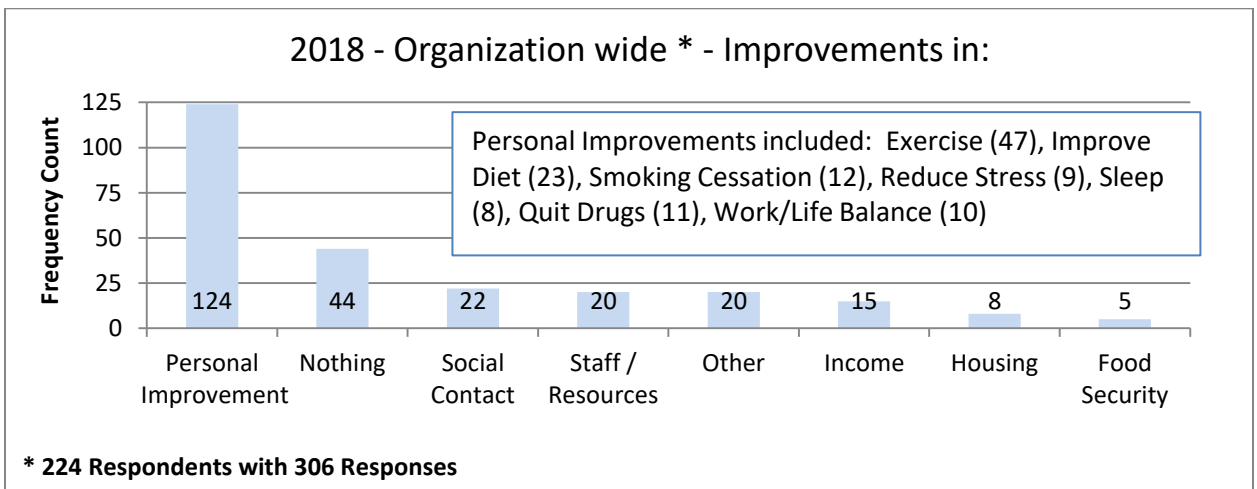
Main Category	Subcategories or Actual Comments (in quotes)	Count of Responses
Change Nothing	<ul style="list-style-type: none"> <li>• “No complaints – Everyone is great!”</li> <li>• “Nothing at the moment. I feel St. health (sic) is doing the best it has since I started here at 1996. The variety of services available is the best I've seen in Canada.”</li> <li>• “Its (sic) perfect as it is.”</li> </ul>	62
Physical Space	<ul style="list-style-type: none"> <li>• More or different locations (9)</li> <li>• Parking (2); Improve cleanliness (2)</li> <li>• Too many people for size of space (2)</li> </ul>	14
Clinic Hours	<ul style="list-style-type: none"> <li>• Increase or change clinic hours (14)</li> <li>• “It would be nice to have a night apt.”</li> <li>• “Weekend hours.”</li> <li>• “Counselling services offered in the evening hours.”</li> </ul>	14
Staff and/or Resources	<ul style="list-style-type: none"> <li>• Reduce wait times (14)</li> <li>• Clients are wanting greater continuity of care (7) or access to specialists (4)</li> <li>• “Add a cardiology support group for young adults”</li> <li>• Suggestions that staff could use greater training (6)</li> <li>• “Hire diverse staff.”</li> </ul>	45
Programming	<ul style="list-style-type: none"> <li>• Increased youth focus (13) ; Increase access to Tutoring (4)</li> <li>• Restore BBKC Home Visiting etc (5)</li> <li>• “Bring back our old programs to EarlyON.”</li> <li>• Increase either the frequency (7) or the variety (5)</li> <li>• Increase sports or fitness options (8)</li> </ul>	34
Other / Misc.	<ul style="list-style-type: none"> <li>• Provide more food (5) or financial support (2)</li> </ul>	15

**The programs and services have helped me improve my health and well-being.**

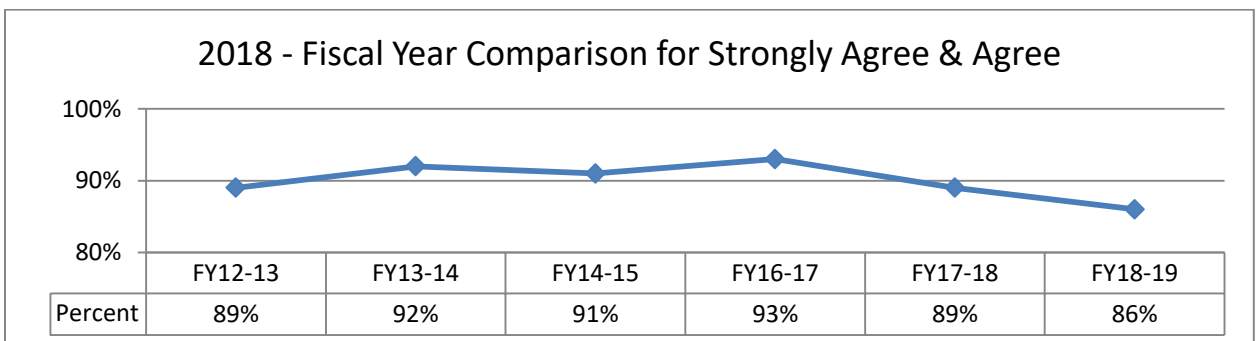


**What would help you improve your overall health and well-being?**

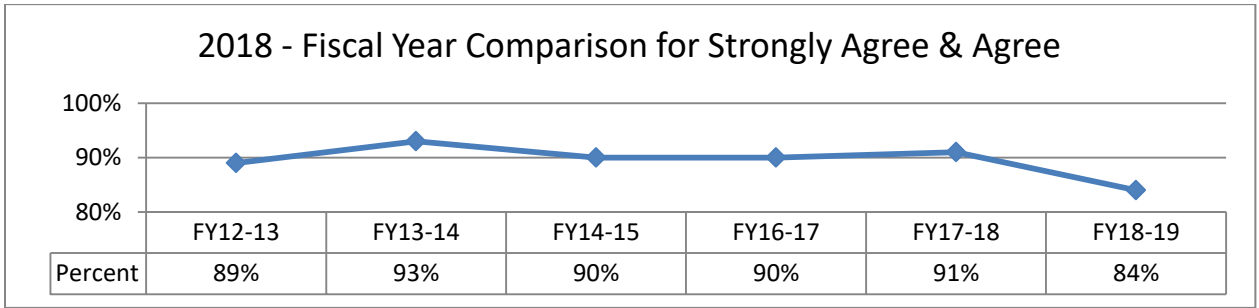
This was a free text entry question; the responses were assessed and compiled into loose categories.



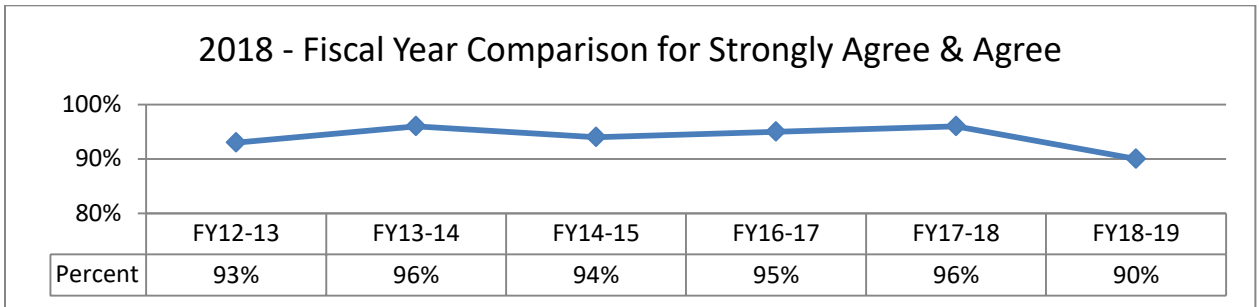
**Staff help me connect to the services and programs I need at KCHC or in my community.**



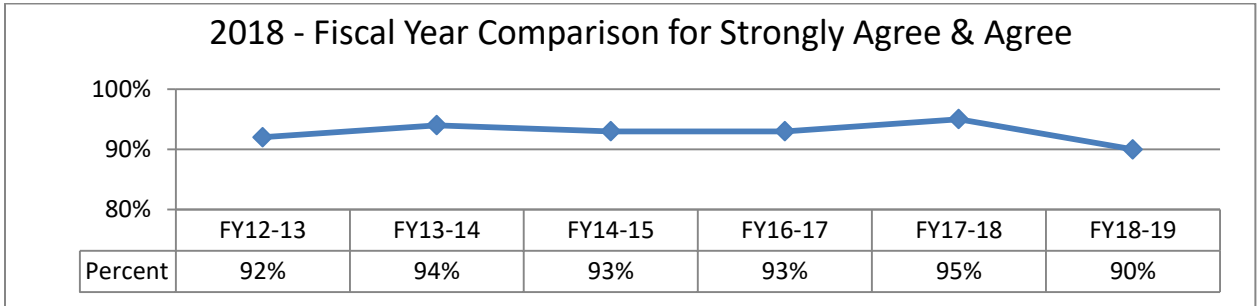
**The programs and services offered by KCHC meet my needs.**



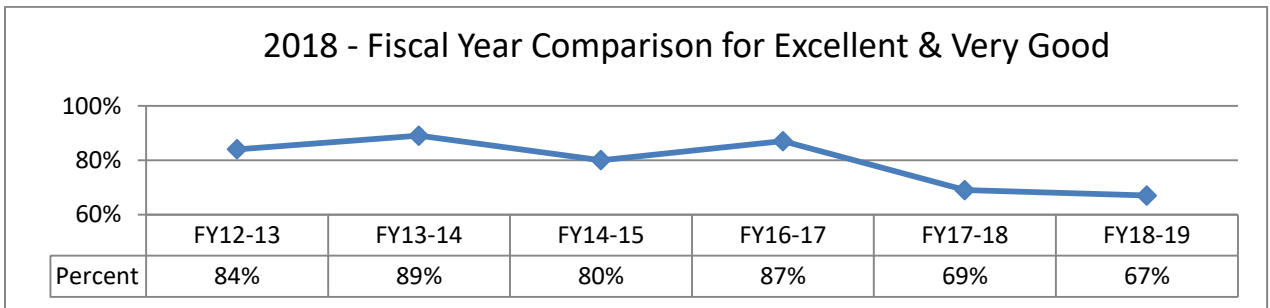
**I would refer family or a friend to KCHC.**



**KCHC has a positive impact on my community.**

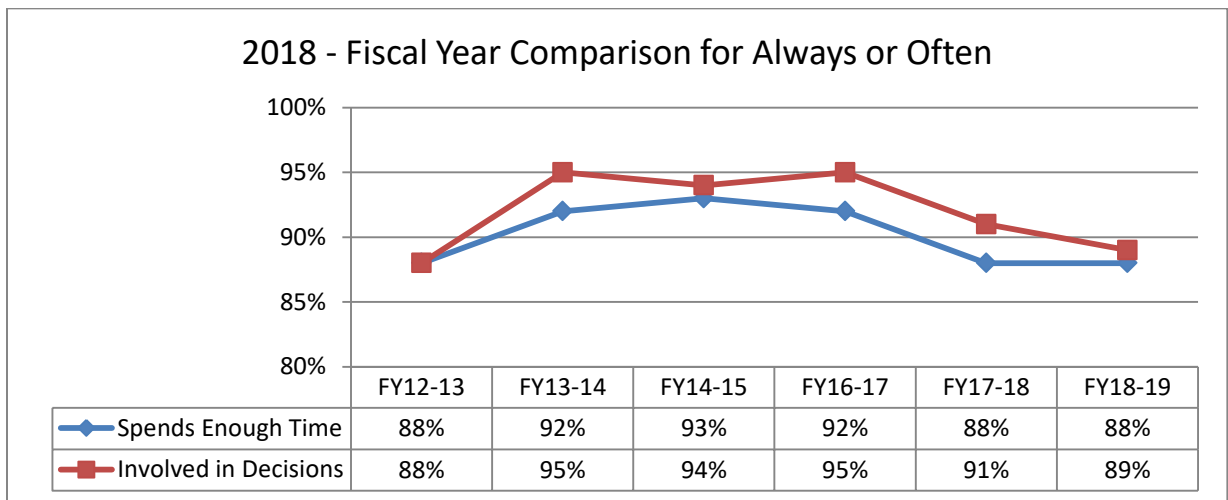
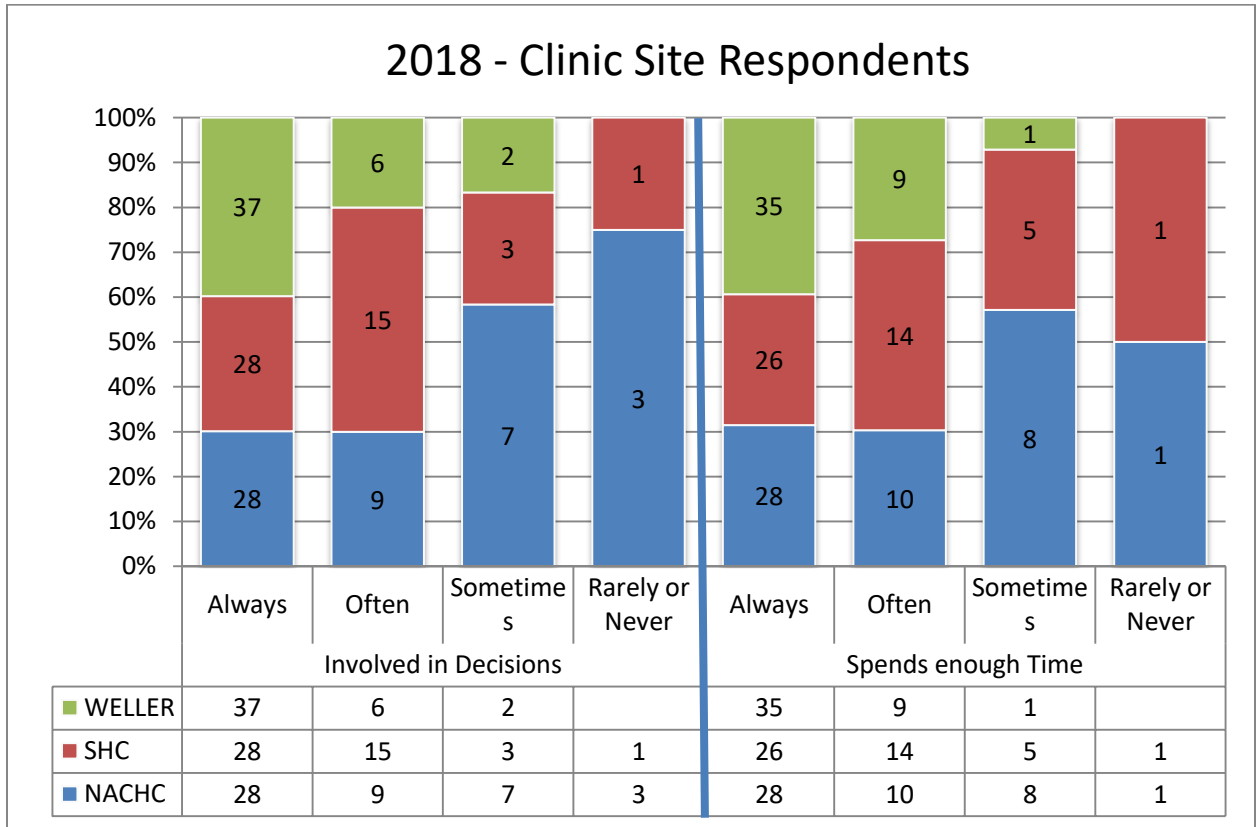


**If you attended Group Programs at KCHC in the last year; what was your overall satisfaction with the group service you received?**



## Questions posed to clients at the clinical sites only (140 Surveys)

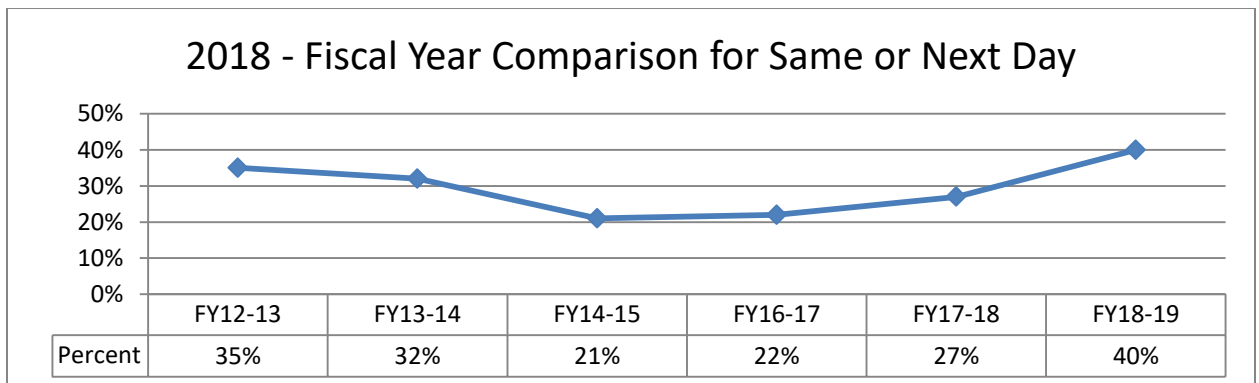
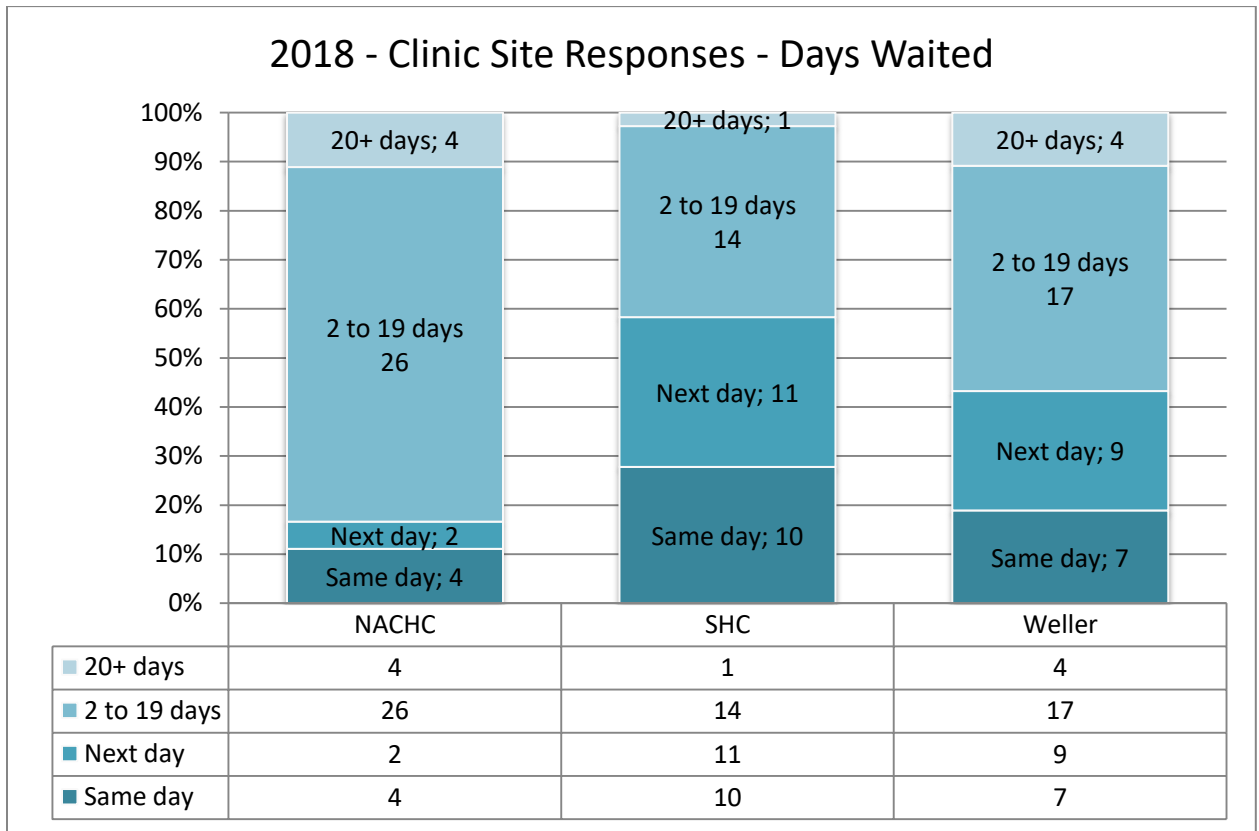
- **Vital 8 Indicator: My health care provider involves me (to the extent I wish to be) in decisions about treatment**
- **My health care provider always spends enough time with me at a visit**



## Clinical Sites Only continued (140 surveys)

The last time you were sick or were concerned you had a health problem, how many days did it take from when you first tried to see your doctor or nurse practitioner to when you actually SAW him/her or someone else in the office?

### Client Perception:

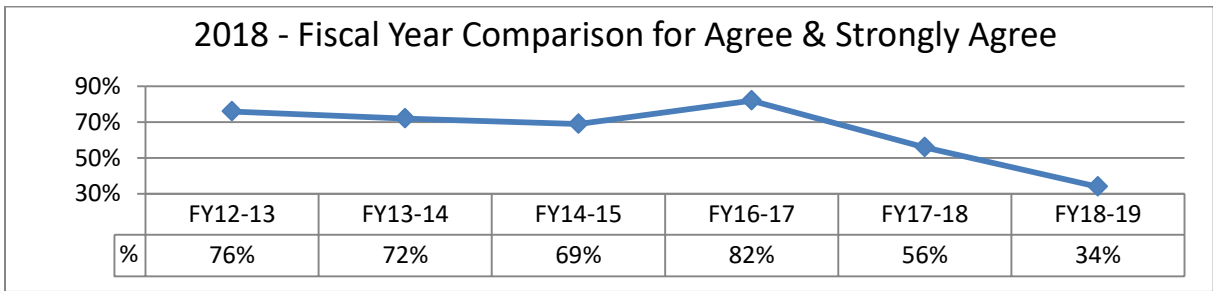


Weller (37 responses) = 8 days; NACHC (32 responses) = 13 days; SHC (33 responses) = 6 days

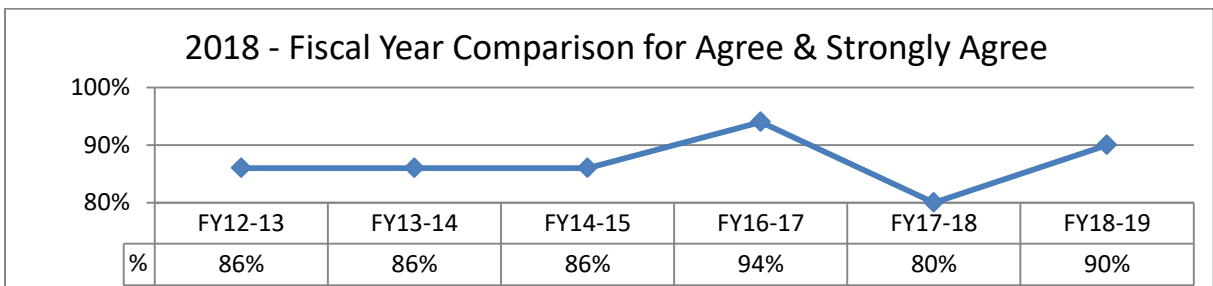
KCHC average of 9 days waited from 102 responses

**Questions posed to clients at EarlyON only (50 Surveys):**

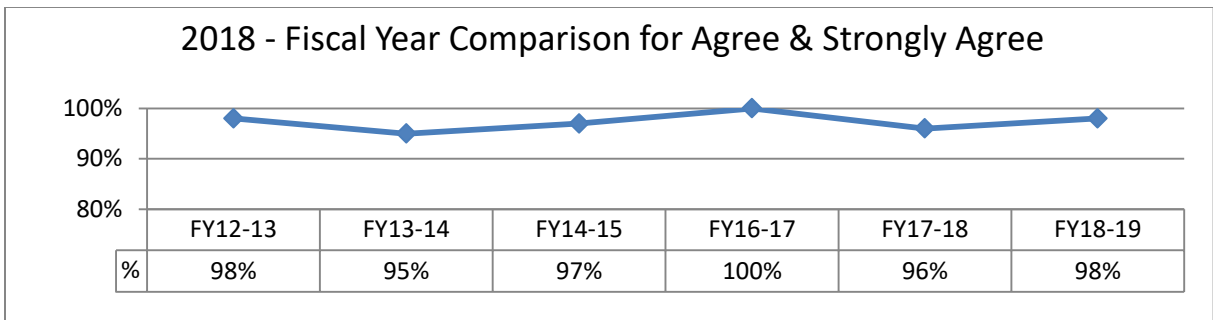
**EarlyON has given me information about my child’s immunization schedules.**



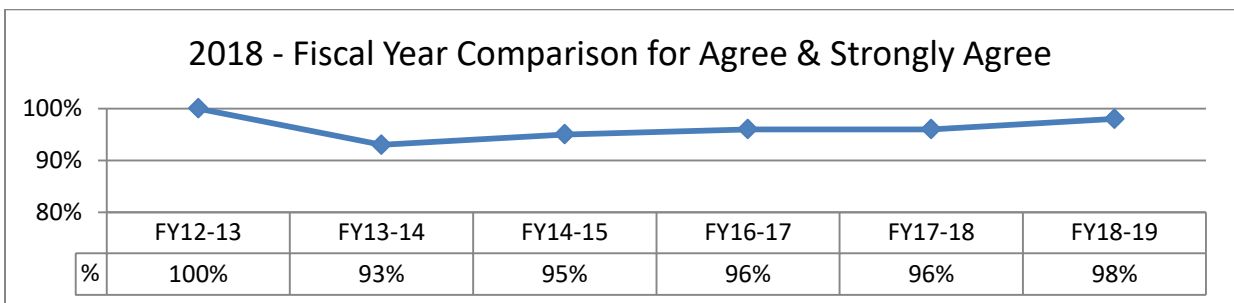
**Breastfeeding is a way to promote health and helps to prevent disease.**



**The influence of parents during a child’s early years is critical to the way a child turns out in life.**

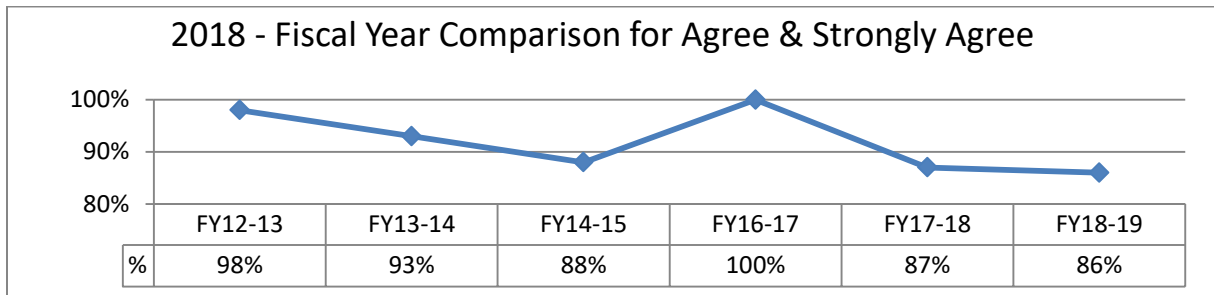


**You have the knowledge you need to understand if your child’s development is healthy or right for their age**

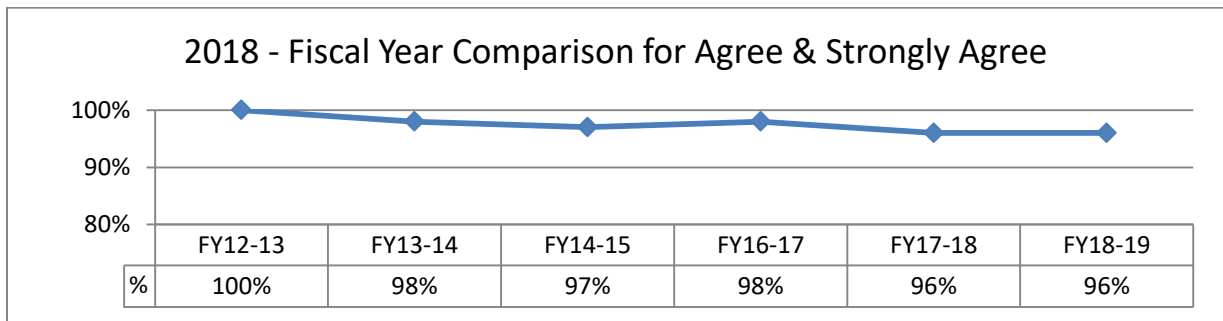


## EarlyON Questions continued (50 Surveys):

**Your experience at EarlyON has made you more confident in your parenting skills.**



**You would ask staff for information about child or parenting services in the community.**



**If there was one additional service EarlyON could provide that would make raising healthy children easier, what would it be?**

Much of the feedback centred on changes to programming. Clients suggested:

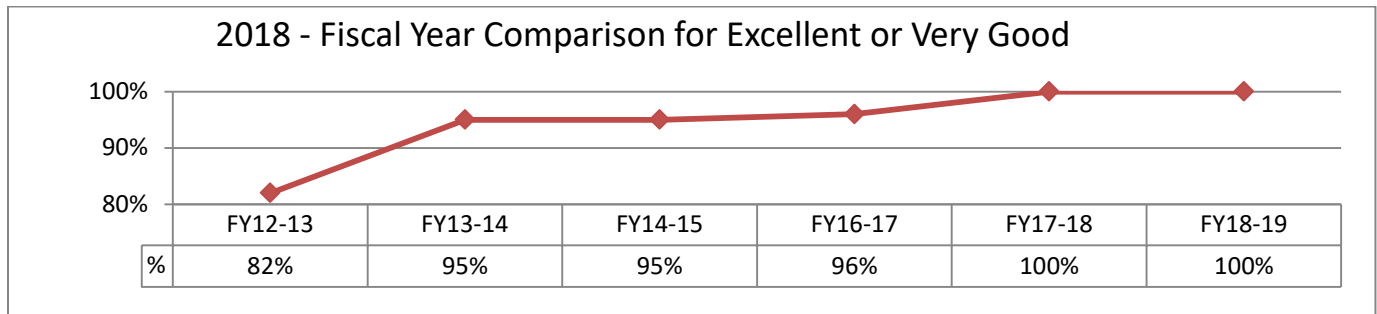
- Provide healthy snacks
- Meal Prep for Adults as well as Family cooking classes
- Classes for post-partum adjustment or newborn period
- More collaboration with other local partnerships, public health, lactation consultant, Maltby Centre, Early Expressions, library
- CPR or First Aid Training
- More physical activity periods
- Increase hours at Rideau Heights Public School to 5 days a week

Some of the general feedback received:

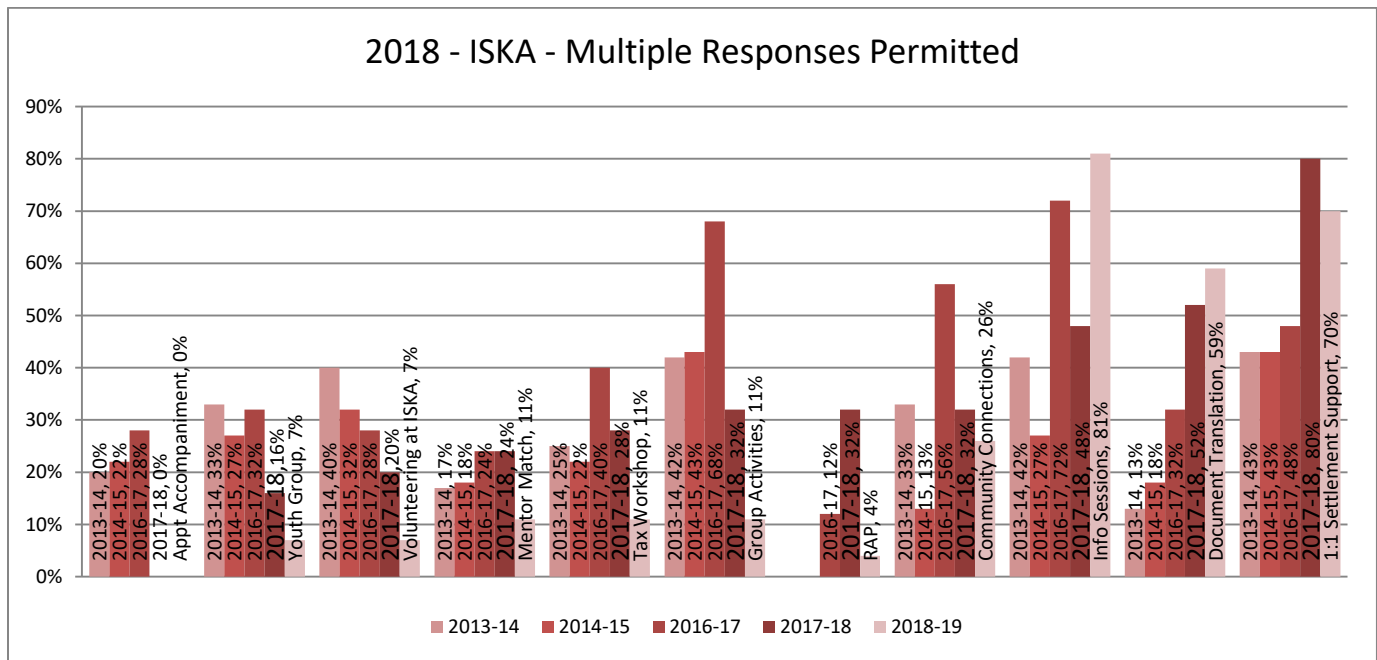
- Bring back the home visiting component – reduces isolation
- Teens Loving Children
- Developmental milestones flyers and connections to other services
- Exclude sick kids from programming
- Free childcare during mental health sessions for parent
- EarlyON is a great program. The staff are amazing. There is nothing I can think of that is not provided.

## Questions posed to clients at ISKA only (27 Surveys):

Overall, how would you rate the services you received at ISKA?



Which of these ISKA services is most helpful for you?

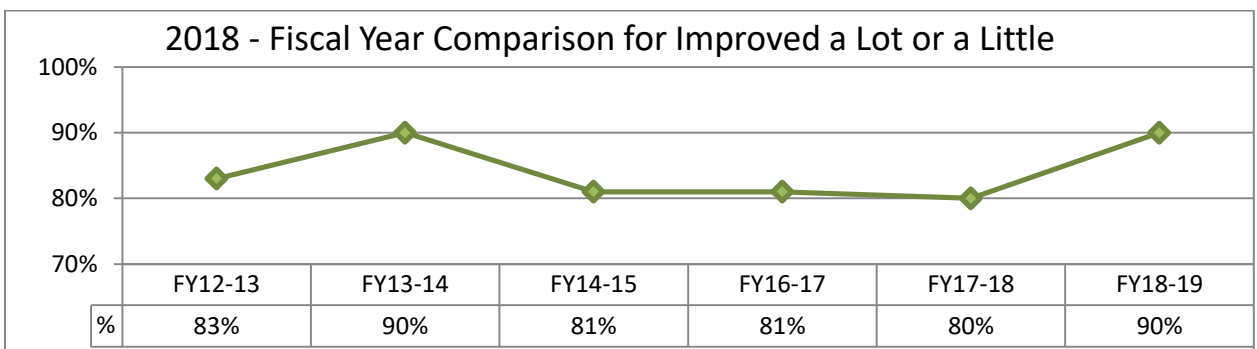
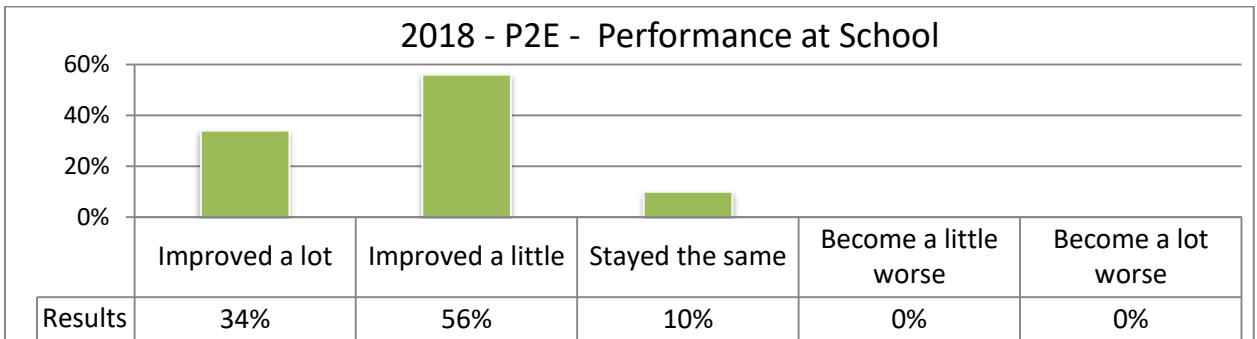


Suggestions for one additional service ISKA could provide:

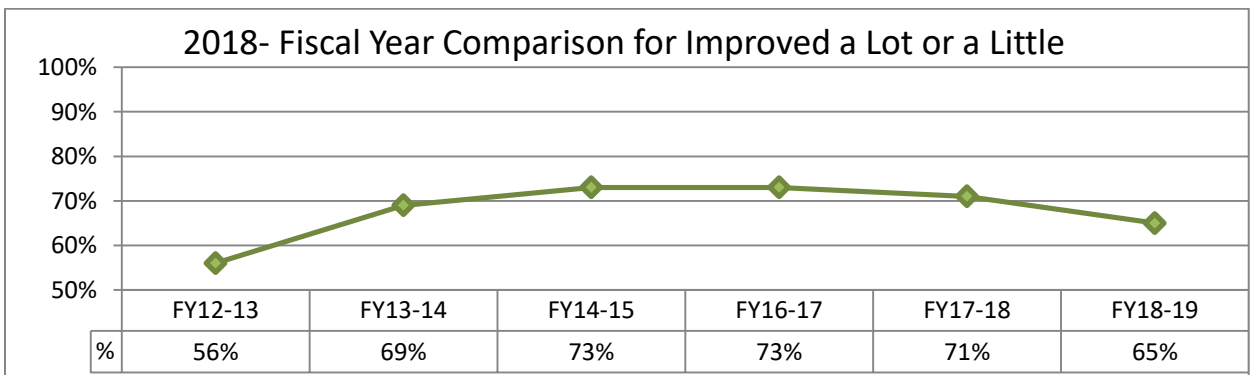
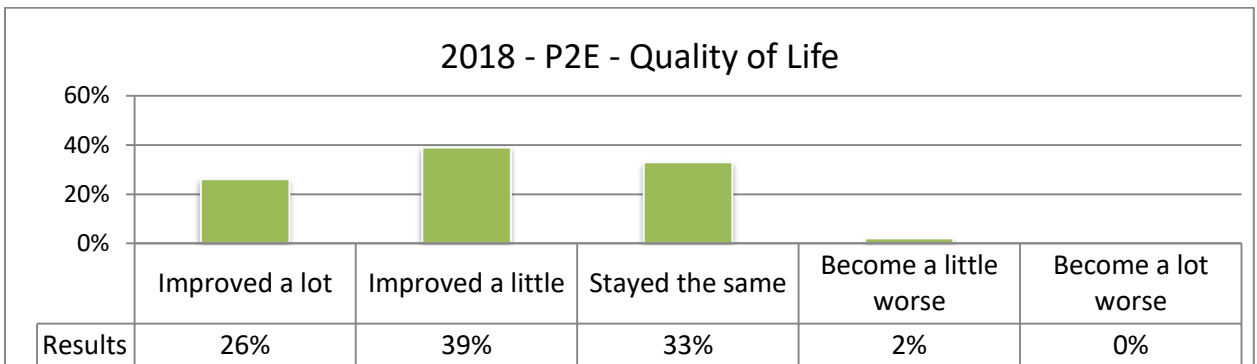
- Employment services
- Newcomers and young adults Internship and contract job opportunities
- Young Adults activities
- Winter sports activities
- Keep hiring amazing and diverse staff
- Portuguese language services
- More [Staff Name]! Helpful, considerate attitude, wonderful young man. Knowledgeable and kind.

## Questions posed to clients at P2E only (49 surveys):

In the time since you joined P2E, your performance at school has:

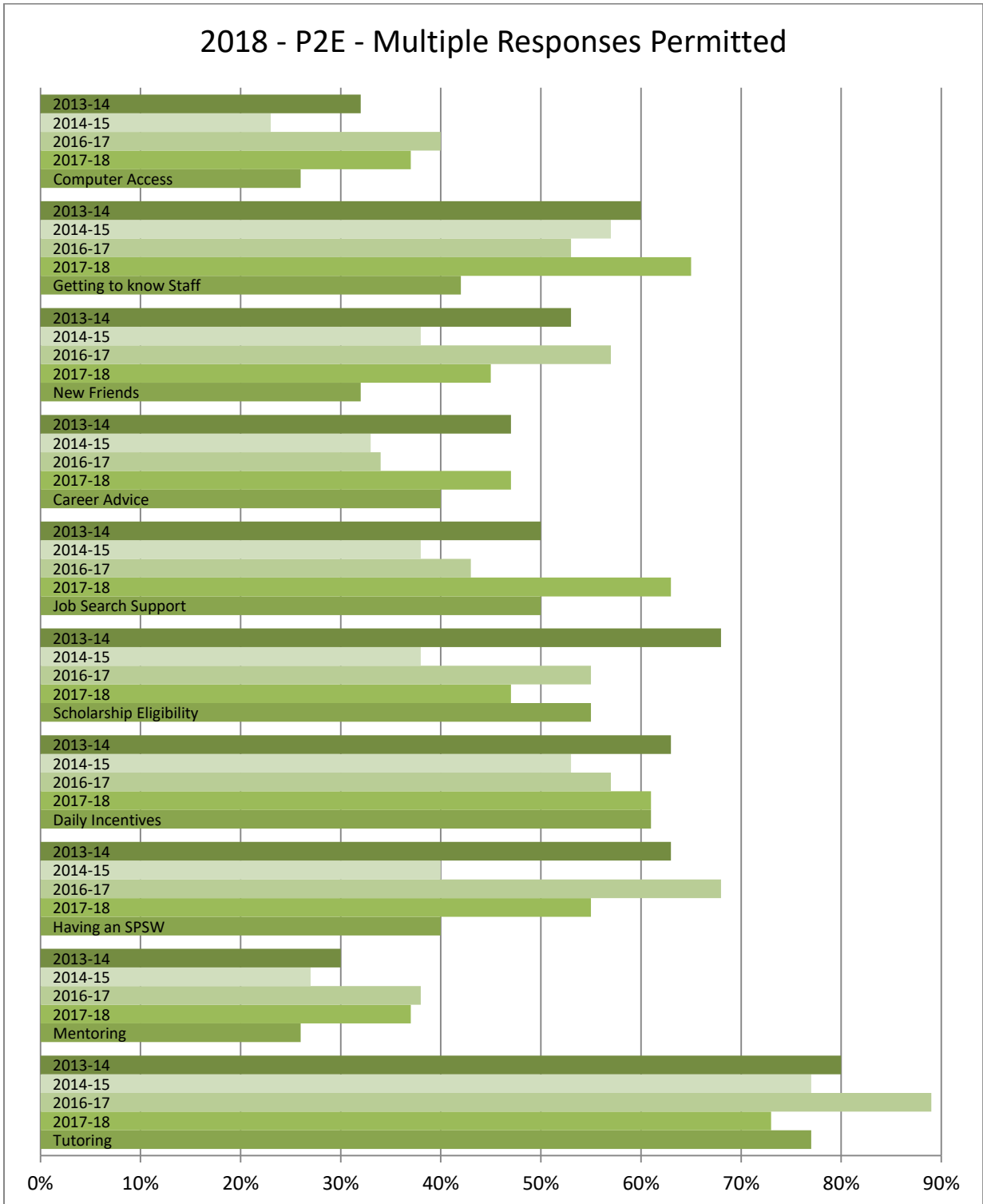


In the time since you joined P2E, your quality of life has:



## P2E continued (50 surveys):

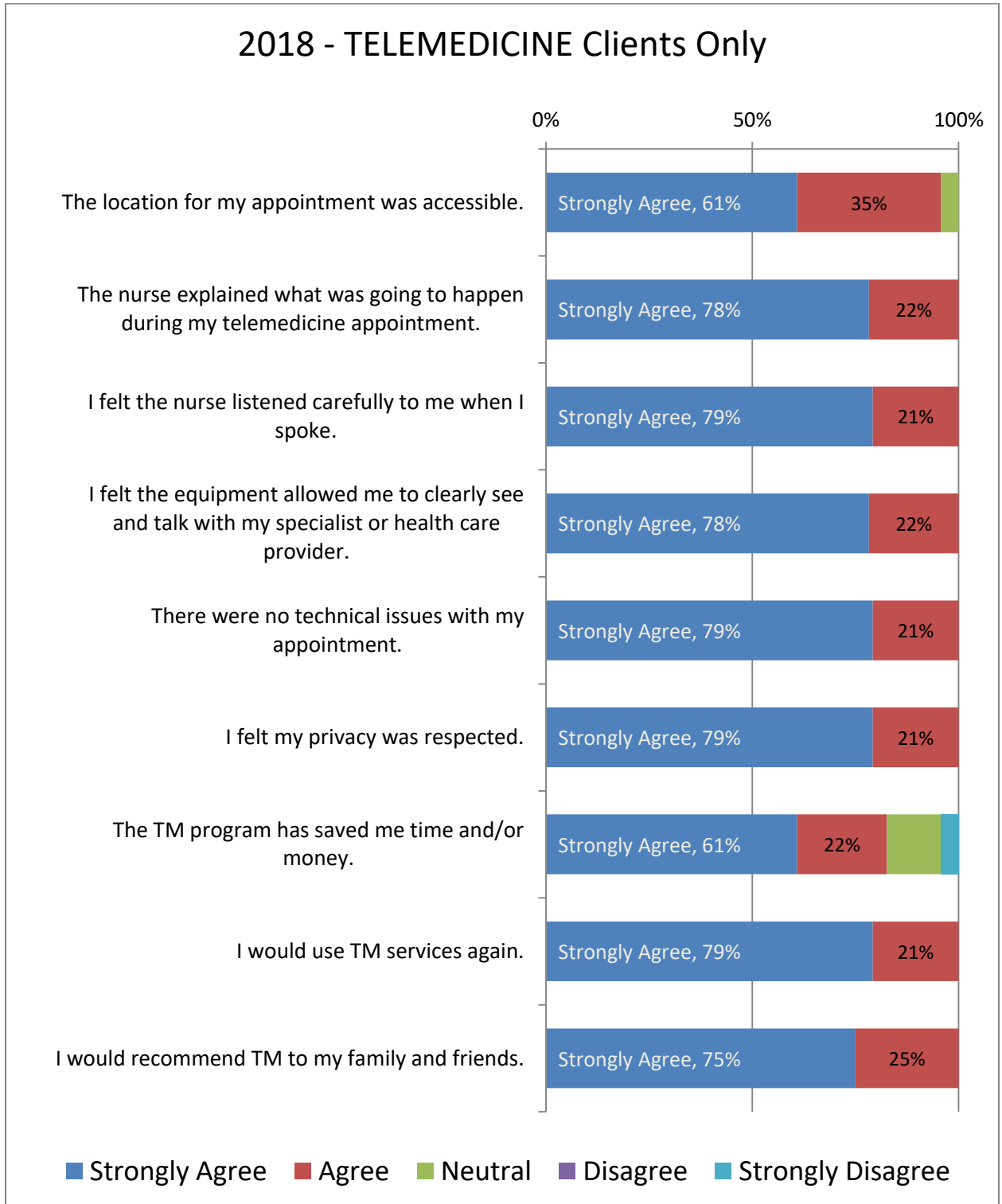
What part of the P2E program is most beneficial to you?



SPSW = Student Parent Support Worker

## Questions posed to Telemedicine clients only (25 Surveys):

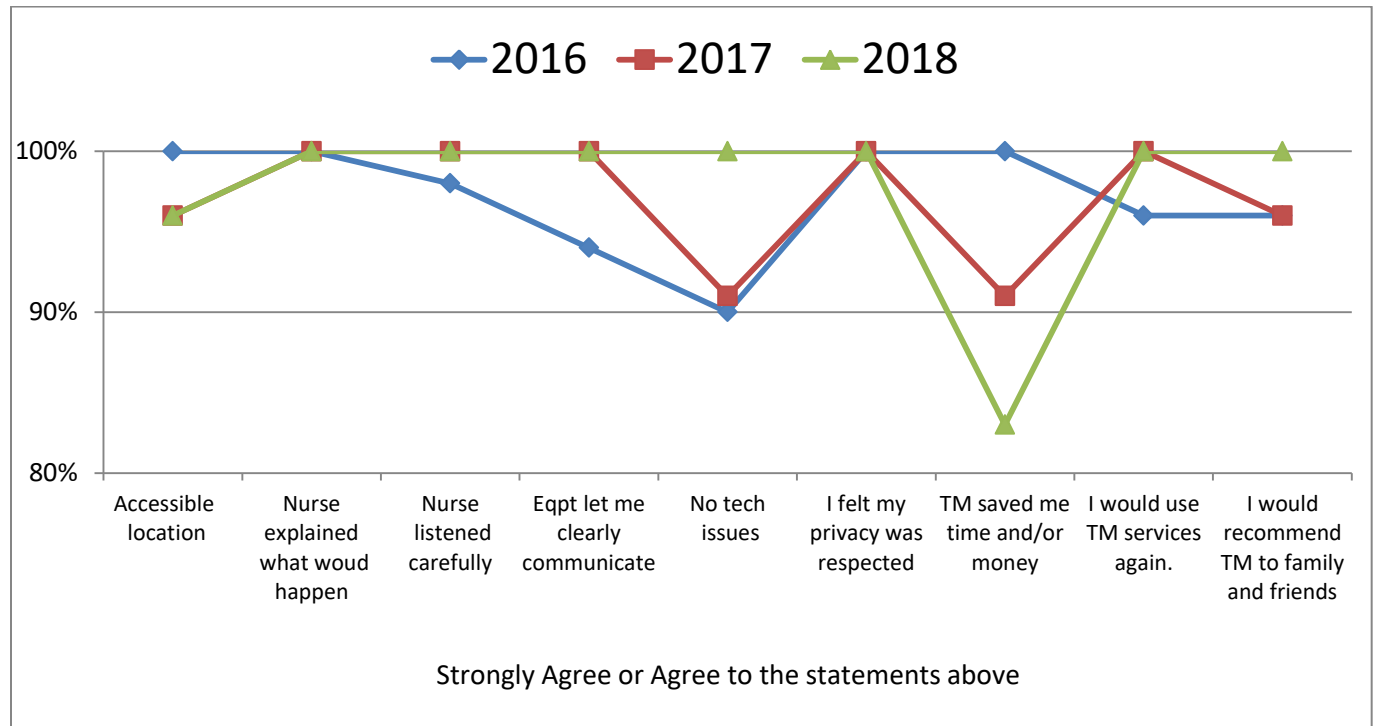
Overall, again this year, respondents felt very strongly that Telemedicine staff respected their privacy, supported them through the appointment and, as a bonus, saved them time and money.



## Telemedicine continued (25 surveys):

### Year over Year comparison:

Demonstrating KCHC's commitment to Quality Improvement and continuous learning, we were pleased to see that for Telemedicine, nearly every metric improved or held steady from 2017 to 2018.



### Some of the feedback received:

- Keep up the great work in our Community. You are a very valuable service
- If you live outside of Kingston it cost(s) time.
- Great visit; hopefully solve my issues.
- I was very impressed with the process for my telemedicine appointment. Everything went smooth and staff were very friendly and accommodating. Kudos to those who make these services a gem in this city.
- Excellent quality of care + service. The staff and physician made me feel comfortable + have seen to all my questions + concerns. Thank you KCHC!