

Unison Client Experience Survey: Action Plan 2023-24

Finding / Concern / Issue from 2022 CES	Planned Actions / Interventions	Target / Measure
<p>Timely Access to Primary Care Appointments</p> <ul style="list-style-type: none"> 65% of respondents were able to get an appointment with their Doctor/N.P. on the date that they wanted the last time they were sick or concerned they had a health problem. This is down from 74% in 2019 and does not meet our target of 78.5%. 	<ol style="list-style-type: none"> Restart evening clinic hours. Schedule providers for more in-office days. Resume provider of the day. Plan to start a virtual drop-in clinic accessible to clients across all sites. Fill staff shortages and identify ways to enhance staff wellbeing. 	<ul style="list-style-type: none"> Improve to 70% on next Client Experience Survey.
<p>Knowledge on How to Make a Suggestion, Complaint or Compliment</p> <ul style="list-style-type: none"> 39% of respondents reported knowing how to make a suggestion, complaint or compliment. This does not meet our target of 70%. 	<ol style="list-style-type: none"> Plan/develop a communication campaign to educate clients on how to make suggestions, complaints and compliments. Conduct communication campaign. Review survey question. Identify need for rewording in next year’s CES. 	<ul style="list-style-type: none"> Improve to 60% on 2024 Client Experience Survey.
<p>Connecting Clients to Services/Programs at Unison and in the Community</p> <ul style="list-style-type: none"> 65% of respondents agreed/strongly agreed that staff help them connect to services/programs that they need at Unison or in the community. This is down from 76% in 2019 and does not meet our target of 83%. 	<ol style="list-style-type: none"> Finalize universal virtual consent form. Complete form as part of new client intake. Offer consent form to all clients who have a chart in PSS – when they come in for an appointment. Email information (newsletters, program flyers) to clients with provided consent. Evaluate internal referral system. 	<ul style="list-style-type: none"> Improve to 70% on next Client Experience Survey. # of email communications / newsletters sent to clients. Increased # of referrals made using internal referral system. Feedback received from providers.
<p>Satisfaction with Front-Desk Experience</p> <ul style="list-style-type: none"> 75% of respondents rated their overall experience with reception staff as excellent or very good. This is improved from 70% in 2019 and above our overall target of 69%. 	<ol style="list-style-type: none"> Recognize work of Front Desk staff. Continue to discuss and debrief feedback from clients with Front Desk when clients make a complaint. Keep “Customer Service” as a standing item on team agendas. Complete customer service refresher training videos every two years. 	<ul style="list-style-type: none"> Improve to 78% on next Client Experience Survey.