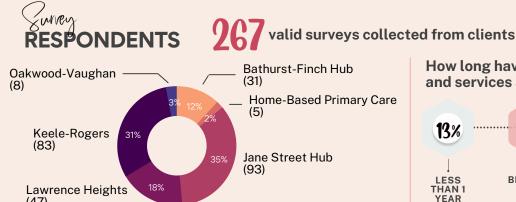


# CLIENT EXPERIENCE SURVEY

Conducted between June 6th to June 30th, 2022 at all Unison sites

Snapshot of Findings: Off Locations



How long have you been using programs and services at Unison?



Experience with our PRIMARY CARE

of clients who were surveyed saw a family doctor or nurse practitioner at Unison within the last year (n=214)



Clients were SATISFIED with their health care providers



said their doctor or nurse practitioner
(always/often) involve them as much as
they want to be in decisions about their
care and treatment

rated their health care provider as excellent or very good in terms of being sensitive to their needs and preferences

THE LAST TIME YOU WERE SICK OR CONCERNED YOU HAD A HEALTH PROBLEM ...

65% got an appointment on the date they wanted



## Experience with our PROGRAMS & SERVICES

Clients told us that our programs make a difference

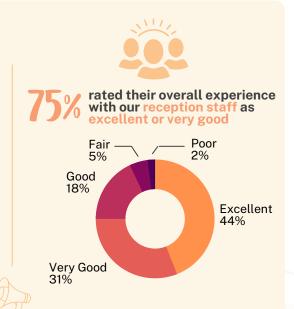
agreed/strongly agreed that our programs and services have helped them improve their health and well-being

agreed/strongly agreed that they always feel comfortable and welcome at Unison

reported the hours of service of the location visited most often meets their needs

agreed/strongly agreed that staff help them connect to services/programs that they need at Unison or in the community

reported knowing how to make a suggestion, complaint or compliment



Experience with our VIRTUAL CARE & SERVICES

of clients who were surveyed received care/services virtually at Unison over the past year (n=181)



91% rated their overall experience with virtual care to be satisfied or very satisfied

### FEEDBACK & SUGGESTIONS

### **HOW WILL UNISON USE THIS DATA?**



To highlight what we are doing well



To identify areas where we can improve client's experience and quality of care



For monitoring and reporting as part of our Quality Improvement Plan

#### THINGS THAT WE ARE WORKING ON:

- on Improving communication to clients on how to make a suggestion, complaint or compliment
- 02 Improving timely access to primary care appointments
- o3 Improving ways to connect clients to services/programs that they need at Unison or in the community
- 04 Improving the front-desk experience for clients