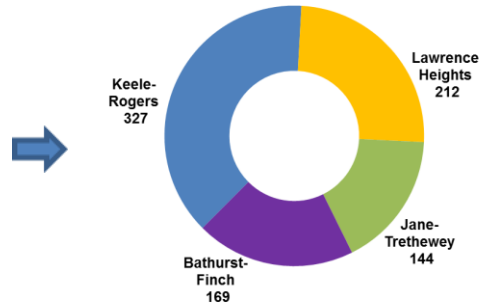


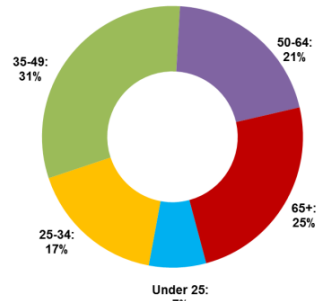
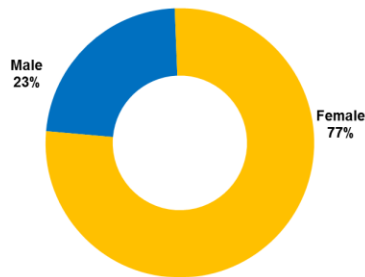
2016 Client Experience Survey: Snapshot of Findings ALL LOCATIONS

Who completed the survey?

856 clients
across 4 locations



Gender & Age Distribution



18% are new to Canada (5 years or less)

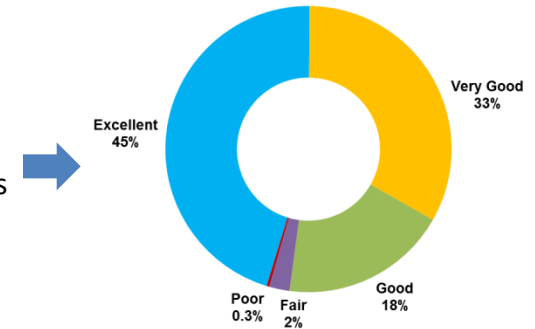
64%
are most comfortable
receiving services in **English**

Other preferred languages:

- Portuguese (11%)
- Spanish (9%)
- Russian (7%)

What did clients tell us about their experience?

79%
rated the care and
services they received as
Excellent or Very Good



96%
said that they **feel safe**
receiving care and
services at Unison (*agree or strongly agree*)

90%
said the staff are **easy to**
talk to and **encourage**
them to ask questions
(*agree or strongly agree*)

93%
said that the programs
and services have helped
them **improve their**
health and well-being
(*agree or strongly agree*)

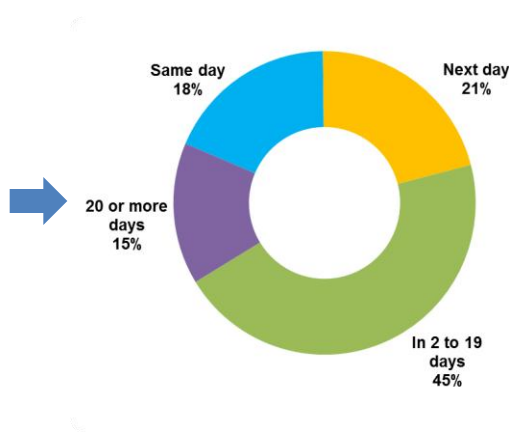
93%
said that Unison has a
positive impact on their
community
(*agree or strongly agree*)

2016 Client Experience Survey: Snapshot of Findings ALL LOCATIONS

Primary Care Appointments

39%

of primary care clients could **get an appointment with their doctor or nurse practitioner the same or next day** the last time they needed one



78%

said they **got an appointment on the date that they wanted**

Client-Centered Primary Care

86%

said their MAIN health care provider was excellent or very good at **explaining things in a way that is easy to understand**

83%

said their doctor or nurse practitioner always or often **involves them as much as they want to be in treatment decisions**

88%

said that their doctor or nurse practitioner always or often **asks what medication they are taking**

88%

said that their doctor or nurse practitioner always or often **spends enough time with them**

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



For more information about the survey, please contact Andrew Koch, Health Planner: andrew.koch@unisonhcs.org