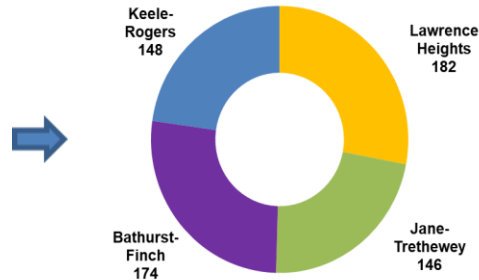


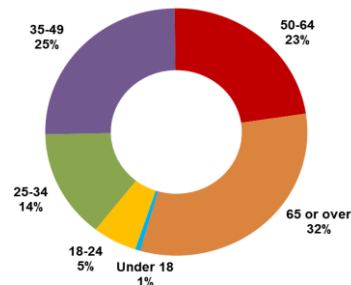
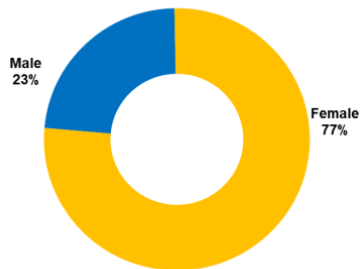
2018 Client Experience Survey: Snapshot of Findings ALL LOCATIONS

Who completed the survey?

652 clients
across 4 locations



Gender & Age Distribution



12% are new to Canada (5 years or less)

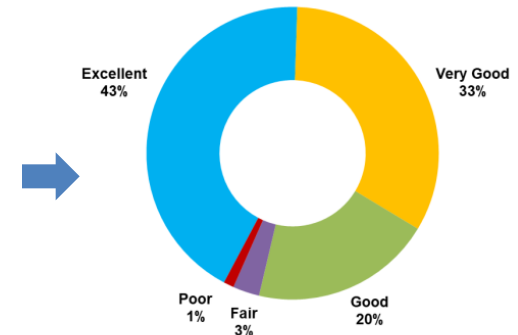
62%
are most comfortable
receiving services in **English**

Other preferred languages:

- **Spanish** (13%)
- **Portuguese** (9%)
- **Russian** (9%)

What did clients tell us about their experience?

76%
rated their overall
experience accessing the
centre 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*)

92%
said that the programs
and services have helped
them **improve their**
health and well-being
(*agree or strongly agree*)

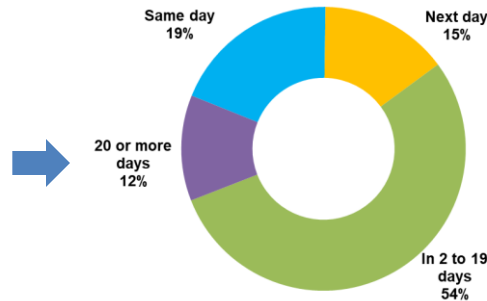
93%
said that Unison has a
positive impact on their
community
(*agree or strongly agree*)

2018 Client Experience Survey: Snapshot of Findings ALL LOCATIONS

Primary Care Appointments

34%

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



74%

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

Client-Centered Primary Care

89%

said their main health care provider **explained things in a way that is easy to understand**
(Excellent or Very Good)

84%

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

87%

said their main health care provider was **sensitive to their needs and preferences**
(Excellent or Very Good)

90%

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