



Measuring the Pledge: Customer Experience Survey Update to the Board of Health- November 2024

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The Pledge



1. Treat you with courtesy and respect.
2. Listen and work with you to best meet your needs.
3. Respond in a timely manner.
4. Make health information easy to understand
5. Make our programs and services as inclusive and accessible as possible.
6. Keep your personal information safe.
7. Make improvements based on feedback that you provide.



What is a customer?

Anyone who uses or benefits from a product, service or program.

Can include the public, community partners and other Health Unit staff.

Focusing on external customers only-clients, partners and the public.



161 surveys were started, of those 97 were completed

50% of surveys completed interacted with **Sexual Health**.
(49 surveys)

22% of surveys completed interacted with **Immunizations and Vaccines**.
(21 surveys)

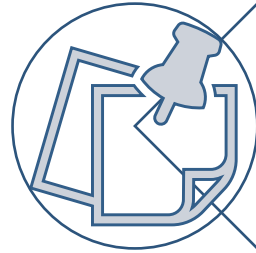
6% of surveys completed interacted with **Infectious Diseases**.
(6 surveys)

4% of surveys completed interacted with **Food and Water Safety and Phone Support for Families**
(4 surveys)

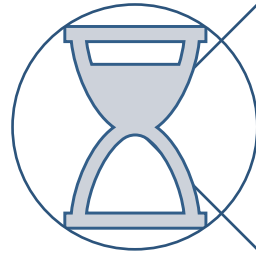
3% of surveys completed interacted with **Health Equity, Climate Change**
(3 surveys each)



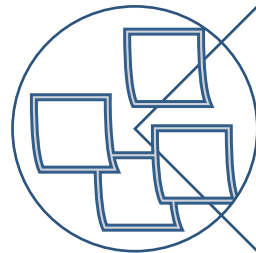
75% of responses agree or strongly agree that they were overall satisfied with their experience.



71% agree or strongly agree that they received the assistance and/or information they needed.



74% agree or strongly agree that they received the information and/or assistance in a timely manner.



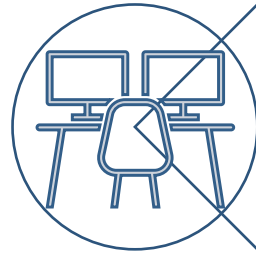
65% agree or strongly agree that the assistance and/or information that they needed was easy to find.



72% agree or strongly agree that they were treated with courtesy and respect.



70% agree or strongly agree that staff listened to their needs.



72% agree or strongly agree that they had the privacy they needed while the assistance/information was provided.

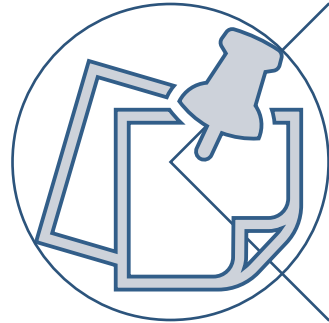


77% agree or strongly agree that they were able to understand the information provided to them.

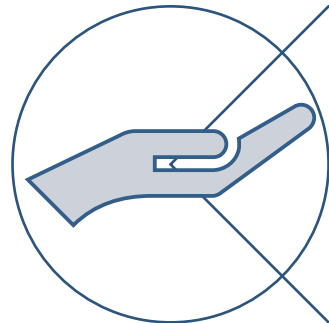


Staff are great

What do we do well?



I got what I needed fast and easy

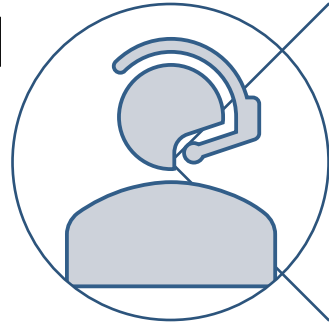


Non judgemental



Can't find information

How could we improve?



No one called me back or returned email



Can't access a timely clinic/appointment near me



Promoting the Survey

- Promote after each interaction to all external clients.
 - Email/Text
 - Face to face
 - Posters
 - Business cards
 - Website/social media
- Build into routine, ongoing practice.



At the HKPR District Health Unit, we strive to provide a positive experience to our clients, partners and the public.

Our pledge to you is to:

- 1 | Treat you with courtesy and respect.
- 2 | Listen and work with you to best meet your needs.
- 3 | Respond in a timely manner.
- 4 | Make health information easy to understand.
- 5 | Make our programs and services as inclusive and accessible as possible.
- 6 | Keep your personal information safe.
- 7 | Make improvements based on feedback that you provide.

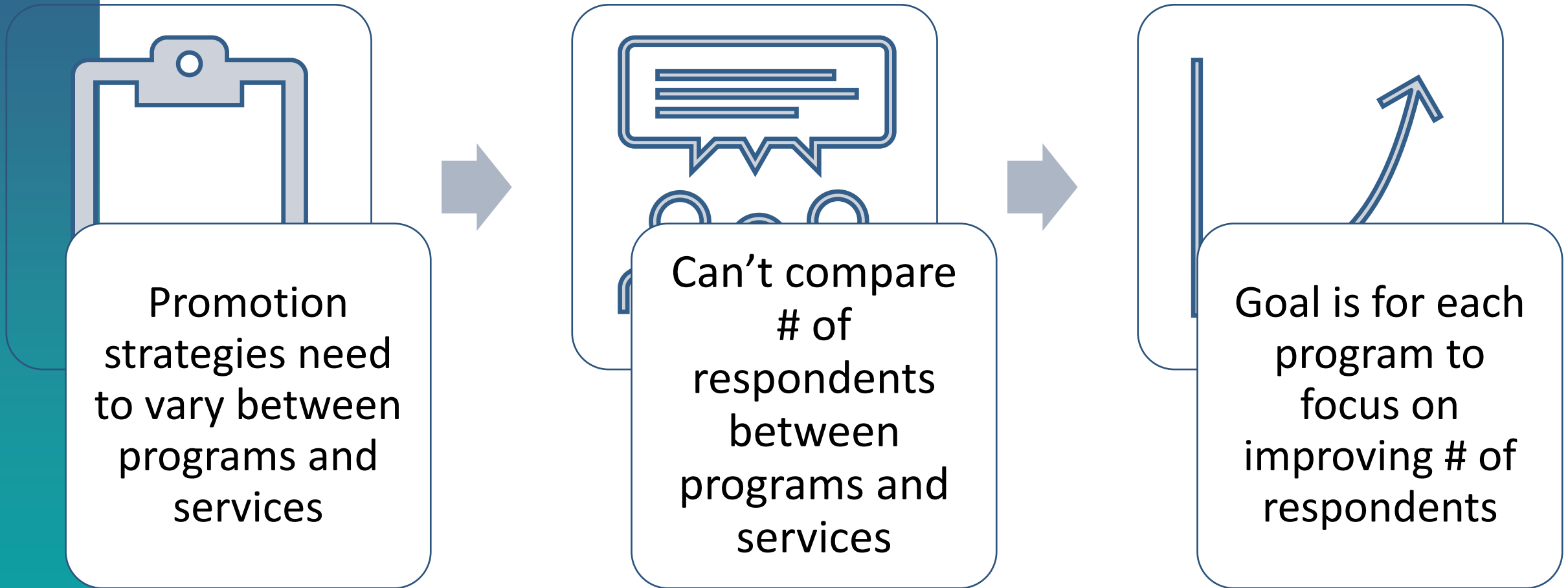
Your Feedback is Important to Us!

Have you used our programs and services? We want to hear about your experience! By taking a few moments to complete our survey, you'll help improve the quality of public health services for everyone in our community.

Visit hkpr.on.ca/TakeOurSurvey or scan the QR code using the camera on your mobile device to take our survey.



Lessons Learned





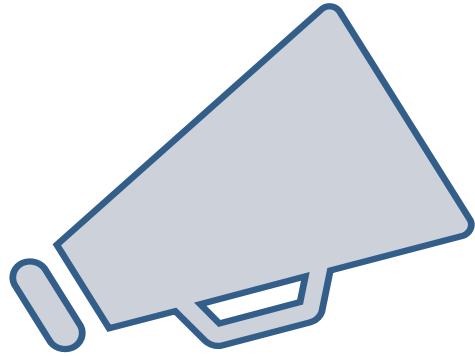
How can the results be used?

- ✓ FSD will analyze and share the results Quarterly
- ✓ Results can be used to identify opportunities to improve and track progress as we implement the pledge
- ✓ Programs and services can reach out to FSD for program specific results (if enough surveys have been completed).





Next Steps



Support and encourage active promotion



Establish a baseline to measure and monitor.



Identify and integrate improvements



‘Healthy People, Healthy Communities.’

Reach Out to Us

1-866-888-4577

info@hkpr.on.ca

hkpr.on.ca



OUR VALUES • TRUST • ENGAGEMENT • ACCOUNTABILITY • LEADERSHIP