

Connections Adult Client Satisfaction Report 2009

Factors Most Important to Quality of Care

MOST IMPORTANT SERVICE TO CLIENT	# RESPONSES	CONNECTIONS	FRT	PPP
STAFF QUALIFICATIONS	22	8	8	6
TIME STAFF SPEND W/CLIENT	21	8	8	5
RANGE of SERVICES	18	7	6	5
CONVENIENT LOCATIONS	11	4	3	4
CONFIDENTIALITY	10	4	2	4
AFFORDABILLITY	6	2	2	2
ACCESS to MEDICATION	5	2	1	2
	93	35	30	28

Does Henderson Staff Understand Your Needs?

	Total	Always	Usually	Rarely	Sum of Acceptable Rating
Youth Connections	102	92%	8%	0%	100%
Family Resource Team	11	91%	9%	0%	100%
Placement Partnership Program	10	90%	10%	0%	100%
Total & Average	123	91%	9%	0%	100%

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Do you feel included in Making Decisions about your care?

	Total	Always	Usually	Rarely	Sum of Acceptable Rating
Youth Connections	103	95%	5%	0%	100%
Family Resource Team	9	100%	0%	0%	100%
Placement Partnership Program	10	90%	10%	0%	100%
Total & Average	122	95%	5%	0%	100%

Does Staff treat you with Respect?

	Total	Always	Usually	Rarely	Sum of Acceptable Rating
Youth Connections	99	92%	8%	0%	100%
Family Resource Team	11	100%	0%	0%	100%
Placement Partnership Program	10	100%	0%	0%	100%
Total & Average	120	97%	3%	0%	100%

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Does Staff always Respect your Culture?

	Total	Always	Usually	Rarely	Sum of Acceptable Rating
Youth Connections	99	86%	14%	0%	100%
Family Resource Team	9	89%	11%	0%	100%
Placement Partnership Program	10	100%	0%	0%	100%
Total & Average	118	92%	8%	0%	100%

How convenient is the location you attend?

	Total	Very	Convenient	Inconvenient	Sum of Acceptable Rating
Youth Connections	98	91%	9%	0%	100%

How convenient are the service hours?

	Total	Very	Convenient	Inconvenient	Sum of Acceptable Rating
Youth Connections	97	88%	12%	0%	100%

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Did you wait a long time to get an appointment?

	Total	No Wait	Short Wait	Long wait	Sum of Acceptable Rating
Youth Connections	95	93%	7%	0%	100%
Family Resource Team	5	80%	20%	0%	100%
Placement Partnership Program	7	71%	29%	0%	100%
Total & Average	107	81%	19%	0%	100%

Are you Satisfied with the Services you receive from HMHC?

	Total	Very	Satisfied	Dissatisfied	Sum of Acceptable Rating
Youth Connections	102	80%	20%	0%	100%
Family Resource Team	9	78%	22%	0%	100%
Placement Partnership Program	9	89%	11%	0%	100%
Total & Average	120	82%	18%	0%	100%

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Do the services you receive from HMHC improve your functioning?

	Total	Much improved	Improved	None	Sum of Acceptable Rating
Youth Connections	99	93%	7%	0%	100%
Family Resource Team	9	78%	22%	0%	100%
Placement Partnership Program	9	78%	22%	0%	100%
Total & Average	117	83%	17%	0%	100%