

## **Executive Summary of SCS 2009 Client Satisfaction Survey**

During the 2009 year, *Service Coordination des services* (SCS) conducted a Client Satisfaction Survey to find out what services worked well and where services needed to be improved.

A client satisfaction survey questionnaire was developed with input from SCS staff, the SCS Board of Directors and Advisory Committee, and with input from a selection of clients.

Particular care was taken to ensure that a representative sample was selected for this survey. A sample of more than one half of both the children and adult client populations that had been active with SCS over the previous 12 months was randomly selected.

One hundred and twenty-three (123) responses were received which represented a 49% response rate. To ensure the reliability of the survey results, a further twelve (12) clients who had not been included in the sample were surveyed by telephone on key survey questions. No differences were observed in the responses to these key questions between those who responded to the survey and those we surveyed by telephone. Additionally, an external professional was hired to assist any adult clients who needed assistance to complete the survey. Seventeen (17) adult clients availed themselves of this service.

This response rate—123 survey responses plus the 12 surveyed by telephone—gave us an interval of +/- 7.13 at the 95% confidence level (i.e. 19 times out of 20). This is an excellent confidence limit for this type of survey, indicating there is a high probability that the results are reliable.

Overall, the satisfaction rate for the services SCS provides was high. It was interesting that what the clients (both adults and children) liked best about the service—namely communication and timely responses—was also the very areas where they felt services could be improved. It was decided, therefore, to conduct a series of focus groups with both English and French adult and children clients to gain more insight into how to improve communication and the timeliness of responses.

The approach of the focus group participants was positive and helpful. They praised SCS case managers for the help they provided. They also provided their suggestions to make a very good service even better.

In general, their key suggestions for how to improve the communication and timeliness of SCS services included the following:

1. It was felt that the introductory process for new clients would be significantly improved by providing a clearly written overview of the services, which would be reviewed with clients at the first meeting. This overview would be more memorable and easier to understand if it was as graphical as possible.



2. It was suggested that this written overview should be reviewed again by the case manager with their new clients at the following meeting to answer questions that may arise.
3. It was felt also that during the first meeting would be the ideal time to determine how best and how frequently parents would like to receive information and updates.
4. It was suggested that wait times should be customized, especially for the first meeting, so that clients do not have to wait too long to be seen. Seeing clients in a timely manner prevents problems from escalating i.e. becoming worse.
5. It was felt that case managers should be familiar with the various community services available so that they can make appropriate recommendations to clients.
6. It was suggested that clients should keep the same case manager as long as possible, to provide the best support and to ensure continuity of service.
7. It was suggested that, particularly for adult clients, groups meetings would help families to learn from each other about how to cope best with change and transition.
8. It was suggested that providing summaries of the various written materials available would help clients both to decide which materials to review and to better understand the content.

### **Next Steps**

On the basis of the information provided through the survey and focus groups and in particular, the suggestions noted above, SCS has incorporated these into the overall internal work-plan to be addressed over the 2010 year. As a follow-up, we will provide an update on the progress of our work in these areas in the autumn.

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