

RYAN WHITE HIV/AIDS PROGRAM CLIENT SATISFACTION



CLIENT SATISFACTION OVERVIEW



Surveys are available at all Part A Subrecipient locations

Surveys are available in paper and digital format



Surveys for Case Management and Health Services are available



QM Team promoting the survey to increase utilization



Researching Point-of-Service surveys (tablets) to capture real-time satisfaction after the client attends an appointment





Program Part-A services from our funded Agencies.

WHEN

After your service visit, please complete the survey to help us improve the quality of services provided.



HOW

You can take this survey by scanning the front QR Code using a tablet, computer, or mobile device. For additional information visit our website using the QR Code below.

ORANGECOUNTYFL.HIV

FY 2022-2023 Client satisfaction Surveys

RYAN

WHITE

HIV/AIDS PROGRAM PART A

FY 2022-2023 **SATISFACTION SURVEY QUESTIONS**



- I was seen within 30 minutes of my schedulued appointment time
- The information I received was clear and understandable
- The staff was able to help with the resource and/or referrals I needed
- The building was neat and clean
- My privacy and confidentiality were kept



I would recommend this service to other people

FY 2022-2023 **SATISFACTION SURVEY RESULTS**



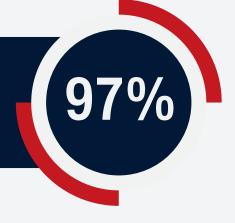
I would recommend this service to other people



The staff was able to help with the resource and/or referrals I needed

The building was neat and clean

My privacy and confidentiality



96%



FY 2022-2023 OVERALL CLIENT SATISFACTION

97%

Based on 455 Surveys

FY 2023-2024 Client satisfaction Surveys

RYAN

WHITE

HIV/AIDS PROGRAM PART A

Ryan White HIV/AIDS Program

Case Management



O AHF

Miracle of Love

For more information: ORANGECOUNTYFL.HIV

PLEASE SELECT YOUR SERVICE PROVIDER

- Orange County HD Hope and Help Osceola County HD
- CMWP
- Osceola Community Health Services

Please rate your experience on a scale of 1 to 5, with 5 being the highest score.

- 1. Staff was friendly and courteous.
- 2. I was seen within a timely manner for my scheduled appointment.
- The information I received was clear and understandable.
- The Staff provided me with the resources and/or 4. referrals I needed to manage my care.
- The building was neat and clean. 5.
- 6. My privacy and confidentiality were kept.
- 7. I would recommend this service to other people.
- 8. Your input is critical to improving our services. Please use the space below to tell us how our services can be improved.

ETHNICITY	
Hispanic	O Black
O Non- Hispanic	O White

American Indian

Asian

R.A	CE.

Native Hawaiian

O Pacific Islander

Alaskan

CASE MANAGEMENT SURVEY

Clie	91
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Psychosocial Support Early Intervention Services DATE OF SERVICE.

Medical Case Management

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urvey

PLEASE SELECT ONE

○ Male ○ Female ○ Transgender

RYAN WHITE SERVICE RECEIVED

Referral for Healthcare and Support Services



		AGE	
~	< 2	~	25-44
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)	2-12	0	45-64
C	13-24	0	65+

UPDATED SURVEY TEMPLATE

FY 2023-2024 **CM SATISFACTION SURVEY QUESTIONS**

- **Staff was friendly and courteous**
- I was seen within a timely manner for my scheduled appointment
- The information I received was clear and understandable
- The staff provided me with the resources and/or referrals I needed
- The building was neat and clean
- My privacy and confidentiality were kept
- **I would recommend this service to other people**



FY 2023-2024 **CM SATISFACTION SURVEY RESULTS**

Staff was friendly and courteous

The information I received was

clear and understandable

I was seen within a timely manner for my scheduled appointment

99%

99%

96%

93%

were kept

I would recommend this service to other people





FY 2023-2024 CM CLIENT SATISFACTION

97% Based on 495 Surveys

Ryan White HIV/AIDS Program

Health Services



For more information: **ORANGECOUNTYFL.HIV**

PLEASE SELECT Y	OUR SERVICE PROVIDER	RY
O Pan American	 Lake County HD 	O Mental
O CAN	 Seminole County HD 	🚫 Šubstar
O Midway	Orange County HD	O Medica
O AHF	 Osceola County HD 	O Other_
⊖ STEPS	 Osceola Community Health Services 	DATE OF S

Please rate your experience on a scale of 1 to 5, with 5 being the highest score.

- 1. While I checked in and waited for my visit, the staff were friendly to me.
- 2. I was seen within a timely manner for my scheduled appointment.
- My providers made sure I understood what my test х. results and my long-term medical care meant for my health.
- 4. The Staff provided me with the resources and/or referrals I needed to manage my care.
- 5. I felt the environment of the clinic was safe and non-threatening.
- 6. I felt comfortable talking about personal or intimate issues with my providers.
- 7. I would recommend this service to other people.
- 8. I am satisfied with the medical care received at this clinic.

ETHNICITY

○ Hispanic

Non- Hispanic

O Black O White

American Indian

() Asian

Mental Health Services Substance Abuse Treatment Medical Services Other			
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HEALTH SERVICES SURVEY

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	- 1

Alaskan

Native Hawaiian

O Pacific Islander

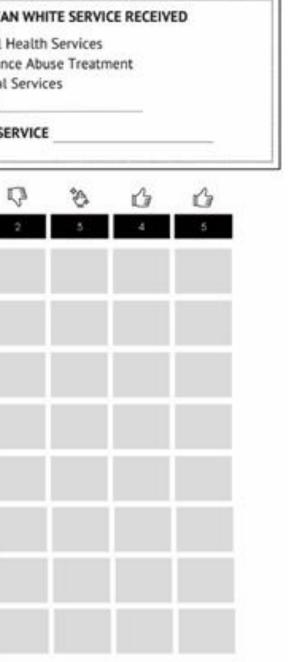
RACE

Client Satisfaction



PLEASE SELECT ONE

O Male O Female O Transgender



) < 2	0 25-4
2-12	0 45-6
) 13-24	O 65+

NEW **SURVEY** TEMPLATE

FY 2023-2024 **HS SATISFACTION SURVEY QUESTIONS**



While I checked in and waited for my visit, the staff were friendly to me



I was seen within a timely manner for my scheduled appointment



My providers made sure I understood what my test results and my longterm medical care meant for my health



The Staff provided me with the resources and/or referrals I needed to manage my care



I felt the environment of the clinic was safe and non-threatening



I felt comfortable talking about personal or intimate issues with my providers



I would recommend this service to other people



I am satisfied with the medical care received at this clinic.

FY 2023-2024 **HS SATISFACTION SURVEY RESULTS**



99%

While I checked in and waited for my visit, the staff were friendly to

I was seen within a timely manner for my scheduled appointment

me



My providers made sure I understood what my test results and my longterm medical care meant for my health

I would recommend this service to other people



The Staff provided me with the resources and/or referrals I needed to manage my care



90%

I felt comfortable talking about personal or intimate issues with my providers



I felt the environment of the clinic was safe and non-threatening



99%

I am satisfied with the medical care received at this clinic.

FY 2023-2024 HS CLIENT SATISFACTION

99%

Based on 108 Surveys

FY 2023-2024 OVERALL CLIENT SATISFACTION

98%

Based on 603 Surveys