








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**

RYAN  WHITE
HIV/AIDS PROGRAM PART A

CLIENT *Satisfaction* SURVEY



WHO

*All clients who receive
Ryan White HIV/AIDS
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

FY 2022-2023

SATISFACTION SURVEY QUESTIONS

-  **Staff was friendly and courteous**
-  **I was seen within 30 minutes of my scheduled 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

99%

Staff was friendly and courteous

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

96%

I was seen within 30 minutes of my scheduled appointment time

95%

96%

The building was neat and clean

96%

The information I received was clear and understandable

My privacy and confidentiality were kept

97%

I would recommend this service to other people

98%



FY 2022-2023
OVERALL CLIENT SATISFACTION



97%

Based on 455 Surveys



FY 2023-2024
Client satisfaction Surveys



For more information:
ORANGECOUNTYFL.HIV

PLEASE SELECT ONE

- Male Female Transgender

PLEASE SELECT YOUR SERVICE PROVIDER

- Hope and Help
- CMWP
- AHF
- Miracle of Love
- Orange County HD
- Osceola County HD
- Osceola Community Health Services

RYAN WHITE SERVICE RECEIVED

- Medical Case Management
- Referral for Healthcare and Support Services
- Psychosocial Support
- Early Intervention Services

DATE OF SERVICE _____

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

	1	2	3	4	5
1. Staff was friendly and courteous.					
2. I was seen within a timely manner for my scheduled appointment.					
3. The information I received was clear and understandable.					
4. The Staff provided me with the resources and/or referrals I needed to manage my care.					
5. The building was neat and clean.					
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
- Non- Hispanic

RACE

- Black
- White
- American Indian
- Asian

AGE








- Native Hawaiian
- Pacific Islander
- Alaskan
- < 2
- 2-12
- 13-24
- 25-44
- 45-64
- 65+

CASE
MANAGEMENT
SURVEY

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

99%

Staff was friendly and courteous

The staff provided me with the resources and/or referrals I needed

99%

I was seen within a timely manner for my scheduled appointment

96%

93%

The building was neat and clean

99%

The information I received was clear and understandable

My privacy and confidentiality were kept

98%

I would recommend this service to other people

99%



FY 2023-2024
CM CLIENT SATISFACTION



97%

Based on 495 Surveys



For more information:
ORANGECOUNTYFL.HIV

PLEASE SELECT ONE

- Male Female Transgender

PLEASE SELECT YOUR SERVICE PROVIDER

- Pan American Lake County HD
 CAN Seminole County HD
 Midway Orange County HD
 AHF Osceola County HD
 STEPS Osceola Community Health Services

RYAN WHITE SERVICE RECEIVED

- Mental Health Services
 Substance Abuse Treatment
 Medical Services
 Other _____

DATE OF SERVICE _____

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.
3. My providers made sure I understood what my test 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.

	1	2	3	4	5
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					

ETHNICITY

- Hispanic
 Non-Hispanic

RACE

- Black
 White
 American Indian
 Asian

AGE









- Native Hawaiian
 Pacific Islander
 Alaskan
 < 2
 2-12
 13-24
 25-44
 45-64
 65+

HEALTH
SERVICES
SURVEY

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 me

99%

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

I was seen within a timely manner for my scheduled appointment

95%

90%

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

99%

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

99%

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

I would recommend this service to other people

100%

90%

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