






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

CASE MANAGEMENT SERVICES SURVEY



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. 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.

	1	2	3	4	5
1. Staff was friendly and courteous.					
2. I was seen within a timely manner for my scheduled appointment.					
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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.					

ETHNICITY

- Hispanic
- Non-Hispanic

RACE

- Black
- White
- American Indian
- Asian

- Native Hawaiian
- Pacific Islander
- Alaskan

AGE

- < 2
- 2-12
- 13-24
- 25-44
- 45-64
- 65+

FY 2023-2024

CM SATISFACTION SURVEY QUESTIONS



Staff were friendly and courteous



I was seen within a timely manner for my scheduled appointment



My providers made sure I understood what my test results and my long-term medical care meant for my health.



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



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



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



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

97%

95%

The building was neat and clean

98%

The information I received was clear and understandable

My privacy and confidentiality were kept

99%

I would recommend this service to other people

99%

Case Management Client satisfaction

99%

Based on 743 Surveys

HEALTH SERVICES SURVEY

Ryan White HIV/AIDS Program
Health Services

Client Satisfaction
Survey



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.

- 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 long-term 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.

	1	2	3	4	5

ETHNICITY	RACE	AGE
<input type="radio"/> Hispanic <input type="radio"/> Non-Hispanic	<input type="radio"/> Black <input type="radio"/> White <input type="radio"/> American Indian <input type="radio"/> Asian	<input type="radio"/> Native Hawaiian <input type="radio"/> Pacific Islander <input type="radio"/> Alaskan <input type="radio"/> < 2 <input type="radio"/> 2-12 <input type="radio"/> 13-24 <input type="radio"/> 25-44 <input type="radio"/> 45-64 <input type="radio"/> 65+

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 long-term 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 I received at this clinic.**

FY 2023-2024

HS SATISFACTION SURVEY RESULTS

94%

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

92%

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

93%

95%

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

95%

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

92%

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

I would recommend this service to other people

94%

96%

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



Health Services Client satisfaction

98%

Based on 613 Surveys



HIV/AIDS PROGRAM PART A

Overall Client satisfaction



98%

Based on 1,356 Surveys

