



RYAN WHITE

HIV/AIDS PROGRAM

2024-2025

CLIENT SATISFACTION



CLIENT SATISFACTION OVERVIEW

-  Surveys are available at all Part A Subrecipient locations
-  Surveys are available in paper and digital form at
-  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



SCAN
ME



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

Ryan White HIV/AIDS Program Part A Office Client Satisfaction Survey - Case Management



Scan to complete
this survey online!

PLEASE SELECT YOUR SERVICE PROVIDER

- AHF
- CMWP
- Hope and Help
- MOL
- Orange County DOH
- Osceola County DOH
- Lake County DOH

RYAN WHITE SERVICE RECEIVED

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

DATE OF SERVICE: _____

Please rate your overall experience on a scale of 5
(strongly agree) to 1 (strongly disagree)

5	4	3	2	1
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				

1. Staff were friendly and courteous.

2. I was seen within a timely manner for my scheduled appointment.

3. Staff made sure I understood the information I received.

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

5. The environment was safe, clean, and non-threatening.

6. My privacy and confidentiality were kept, and I felt comfortable talking about personal/intimate issues.

7. I am satisfied with the care I received from this agency.

If you were not satisfied with your visit today,
please use the space below to tell us about
your experience.

I would like to be contacted about my experience.
Phone/Email: _____

RACE AND/OR ETHNICITY

Select all that apply.

- American Indian or Alaska Native
- Black or African American
- Middle Eastern or North African
- Native Hawaiian or Pacific Islander
- Asian
- Hispanic or Latino
- White

SEX

- Male
- Female

AGE

- 13-24
- 25-44
- 45-64
- 65+

FY 2024-2025

CM SATISFACTION SURVEY QUESTIONS

 Staff were friendly and courteous.

 I was seen within a timely manner for my scheduled appointment.

 Staff made sure I understood the information that I received.

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

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

 My Privacy and confidentiality were kept, and I felt comfortable talking about personal/intimate issues.

 I am satisfied with the care I received from this agency.

FY 2024-2025

CM SATISFACTION SURVEY RESULTS

99.8%

Staff was friendly and courteous

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

99.6%

I was seen within a timely manner for my scheduled appointment

99.8%

99.6%

The building was neat and clean

99.7%

The information I received was clear and understandable

My privacy and confidentiality were kept

99.8%

I would recommend this service to other people

99.2%

Case Management Client satisfaction

99.2%

Based on 1,851 Surveys

HEALTH SERVICES SURVEY



PLEASE SELECT YOUR SERVICE PROVIDER

- AHF
- Lake County DOH
- Orange County DOH
- Osceola County DOH
- Seminole County DOH
- Midway
- Pan American
- STEPS
- CAN

RYAN WHITE SERVICE RECEIVED

- Medical Services
- Mental Health Services
- Substance Abuse Treatment
- Other: _____

DATE OF SERVICE: _____

Please rate your overall experience on a scale of 5 (strongly agree) to 1 (strongly disagree)

1. Staff were friendly and courteous.
2. I was seen within a timely manner for my scheduled appointment.
3. My providers made sure I understood the information I received.
4. The staff provided me with the resources and/or referrals I needed to manage my care.
5. The environment was safe, clean, and non-threatening.
6. My privacy and confidentiality were kept, and I felt comfortable talking about personal/intimate issues.
7. I am satisfied with the care I received from this agency.

5	4	3	2	1
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				

If you were not satisfied with your visit today, please use the space below to tell us about your experience.

I would like to be contacted about my experience. Phone/Email: _____

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Select all that apply.

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SEX

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- Female

AGE

- 13-24
- 25-44
- 45-64
- 65+



FY 2024-2025

HS 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 the information I received.
- ☉ The Staff provided me with the resources and/or referrals I needed to manage my care.
- ☉ I felt the environment was safe, clean, and non-threatening.
- ☉ My privacy and confidentiality were kept, and I felt comfortable talking about personal/intimate issues.
- ☉ I am satisfied with the care I received from this agency.

FY 2024-2025

HS SATISFACTION SURVEY RESULTS

97.7%

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

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

96.8%

I was seen within a timely manner for my scheduled appointment

97.2%

97.7%

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

97.7%

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

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

96.8%

I would recommend this service to other people

96.8%

97.3%

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



Health Services Client satisfaction

97.3%

Based on 550 Surveys



HIV/AIDS PROGRAM PART A

Overall Client satisfaction



Based on 2,401 Surveys

