

# RYAN WHITE HIV/AIDS PROGRAM

CLIENT SATISFACTION FY 2025-26



**ORANGE COUNTY**  
FLORIDA



**RYAN  
WHITE**

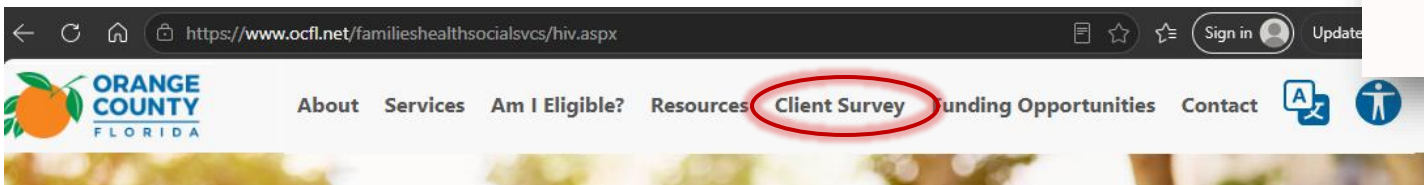
HIV/AIDS PROGRAM PART A

# CLIENT SATISFACTION OVERVIEW

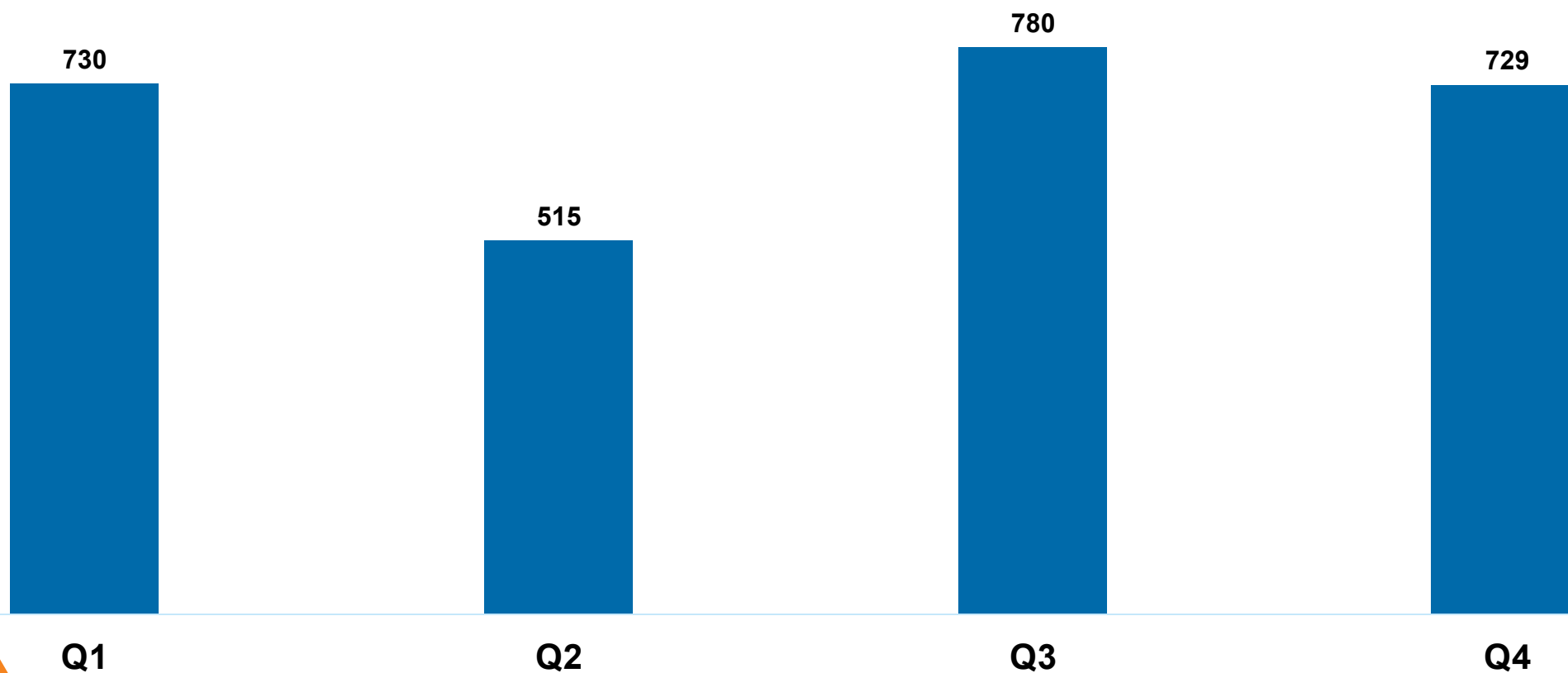
- **Surveys are available at all Part A Subrecipient locations**
- **Surveys are available in a digital format**
  - Paper surveys are still accepted
- **Surveys for Case Management and Health Services are available**

# NEW UPDATED FLYER

- Will be distributed to all Agencies
- Has a clear QR code along with URL to our website.
- The survey can also be found on our website if the QR code cannot be used



# TOTAL RESPONSES BY QUARTER



# HEALTH SERVICES SATISFACTION SURVEY QUESTIONS

- **Friendliness**
  - Staff were friendly and courteous.
- **Timeliness**
  - I was seen within a timely manner for my scheduled appointment.
- **Understanding**
  - My providers made sure I understood the information I received.
- **Guidance**
  - The Staff provided me with the resources and/or referrals I needed to manage my care.
- **Environment**
  - The environment was safe, clean, and non-threatening.
- **Confidence**
  - My privacy and confidentiality were kept, and I felt comfortable talking about personal/intimate issues.
- **Satisfaction**
  - I am satisfied with the care I received from this agency.

# HEALTH SERVICES SATISFACTION SURVEY RESULTS

Friendliness:  
98.7%

Timeliness:  
98.8%

Understanding:  
99.0%

Guidance:  
98.6%

Environment:  
99.2%

Confidence:  
99.1%

# HEALTH SERVICES SATISFACTION SURVEY RESULTS

99.0%

Client  
Satisfaction out  
of 1,324 Surveys

ORANGE COUNTY  
FLORIDA



RYAN  
WHITE

HIV/AIDS PROGRAM PART A

# CASE MANAGEMENT SATISFACTION SURVEY QUESTIONS

- **Friendliness**
  - Staff were friendly and courteous.
- **Timeliness**
  - I was seen within a timely manner for my scheduled appointment.
- **Understanding**
  - Staff made sure I understood the information I received.
- **Guidance**
  - The Staff provided me with the resources and/or referrals I needed to manage my care.
- **Environment**
  - The environment was safe, clean, and non-threatening.
- **Confidence**
  - My privacy and confidentiality were kept, and I felt comfortable talking about personal/intimate issues.
- **Satisfaction**
  - I am satisfied with the care I received from this agency.

# CASE MANAGEMENT SATISFACTION SURVEY RESULTS

Friendliness:  
99.9%

Timeliness:  
99.4%

Understanding:  
99.7%

Guidance:  
99.3%

Environment:  
97.1%

Confidence:  
99.5%

# CASE MANAGEMENT SATISFACTION SURVEY RESULTS

99.6%

Client Satisfaction  
out of 1,210  
Surveys

 ORANGE COUNTY  
FLORIDA



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HIV/AIDS PROGRAM PART A