



TO: Chair and Members of the Board of Health

FROM: Christopher Mackie, Medical Officer of Health / CEO

DATE: 2020 February 27

SERVICE-SEEKING CLIENT EXPERIENCE SURVEY RESULTS

Recommendation

It is recommended that Report No. 007-20 re: “Service-Seeking Client Experience Survey Results” be received for information.

Key Points

- Measuring client, community, and community partner experiences to support a culture of excellence and quality of care is identified by the Ontario Public Health Standards and is identified as a priority in MLHU’s Balanced Scorecard under Client and Community Confidence.
- Overall, the 2019 Service-Seeking Client Experience Survey findings indicate that MLHU staff providing interventions to service-seeking clients achieved a high degree of adherence to client-centred practices, with opportunities for improvement.
- Action plans will be developed collaboratively to enhance adherence to client-centred practices.

Background

Public health is directed via the Ontario Public Health Standards (2018) to support a culture of excellence and quality through practices such as measuring client, community, and community partner experience. In alignment with the Health Unit’s current strategic plan and these organizational requirements, a priority area on the MLHU’s 2015–20 Balanced Scorecard is “Client and Community Confidence,” with the objectives of:

- seeking and responding to community input;
- ensuring that clients and the community know and value our work; and
- delivering client-centred services.

This strategic initiative, focused on assessing client, community, and community partner experience, addresses the third objective, and has been divided into four phases. This report focuses on the first phase—the Client Experience Survey—which measured service-seeking clients’ experiences. An update about the Client Experience Survey was previously shared with the Board of Health in [Report No. 024-19](#).

Algoma Client-Centred Care Tool

In 2018, the Algoma Client-Centred Care Tool (ACCCT) (Boston et al., 2013) was selected to measure service-seeking clients’ experience in recognition of the strong alignment between the measurement of adherence to client-centred principles in the ACCCT and the value placed on client experience by MLHU. The ACCCT is based on the work of Carl Dunst and Carole Trivette and their model of family-centred care (Dunst & Trivette, 2005). This tool measures client-centred practices—both relational and participatory practices—along with self-efficacy, program loyalty, and social validity.

Methods

The service-seeking interventions that were incorporated in the survey included: home visits, group programs, telephone support, and drop-in, from the Healthy Start Division; children and adult dental clinics, from the Healthy Living Division; and the Immunization Clinic, the Sexual Health Clinic, the Family Planning Clinic, needle exchange, and outreach, from the Environmental Health and Infectious Disease Division. Staff and managers were responsible for setting up the data collection process to survey clients in their interventions.

Results

In total, 1,181 client survey responses were collected between January and November 2019, primarily through paper-based surveys but also online. Participating clients received a \$5 grocery gift card as an honorarium.

The benchmark for adherence to client-centred principles, established by Dunst and Trivette (2005), is 85%. Overall, aggregated results show that MLHU staff achieved 79% adherence to client-centred practices, as measured by clients responding that MLHU staff “always” exhibited expected client-centred behaviour. The majority of other respondents indicated that MLHU staff “usually” met these expectations. Results also indicate that adherence to client-centred practices appears to be influencing participants’ self-efficacy beliefs in the expected direction. Furthermore, additional baseline measures of program loyalty and social validity were collected and will be monitored over time. A comprehensive report on survey findings is available in [Appendix A](#).

Next Steps

These scores indicate that MLHU staff are following client-centred care principles and that some room remains for improvement. As a next step, the Program Evaluator and Community Health Nursing Specialist will share the survey results with appropriate managers and staff. Action plans will be developed collaboratively, with managers and directors responsible for ensuring implementation. These additional efforts to support adherence by MLHU staff to client-centred principles could improve clients’ overall health outcomes. An update regarding action plans will be shared with the Board of Health in fall of 2020.

The next phases of the Client Experience Project will focus on mandated clients, non-English- and non-French-speaking clients, and community partners. Monitoring client, community, and community partner experiences will be an ongoing process at MLHU. Obtaining quality feedback will support Health Unit employees to enhance and optimize interactions with clients and community partners, and to exemplify MLHU’s values more effectively.

This report was prepared by the Office of the Chief Nursing Officer and the Healthy Organization Division.



Christopher Mackie, MD, MHSc, CCFP, FRCPC
Medical Officer of Health / CEO