

Client Experience Feedback

Findings from Klinik's Fall 2024 Client Satisfaction Survey *

From October 21 to November 1, 2024, Klinik administered a Client Satisfaction Survey to celebrate the service and support we do well, and to hold our organization accountable to the needs and gaps in our practices.

This was our first client survey done post-Covid since 2018. While we hoped to have 370 participants, we were pleased that 71 people took part. To ensure continuous improvement, our goal is to do this survey annually.

Thank you to all our clients who participated in the survey. This critical feedback will help us in our commitment to develop quality, person-centred care. We would also like to thank our social work students, welcome volunteers, and our staff—especially the community hosts and Indigenous cultural support staff who administered the survey with community.

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Services Received



Other (please specify): 37%
(Coffee/snacks, harm reduction supplies)



Primary Care: 18%
(Physician/Nurse Practitioner)



Outreach Services & STI Clinic: 11%



Trauma Counselling: 10%
Drop-In Counselling: 8%

- Top responses highlight a demand for non-clinical and outreach supportive services for immediate needs.
- Primary care & mental health services remain as significant part of Klinik's utilization.

Top Provider Interactions

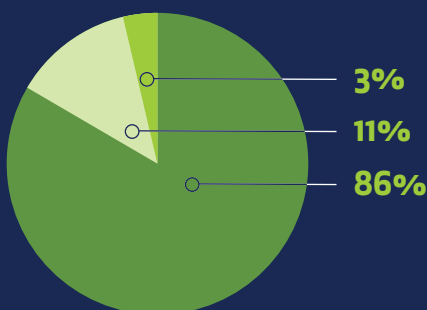


- Top responses highlighted the balance between clinical and non-clinical roles.

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Client Experience

■ Highly satisfactory ■ "OK" ■ Poor



- High satisfaction levels (86%) of client experience, with friendly and caring staff, a welcoming atmosphere, and comprehensive care.

"The staff always make me feel so welcome and are so friendly :) And usually greet me by name."

"Caring and respectful staff"

Client Demographics

- ✓ **Education: High School Graduates 45%**
- ✓ **Indigenous Respondents: 33%**
- ✓ **LGBTQIA+ Respondents: 51%**
- ✓ **Low-Income Households: 37%**
- ✓ **Age: 20-39 47%**
- ✓ **Language: English 80%**
- ✓ **Disabilities: 43%**

- The participants' diversity underscores the importance of culturally sensitive & inclusive services.
- Disabilities & low-income households highlight the need for accessible and supportive services. Younger adults & high school literacy may guide allocating resources to meet their needs.

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Program-Specific Findings

- ✓ **Clients valued being heard.**
- ✓ **Medical staff explained treatments clearly.**
- ✓ **Welcoming environment and sense of community were appreciated.**
- ✓ **Personalized care was highly valued.**

"They were very friendly and went above and beyond for my child."

"I am happy that I can come and see people volunteers here with smiles and a hello."

"How friendly MA was, as well as the reception staff, and how encouraging she was that I am strong and can accomplish my goals."

"My doctor is the kindest and most amazing GP I've ever had. I'm so grateful to her [...] and how holistically she treats me. I feel like a person and not just a patient."

"The counsellor really listened to my needs and put me on a waitlist and provided me with information about extra services."

"Wait times: Got here right at 3:30 and it took long to be seen."

Recommendations

- ✓ **Better Waiting Areas:**
Make waiting areas more comfortable for people who feel anxious or stressed.
- ✓ **Efficient Scheduling:**
Organize appointments better to make services run more smoothly.
- ✓ **Clear Communication:**
Explain who the different service providers are and what they do. Keep clients updated about any delays in a simple and clear way.
- ✓ **Shorter Wait Times:**
Make sure people don't have to wait too long.

*Source: Klinik Quality Assurance Committee, & Campos, C. (2025, January 28). Klinik client experience survey. Survey delivered from October 21 to November 1, 2024.

*Klinik's Crisis Lines were not included as part of this survey.