

CLIENT EXPERIENCE AT LAMP CHC 2017/18



4/5/2018

Compilation of Results

To support continuous improvement of our services and programs here at LAMP, an agency-wide client satisfaction survey is completed annually. This survey is completed to: obtain feedback, to gain insight into the

experiences of our clientele, and to create and implement strategies that will overall enhance the operations of our organization.

Client Experience at LAMP CHC 2017/18

Background

To better understand the needs of our community, an agency-wide client satisfaction survey is completed annually to evaluate the outcomes and operations of our organization. This client engagement piece allows for results to be used in the following ways:

- To inform LAMP's strategic planning;
- To analyze trends in compliments, complaints or concerns expressed by clients;
- To prioritize areas for improvement and present these to the Planning and Evaluation Committee, Continuous Improvement Committee, and senior leadership;
- To inform the accreditation process; and
- To construct comparative reports and use previous year's performance as a benchmark to assess current performance.

Survey Methodology

Sample Selection

By using convenience sampling, clients accessing programs were asked to fill out the survey while they waited for their appointments in our waiting rooms, or while they participated in programs. Volunteers were designated to collecting the data and assisting clients if needed. The survey was uploaded to Survey Monkey and the majority was collected through the use of iPads. Clients also had the option of completing the survey on paper and sending it back to us in the self-addressed stamped envelope provided. The survey was readily available in a variety of languages, and interpretation services were available by request if any clients needed it. Data collection started in **November, 2017** and ended in **March, 2018**.

Sample Size

This survey yielded a total of **625** (LK: 478, EM: 147) respondents, our goal for this year was to achieve **500** respondents, historically, this is the first year we have surpassed our target by **25%**. Last year (2016/17) we only achieved **56.4%** of our stretch target (282). We hope that the survey feedback findings will continue to inform future data collection strategies to

maintain our yearly target response rate. Notably, there was a “skip question” functionality, to allow clients to skip a question if they did not want to provide an answer. A further breakdown of missing data will be provided in the **Key Findings and Results section** (see below).

Questionnaire

The survey was **9** pages long and included **29** questions. Questions were grouped into domains that measured the following: Access, Quality, Outcome, and Survey Feedback. Respondents were asked to rate their level of agreement with specific statements by using a standard 5-point Likert scale (ordinal). Scoring options range from 1 “Strongly disagree” to 5 “Strongly Agree” or 1 “Never” and 5 “Always”. Socio-demographic questions were also asked to understand client profiles. Aside from quantitative questions, qualitative questions were also included on the survey to allow participants to provide open-ended feedback.

Sampling Population Demographics

LAKESHORE

Age (N=432) Skipped:46	Respondents
1-17	
18-24	51 (11.81%)
25-34	17 (3.94%)
35-49	47 (10.88%)
50-64	91 (21.06%)
65+	101 (23.38%)
Decline to Answer	117 (27.08%)
	8 (1.85%)
Sex/Gender (N=429) Skipped:49	
Male	156 (36.36%)
Female	266 (62.00%)
Transgender	0 (0%)
Transsexual	0 (0%)
Intersex	0 (0%)
Two-spirit	0 (0%)
Prefer not to answer	7 (1.63%)
Do not know	3 (0.70%)
Other	1 (0.23%)
Highest level of Education (N=421) Skipped: 57	
8 th grade or less	39 (9.26%)
Some high school, but did not graduate	70 (16.63%)
High school graduate	66 (15.68%)
Some post-secondary education (2 years or less)	45 (10.69%)
College/ University Diploma or degree	168 (39.90%)
Trade apprenticeship or certificate	10 (2.38%)
Prefer not to answer	12 (2.85%)
Do not know	11 (2.61%)

Sources of income (N=422) Skipped: 56	
No income 457	12 (2.63%)
Social Assistance	39 (8.53%)
ODSP	56 (12.25%)
Retirement pension	106 (23.19%)
Other pension	15 (3.28%)
Employment income	115 (25.16%)
Other income	23 (5.03%)
Self-employed	5 (1.09%)
Prefer not to Answer	53 (11.60%)
Do not know	33 (7.22%)
Total household income before taxes in 2016 (N=425)	
<i>Skipped: 53</i>	
Less than \$15,000	72 (16.94%)
\$15,000-\$19,999	47 (11.06%)
\$20,000-\$29,999	47 (11.06%)
\$30,000-\$39,999	25 (5.88%)
\$40,000-\$49,999	19 (4.47%)
\$50,000-\$59,999	14 (3.29%)
\$60,000 and over	44 (10.35%)
Prefer not to answer	69 (16.24%)
Do not know	88 (20.71%)

EAST MISSISSAUGA

Age (N=137) Skipped: 10	
	Respondents
1-17	
18-24	28 (20.44%)
25-34	0 (0%)
35-49	11 (8.03%)
50-64	53 (38.69%)
65+	15 (10.95%)
Prefer not to Answer	23 (16.79%)
	7 (5.11%)
Sex/Gender (N=126) Skipped: 21	
Male	37 (29.37%)
Female	90 (71.43%)
Transgender	1 (0.79%)
Transsexual	0 (0%)
Intersex	0 (0%)
Two-spirit	0 (0%)
Prefer not to answer	1 (0.79%)
Do not know	0 (0%)

Highest level of Education (N=128) Skipped: 19	
8 th grade or less	14 (10.94%)
Some high school, but did not graduate	8 (6.25%)
High school graduate	22 (17.19%)
Some post-secondary education (2 years or less)	4 (3.13%)
College/ University Diploma or degree	72 (56.25%)
Trade apprenticeship or certificate	0 (0%)
Prefer not to answer	5 (3.91%)
Do not know	3 (2.34%)
Sources of income (N=125) Skipped: 22	
No income 137	16 (11.68%)
Social Assistance	8 (5.84%)
ODSP	3 (2.19%)
Retirement pension	12 (8.76%)
Other pension	1 (0.73%)
Employment income	41 (29.93%)
Other income	21 (15.33%)
Self-employed	7 (5.11%)
Prefer not to answer	21 (15.33%)
Do not know	7 (5.11%)
Total household income before taxes in 2016 (N=127)	
<i>Skipped: 20</i>	28 (22.05%)
Less than \$15,000	21 (16.54%)
\$15,000-\$19,999	18 (14.17%)
\$20,000-\$29,999	14 (11.02%)
\$30,000-\$39,999	5 (3.94%)
\$40,000-\$49,999	1 (0.79%)
\$50,000-\$59,999	1 (0.79%)
\$60,000 and over	21 (16.54%)
Prefer not to answer	18 (14.17%)
Do not know	

How do you describe your health? (1=Poor,5=Excellent)	Weighted Average (5-point scale)	Percentage
LAKESHORE (N=419, skipped:59)	3.25	65%
EAST MISSISSAUGA (N=131, skipped: 16)	3.45	69%

Overall, clients rate their overall health as good.

Key Findings and Results

1. Access

To better understand the effectiveness of our programs, we asked clients to report on the duration of time they have been accessing programs and services at LAMP. Summations of various time periods are provided below for comparison by each site. Evidently, a predominant amount of our clients, 70.28%, have been accessing LAMP’s **Lakeshore site** programs/services continuously within a 2 to 10+ year timeframe. This percentage is much lower for the **East Mississauga site**, 40%, indicating a slightly newer clientele (46.7%, 0-12 months).

LAKESHORE

Duration (N=434) <i>44 skipped</i>	Respondents
< than 3 months	30 (6.91 %%)
3 to 6 months	24 (5.53%)
6 to 12 months	34 (7.83%)
12 to 24 months	41 (9.45%)
2 to 5 years	110 (25.35%)
5 to 10 years	88 (20.28%)
10+ years	107 (24.65%)

EAST MISSISSAUGA

Duration (N=137) <i>10 skipped</i>	Respondents
< than 3 months	33 (24.09%)
3 to 6 months	15 (10.95%)
6 to 12 months	16 (11.68%)
12 to 24 months	18 (13.14%)
2 to 5 years	50 (36.50%)
5 to 10 years	5 (3.65%)
10+ years	0 (0%)

Services/Programs accessed within the past year at Lakeshore:

Program/Service (N=418), skipped: 60	Percentage	Count
Adult Drop-In	7%	69
Adult Learning Program	3%	28
ASK! (income tax, legal, form filling, etc.)	11%	109
Among Friends	4%	44
Breakfast Club	2%	22
Chiropody (Foot Care)	9%	92
Dental	2%	18
Occupational Health	2%	22
Ontario Early Years Centre	7%	70
Doctor, Nurse or Nurse Practitioner (Primary Health Care)	19%	184
Dietitian	7%	66
Physiotherapy	0%	1
Rathburn Area Youth (RAY)	2%	21
South Etobicoke Youth Assembly (SEYA)	1%	8
Street Level	5%	50
Social Worker	7%	73
Speech and Language	1%	10
West Toronto Diabetes Education Program (WTDEP)	4%	43
Harm Reduction	3%	28
Telemedicine	0%	4
Other (please specify)	2%	16
Total count	100.00%	978

Other responses: Natural path; psychiatry; Volunteer; Yoga; PHN-infant hearing test; Veterinarian; yoga; Housing adviser; English; Angel Management; Housing; application for Toronto Housing; LAMP YMCA; events; sports; Naturopathic clinic

Services/Programs accessed within the past year at East Mississauga:

Program/Service (N=131), skipped: 16	Percentage	Count
Chiropody (Foot Care)	1%	1
Diabetes Care	0%	0
Social Worker	1%	1
Queer and Trans Programs	0%	0
Dental Clinic	93%	126
Activate It	0%	0
Doctor, Nurse, or Nurse Practitioner (Primary Health Care)	1%	2
Community Dietitian	1%	1

Information and Referral Program (including Commissioner of Affidavits)	1%	1
Seniors Groups	2%	3
Physiotherapy	1%	1
Total Count	100%	136

LAKESHORE

ACCESS (N=474, Skipped: 4)	Weighted Average (5-point scale)	Percentage
How often are you able to get services in a language of your choice?	4.68	94%
The staff tell me about other LAMP programs and services that are offered within the agency.	4.05	81%
The staff help me connect to services or supports I need at LAMP CHC or in my community.	4.27	85%
The staff members are easy to talk to and encourage me to ask questions.	4.57	91%
I can get an appointment when I need one.	4.34	87%
Staff and programs are able to meet my mental health needs.	4.38	88%
I can find my way around the building.	4.53	91%

The overall high ratings (>81%) suggest that in terms of accessibility, the Lakeshore site is performing well from clients’ perspectives. The highest endorsement (94%) was indicated when clients were asked how often they are able to get services in a language of their choice.

EAST MISSISSAUGA

ACCESS (N=147)	Weighted Average (5-point scale)	Percentage
How often are you able to get services in a language of your choice?	4.14	83%
The staff tell me about other LAMP programs and services that are offered within the agency.	3.25	65%
The staff help me connect to services or supports I need at LAMP CHC or in my community.	3.69	74%
The staff members are easy to talk to and encourage me to ask questions.	4.64	93%
I can get an appointment when I need one.	4.23	85%
Staff and programs are able to meet my mental health needs.	4.49	90%
I can find my way around the building.	4.73	95%

Areas that were rated the lowest include staff not telling clients about the other programs and services offered at LAMP (65%) and staff not helping clients to connect to other services/supports that they need at LAMP or in their community (74%), which indicates an area for improvement. The statement that received the highest endorsement was related to clients being able to find their way around the building (95%).

With regards to ***feeling comfortable and welcome at the center***, 94% of clients reported “yes” at the Lakeshore site (N=465) and 100% indicated “yes” for the East Mississauga site (N=141).

For those that did not feel welcome at the Lakeshore site, the top reasons why that were identified include: age (22%), race or ethnicity (15%), mental health status (15%), and income level or employment status (14%).

Other reasons identified include: “staff judge me for being an addict,” “because of suspected substance abuse,” “homeless,” “I don’t look poor, but I don’t look rich,” and “when some people are intoxicated and violent.”

For those that did not feel welcome at the East Mississauga site, the top reasons why that were identified include: because English is not my first language (25%) and because of my income level or employment status (9%). No significant commentary was made for this site.

Barriers to Access

Clients were asked to identify pre-determined factors that prevented them from attending programs/services. Some of the top reasons identified for the Lakeshore site (N=380) were: ***transportation costs/issues (13%)*** and ***hours of service (7%)***.

Lakeshore commentary:

- “Lack of knowledge of programs available”
- “would like more evenings booking”
- “difficult to access most OEYC - they are often in basements and with twins it is very difficult to get into a non-accessible location. I either have to carry them both at the same time or leave one in the stroller and bring the other in. Neither are great options”
- “parking”
- “no ramps at entrances”
- “should have more translators for polish and Russian-speaking people”
- “I use a powerchair to get around. LAMP staff are not equipped to help me”

- “Nutritional program hours”
- “Some aggressive comments, sexist attendees are frequently expressed by some clients, screaming and shouting often occurs at Adult Drop-In”
- “staff not always kind or welcoming”
- “at drop in. Lots of fights, violent behaviour by males. Lots of nasty attacks/swearing, stolen items. Violent people aren't asked to leave, they make physical threats. Some clients get preferential treatment (friends of staff) to women”

At the East Mississauga site (N=106), some of the top reasons that were identified include: **location (8.5%), transportation costs/issues (6.6%), and services not in my language (4.7%).** No significant commentary was made for this site.

2. Quality

LAKESHORE

QUALITY (N=455, Skipped: 23)	Weighted Average (5-point scale)	Percentage
Do LAMP staff members give you information that you can use to improve your health and well-being?	4.40	88%
How often are you asked to give input into the programs and services you use?	3.19	64%
Do LAMP staff members treat you like an equal when you look at what is best for your life?	4.55	91%
How often do the programs and services offered by LAMP meet your needs?	4.24	85%
Overall, how would you rate the quality of care and services you received at LAMP? (5 “Excellent” and 1 “Poor”)	4.35	87%

When asked to rate how often they are asked to give input into programs and services used, respondents scored a 64% frequency level indicating that client engagement is an area for improvement. The questions that were scored the highest asked if clients felt that staff members treated them as an equal when looking at what is best for their life (91%) and if staff members provided clients with information that they can use to improve their health and well-being (88%). In addition, clients were asked to rate the quality of care and services they received with 5 being

“Excellent” and 1 being “Poor”. The Lakeshore site was scored at 87% indicating that clients perceived care and services to be excellent and of high quality.

EAST MISSISSAUGA

QUALITY (N=140, Skipped: 7)	Weighted Average (5-point scale)	Percentage
Do LAMP staff members give you information that you can use to improve your health and well-being?	4.29	86%
How often are you asked to give input into the programs and services you use?	3.41	68%
Do LAMP staff members treat you like an equal when you look at what is best for your life?	4.66	93%
How often do the programs and services offered by LAMP meet your needs?	4.45	89%
Overall, how would you rate the quality of care and services you received at LAMP? (5 “Excellent” and 1 “Poor”)	4.46	89%

Consistent with the Lakeshore site’s findings, when asked to rate how often they are asked to give input into programs and services used; respondents scored a 68% frequency level indicating that client engagement is an area for improvement. The questions that were scored the highest asked if clients felt that staff members treated them as an equal when looking at what is best for their life (93%) and how often do the programs and services offered by LAMP meet your needs? (89%), indicating that services and programs always met their needs. In addition, clients were asked to rate the quality of care and services they received with 5 being “Excellent” and 1 being “Poor”. The East Mississauga site was scored at 89% indicating that clients perceived care and services to be excellent and of high quality.

3. Outcome

LAKESHORE

OUTCOME (N=450, Skipped: 28)	Weighted Average (5-point scale)	Percentage
LAMP's programs and services have helped me improve my health and well-being.	4.37	87%
LAMP has a positive impact on my community.	4.51	90%

EAST MISSISSAUGA

OUTCOME (N=138, Skipped: 9)	Weighted Average (5-point scale)	Percentage
LAMP's programs and services have helped me improve my health and well-being.	4.49	90%
LAMP has a positive impact on my community.	4.58	92%

High levels of agreement for both sites (>85%) indicate that LAMP’s program and services have been effective in improving the health and well-being of our clientele and in having a positive impact on the community.

Would you refer a family member or friend to LAMP CHC?

For the Lakeshore site clients (N=446), 94% indicated that they would refer a family member or friend to LAMP. When asked to explain their answers clients indicated:

- “Nice doctors”
- “LAMP is there to answer their questions and to provide help”
- “Very good care and service”
- “Service valuable to the community”
- “Accessible-Friendly-multi services-open-etc”
- “Great space to be”
- “Convenient location and wait times are reasonable”
- “Great for child to socialize”
- “Very helpful, informative”
- “As a new mother, The LAMP programs got me out of the house and gave me the ability to connect with other families. The resources and conversations in baby club help ease my new mother fears. I now use lamp and/or affiliated programs at least once a week. It’s always a positive experience for me and my children”
- “I find the environment inclusive and caring. So I will encourage others to join”

For the East Mississauga site clients (N= 139), 96% indicated that they would refer a family member or friend to LAMP. When asked to explain their answers clients indicated:

- “It’s a very friendly and helpful community”

- “This is excellence way to help people who cannot afford, the dentist and dental staff is awesome.”
- “Excellent quality of service and staff.”
- “Friendly, CARING, PROFESSIONAL”
- “\Very productive environment.”

4. Survey Feedback

LAKESHORE

SURVEY FEEDBACK (N=440, Skipped: 38)	Weighted Average (5-point scale)	Percentage
This survey gave me the chance to express my opinions about LAMP.	4.45	89%
The survey was about the right length.	4.36	87%

***73.3% of clients filled out the survey on their own**

***26.7% of clients reported having a staff member help them fill out the survey**

EAST MISSISSAUGA

SURVEY FEEDBACK (N=139, Skipped: 8)	Weighted Average (5-point scale)	Percentage
This survey gave me the chance to express my opinions about LAMP.	4.39	88%
The survey was about the right length.	4.30	86%

***94% of clients filled out the survey on their own**

***6% of clients reported having a staff member help them fill out the survey**

Overall, clients strongly favor the client feedback survey (>86%) and view it as an opportunity to openly express their opinions about LAMP.

5. Client Commentary

In efforts to get client’s feedback about their experience at programs, respondents were asked: “What would you like to see different at LAMP? How can we improve?”

Based on the frequency of comments, the qualitative answers provided below were analyzed and deemed important to highlight (please see tables below).

LAKESHORE

- "More recreation for adult -bus trips"
- "sensitivity training for your reception staff"
- "More mental health services"
- "Move harm reduction facility away from young children Hire competent staff
Make sure reception informs clients about programs that are available instead of just handing out calendars and not talk about the programs"
- "Expand facilities"
- "Time change and appointments should be easily available"
- "Put hours of service on web site for different programs"
- "Please have more programs for seniors."
- "more software and training programs."
- "T-Shirt designing Program, Graphic designs and more creative programs like painting"
- "More family physicians"
- " Knowledgeable person for care for special needs individual Wishes there was a program for special needs(developmental disabilities)"
- " I believe there would be mores health practitioners. I always have to wait at my appointment time.Extender health care services would be intiduced (massage, physio) Foot care Clinic is impossible to take an appointment , no time available for"
- "Safe injection site and should inform community about it. Found needles around the area."
- "LGBT PARENTING GROUPS"
- "The healthy sex clinic come back. Physiotherapy on the site."
- "Is there some notification or email list for special events?"

EAST MISSISSAUGA

- "Shorter waiting time for the appointments"
- "Open a dental program for people that don't have private insurance, and people who have chronic diseases for regular dental checkup."
- "I hope too see more types of service especially."
- "I would like to be informed of other services offered here"
- "Another secretary to help the already wonderful secretary"
- "I think LAMP need more location"

Lessons Learned and Recommendations

From the results presented, there are multiple areas of improvement to increase access to services/programs and to mitigate some of the barriers clients are experiencing. Below are a few key recommendations from the findings:

1. Marketing other programs/services to clients and informing clients of LAMP's mandate;
2. Providing further support to assist clients in connecting to other programs/services at LAMP or in the community;
3. Provide staff with specialized training to better respond to clients' mental health needs; and
4. Increased client engagement.

Other suggestions made by clients to improve services included:

1. More translation services available at the East Mississauga site;
2. Encourage reception staff to spread awareness of the different programming/services offered at LAMP;
3. Offer more senior programming at the Lakeshore site;
4. Offer a variety of recreational programs;
5. Update the website to reflect various program hours; and
6. Offer LGBTQ-focused programming at the Lakeshore site.

Plan

What we do with the results:

The results of this survey will be used in the planning and evaluation of the services provided at LAMP in an effort to improve how we serve our community. Individual programs will analyse results, both quantitative and qualitative, to inform areas of improvement. We intend to communicate results to the public via our website, posters, and our annual report.

Limitations

There were prominent constraints with being able to obtain feedback from clients who chose to terminate accessing our program/services. Also, some clients chose to skip questions which resulted in many missed responses, emphasis on selecting "Not Applicable" or "Do Not Know" to improve data quality will be made in the next round of data collection and the survey design will be updated to mitigate this.

Some of the disadvantages with convenience sampling include the possibility of selection bias and a high degree of sampling errors, however for the purpose of this evaluation, convenience sampling worked best to obtain general feedback from clients.

APPENDICES:

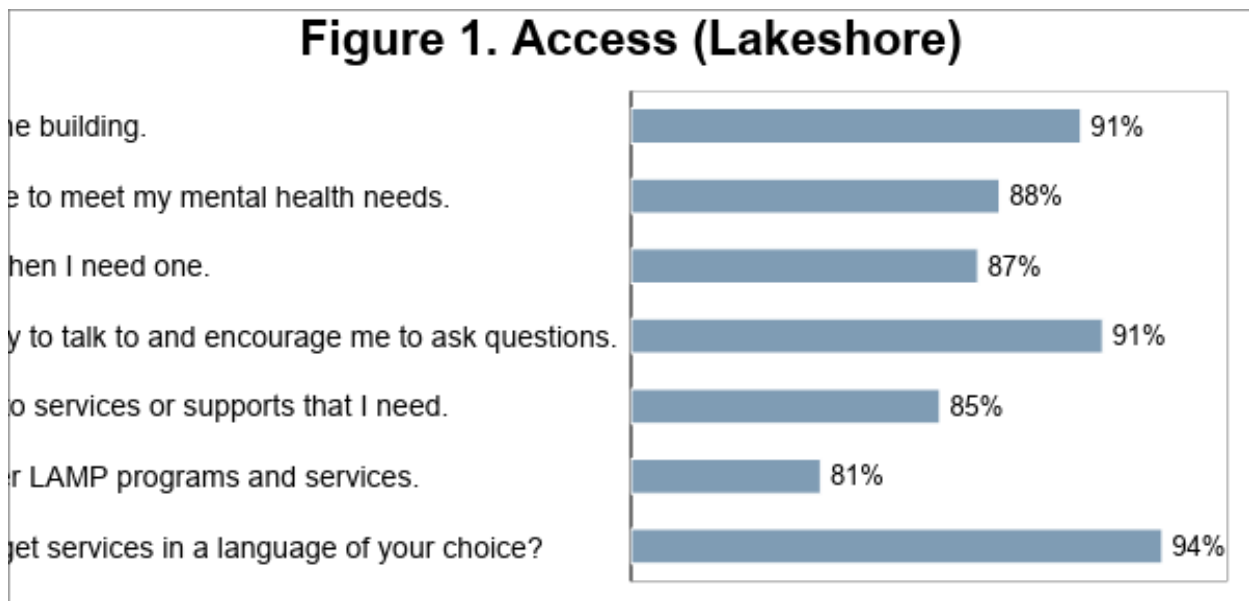


Figure 2. Access (East Mississauga)



Figure 3. Quality (Lakeshore)

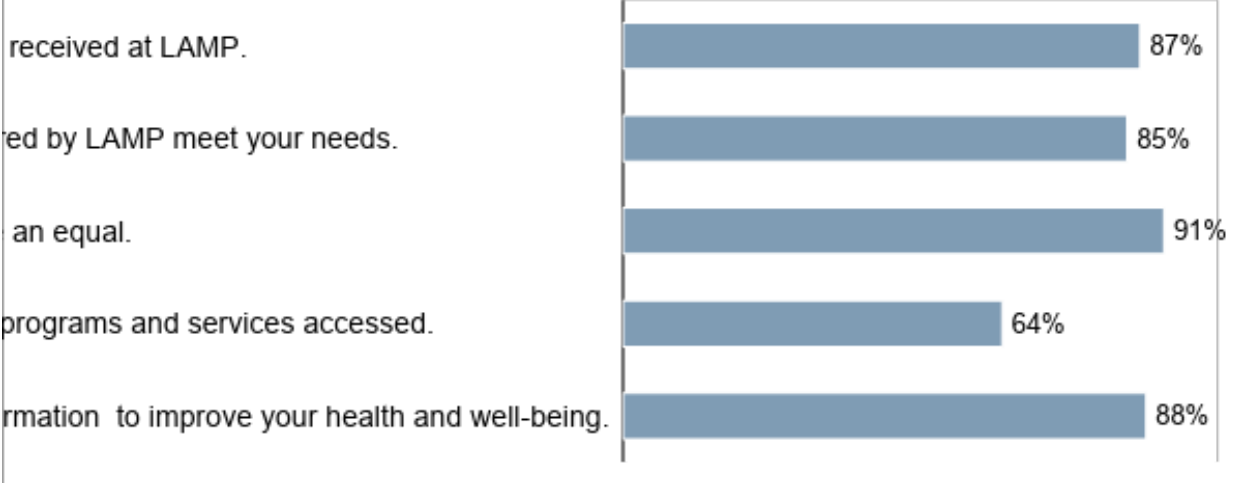


Figure 4. Quality (East Mississauga)



Figure 5. Outcome (Lakeshore)

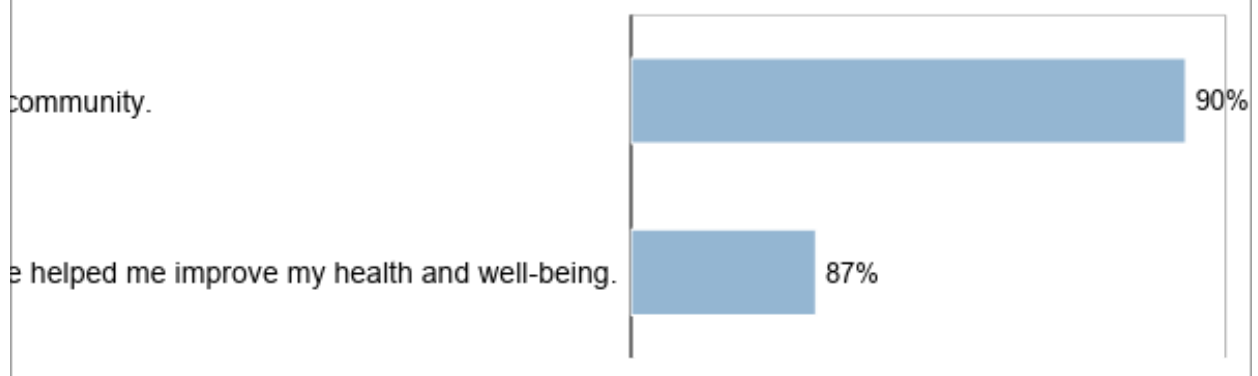


Figure 6. Outcome (East Mississauga)



