

# CLIENT EXPERIENCE

## 2023-2024

An annual report to learn and understand the experiences of patients accessing our primary care services.



### WHAT WE LEARNED

Our patients are satisfied, find our services accessible, equitable, safe, and patient-centred. Their feedback gives us insight into areas for improvement. Access Alliance will maintain and sustain current practices to ensure the quality of programs and services, and address the feedback provided to contribute to our continuous service and program improvement goals.

### REPORT OVERVIEW

#### Introduction

Learning from patients about their experience is essential to evaluate the quality of our programs and services. We use patient feedback to improve our programs and services, ensuring they meet patient expectations and needs. The patient experience data we collect serves 3 purposes: 1) Accountability, 2) Quality, and 3) Evidence-Informed Practice. We collected data from patients accessing our Primary Care Services (MD/NP) through in-person and remote/virtual methods from November 2023 to February 2024.

#### Data Collection

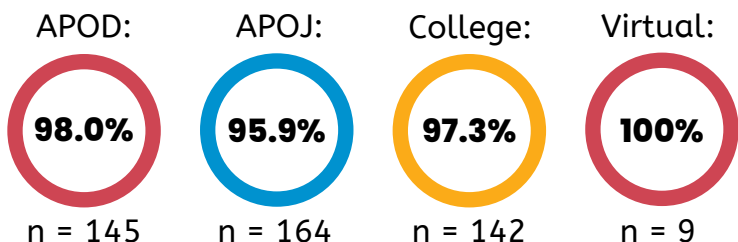
**474** surveys included for analysis

**58.6%** completed virtually (phone or email); n = 278

**41.4%** completed in-person; n = 196

### CLIENT SATISFACTION & SUGGESTIONS

#### Satisfaction by Site



**97.0%** of clients reported high satisfaction; n = 460

**97.3%** of clients recommend Access Alliance to friends/family; n = 461

#### Suggestions from Clients

Phone improvements (shorter wait, prevent dropped calls)

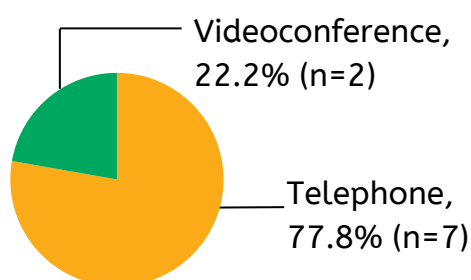
Consistency + improvement in communication, customer service, and professionalism

Alternate booking methods + more availability and services

Increase availability for urgent care, provide more specialist referrals/services, and financial assistance

### CLIENT EXPERIENCES WITH VIRTUAL VISITS

#### Mode of Virtual Care Visit (N=9)



**66.7%** of clients would use virtual care again (n=6)

#### Benefits and Issues Experienced

Time and money saved (n=8)

No time off work, elder/ childcare (n=5)

I was able to avoid transportation or parking issues (n=4)

Feel safer (COVID-19 context) (n=2)

Connect with provider sooner (n=5)

Instructions for technology unclear (n=1)

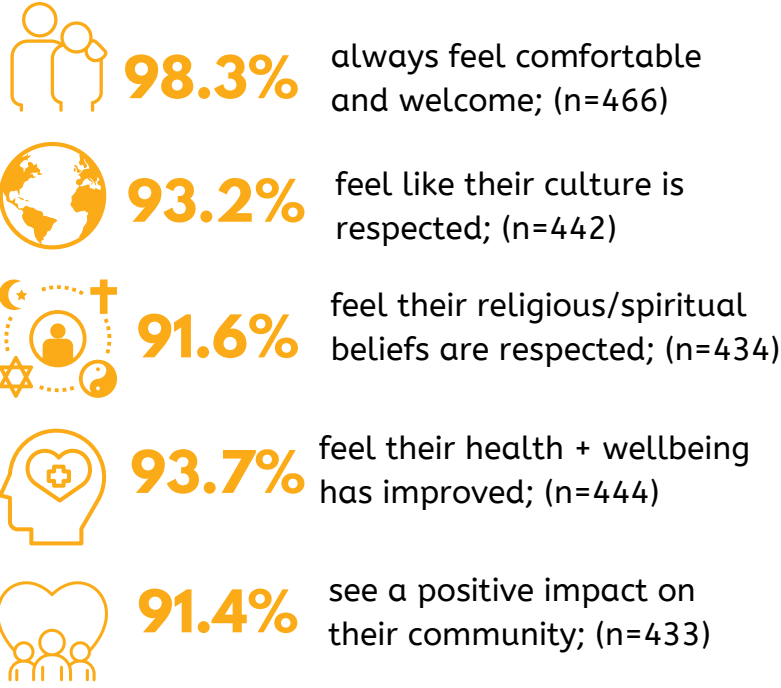
Difficult to explain virtually (n=2)

Privacy & security concerns (n=2)

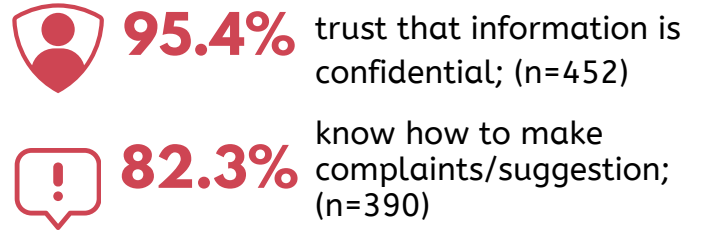
Technology was not working well (n=1)

# CLIENT EQUITY, SAFETY, AND PATIENT-CENTEREDNESS

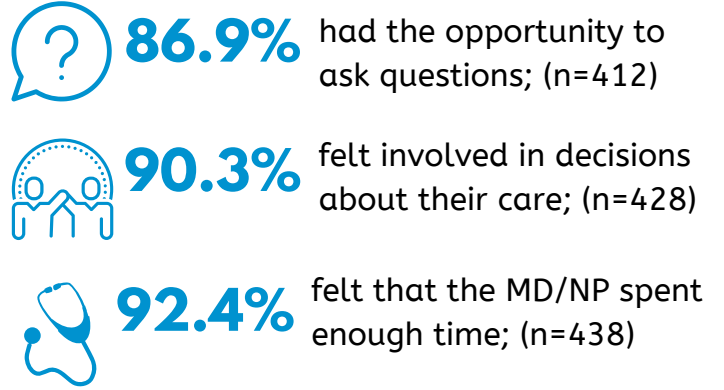
## Client Equity



## Client Safety

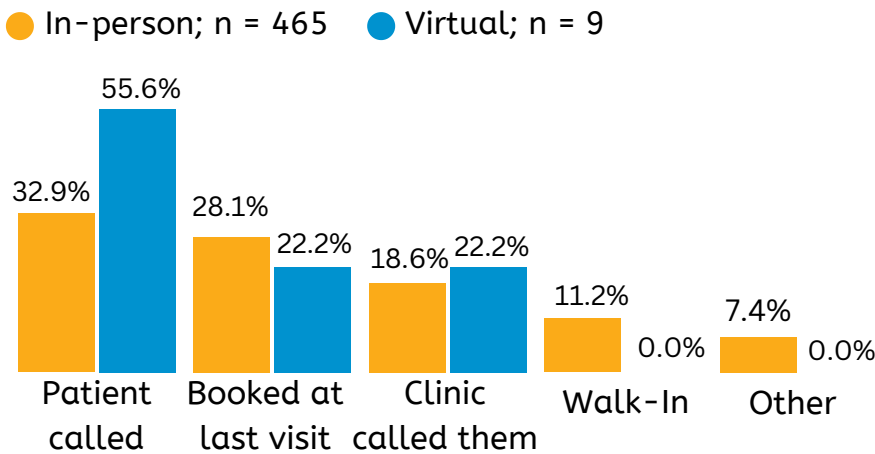


## Patient-Centeredness

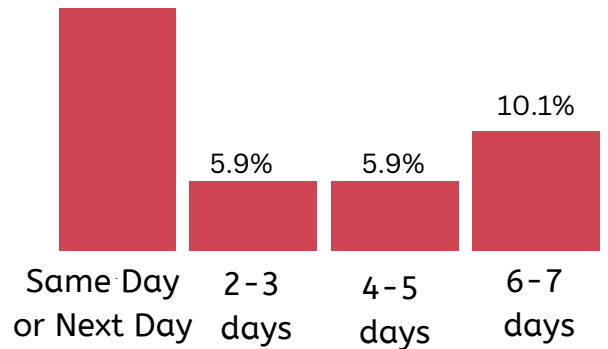


# ACCESSIBILITY OF APPOINTMENTS

## Appointment Booking Method

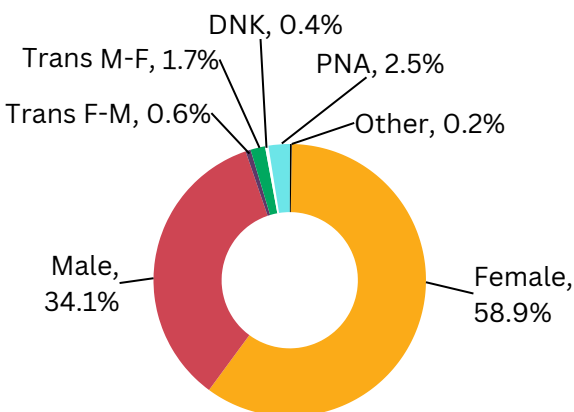


## Timeliness (n = 274)



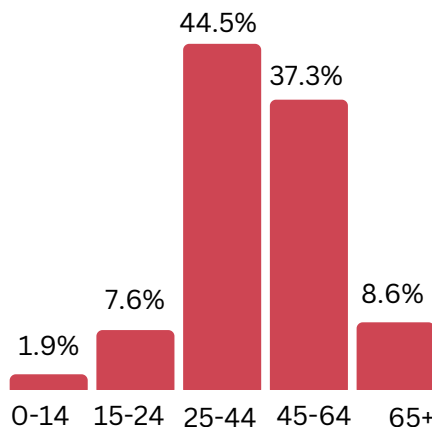
# RESPONDENT DEMOGRAPHICS

## Gender (N = 472\*)



\*Two datapoints have been removed due to errors or invalid entries

## Age (N = 474)



## Site (N = 474)

