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Ryan White Client Satisfaction Survey

The Ryan White Program would like feedback about the quality of services you have received **today**. Please read each statement below and indicate with an (x) which rating most closely fits your opinion about the quality of service you received from the agency. Thank you!

	Strongly agree	Agree	Neutral	Disagree*	Strongly disagree*	N/A
1. Staff was friendly and courteous.						
2. I was served in a timely manner.						
3. I received the information/ service I needed.						
4. The information or service I received was clear and understandable.						
5. The staff was knowledgeable about resources and/or referrals.						
6. I would recommend this service to other people.						

***For those responses that you indicated a “disagree” or “strongly disagree,” please indicate your reasons why in the “Additional Comments” section below.**

Please indicate (x) your demographic information below and report **all** Ryan White services that you received **today**.

Race	Age	Ryan White Services Received*	
<input type="checkbox"/> Black <input type="checkbox"/> White <input type="checkbox"/> American Indian <input type="checkbox"/> Asian <input type="checkbox"/> Native Hawaiian/ Pacific Islander <input type="checkbox"/> More than one race	<input type="checkbox"/> <13 <input type="checkbox"/> 13-19 <input type="checkbox"/> 20-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-65 <input type="checkbox"/> Over 65	CORE SERVICES <input type="checkbox"/> Outpatient Medical Care <input type="checkbox"/> Case Management <input type="checkbox"/> Medications <input type="checkbox"/> Dental/Oral Health <input type="checkbox"/> Mental Health Services <input type="checkbox"/> Substance Abuse Treatment	SUPPORT SERVICES <input type="checkbox"/> Food Bank/ Nutritional Supplements <input type="checkbox"/> Transportation <input type="checkbox"/> Treatment Adherence

*See definitions for Ryan White Services on the back of the survey.

Additional Comments: Please specifically explain the reason why you indicated “disagree” or “strongly disagree” to any of the questions above, or share any additional comments or feedback about the Ryan White services you received today.

For Office Use Only						
Date				Provider Name		



Family & Aging Services Department
Division of Health & Social Services
Hillsborough County
601 E. Kennedy Blvd., 25th Floor
Tampa, FL 33602

Treatment Adherence: Instructions on how to take HIV medications properly

appointments

Transportation: Help getting to the doctor's office and other HIV related

Food Bank/Nutritional Supplements: Food bags, grocery certificates, home-delivered meals, and nutritional supplements

SUPPORT SERVICES

Substance Abuse Treatment: Professional counseling for drug or alcohol addiction

Mental Health Services: Professional counseling, therapy, or support groups

Dental/Oral Health: General teeth and mouth care, dentures, oral surgery, etc.

Medications: Pills for HIV and related issues

Case Management: Case managers help clients receive services and then follow-up on their care.

Outpatient Medical Care: Regular doctor visits to doctor's office or clinic for HIV medical care.

CORE SERVICES



RYAN WHITE PROGRAM WIDE Client Satisfaction Survey

Results for reporting period: 4/1/11 - 6/30/11

of Surveys Returned
1,581

RACE							
Black	White	American Indian	Asian	Native Hawaiian Pacific Islander	More than one race	Race Not identified	
503	841	16	3	3	108	107	1581
31.8%	53.2%	1.0%	0.2%	0.2%	6.8%	6.8%	100%

AGE								
<13	13-19	20-24	25-34	35-44	45-54	55-65	Over 65	Age Not identified
9	32	37	134	356	612	283	43	75
0.6%	2.0%	2.3%	8.5%	22.5%	38.7%	17.9%	2.7%	4.7%
								1581
								100%

CORE SERVICES							SUPPORT SERVICES			
Outpatient Medical Care	Medical Case Mgmt	Meds	Oral Health	Mental Health	Substance Abuse Treatment	No response Core Services	Food Nutritional Supplement	Transportation	Treatment Adherence	No response Support Services
590	667	381	399	86	21	127	151	73	165	1264
37.3%	42.2%	24.1%	25.2%	5.4%	1.3%	8.0%	9.6%	4.4%	10.4%	79.9%

Respondents were asked to report **all** Ryan White services that were received **that day**. The numbers above reflect all services noted on each survey returned. The percentages are calculated for each specific service, as a "service" divided by the "# of Surveys returned".

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	NA	No rating	
QUESTION #1: Staff was friendly & courteous.							
1429	130	8	3	6	1	4	1581
90.4%	8.2%	0.5%	0.2%	0.4%	0.1%	0.3%	100%
QUESTION #2: I was served in a timely manner.							
1352	180	25	12	7	1	4	1581
85.5%	11.4%	1.6%	0.8%	0.4%	0.1%	0.3%	100%
QUESTION #3: I received the information/service I needed.							
1387	156	15	5	6	3	9	1581
87.7%	9.9%	0.9%	0.3%	0.4%	0.2%	0.6%	100%
QUESTION #4: The information/service I received was clear & understandable.							
1394	153	12	9	5	4	4	1581
88.2%	9.7%	0.8%	0.6%	0.3%	0.3%	0.3%	100%
QUESTION #5: The staff was knowledgeable about resources and/or referrals.							
1376	159	18	7	6	10	5	1581
87.0%	10.1%	1.1%	0.4%	0.4%	0.6%	0.3%	100%
QUESTION #6: I would recommend this service to other people.							
1407	133	19	6	9	1	6	1581
89.0%	8.4%	1.2%	0.4%	0.6%	0.1%	0.4%	100%