

Client Satisfaction Survey



PROCEDURE

Title/Subject: Client Satisfaction Surveys			
Policy #: OPS - 309	Page 1 of 1	Adoption Date: 10/23/07	Revision Date: 4/14/08
Approved By:		Title: President/Chief Executive Officer	
Approved By:		Title: Program Vice President/CQI Chairperson	
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The Florida Center for Child and Family Development (The Florida Center) recognizes the importance of determining client satisfaction in terms of the services that each client is receiving. The various departments within The Florida Center include clinical services, developmental services (speech, occupational therapy and physical therapy), community outreach, early childhood education, prevention and education.

Each department is responsible for determining its own requirements for assessing client satisfaction in terms of frequency of the distribution of surveys and content of surveys. Each department determines the frequency that client satisfaction surveys are distributed based on the following:

- State/Federal Guidelines
- Contract Specifications
- Established agency standards

Satisfaction surveys are gathered and calculated by each program director and shared with the departmental staff, Continuous Quality Improvement Council, Executive Leadership Committee and Board Program Committee.

Client Satisfaction across all programs is established to be 90% of clients, receiving services that indicate satisfaction with services received. Any program which falls short of 90% client satisfaction is required to submit a Corrective Action Plan to the Continuous Quality Improvement Council for review and approval.

Attachment

Client Satisfaction Survey



THE FLORIDA CENTER
FOR CHILD AND FAMILY DEVELOPMENT

Please check the appropriate box

Please respond based on your most recent experiences	Strongly Agree	Agree	Neutral	Strongly Disagree	N/A	Comment or suggestions, please explain low ratings of 2 or less (use back if necessary)
1) I was treated with respect						
2) I received services that were very helpful						
3) The staff helped me find other services that I needed						
4) I am better able to cope when things go wrong						
5) Staff spoke to me in a way that I understood						
6) Staff respected my ethnic background						
7) I participated in choosing my/my child's treatment goals						
8) I/my child gets along better with friends and other people						
9) I/my child gets along better with family						
10) Overall I am satisfied with the services that I received						