

Client Satisfaction Survey Guide

Home care agencies operate in a highly regulated environment where **quality of care and client-centeredness** are key performance indicators. While clinical outcomes (such as fall prevention or medication management) are measurable through documentation, **client satisfaction provides a subjective but essential dimension of quality—how clients perceive the care they receive.**

Importance of Client Satisfaction Surveys

- **Quality Improvement:** Surveys provide actionable data to identify gaps in service delivery.
- **Client-Centered Care:** Surveys promote a **partnership model** where clients and families have a voice in shaping services, enhancing trust and engagement.
- **Risk Management:** Tracking satisfaction trends helps agencies proactively address dissatisfaction, reducing complaints, litigation risks, and loss of clients.

Best Practices in Survey Design

1. **Clarity and simplicity:** Avoid jargon. Use language accessible to clients of varying education levels.
2. **Brevity:** Aim for 10–15 core questions to encourage completion.
3. **Balanced response scales:** Use Likert scales (e.g., “Excellent, Good, Fair, Poor”) for consistency.
4. **Key domains covered:**
 - Access to care
 - Staff professionalism and courtesy
 - Quality of communication
 - Timeliness and reliability of visits
 - Respect for client’s dignity and independence

- Competence in clinical or personal care tasks
- Overall satisfaction and likelihood of recommending the agency

5. **Confidentiality assurance:** Clients are more likely to provide honest responses when surveys are anonymous.
6. **Multimodal distribution:** Paper forms, phone interviews, and electronic options should be available to accommodate client preferences.

Features of a “Good” Client Satisfaction Survey

A comprehensive survey for home care agencies should include the following sections:

- **Section A: Access and Availability**
 - Ease of contacting the agency
 - Responsiveness to requests or emergencies
- **Section B: Caregiver Professionalism**
 - Courtesy, respect, and cultural sensitivity
 - Appearance and timeliness
- **Section C: Quality of Care**
 - Effectiveness of assistance with daily activities
 - Knowledge and skill of staff in handling health concerns
 - Safety practices and infection control
- **Section D: Communication**
 - Clarity of instructions and explanations
 - Caregiver listening and responsiveness
- **Section E: Reliability**
 - Consistency of visits and follow-through
 - Promptness of scheduling changes

- **Section F: Overall Satisfaction**
 - Overall rating of care
 - Likelihood to recommend the agency to others
- **Section G: Open-Ended Feedback**
 - Space for comments, suggestions, and concerns

Sample (Client Satisfaction Survey Template)

Client Satisfaction Survey – Home Care Agency

Your feedback is important to us. Please complete this short survey to help us improve our services. All responses are confidential.

Section A: Access and Availability

1. How easy is it to reach our agency by phone or email?
 Excellent Good Fair Poor
2. How quickly are your requests or concerns addressed?
 Excellent Good Fair Poor

Section B: Caregiver Professionalism

3. How respectful and courteous are our caregivers?
 Excellent Good Fair Poor
4. How punctual are caregivers for scheduled visits?
 Excellent Good Fair Poor

Section C: Quality of Care

5. How well do caregivers assist you with daily activities or health needs?
 Excellent Good Fair Poor
6. How would you rate caregiver knowledge and skill?
 Excellent Good Fair Poor
7. How safe do you feel with the care provided (infection control, transfers, medications)?
 Very Safe Somewhat Safe Not Safe

Section D: Communication

8. How clearly do staff explain care and instructions?
 Excellent Good Fair Poor
9. Do caregivers listen and respond to your concerns?
 Always Usually Sometimes Never

Section E: Reliability

10. How consistent are caregiver visits and schedules?
 Excellent Good Fair Poor
11. How satisfied are you with the agency's handling of schedule changes?
 Very Satisfied Satisfied Dissatisfied

Section F: Overall Satisfaction

12. Overall, how satisfied are you with our services?

Very Satisfied Satisfied Dissatisfied

13. Would you recommend our agency to family or friends?

Yes No

Section G: Comments

14. Please share any additional feedback or suggestions:
