

## Client Satisfaction Survey Guide

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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:

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