

Sexual Health Centre Client Centred Care Survey Project (Jan – Mar '09)

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Overview

- Background
- 8 Principals of Client Centred Care
- Methodology
- Results
 - Niagara Client Descriptions
 - Client Centred Care Feedback about Sexual Health Services in Niagara
- Project Recommendations
- Next Steps/Actions

Background

- NRPH chosen by Registered Nurses Association of Ontario (RNAO) as first Public Health Unit in Ontario to become **Best Practice Spotlight Organization**
- Sexual Health Program identified '**Client Centred Care**' to focus efforts on.

Client Centred Care

RNAO Best Practice Guideline

All Public Health team members embrace and foster the following values and beliefs:

1. Respect
2. Human Dignity
3. Clients are experts for their own lives
4. Clients as leaders
5. Clients' goals coordinate their care
6. Continuity and consistency of care and caregiver
7. Timeliness
8. Responsiveness and universal access to care

Client Centred Care

RNAO Best Practice Guideline

Core Processes

1. Identifying concerns/needs
2. Making decisions
3. Caring and services
4. Evaluating outcomes

Rationale

- Sexual Health Centre staff identified the need to evaluate outcomes in providing client centred care
- **Providers** would 'seek feedback from clients about the quality of nursing care and modify/change practice based on feedback from clients



RNAO Nursing Best Practice Guideline
Client Centred Care (July 2002)

Methodology

- Exit survey designed to evaluate services
- Captured the values and beliefs of client centred care
- January – March 2009
- 3 sexual health centre locations in Niagara region
- Research Ethics Review Board approval

Sexual Health Centre: Client-Centred Care Survey

Your feedback is important to us! All of your comments will be kept confidential.

Please shade circles like this  →
Not like this  →

Age: _____ Gender: Male Female Other

Student status: Gr. 8 & under Gr. 9 - Gr. 12 University/College Not a student

Is this your first visit to the sexual health centre? Yes No

What was the main reason for your visit today? (Please check all that apply)

- start the pill
- get a test
- talk to a nurse
- purchase pills
- pregnancy test
- morning after pill
- get bump looked at
- other (specify): _____

Do you currently have a family doctor? Yes No

Please provide your feedback for the following questions about:

Your visit:

- a) My main reason for today's visit was addressed.
- b) I felt cared for during my visit.
- c) I felt that my point of view was respected during my visit.
- d) I felt that I could talk freely during my visit.
- e) I felt I was given *too much* information to take away.
- f) Overall, I was satisfied with my visit today.

The Waiting Room: -- (compared to other medical services)

- a) My visit was completed in a timely manner.
- b) I felt that the reception area was comfortable while I waited.
- c) I felt comfortable telling the receptionist why I was at the centre.

The Centre:

The hours of operation are convenient for me.

	Strongly Agree	Agree	Disagree	Strongly Disagree
a) My main reason for today's visit was addressed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) I felt cared for during my visit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) I felt that my point of view was respected during my visit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) I felt that I could talk freely during my visit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) I felt I was given <i>too much</i> information to take away.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Overall, I was satisfied with my visit today.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Waiting Room: -- (compared to other medical services)				
a) My visit was completed in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) I felt that the reception area was comfortable while I waited.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) I felt comfortable telling the receptionist why I was at the centre.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Centre:				
The hours of operation are convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How could we improve our services?

For Office Use Only

Time Start: _____ Date: DD - MM Time Finish: _____



Nuts and Bolts

- 3078 surveys received
 - ~2300 surveys with complete data
 - ✓ Site 1- 50.4%
 - ✓ Site 2- 26.9%
 - ✓ Site 3- 22.7%

Who are we seeing?

- Females (84.4%); Males (15.6%)
- <=14 yrs (1.1%)
 - 15-19 yrs (26.5%)
 - 20-24 yrs (40.9%)
 - 25-44 yrs (29.3%)
 - >=45 yrs (2.1%)
 - Avg age = 23.6 yrs
- <=Gr 8 (0.3%)
 - Gr9-Gr12 (18.7%)
 - Uni/Coll (25.0%)
 - Not a student (56.0%)
- First visit to sexual health clinic (21.2%)
- Has a family doctor (81.0%)

Who are we seeing?

Age	Female	Male
<=14	1.0% n=24	0.04% n=N.R.
15-19	24.4% n=559	2.1% n=48
20-24	34.5% n=788	6.5% n=148
25-44	23.3% n=533	6.0% n=137
45+	1.1% n=26	1.0% n=23
Total	Females n=1930 Total n=2287	Males n=357

Why are they coming?

1. Purchase pills **(32.0%)** n=984
2. Get a test **(21.7%)** n=668
3. Get a pregnancy test **(9.5%)** n=293
4. Talk to a nurse **(8.4%)** n=259
5. Start the pill **(5.6%)** n=171
6. Get a bump looked at **(4.9%)** n=152
7. Morning after pill **(4.0%)** n=122

(Other Reasons)

1. Get treatment/meds **(1.7%)** n=53
2. Contraceptive counselling **(1.3%)** n=41
3. Annual check-up **(0.9%)** n= 28
4. Abortion services **(0.6%)** n=18

Why are they coming?

Female	Male
Purchase pills 45.1%	Get a test 62.2%
Get a test 19.6%	Get a bump looked at 21.4%

	<14	15-19	20-24	25-44	45+
1	Start the pill 48.0%	Buy pills 34.1%	Buy pills 40.1%	Buy Pills 41.8%	Get a test 47.9%
2	Talk to nurse & Buy pills 12.0%	Get a Test 24.1%	Get a test 26.8%	Get a test 27.6%	Talk to nurse & Buy pills 24.5%
3		Preg test 15.9%	Preg Test 11.2%	Talk to nurse 9.9%	
4	Morning after pill & Get a test 8.0%	Start the pill 14.1%	Talk to nurse 10.8%	Preg Test 9.6%	Bump assessed 4.1%
5		Talk to nurse 9.6%	Bump assessed 6.0%	Bump assessed 8.5%	

Client Centred Care Feedback:

- Respect
- Human Dignity
- Clients are experts of their own lives
- Clients' goals coordinate their care

	SA	A	D	SD
My main reason for today's visit was addressed	88.6	10.5	0.6	0.3
I felt cared about during my visit	83.9	15.5	0.5	0.1
I felt that my point of view was respected during my visit	85.1	14.4	0.4	0.1
I felt that I could talk freely during my visit	83.8	14.9	0.9	0.4

"The staff is great, I have been coming here for 10 years and I would recommend this place to anyone"

"I love the place, makes me feel ok with me and my sexuality and life."

"No need to improve, the staff is very friendly and not judgmental and respects everyone, and treat them as a personal friend"

“The staff are extremely knowledgeable and welcoming, all my visits to the clinic have been successful and I appreciate the services you offer young women like myself.”

“I have used these services a number of times, and only wish all public services were as professional and passionate as this institution. Fantastic work environment!”

Client Centred Care Feedback:

- Clients are experts of their own lives
- Clients as leaders

	SA	A	D	SD
I felt I was given too much information to take away	17.3	7.8	40.7	34.1

Client Centred Care Feedback:

- Timeliness
- Responsiveness and universal access to care

	SA	A	D	SD
My visit was completed in a timely manner	76.2	20.3	3.0	0.5
The hours of operation are convenient for me	47.0	32.4	15.7	4.9

Everything is great, but the hours
of operation could improve.

More daytime hours

Don't close for lunch, extend the hours to 5

It is hard to make time without
interrupting school/work.

Client Centred Care Feedback:

- Respect
- Human Dignity

	SA	A	D	SD
I felt that the reception area was comfortable while I waited	75.7	21.4	2.4	0.5
I felt comfortable telling the receptionist why I was at the centre	74.3	19.6	4.4	1.7

“have the reception desk enclosed, so people would feel more comfortable telling the receptionist your concern”

“have the reception further away so people can't hear what you are at the centre for”

“Need more privacy at the reception desk”

Project Recommendations

- 'Too much information' – a concern?
- Improve reception area privacy
- Hours of operation – expand?
- How do we appeal to young males?
- How do we make <19 more comfortable?

Knowledge → Action

- **Actions:**

- 2 Workgroups have been established:
 1. How to appeal to young males
 2. Assessing materials/tools distributed to clients
- Looking to expand our evening hours
- Secondary School team implemented a similar client-satisfaction survey with youth
- Reception area privacy: instead of asking clients why they are here, use a laminated sheet to allow clients to point

Resource

- RNAO Nursing Best Practice Guideline, Client Centred Care, July 2002

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