

Online Client Satisfaction Survey Agency Instructions

Client satisfaction is one method Ryan White Grant Administration uses to measure the quality of Part A funded HIV care delivery in the Houston EMA. Client satisfaction plays a role in influencing client behavior that may affect their health outcomes. Examples include:

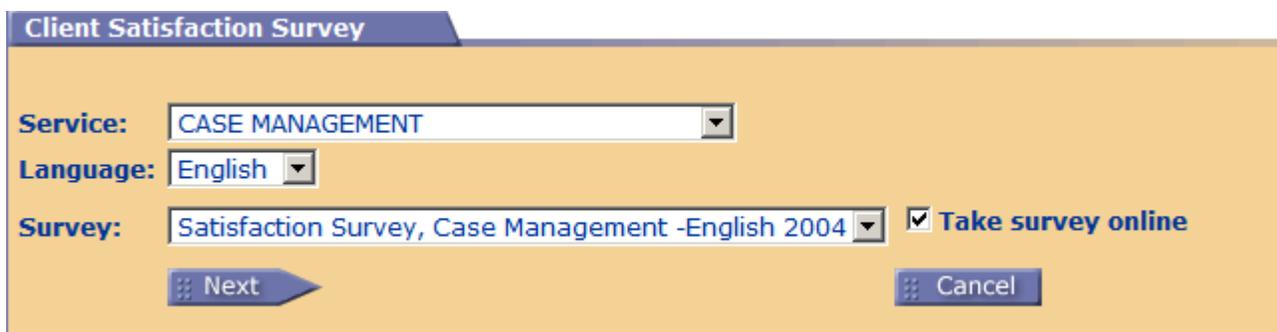
- Complying with medical advice/treatment
- Keeping appointments
- Being open with care providers to discuss issues that may hinder an effective outcome

Although they can influence health outcomes, the client satisfaction survey process is separate from the outcome survey process.

The online client satisfaction survey should not be offered to first time clients. The service provider should provide returning clients with the Online Client Satisfaction Survey Instructions form, either before or after the service encounter. Key points to share with clients:

- Purpose of survey - to better understand how patients feel about their care
- Anonymity - it is important that clients know their responses will not be known by the agency
- Use of the designated computer – where it is located and how to use it
- Access to the survey website – the website should be bookmarked and/or saved on the desktop

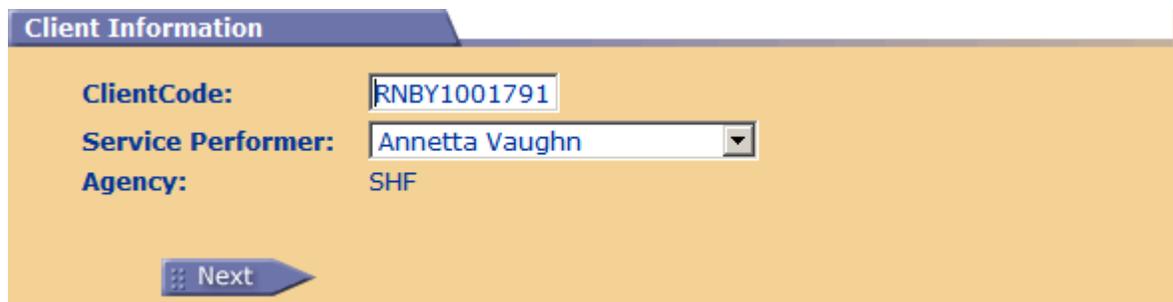
To generate the Online Client Satisfaction Survey Instructions forms, designated agency staff should log into the Centralized Patient Care Data Management System (CPCDMS) and select *Surveys* and then *Client Satisfaction*. The following screen is displayed:



The screenshot shows a web form titled "Client Satisfaction Survey". It contains the following fields and controls:

- Service:** A dropdown menu with "CASE MANAGEMENT" selected.
- Language:** A dropdown menu with "English" selected.
- Survey:** A dropdown menu with "Satisfaction Survey, Case Management -English 2004" selected.
- Take survey online:** A checked checkbox.
- Next:** A blue arrow button with a grid icon.
- Cancel:** A blue button with a grid icon.

The service that was, or is to be, provided to the client should be selected along with the language (English or Spanish) and the survey subtype (most surveys only have one survey subtype). Make sure that the "Take survey online" box is checked. Press *Next* and the following screen is displayed:



The screenshot shows a web form titled "Client Information". It contains the following fields and controls:

- ClientCode:** A text input field containing "RNBY1001791".
- Service Performer:** A dropdown menu with "Annetta Vaughn" selected.
- Agency:** A text input field containing "SHF".
- Next:** A blue arrow button with a grid icon.

Enter the ClientCode, select a Service Performer (this information is for agency use only), and then Press *Next*. Some users may see a popup box that says "This page contains both secure and nonsecure

items. Do you want to display the nonsecure items??. Select *Yes* and the instruction form should be displayed. The following screens are examples of an Online Client Satisfaction Survey Instructions form that is generated. Each instruction form is unique to a specific client.

English Version:

Online Client Satisfaction Survey Instructions

Thank you for taking the time to complete this client satisfaction survey process. To complete the process please use Microsoft Internet Explorer and follow these steps:

1. In the Address bar type in the following address:
<http://surveys.opodms.com>
The letters in the web address above stand for:
Client Patient Care Data Management System
2. For Survey ID, use **8BD27272** .
3. For Date, please provide your birthdate. For example, 05/06/1980.
4. Click the "Continue" button.
5. A list of services that you have received will appear on the screen. If you have received more than one service, please choose one from the list and then click the "Continue" button.
6. Please choose one answer for each of the questions. Once you have answered the question, click the "Next" button to move on to the next question. Do this until you see a page that says "Thank you for taking the time to complete the survey".

Spanish Version:

Instrucciones Para Encuesta De Satisfacción Del Cliente

Gracias por tomar un momento para completar esta encuesta de satisfacción del cliente. Para completar el proceso por favor use Microsoft Internet Explorer y siga los siguientes pasos.

1. Ingrese la siguiente dirección:
<http://surveys.opodms.com>
Las letras en el sitio web significan:
Client Patient Care Data Management System
2. Ingrese **8BD27272** para identificación.
3. Ingrese su fecha de nacimiento, por ejemplo, 05/05/1980 para la fecha.
4. Haga click en el boton "Continúa".
5. Una lista de los servicios que usted ha recibido aparecerá en la pantalla. Si usted ha recibido más de un servicio, por favor elija uno en la lista y haga click en el boton "Continúa" .
6. Por favor elija una respuesta para cada una de las preguntas. Una vez que usted haya contestado la pregunta, haga click en el boton "Próximo" para seguir a la próxima pregunta. Continúa hasta que usted vea una página que dice "Thank you for taking the time to complete the survey".

The forms will come up in a separate window which can then be printed. After printing the instruction form screen should be closed. If the form is not displayed it might have popped up behind the CPCDMS screen. If an instruction form of this type has already been generated for this client the following screen is displayed and the survey can then be reprinted, if needed.

Online Survey Generation

This client already has an active survey of this type. Do you wish to reprint the instruction sheet for the existing survey?

Yes No

Online Client Satisfaction Surveys

- Surveys will be collected year round
- The survey ID is good for 30 days
- Clients can complete a survey every 90 days, for each service category.
- A quarterly update will be provided to agencies to assist in tracking completed surveys