

Nurse Family Support Services

CLIENT SATISFACTION SURVEY REPORT

2018



Methodology:

The survey was conducted from October 16 to November 12th, 2018. A SurveyMonkey link was texted to clients. The survey was available in either English or Spanish. The surveys were voluntary and participants were assured that their responses were anonymous and would not influence their ability to obtain future services. The program evaluated is Nurse Family Support Services.

Response Rate:

61% or 66 clients out of 108 clients responded to the survey. 100% of the surveys were taken in English.

Overall Satisfaction

100%

of clients were either satisfied or very satisfied overall.



In what ways do clients think we can improve?

"So far [Nurse] has been fabulous with helping our family!"

"No improvement needed :)"

"share some info about organizations to provide support or information for Latin community."

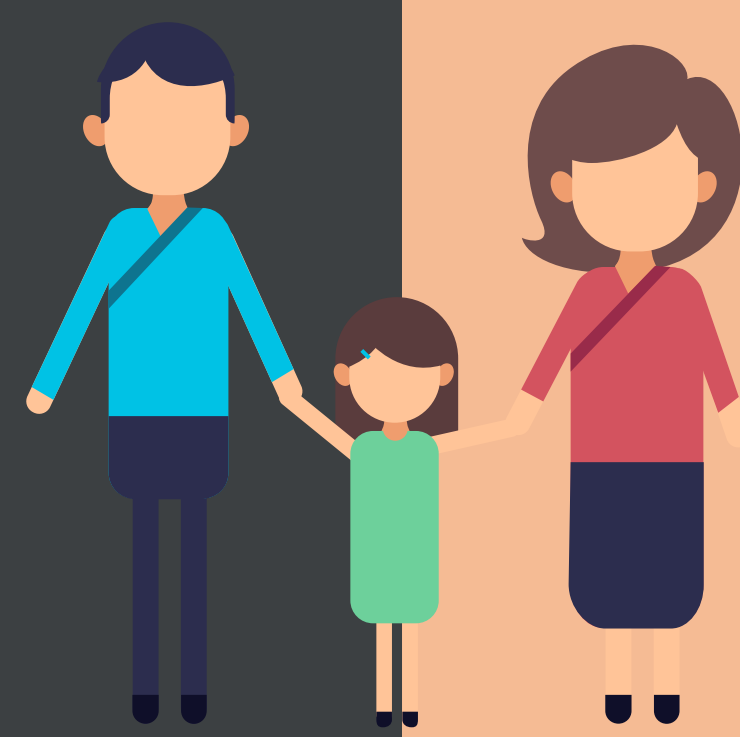
"Allow the nurse to stay with the child longer."

"Communication is sometimes difficult, but I know she is very busy."

"Add more resources for low income families."

"Have the nurse be able to do the WIC checks at our home."

"I love the way it is."



Satisfaction With...



Staff sensitivity toward my culture and background

46

3

1

Feeling like your nurse listens to health concerns of you or your child

48

1

1

Overall Satisfaction

49

1

