

User Satisfaction Survey

The West Island HSSC obtains an impressive mark

Many of you let us know that you are very satisfied! A User Satisfaction Survey, carried out by the West Island HSSC, sent out to its users and their loved ones, revealed satisfaction ratings at above 80%. Very impressive results indeed!

The West Island HSSC will soon celebrate its fifth anniversary! In order to better evaluate the progress made during this period of time and find out the level of satisfaction from its clientele, last winter the organization conducted a Satisfaction Survey for users and their loved ones. A total of 369 respondents participated in the Survey regarding the care and services they received at the Lakeshore General Hospital, the CLSC du Lac-Saint-Louis, the CLSC de Pierrefonds or the Centre d'hébergement Denis-Benjamin-Viger.

Survey Highlights

The results of the Survey carried out between the months of November and February are very positive overall. The people interviewed reported being particularly satisfied with the competence of the caregivers and physicians they met. They reported appreciating the respect, confidentiality and discretion with which they were treated. They also gave high ratings to the quality of information they received regarding their health problems or treatments.

Above all, the courtesy and politeness with which they are received at the HSSC scored the highest points among the respondents. The results however indicate that the waiting times for walk-in services and the availability of information concerning procedures to follow when lodging a complaint must be improved.

Survey results indicate that satisfaction increases with use, which is very encouraging. Among the respondents, 31% visited the HSSC for services more than 6 times. Overall, these users are much more satisfied than respondents who visited the different HSSC facilities less often.

Measures to improve satisfaction

"It is important for the West Island HSSC to measure the satisfaction of our users regarding the care and services that we offer," explains Suzanne Turmel, Executive Director. "It allows us to build on our strengths and to work towards making improvements in the specific areas that our clientele is less satisfied with. The results of this Survey will therefore help us provide better care and services."

Surveys of this type will be carried out again regularly. This will allow the West Island HSSC to follow the evolution of client satisfaction and to make adjustments accordingly.

All the West Island HSSC team wishes to provide the best possible care and services. Your satisfaction is important to us and these results encourage us to continue on the right path.