



WHO WE ARE

Public Health Ontario (PHO) keeps Ontarians safe and healthy. With our partners in government, public health and health care, we prevent illness and improve health. We provide the scientific evidence and expert guidance that shapes policies and practices for a healthier Ontario. PHO has locations across Ontario.



ABOUT CLIENT SATISFACTION SURVEY

As part of PHO's overarching performance measurement framework, PHO systematically measures and tracks the organization's performance, including client satisfaction.

The 2016 Client Satisfaction survey was conducted in June 2016 and sent to 11,750 individuals drawn from two groups: clients who used PHO program and services in the last two years and subscribers who registered to receive communications from PHO. A total of 1,391 respondents completed the survey, resulting in an 11.8% response rate, an above average response for surveys of this nature.

Survey results will be used to support our ongoing efforts to improve client satisfaction. With our thanks to all participants, PHO is pleased to share highlights of overall results.



KEY LEARNINGS

Survey results show PHO clients:

- Have a high overall satisfaction with PHO products and services;
- Would recommend its products and services to colleagues;
- Consider the work relevant to protecting and promoting the health of Ontarians; and
- See the agency as a credible source of scientific and technical information and advice.

Key drivers of client satisfaction:

While ratings were generally high, an analysis of key drivers identified five elements that could further improve client satisfaction:

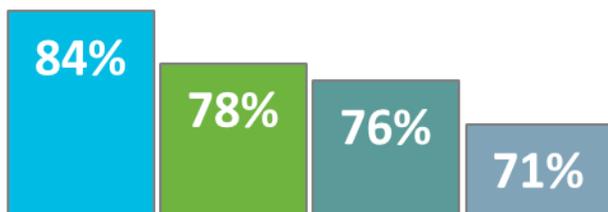
- Facilitating the application of research and scientific knowledge in public health;
- Ease of working with PHO;
- Clarity on how to access PHO products or services;
- Ease of understanding PHO products and services; and
- Staff follow through on commitments made to clients.



MAIN FINDINGS

All elements were measured on a 5-point scale and the percentages reported reflect those who chose a '4' or a '5', with '5' representing the highest score.

OVERALL SATISFACTION



- 84% Find PHO's products and services relevant to their work
- 78% Likely to recommend PHO's products and services to their colleagues
- 76% Find PHO's products and services to be useful
- 71% Satisfied with PHO's products and services

WEBSITE USAGE AND FEEDBACK

- 84% PHO clients who visited the website say it is informative
- 66% There are sufficient ways on the PHO website to provide comments or get in touch with PHO staff
- 63% It is easy to find what I am looking for on the PHO website
- 62% PHO clients visit PHO's website at least once a month

PERCEPTIONS OF PHO'S WORK

- 85% PHO's work is a credible source of scientific and technical information and advice
- 82% Relevant to protecting and promoting the health of Ontarians
- 81% Helps the system respond to emerging pathogens
- 80% Fills a unique role in Ontario public health system that is not carried out by others

SATISFACTION WITH OUR LAB

- 95% of respondents who used PHO's advice and reports during an outbreak found the reports to be credible
- 95% of respondents who used PHO's advice on specimen collection during an outbreak found the advice to be credible
- 93% of respondents who used Test Information Sheets found them to be relevant
- 86% of respondents who used PHOL test reports agreed that the results were easy to understand
- 83% of respondents who used laboratory services within last 12 months were satisfied with their services

PHO's next organization-level client satisfaction survey will be undertaken in 2018.