

Huddle #5 Notes – Service Excellence

1. How do clients provide feedback, and how is that feedback used to improve services?

Surveys are done for clients, families, and caregivers to ask their input on the services they receive and any recommendations they might have, such as at the ADP and through our Client and Caregiver survey. At the ADP, staff also monitor menu options to see which meals are preferred by clients. Clients can inform the Service Coordination team if they feel a PSW is not a great fit for them, and the Service Coordinators are able to adjust and schedule PSWs according to a client's needs wherever possible. Complaints and compliments is tracked, monitored, and escalated according to our policy. Client Service Supervisors conduct Quality Calls on a regular basis to monitor clients' experience with the PSW services they receive.

2. Can you share an example of how client feedback that led to a change or improvement in your services, programs, or practices?

At the ADP, clocks and a fish tank were added to the ADP space following feedback received from clients. In Home Services, clients can indicate their preferred PSW. There is also a Do Not Send list option to indicate any PSWs that a client may feel is not the best fit for them. Following feedback from clients receiving volunteer services, the Care and Companion role was introduced to improve continuity of care by enabling volunteers to provide multiple services to the same client, such as friendly visits, grocery support, and accompaniment to medical appointments. In response to client requests for greater transparency and easier access to their personal information, new functionalities have been added to the EZAssist app over the years. Clients can log in to view their schedules and cancel appointments directly through the app.