

2013 Client Satisfaction Survey—Atlanta EMA

Conducted by the Southeast AIDS Training and Education Center
Emory University School of Medicine
On behalf of
Fulton County Ryan White Part A Program and
Metropolitan Atlanta HIV Health Services Planning Council

Purpose and Background

The Client Satisfaction Survey aimed to measure patient satisfaction in order to assess the quality of health care delivery. Determining patients' satisfaction level in their care provides important information on the behavioral decisions they may make related to their care.

Higher satisfaction among patients in care leads to:

- More stable relationships with health care providers
- Complying more closely with medical advice and treatment
- Keeping appointments

Findings

Overall satisfaction was HIGH across services assessed. Satisfaction for all services was 94% or higher.

Services Assessed:

- Ambulatory/Outpatient Care
- Case Management
- Food/ Nutrition
- Oral Health Care
- Outpatient Mental Health Services
- Outpatient Substance Use Treatment
- Peer Counseling

Demographics

Survey Completion:

⇒ 1,409 participants

⇒ ~1,200 provided demographic information

Of these:

Gender — 67% - Male
31% - Female
2% - Transgender

Race/ Ethnicity —
73% - African American
14% - White
8% - Hispanic/ Latino
5% - >1Race/ Other

Sexual Orientation —
45% - Straight/Heterosexual
48% - Gay/ Homosexual
7% - Bisexual

Age — More than 90% of participants were aged 25-65, with more than half falling into the 25-44 age group.

