2013 Georgia Statewide Client Satisfaction Survey

Conducted by the Southeast AIDS Training and Education Center
On behalf of
Fulton County Ryan White Part A Program,
Metropolitan Atlanta HIV Health Services Planning Council, and
Georgia Department of Public Health

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 93% or higher.