

# 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.**

### 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:

- ⇒ 2,165 participants
- ⇒ ~1,800 provided demographic information

### Of these:

Gender — 67% - Male  
31% - Female  
1% - Transgender

Race/ Ethnicity —  
69% - African American  
14% - White  
6% - Hispanic/ Latino  
4% - >1Race/ Other

Sexual Orientation —  
47% - Straight/Heterosexual  
43% - Gay/ Homosexual  
7% - Bisexual

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

