

## Responding to Unmet Needs By Listening to Our Clients

(Thunder Bay, ON, Friday, June 20, 2011) St. Joseph's Care Group is proud to present the results of the 2010 Client Satisfaction Survey.

Each year, St. Joseph's Care Group conducts a survey of all clients who have received services in the last year. The results of these surveys provide feedback about what is working well and any suggested areas of improvement. Almost 1,300 surveys were completed by clients and substitute decision makers.

Myrna Letourneau, Chair, SJCG Board of Directors says "Client-centred care is our number one priority. We appreciate and value our client's perspectives."

The report highlights a number of achievements related to client satisfaction:

- 97% of respondents were treated with courtesy and respect by staff
- 94% of respondents had staff listen to them carefully
- 86% of respondents felt that staff involved them in their care
- 93% of respondents indicated that staff explained things in a way they understood
- 94% of respondents rated the quality of care as "Good" or "Excellent"
- 97% of respondents felt that the cleanliness of the facilities was "Good" or "Excellent"
- 83% of respondents rated the quality of the food served at SJCG facilities as "Good" or "Excellent"
- 96% of respondents would recommend SJCG programs to others

Tracy Buckler, President & CEO, SJCG says "Positive client relations are important to our organization. Ongoing feedback from our clients is encouraged in any way they choose. This survey provides clients a more formal opportunity on a regular basis to have their voices heard and help us to guide service delivery."

These survey results confirm the many strengths of SJCG and the care, compassion and commitment provided to the people served. Please visit [www.sjcg.net](http://www.sjcg.net) to view survey results.

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**Balmoral Centre • Behavioural Sciences Centre • Diabetes Health Thunder Bay • Hogarth Riverview Manor • Lakehead Psychiatric Hospital  
Sister Margaret Smith Centre St. Joseph's Health Centre Bay • St. Joseph's Heritage • St. Joseph's Hospital**

*St. Joseph's Care Group is accredited with Accreditation Canada and provides services in Complex Care & Physical Rehabilitation, Mental Health & Addictions, and, Long-Term Care.*

*St. Joseph's Care Group has approximately 1700 employees and over 400 volunteers. With an annual operating budget over \$125M, SJCG is the fifth largest employer in Thunder Bay. To learn more about SJCG, visit the web site at [www.sjcg.net](http://www.sjcg.net)*