

## Getting the Most From Your Client Survey

### ➤ Guidelines for determining which clients are surveyed:

The clinic site will distribute the survey to eligible clients to complete. During a discussion in June 2010, the RQIP Advisory Group redefined “eligible clients” to address the deferred-exam client (those women under age 19). The new definition of eligible clients is *“those clients whose visits entail either an initial or an annual evaluation for contraception.”*

As determined by the RQIP Advisory Group, the best and easiest way for clinic staff to identify which eligible clients will receive the survey is to make the determination at the time the client checks out at the front desk. This method takes into account the common situation of the client visit turning out to be something other than what was initially scheduled.

### ➤ Guidelines for determining the Client Survey sampling period:

In order to get a more meaningful picture of the clinic site’s client satisfaction, it’s important that the survey period encompass the clinic site’s varying staff schedules, business hours, and client visit patterns.

- Choose a multiple-week period in which to conduct the survey—a minimum of 15 weeks would be ideal. In particular, this length of time would help the smaller clinic sites to collect more surveys than they have in the past. You may also choose a period longer than 15 weeks.
- During the chosen period, alternate the days of the week; so, conduct surveys on Monday of Weeks 1-3, Tuesdays of Weeks 4-6, and so on.
- The surveys will be completed at each clinic site for which a site assessment is conducted during the current RQIP data collection year, which is a calendar year. The Grantee will distribute a supply of Client Survey forms to the clinic sites. The clinic sites will collect client surveys according to the survey collection period as defined by the Grantee. The period can range from 1-12 weeks, depending on the volume of the clinic and the time needed to reach the sample goal.
- The Grantee may choose to over-sample (i.e., collect more than the minimum number of Client Surveys), by either conducting surveys at clinic sites in addition to those for which a site assessment is conducted, or by collecting more than the minimum number of surveys at each clinic. *If the Grantee chooses to over-sample, please provide documentation of this to JSI.*
- The survey will be completed by the client while in the clinic, at the end of the visit.
- The clinic will provide a confidential place for the clients to put their completed survey, such as a slotted drop-box (requires the least resources), or an individual envelope that the client can seal (requires the most resources).