How to Run Client Satisfaction Visual Analytics in e2Fulton

This guide is designed to be a high-level overview for agencies on the Client Satisfaction Survey (CSS) and how to run the data.

Background/Importance

The Client Satisfaction Survey (CSS) measures patient satisfaction to assess the quality of health care delivery. Higher satisfaction among patients in care leads to improved outcomes. The surveys will be utilized to highlight successes as well as areas of improvement for agencies. Agencies should encourage clients to provide feedback by completing the CSS.

The CSS was rolled out to clients beginning 5/10/21. Any client that receives a service and has a valid email address and/or phone number in their client record will automatically receive a survey from e2Fulton. They will not receive more than two surveys in a six-month period per agency and/or service.

The survey can be completed on a tablet, mobile phone, or computer. The survey has audio assistance capabilities, computer-generated audio that will read the questions and answer choices to the responder in English or Spanish, and emoticons for every answer choice.

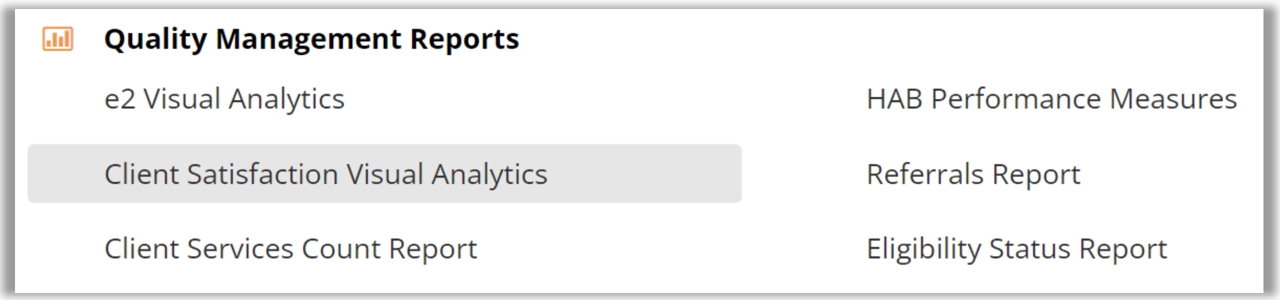
Client Satisfaction Visual Analytics

- *Client Satisfaction Visual Analytics* shows your agency's results from the Client Satisfaction Survey.
- This allows you to:
  - Pull satisfaction data from the survey questions
  - Pull demographic information and HAB Performance Measures for survey respondents
  - Use filters and breakdowns similar to Visual Analytics
- **Please note:** Qualitative feedback such as comments is not available in *Client Satisfaction Visual Analytics.* It will be provided to you by a member of the DHE staff biannually or as requested.

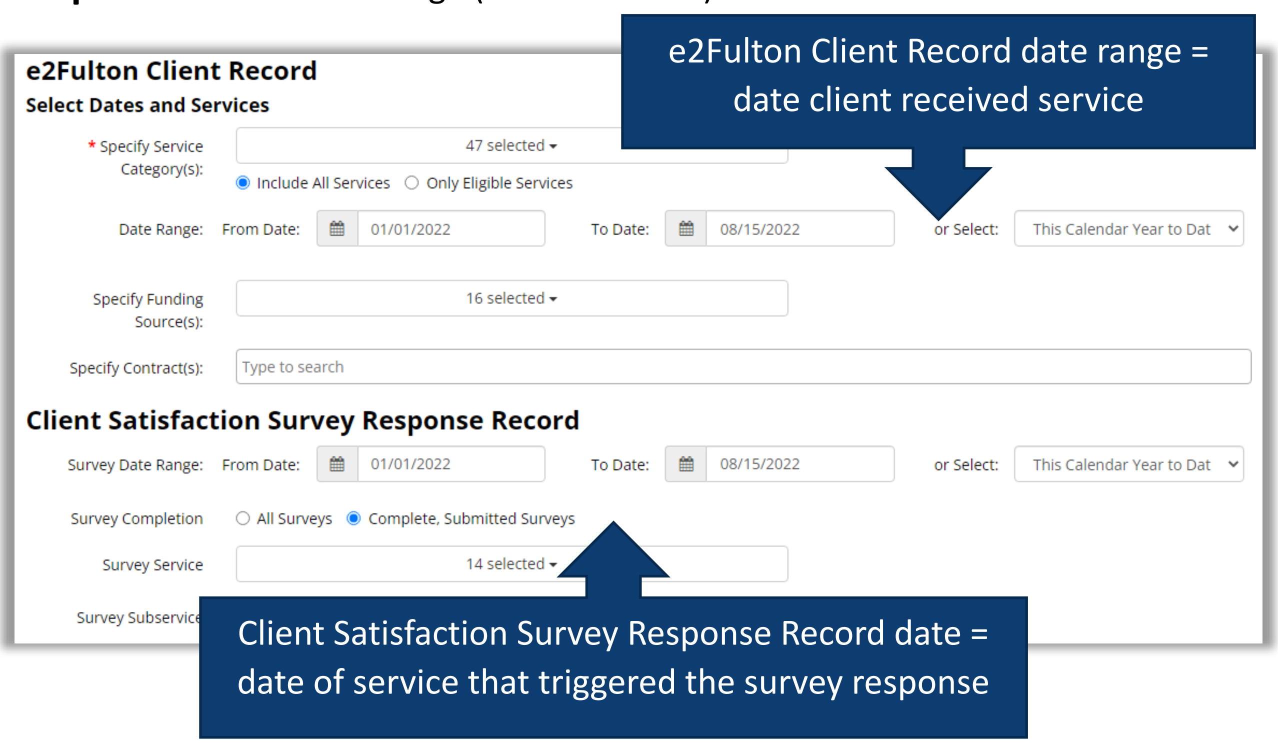
Running the Report

Step 1:

- Log in to e2Fulton
- Go to Reports
- Select *Client Satisfaction Visual Analytics*

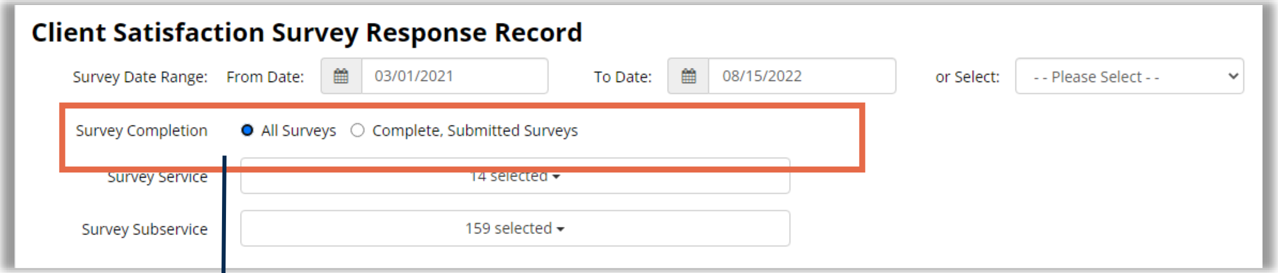


Step 2: Put in the date range (2 sets of dates)



Pro Tip: For most analysis, use the same set of dates for both the *Date Range* and the *Survey Date Range.*

Step 3: Select *Survey Completion*



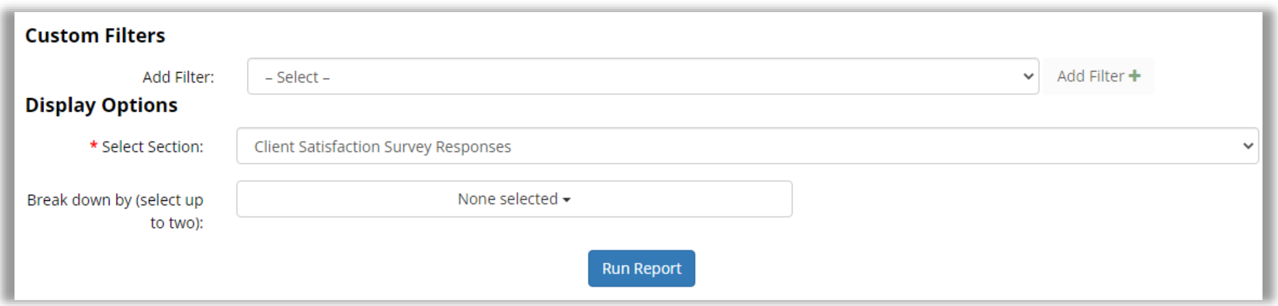
For most analysis, select *All Surveys* so you can get responses from clients who may have answered only a part of the survey.

Step 4: Select display options

- *Client Satisfaction Survey Responses* shows you satisfaction data from the survey

Step 5: Select any filters or breakdowns (optional)

Step 6: Select Run Report



Step 7: Use tabs to navigate through the questions

Comments from Clients

DHE will provide comment data to agencies biannually and/or as requested. DHE will contact clients who are dissatisfied or who indicate they would like to receive a call in the comments. Once the client is contacted, DHE will contact agencies as appropriate to address concerns.