Methodology:
The survey was conducted from October 16 to November 12th, 2018. A SurveyMonkey link was texted to clients. The survey was available in either English or Spanish. The surveys were voluntary and participants were assured that their responses were anonymous and would not influence their ability to obtain future services. The program evaluated is Nurse Family Support Services.

Response Rate:
61% or 66 clients out of 108 clients responded to the survey. 100% of the surveys were taken in English.

Overall Satisfaction

100% of clients were either satisfied or very satisfied overall.

Satisfaction With...

- **Staff sensitivity toward my culture and background**
  - Very Satisfied: 3
  - Satisfied: 46
  - Neutral: 1

- **Feeling like your nurse listens to health concerns of you or your child**
  - Very Satisfied: 1
  - Satisfied: 48
  - Neutral: 1

- **Overall Satisfaction**
  - Very Satisfied: 1
  - Satisfied: 49
  - Neutral: 1

In what ways do clients think we can improve?
- "So far [Nurse] has been fabulous with helping our family!"
- "No improvement needed :)
- "share some info about organizations to provide support or information for Latin community."
- "Allow the nurse to stay with the child longer" 
- "Communication is sometimes difficult, but I know she it very busy."
- "Add more resources for low income families."
- "Have the nurse be able to do the WIC checks at our home."
- "I love the way it is."

33 people responded to our survey.

0 10 20 30 40 50

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied Not Applicable

O V E R A L L  S A T I S F A C T I O N

Feel like your nurse listens to health concerns of you or your child

33 people responded to our survey.

0 10 20 30 40 50

Very Satisfied Satisfied Neutral Not Applicable

O V E R A L L  S A T I S F A C T I O N

Nurse Family Support Services

CLIENT SATISFACTION SURVEY REPORT

2018