

# Client Satisfaction

▶ ▶ ▶ *The key to quality improvement*

*Does your facility perceive satisfaction through the eyes of its residents?*

*Does your staff know what issues are most important to the people in their care?*

*Are you using resident feedback effectively to drive quality improvement?*

These are some of the questions we help our clients answer.

Agili-T Health Solutions is Canada's leading vendor of healthcare satisfaction measurement and quality improvement services. Our survey services and software tools will allow you to identify and measure the key issues that drive satisfaction of your residents, improve the quality of their lives and have a positive impact on your organization's future. You can count Agili-T to provide you with exceptional customer service and flexibility to meet all your healthcare quality surveying needs.



## **SURVEY SOLUTIONS FOR LONG TERM CARE**

Agili-T's validated long term care survey instruments provide a comprehensive evaluation of resident experience as well as family perspectives. We ask the right questions, in the right way, to ensure you get reliable responses and actionable information. The key dimensions of care we evaluate include:

- Living Environment**
- Food Services**
- Activities**
- Relations with Personnel**
- Communications**
- Respect for Rights and Freedoms**
- Dignity**
- Autonomy**
- Security and Safety**
- The Quality of Care and Treatment**

## **SURVEY SERVICES**

- Survey administration
- Questionnaire design & customization
- Data collection
- Data analysis & Benchmarking
- Action-driven management reporting
- On-line reporting & analytical tools

Contact us at **1-866-341-7796** to get a **FREE ASSESSMENT** and find out how we can help you improve patient satisfaction and the quality of care.