

How Client-Centered Are We?

Assessment Tool and Group Discussion Activity

Purpose

The purpose of this assessment tool and group activity is to increase awareness and facilitate group discussion about indicators for quality client-centered services.

Time Needed:

30 minutes

Materials Needed:

Handout “How Client-Centered Are We?”

Who Should Participate

All staff can benefit from completing the client-centered assessment tool and discussing the results as a team. This can help staff identify their current level of quality client-centered services and explore ways to improve clinic services, systems and staff skill development.

Preparation

Make a copy of the client-centered assessment tool for each staff member to complete.

Instructions

1. Ask each person to read the statements and complete the assessment tool by marking whether they agree, disagree or are unsure. The responses will help staff assess their skills and your overall agency in terms of client-centered indicators.
2. After staff complete the assessment tool, review the answer key and staff responses. This can be in groups of 3-4 first if you have a large group.
3. If the answers indicate that your services are client-centered, congratulations! Keep up the good work, but don't be complacent. There's always room for improvement. How can you use this information to keep learning about client-centered services and continue to improve?
4. Facilitate a group discussion to open the door for further exploration of service delivery improvement.

Answer Key

1. Different answers on items 1, 3, 4, 5, 6, 8, 10, 11, 12, 15, 17 or 18 may indicate that agency *systems, protocols and/or procedures* are problematic.
2. Different answers on items 1, 2, 7, 9, 13, 14 or 16 may indicate that your agency could do more to *support staff* in providing client-centered care.

If answers are different from the key for any of the items, your agency may be creating inconveniences for clients.

Use the following questions to explore ways for your services to truly focus on your clients' needs.

- What kinds of support do staff receive for being client-centered?
- How do our policies and protocols support staff?
- Who in the agency needs to be involved in an effort to become more client-centered?
- How do agency communication systems support client-centeredness?
- How do staff development plans support client-centeredness?
- How efficient are your services? What's the patient flow like?
- What kind of intervention might help– quality improvement activities, staff skills training, or technical assistance?
- What can each of us do personally, in our jobs, to improve client-centered care?

For more information about quality improvement here are additional resources:

The Patient Experience Improvement Toolkit is a step-by-step guide to help family planning clinics improve the patient experience and increase patient retention at low or no cost.

<http://fpntc.org/training-and-resources/patient-experience-improvement-toolkit>

Introduction to Quality Improvement for Family Planning – eLearning

This 30-minute eLearning module is the first of a five-part quality improvement curriculum to build staff capacity to conduct quality improvement processes by describing the four guiding principles of quality improvement.

<http://fpntc.org/training-and-resources/introduction-to-quality-improvement-for-family-planning>

Assessment Tool for the Group Discussion Activity

Instructions: Read each statement and circle whether you agree, disagree or are unsure. Then, check your answers with the key below to see how client-centered your agency is. There are many indicators for client-centered services.

1. Vision/goals and clinical protocols emphasize client-centered care.	Agree	Disagree	Unsure
2. Patient educators/counselors give all clients the same information.	Agree	Disagree	Unsure
3. Client experience surveys determine what clients want or expect in addition to how satisfied they are with services.	Agree	Disagree	Unsure
4. A new client's visit is usually over 90 minutes.	Agree	Disagree	Unsure
5. Clients go through more than five "stations" or stops in a visit.	Agree	Disagree	Unsure
6. Waiting areas are clean, pleasant, and consistently tidy.	Agree	Disagree	Unsure.
7. All staff participate in initial orientation and ongoing training to enhance client-centered, customer service, and communication skills.	Agree	Disagree	Unsure
8. Waiting areas do not have toys for children.	Agree	Disagree	Unsure
9. Job descriptions of all client-contact staff specifically address client-centered behavior.	Agree	Disagree	Unsure
10. Input from clients is sought regularly (at least twice per year).	Agree	Disagree	Unsure
11. There are no evening and/or weekend hours at the clinic.	Agree	Disagree	Unsure
12. Client education is conducted in private areas, with no interruptions.	Agree	Disagree	Unsure
13. Staff regularly observe one another and give feedback on client-centered skills (i.e., use of open-ended questions, active listening).	Agree	Disagree	Unsure
14. Staff strive to spend the same amount of time with each client.	Agree	Disagree	Unsure
15. Clients are able to receive an appointment the same or next day.	Agree	Disagree	Unsure
16. Patient educators and clinicians direct their sessions with clients by asking a routine series of close-ended (i.e., "yes" or "no") questions.	Agree	Disagree	Unsure
17. A routine client visit is never longer than 45 minutes.	Agree	Disagree	Unsure
18. Clients do not wait more than 10 minutes before being seen.	Agree	Disagree	Unsure

1. Agree 2. Disagree 3. Agree 4. Disagree 5. Disagree 6. Agree 7. Agree 8. Disagree 9. Agree
10. Agree 11. Disagree 12. Agree 13. Agree 14. Disagree 15. Agree 16. Disagree 17. Agree
18. Agree