

# Client experience

Resource for Indicator Standards (RIS)  
Health Analytics Branch, Ministry of Health and Long-Term Care

## Indicator description

### RIS indicator name

Client experience

### Other names for this indicator

- Client's experience

### Indicator description

The total number of clients that were satisfied with their experience with the Health Service Provider (HSP) program/service as a percentage of all clients that responded to the HSP client experience survey for the HSP program/service.

### Accountability agreement(s) or ministry initiative(s) the indicator supports

- Multi-Sector Service Accountability Agreement (MSAA), (2017-2018)
- Quality Improvement Plan (home care)

## Additional information

### Contact information

This indicator is calculated by the individual hospital.

For information on the methodology and for additional information about this indicator, please contact [RIS@ontario.ca](mailto:RIS@ontario.ca).

### Date RIS document created (YYYY-MM-DD)

2016-02-17

### Date last reviewed (YYYY-MM-DD)

2017-07-17