

SLASS CLIENT SERVICE MEASURES - 2006 REPORT

INTRODUCTION

LAO tracks client service measures (CSMs) to demonstrate a commitment to quality and accountability for the use of public funds. In 2004-05 client service measures (CSMs) were launched with the clinics and SLASS aimed at measuring client service in the areas of client satisfaction, agency satisfaction with access, and timeliness.

The measures set out below are broadly defined. Individual clinics and SLASS decide on the exact nature of the measures.

CLIENT SERVICE MEASURE	STANDARD / TARGET
1. Agency survey: clinics survey community partners annually asking about access satisfaction	Overall rating of clinic access satisfaction: satisfied or very satisfied in 80% of responses
2. Timeliness: clinics track twice a year for a one-week sample period the response time to clients from initial contact to information regarding next steps	48 hour response time in 80% of clients sampled
3. Client survey: clinics survey a minimum of 5% of clients per reporting period asking about satisfaction with clinic services	Overall rating of clinic services satisfaction: satisfied or very satisfied in 80% of responses

SLASS CSM 2006 RESULTS SUMMARY

- In 2006, of the six SLASS, four met or exceeded all three client service measures and two met or exceeded at least two client service measures.
- Five of the 6 SLASS met or exceeded the accessibility measure. One SLASS did not measure accessibility.
- Five of the 6 SLASS met or exceeded the timeliness measure. One SLASS did not measure or set targets for timeliness for 2006.
- All six SLASS met or exceeded the client satisfaction measure.