



Perth County Paramedic Community Outreach Program Caregiver/Client Satisfaction Survey

Thank you for taking the time to provide your feedback on our Community Outreach Pilot Program. Your feedback and comments will help guide and improve the services that Perth County Paramedic Services offer to the community we serve. Please feel free to submit more than one survey per household, to reflect the experience of both patient and caregiver. The information collected will remain completely anonymous, and you are under no obligation to take part in this survey. If you have any additional comments or concerns, please contact Debbie Hunter, Mobile Integrated Health Team Manager at 519-271-0531 ext 522 or dhunter@perthcounty.ca

Please identify whether you are the: Caregiver/Family Member or Patient

Please respond to the following statements using this scale:

1. Strongly Disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly Agree 6. N/A

The Community Paramedic provided me with helpful advice and information on how to maintain or improve my own health and well-being, or the health and well-being of the person I care for.	
The Community Paramedic improved my knowledge about health and social services that are available.	
I feel better prepared to deal with concerns I may have in the future about my own health and well-being, or the health and well-being of the person I care for.	
The Community Paramedic was compassionate and sensitive to my health and well-being, or the health and well-being of the person I care for.	
The Community Outreach Program has improved my overall health and well-being, or the health and well-being of the person I care for.	
The Community Paramedic involved me in making decisions about my health care treatment.	
The Community Outreach Program decreased the burden of stress I felt as a caregiver	
The Community Outreach Program helped me stay safely in my home.	
I would use the Community Outreach Program again, if needed, in the future.	
The Community Paramedic delivered high quality care and service.	
The Community Paramedic took time to listen to my concerns and answer my questions.	
The Community Paramedic had a positive impact on my mental health.	

The Community Outreach Program was able to help me/us avoid an ER visit.	
The Community Outreach Program helped lessen the fear associated from the Pandemic.	

On a scale of 1 to 10, with 1 being the lowest and 10 being the highest, how would you answer the following questions?

I would you recommend this service to others?	
I feel satisfied with the services and care provided by the Community Paramedic?	
I trust the Community Paramedic's evaluation of my medical condition?	
I felt comfortable with the Community Paramedic that visited me.	
I looked forward to Community Paramedic's visit.	
I felt less anxious about my condition/health knowing the Community Paramedic was monitoring me.	

Do you have any suggestions for how the Community Outreach Program could serve you better?

What do you think are the main benefits of the Community Outreach Program?

Is there anything else you would like us to know?

It has been our privilege and pleasure to work with you and your family throughout our Paramedic Community Outreach Pilot Project. Thank you for taking the time to complete this survey. All of your feedback will be carefully considered as we continue to develop this pilot.

