

# ANNEX 4 Client Satisfaction

## CLIENT SATISFACTION SCORE CARD FOR CHT

Provincial Health Office of Leyte/ City Health of Ormoc is interested in learning about your experience with your volunteer (Community Health Team Member), Ms./Mr. \_\_\_\_\_ (CHT). Please help us understand Ms./Mr. \_\_\_\_\_ (CHT) by answering the following questions.

Today's Date:

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Month

Date

Name of ILHZ:

Name of RHU:

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1. Overall, how happy are you with your volunteer?

	Very Satisfied (4)		Somewhat satisfied (3)		Fair (2)		Not satisfied (1)		Very dissatisfied (0)
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2. How satisfied are you with your volunteer related to the following aspects?

Helpfulness		Very Satisfied (4)		Somewhat satisfied (3)		Fair (2)		Not satisfied (1)		Very dissatisfied (0)
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Friendliness		Very Satisfied (4)		Somewhat satisfied (3)		Fair (2)		Not satisfied (1)		Very dissatisfied (0)
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Understood my needs		Very Satisfied (4)		Somewhat satisfied (3)		Fair (2)		Not satisfied (1)		Very dissatisfied (0)
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Knowledgeable		Very Satisfied (4)		Somewhat satisfied (3)		Fair (2)		Not satisfied (1)		Very dissatisfied (0)
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Promptness of response		Very Satisfied (4)		Somewhat satisfied (3)		Fair (2)		Not satisfied (1)		Very dissatisfied (0)
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Patience		Very Satisfied (4)		Somewhat satisfied (3)		Fair (2)		Not satisfied (1)		Very dissatisfied (0)
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3. Validation of CHT Performance

Does CHT member check your status by checking your MC book?		Always (3)		Sometime (2)		Rarely (1)		None (0)
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Does CHT member provide or discuss health information by using MC book?		Always (3)		Sometime (2)		Rarely (1)		None (0)
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Does CHT member discuss & assist your birth plan during her/his visit?		Always (3)		Sometime (2)		Rarely (1)		None (0)
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Do you have any additional comments about your experience with your volunteer?  -----  -----  -----  -----
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**Summary Count**

<b>Total Score (1+2+3)</b>	<b>0 /37</b>
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Overall Point for Client Satisfaction	
<b>0</b>	Remark: 5pt ( # ≥ 30); 4pt ( # ≥ 23); 3pt ( # ≥ 16); 2pt ( # ≥ 9); 1pt ( # ≥ 2); 0 pt( # ≤ 1)