CLIENT SATISFACTION SCORE CARD FOR CHT

Provincial Health Office of (Community Health Team M	-	Ormoc is interested		our experience with ye help us understand	our volunteer
Ms./Mr		y answering the follo		r	
Today's Date:		Name of ILHZ:		Name of RHU:	
/					
Month Date					
1. Overall, how happy are y					
	Very Satisfied (4)	Somewhat satisfied (3)	Fair (2)	Not satisfied (1)	Very dissatisfied (0)
_	(1)	Satisfied (3)		(-)	uissuusiieu (o)
2. How satisfied are you with		d to the following as	spects?		
Helpfulness	Very Satisfied	Somewhat	Fair (2)	Not satisfied	Very
,	(4)	satisfied (3)		(1)	dissatisfied (0)
D : 11:	Very Satisfied	Somewhat	F : (2)	Not satisfied	Very
Friendliness	(4)	satisfied (3)	Fair (2)	(1)	dissatisfied (0)
				137	1
Understood my needs	Very Satisfied (4)	Somewhat satisfied (3)	Fair (2)	Not satisfied (1)	Very dissatisfied (0)
	(1)	satisfied (3)		(1)	dissatisfied (0)
Knowledeable	Very Satisfied	Somewhat	Fair (2)	Not satisfied	Very
Knowledeable	(4)	satisfied (3)	1 an (2)	(1)	dissatisfied (0)
	Very Satisfied	Somewhat	T T	Not satisfied	Very
Promptness of response	(4)	satisfied (3)	Fair (2)	(1)	dissatisfied (0)
			1	<u> </u>	
Patience	Very Satisfied	Somewhat	Fair (2)	Not satisfied	Very
	(4)	satisfied (3)		(1)	dissatisfied (0)
3. Validation of CHT Performance	rmance				
Does CHT member check your status by		Always (3)	Somtime (2)	Rarely (1)	None (0)
checking your MC book?		Always (3)	Somanic (2)	Karery (1)	None (0)
Does CHT member provide	or discuss health				
Does CHT member provide or discuss health information by using MC book?		Always (3)	Somtime (2)	Rarely (1)	None (0)
			<u>, </u>		
Does CHT member discuss & assist your		Always (3)	Somtime (2)	Rarely (1)	None (0)
birth plan during her/his visit?		, , ,		3 ()	()
Do you have any addition	nal comments about vo	our experience wirh	vour volunteer?		
Bo you have any addition	iai comments about ye	sar experience with	your vorunteer.		
		Summary Co.	unt		
Total Score (1+2+3) 0 /37					
10tal Score (1+2+3) 0 /3/					
Overall Point for Client Satisfaction					
Remark: 5pt ($\# \ge 30$); 4pt ($\# \ge 23$); 3pt ($\# \ge 16$); 2pt ($\# \ge 9$); 1pt ($\# \ge 2$); 0 pt($\# \le 1$)					
Эрт (# =	-200, Pr ("=20), 3p	-100, 2pt (" =	-,, -p- (" = 2), 0 p	~ " — -/	