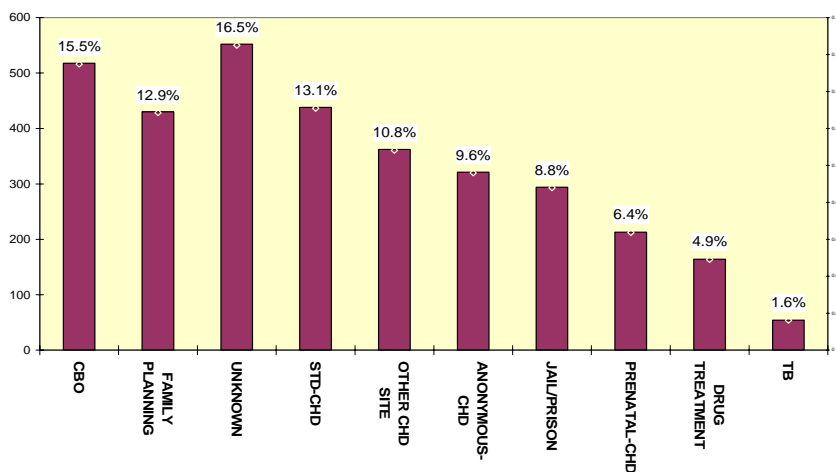


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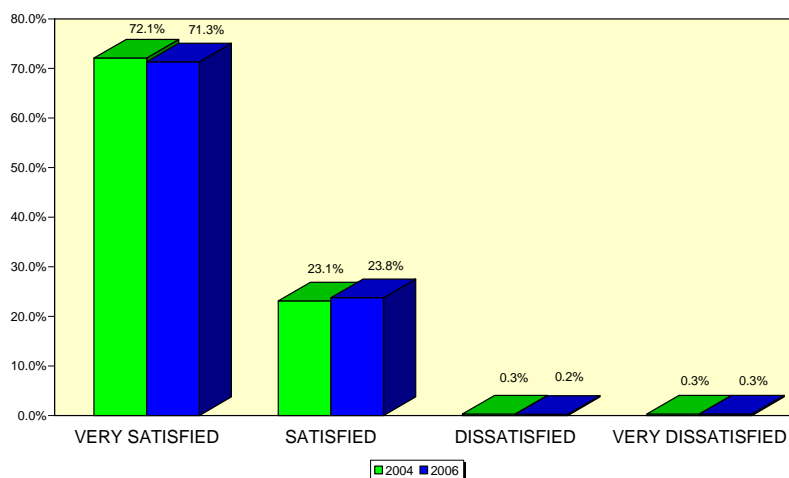
## 2006 HIV Testing Program Client Satisfaction Survey

In an effort to improve the quality of HIV counseling, testing, and linkage services, a third client satisfaction survey (CSS) was conducted with a statewide sample between March 22 and April 2, 2006. This survey was offered to clients receiving counseling, testing, and linkage (CTL) services. CTL includes risk assessment, pre-test counseling, informed consent, and post-test counseling as required by Department of Health policies, protocols, and guidelines. A total of 3,346 clients participated in the survey.

**Figure 1. Respondents by Type of Clinic Used for HIV CTL Services, 2006, N=3,346**



**Figure 2. Overall Satisfaction with Counseling Session (2004) N= 3,806, (2006) N= 3,346**



Of those who responded to the CSS, 15.5% (518) attended a community-based organization. Approximately 13% were surveyed at STD clinics and family planning clinics. In the "other" clinic category, respondents made up 10.8% (362) of the surveys taken (Figure 1).

Survey respondents were very similar to persons tested during the same time period with respect to age, gender, and race/ethnicity. Overall, the 2006 Client Satisfaction Survey showed a very high level of satisfaction among clients receiving CTL services. Generally, 95.1% (3,181) of the clients were "very satisfied" or "satisfied" with their counseling session. Only 0.5% (18) of the respondents were "very dissatisfied" or "dissatisfied" with their counseling session (Figure 2). Level of satisfaction is unknown for 4.4% of the surveys. Compared to the 2004 Client Satisfaction Survey, there has been a negligible increase (0.9%) in the satisfied group.

Survey respondents felt that overall, counselors are doing a good job providing information, explaining methods for risk reduction, answering clients' questions, and treating clients with respect (all > 90% satisfaction rate). Findings from this third survey will be used to further improve CTL services. Specifically, clients want reduced waiting time and enhanced marketing of CTL services. It is very important to continue improving the percentage of people who come back to learn their HIV status. Those found to be infected with HIV could be linked with a

variety of services that can help them lead long, productive lives and reduce the spread of their infection. Equally important is helping those who are not infected to remain that way. The full Client Satisfaction Survey Report can be viewed at [www.doh.state.fl.us/disease\\_ctrl/aids/testing/2006\\_css.pdf](http://www.doh.state.fl.us/disease_ctrl/aids/testing/2006_css.pdf)