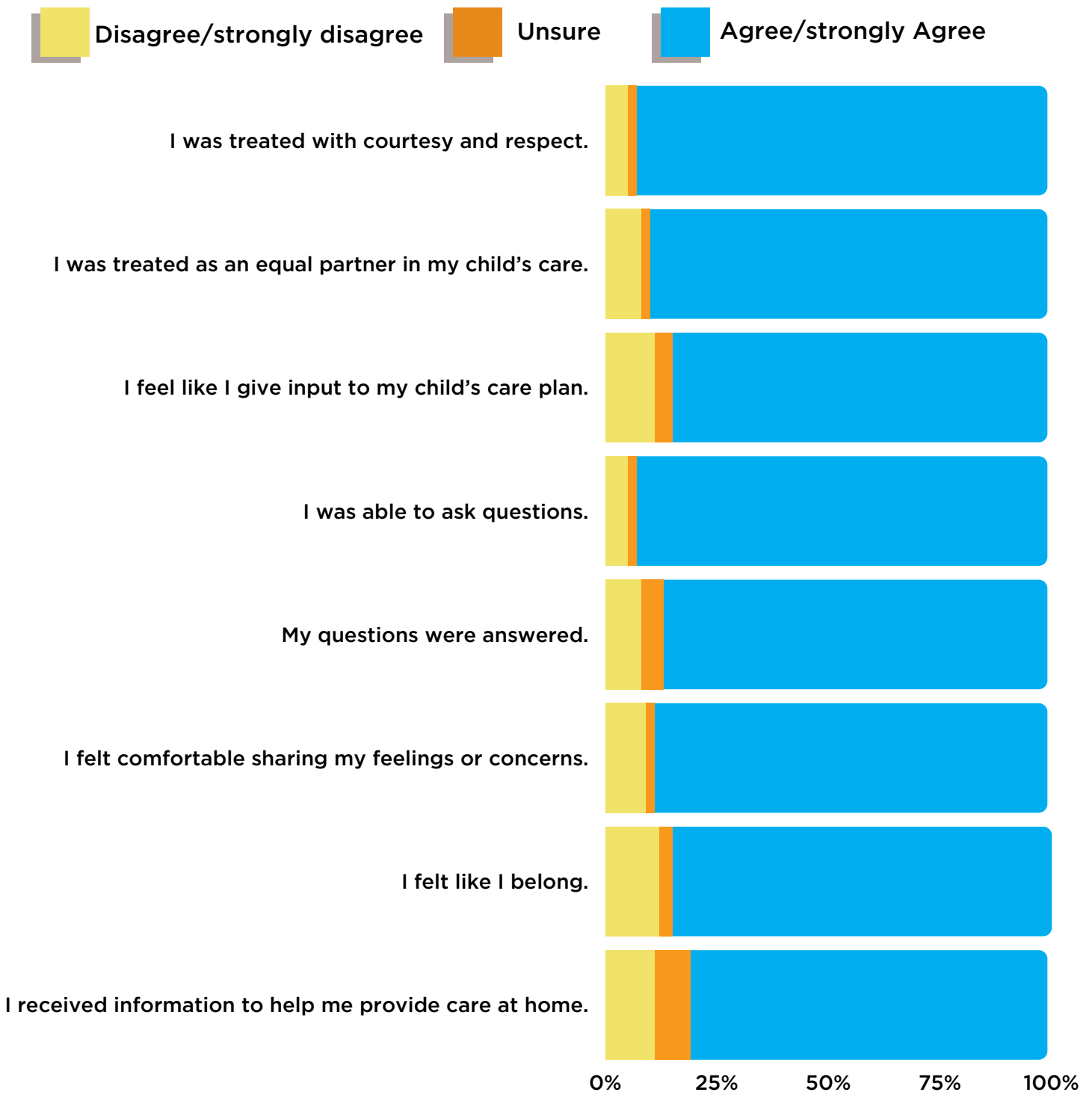




Caregiver experience survey: Results

On a regular basis, Grandview Kids asks caregivers to rate their experiences with our programs and services. We use this information to make improvements and set future plans. Here's what we heard in May, June and July 2023.

At my last visit...



130 caregivers responded to the survey between June and July 2023.

What we're doing well



Friendly, knowledgeable staff

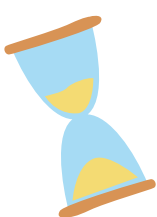


Clinicians welcome all children and youth

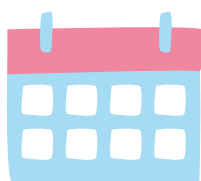


Provide clear next steps and support

How we can improve



Address long wait times



Offer flexible schedules



Be more clear in email and phone calls

Next steps

We will share this feedback with Team Grandview and create a plan to address concerns. We are working hard to find effective ways to address our waitlist, offer appointment times that meet the needs of families, and improve communication with caregivers. Thank you for your feedback!