

Low Vision Satisfaction Survey 2024

October 26, 2024

During the month of July 2024 there were 192 low vision clients who completed a survey asking them for feedback about 15 areas of service. The clients completed the survey assisted by Miami Lighthouse staff members. The majority of the respondents (81%) was referred by a specialist, eye doctor or primary care physician while other were referred by a friend (1%), another agency (2%), social worker (2%) or word of mouth/ Miami Lighthouse client (14%).

The survey items explored client satisfaction with Miami Lighthouse services and processes. It is relevant to note that not all clients participated in all services, therefore some of the survey items were not completed by all the clients (for example, satisfaction with transportation services was not addressed by 84 clients because they did not use the service).

The survey's rating scale (1 to 5) was explained to the clients as follows:

- 1- Service, experience did not meet expectations and would not recommend to others (e.g., low vision devices did not improve patient's independence or the low vision exam was not helpful).
- 2- Service, experience was not enjoyable, however, patients may recommend it to others (e.g., low vision device was not helpful to patient; however, it may be helpful to someone else).
- 3- Service, experience was satisfactory (e.g., scheduling the appointment should have been easier, low vision exam was not thorough enough, or intake interview was lengthy).
- 4- Service/experience was enjoyable and would likely recommend it to others.
- 5- Client loved the service/experience and would definitely recommend our low vision services to others (e.g., exam was thorough, training on devices was easy to understand and not rushed.)

A summary of the questions and responses pertaining to satisfaction with services is presented below.

- Low vision exam - 99% of the respondents indicated that the service/experience was enjoyable and would recommend to others. All clients provided feedback about this survey item.
- Scheduling - 99% of the respondents indicated that the service/experience was enjoyable and would recommend to others. All clients provided feedback about this survey item.
- Intake - 97% of the respondents indicated that the service/experience was enjoyable and would recommend to others. All clients provided feedback about this survey item.
- Training aids and appliances - 99% % of the respondents indicated that the service/experience was enjoyable and would recommend to others. There were 34 clients who indicated not applicable.
- Transportation services - 99% of the respondents indicated that the service/experience was enjoyable and would recommend to others. There were 84 clients who indicated not applicable.

- Waiting areas - 100% of the respondents indicated that the service/experience was enjoyable and would recommend to others. There was 1 client who indicated not applicable.
- Exam room - 100% of the respondents indicated that the service/experience was enjoyable and would recommend to others. There were 2 clients who indicated not applicable.
- Bathrooms - 99% of the respondents indicated that the service/experience was enjoyable and would recommend to others. There were 29 clients who indicated not applicable.
- Solution Store - 100% of the respondents indicated that the service/experience was enjoyable and would recommend to others. There were 4 clients who indicated not applicable.
- Doctors treating clients with respect - 98% of the respondents indicated that the doctor had treated them with respect. All clients provided feedback about this survey item.
- OT Services - 100% of the respondents indicated that the OT services were helpful. All clients provided feedback about this survey item.
- Aids and Appliances - 98% of the respondents indicated that the service/experience was improved their independence. All clients provided feedback about this survey item.
- Low Vision Clinic - 98% of the respondents indicated they would recommend the Low Vision clinic and the Solution Store. All clients provided feedback about this survey item.