



Stakeholder

Satisfaction Survey Results

FY 2012-2013

3rd Quarter: January-March 2013

Data Collection Methods

Support Incorporated believes stakeholder satisfaction is essential to effective community collaboration and delivery of clinical services.

Satisfaction surveys are designed to be quickly completed by our community stakeholders. Staff identify stakeholders from the following categories:

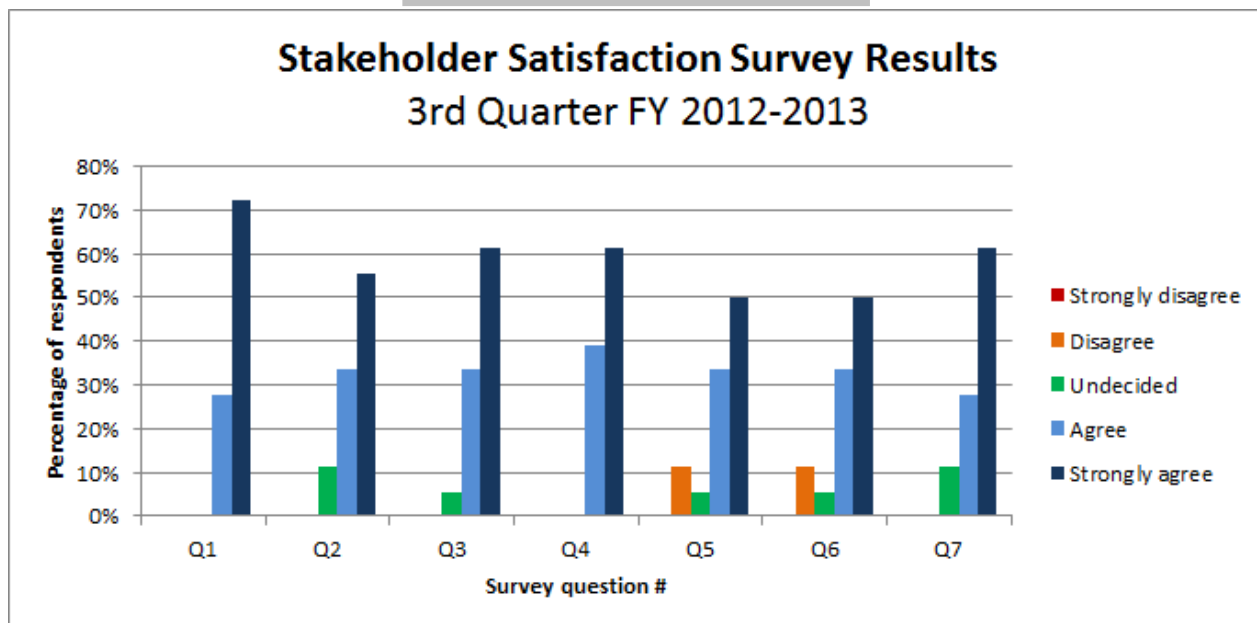
Private providers, counselors, DJJ, DSS, probation officers, clinical homes, school systems, funding providers or management authorities, and other referral sources

Survey questions are in the form of statements to which the stakeholders are asked to rate their agreement. The rating scheme is a 5 item Likert scale ranging from "Strongly disagree" to "Strongly agree."

Stakeholder satisfaction surveys are distributed via e-mail. Stakeholders are asked to complete the survey through our web-based system. After data is collected and analyzed, the Quality Improvement Committee discusses the results.

Subsequently, QM staff provides feedback to stakeholders about upcoming improvements to our services based on survey responses.

Results & Analysis



n=18

Survey Questions:

- Q1- I believe that Support, Inc. provides a needed and valuable service to the community.
 Q2- I believe the consumers served by Support, Inc. receive effective clinical services.
 Q3- I believe that Support, Inc. treats its consumers in a fair, ethical, and culturally sensitive manner.
 Q4- It is easy for consumers or me to access services at Support, Inc.
 Q5- Support, Inc. is able to meet the needs of my clients by quickly providing the appropriate services.
 Q6- I am pleased with communication I receive from Support, Inc.
 Q7- I would rate the overall services provided by Support, Inc. as outstanding.

Analysis:

- Most stakeholders were very satisfied with Support, Inc.'s provision of needed and valuable services, effectiveness of clinical skills, culturally sensitive practices, ease of access to services, efficiency of service engagement, communication, and overall service experience
- A few stakeholders expressed dissatisfaction with the amount of time it takes for services to begin and the frequency of communication they receive about mutual clients

Trending concerns and suggestions:

Many stakeholders would like us to increase capacity of Day Treatment program in Gaston County, quicker intake appointments, decrease the amount of time it takes for services to begin, and increase our availability of Level II Therapeutic Foster Homes

Trending strengths:

Easily accessible, excellent communication, friendly, helpful, dependable, and flexible

Trending needs in our community:

Interventions to decrease self-harm behaviors, anger, and dealing with family problems; educating the community about what services are available and what they can do, assistance with setting up transportation through ACCESS, and increasing funding options so services can be available for more families

Plans for Quality Improvement

Satisfaction survey results are reviewed at QI committee meetings where “Performance Improvement Plans” are created to improve the quality of our services, specifically for consumer and family

ISSUE	SOLUTION	TARGET DATE
Day Treatment program capacity in Gaston County	Find an additional Day Treatment facility in Gaston County for the 2013-2014 school year	8/25/13
Availability and number of Level II Therapeutic Foster Homes with Support, Inc.	<ol style="list-style-type: none"> 1) Expand marketing and recruitment efforts to find higher quality foster parents willing to work with a wide variety of consumers 2) Have foster care staff attend foster care fairs and community events 	<ol style="list-style-type: none"> 1) 8/31/13 2) 8/31/13
Time it takes to schedule intakes and for services to begin	<ol style="list-style-type: none"> 1) Add another intake staff to reduce workloads 2) Have School-Based Therapy staff assist the Intake department with catching up on paperwork over the summer so consumers can begin receiving services much faster after completing an intake appointment 3) Begin the 2013-2014 school year with 3 intake teams (rather than 2) 4) Have our Clinical Director provide a training for therapists on how to efficiently complete Clinical Evaluations 5) Implement Electronic Medical Records system to streamline intake processes and enhance communication between intake department and other service departments 	<ol style="list-style-type: none"> 1) 8/25/13 2) 6/10/13 3) 8/25/13 4) 6/19/13 5) 8/25/13
Need for more community education regarding our services, what they entail, and what they are designed to do	<ol style="list-style-type: none"> 1) Update our website to provide consumer and stakeholder friendly descriptions of our services and also have a community resources page 2) Post outcomes on our website and around all of our facilities to show what our services are designed to accomplish and the goals of our agency 3) Have staff members make presentations for community stakeholders about our services, how they are delivered, and the exceptional outcomes they should expect from Support, Inc. 4) Hold stakeholder receptions to present outcomes and promote the quality of services delivered at Support, Inc. 	<ol style="list-style-type: none"> 1) 7/1/13 2) 5/31/13 3) Achieved 3/15/13 and ongoing 4) 8/25/13