



Stakeholder
Satisfaction Survey Results

FY 2013-2014

4th Quarter

Methodology

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

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

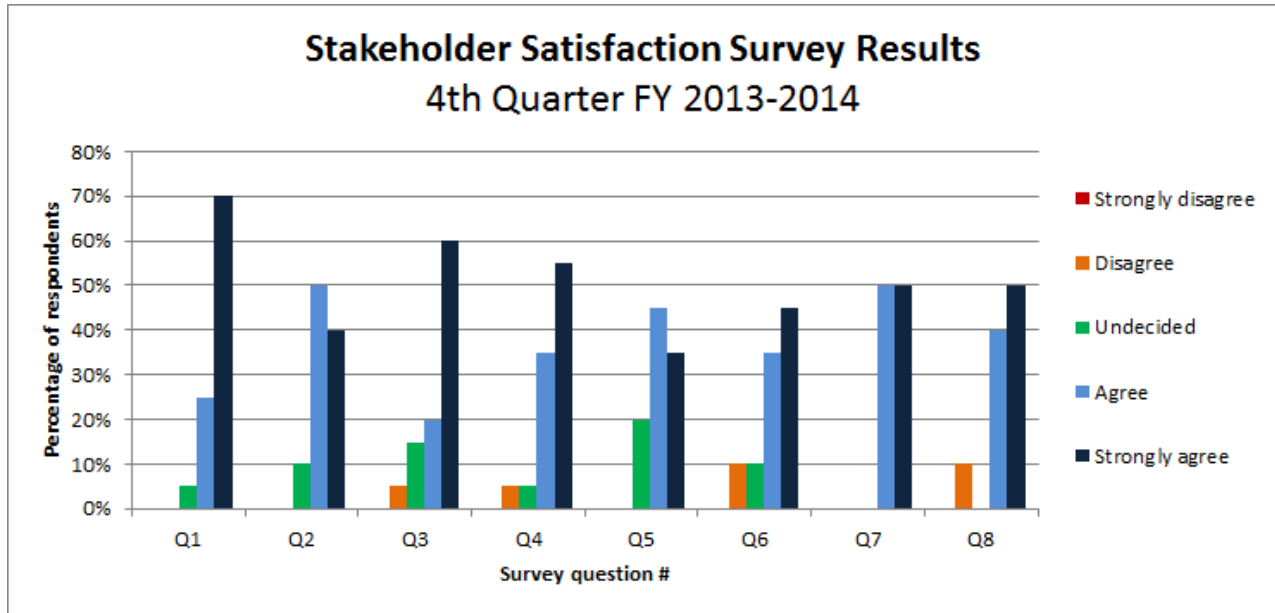
Private providers, counselors, juvenile justice system, health and human services system, probation officers, clinical homes, school system staff, funding providers or management authorities, hospitals, and other referral sources

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 Management Team discusses the results.

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

Stakeholder Satisfaction Survey Results & Analysis



Average Rating of Survey Questions By Stakeholder Type

#	Question	1	2	3	4	5	AVG
Q1	I believe that Support, Inc. provides a needed and valuable service to the community.	4.7	4.6		5.0		4.7
Q2	I believe that clients make progress in the services they receive from Support, Inc.	4.3	4.3		4.0		4.3
Q3	I am able to efficiently and effectively communicate with administrative staff at Support, Inc. (scheduling appointments, making referrals, etc.)	4.4	4.1		5.0		4.4
Q4	I am able to efficiently and effectively communicate with clinical staff at Support, Inc. (staffing individual cases with clinicians, interactions with staff at Child and Family Team meetings, etc.)	4.5	4.1		5.0		4.4
Q5	It is easy for clients to access services at Support, Inc.	4.1	4.3		4.0		4.2
Q6	Support, Inc. is able to meet the needs of clients by quickly providing the appropriate services.	4.4	3.7		4.0		4.2
Q7	I believe that Support, Inc. treats its clients in a fair, ethical, and culturally sensitive manner.	4.6	4.4		4.0		4.5
Q8	Support, Inc. has a positive presence and reputation in the community I serve.	4.3	4.1		5.0		4.3
TOTAL RECEIVED:		12	7	0	1	0	20

Stakeholder Category Key:

- 1 = Referral source (private provider, counselor, DSS, DJJ, probation officer, nonprofit organization, etc.)
- 2 = School system staff
- 3 = Client's clinical home or case responsible worker
- 4 = Managed Care Organization staff
- 5 = Would prefer not to disclose this information

Analysis

- Most stakeholders are satisfied with services and communication with Support, Inc.
- Slight indecision regarding effective communication with administrative staff and ease of access to services
- Minimal disagreement regarding provision of services in a timely manner and Support, Inc. having a positive presence and reputation in the community
- Average ratings for responses by school system staff were typically below average, indicating a need to improve communication and efficiency when receiving referrals and providing treatment

Trending concerns and suggestions:

More consistent schedules for Intensive In-Home contacts, more flexibility in scheduling CFT meetings for Day Treatment clients, less punitive in treatment approach for Day Treatment clients, School-Based Therapists have too many clients on their case loads, too long of time between referral and service initiation for School-Based clients

Trending strengths:

Great communication and collaboration, effective services for children and adolescents, accessibility of services, and flexible schedules for intake and outpatient appointments

Trending needs in our community:

Sex offender assessments and treatment, higher quality foster parents

Plans for Quality Improvement

Satisfaction survey results are reviewed at Management Team meetings where "Performance Improvement Plans" are created to improve the quality of our services.

GOAL	SOLUTION	TARGET DATE
Increase consistency in planned, scheduled Intensive In-Home (IIH) contacts	1) Each IIH team is now required to set their schedules with each family the Friday before the coming week; our new Electronic Medical Record system will ensure this is being done, as well as provide automatic text message or phone call reminders about each contact	1) Effective 2/1/2015 and remains ongoing; automatic call reminders are to begin 7/1/2015
Improve therapeutic practice in Day Treatment program	1) Support, Inc. has purchased and implemented two new evidence-based practices called Positive Actions and C3 to improve therapeutic practices	1) Effective February 2015 and remains ongoing
Improve communication between stakeholders, administration, and treatment providers	1) Support, Inc. has purchased a new phone system to better connect each location, assist with call volume, and better serve the community. 2) We are also in the process of implementing a new Electronic Medical Records system that will better document case management and communication with stakeholders. 3) Support, Inc. has hired an Engagement Specialist to manage all new referrals so they are easier to track, with each referral having documented contacts and follow-ups	1) Implementation of new phone system began 4/1/2015 and remains ongoing as each location receives installation 2) New EMR implementation is scheduled for 7/1/2015 3) Effective February 2015 and remains ongoing
Decrease the number of days between referral and first date of treatment for School-Based Therapy consumers	1) Our Engagement Specialist is now scheduling all first treatment appointments immediately after intake to ensure they are seen within 7 days 2) Access outcomes are assessed weekly as Quality Improvement staff measure the number of days between referral, intake appointment date, and the date of the first treatment appointment; concerning measures are immediately addressed by Management Team 3) All School-Based Therapists maintain detailed case load lists that include a log of all referrals received, as well as the status of the case— please contact your School-Based Therapist to view a copy of this log	1) Effective February 2015 and remains ongoing 2) Established in 2012 and remains ongoing; School-Based Therapy outcomes were targeted for analysis in July 2014 as a result of these survey results 3) Established in 2011 and remains ongoing; School-Based Therapists and our Engagement Specialist were asked to increase and/or improve communication regarding new referrals with referral sources within each school
Decrease the case load sizes for School-Based Therapists	1) Support, Inc. has added another School-Based Therapist to assist with covering assigned schools and decrease case load sizes 2) Management Team will assess capacity and case load sizes for each school and ensure we have appropriate coverage for SY 2015-2015—this remains an ongoing process as treatment data are analyzed weekly by agency leadership 3) Our clinical leadership team are now working one-on-one, each week, with each School-Based Therapist to ensure clients are being seen at clinically appropriate intervals, especially those that exhibit high risk behaviors	1) Effective March 2015 and remains ongoing 2) Effective January 2015 and remains ongoing 3) Effective March 2015 and remains ongoing