



Stakeholder

Satisfaction Survey Results

FY 2013-2014

2nd Quarter

Methodology

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:

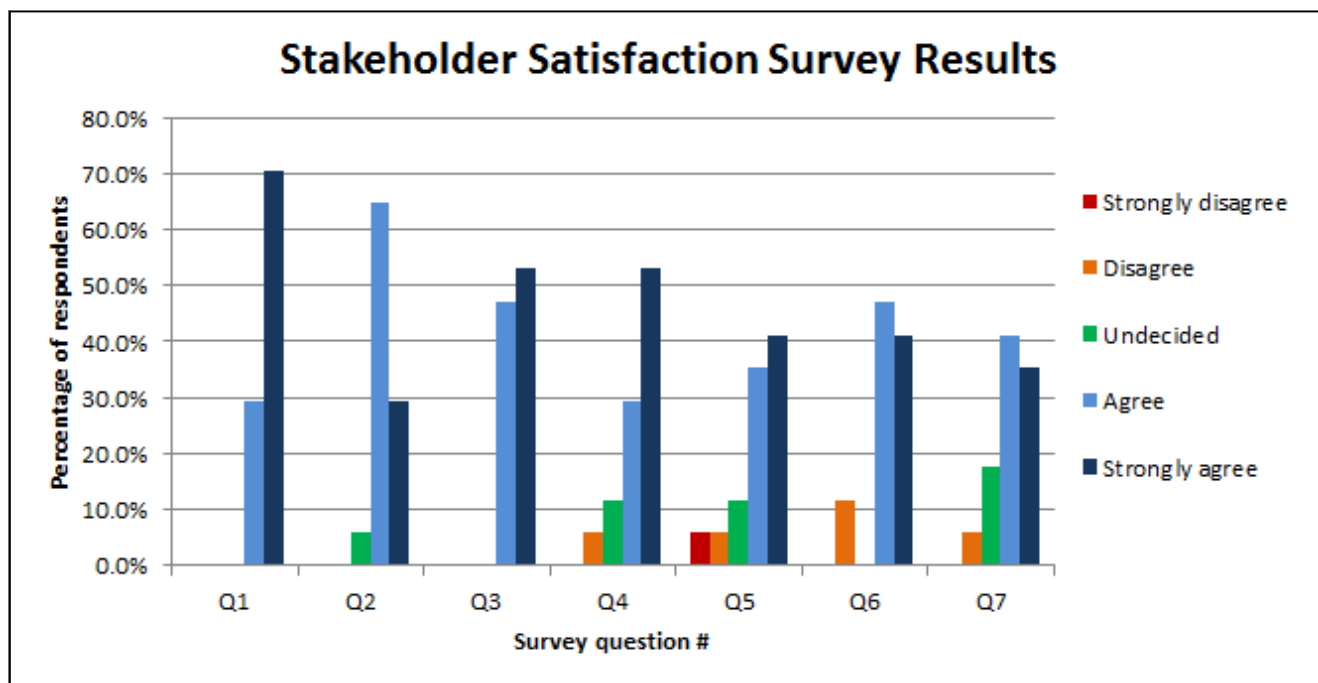
Private providers, counselors, DJJ, DSS, probation officers, clinical homes, school system staff, funding providers or management authorities, and other referral sources

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

Results & Analysis



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 agreed or strongly agreed with survey statements
- Slight disagreement among stakeholders regarding meeting a client’s needs by providing appropriate services quickly
- Slight disagreement with communication between Support, Inc. staff members and stakeholders
- Slight undecidedness about rating services provided by Support, Inc. as outstanding

Trending concerns and suggestions:

Mental health workers need to increase their familiarity and knowledge of school system procedures and better orientation to mental health services for families

Trending strengths:

Ease of access to services, on-site clinicians in many Gaston County Schools, well-trained foster parents, Support, Inc. values consumer satisfaction, effective communication with school system, responsive to emergent needs, open to suggestions

Trending needs in our community:

Community education about how authorizations work for mental health services covered by Medicaid, more foster homes, decreased stigma surrounding mental health services, increased advocacy within the community regarding service authorization approval and denial procedures

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

GOAL	SOLUTION	TARGET DATE
Decrease the amount of time it takes to access behavioral health services at Support, Inc.	<p>1) Implement an “Open Access” model for intake appointments where clients can walk into the office and be seen for a Comprehensive Clinical Assessment and medication management services</p> <p>2) Streamline intake processes to ensure services begin with 3 to 7 days of initial intake appointment</p>	<p>1) Begins 7/21/14 on Mondays and Thursdays; full open access to services planned to begin 10/1/2014; open access to include medication management planned to begin by 12/1/2014</p> <p>2) New, streamlined processes began 5/27/14 and continues to be improved on a weekly basis</p>
Add SAIOP to our service array in Gaston County	1) Obtain permission from Partners, locate site, and obtain state license	1) Adolescent SAIOP program began 7/7/14
Establish formal relationships with local primary care providers to better integrate physical and behavioral health services	1) Contact local primary care providers to discuss ways to facilitate better access to behavioral health services and collaboration between different types of providers, possibly by having clinicians located in their offices to conduct screenings and make appropriate referrals	1) Currently assessing community needs and talking with primary care providers
Implementation of clinicians certified to conduct psycho-sexual evaluations	1) Send two clinicians to psycho-sexual evaluation training to obtain certification	1) Two clinicians are scheduled to attend training July 14-16, 2014; Support will make a formal announcement as to when we will begin providing Sex Offender-Specific Evaluations (SOSEs)
Implementation of clinicians certified to conduct trauma-focused cognitive behavioral therapy (TF-CBT)	1) Choose a group of clinicians to apply for the upcoming year-long TF-CBT training	1) 9/1/2014