

Client Feedback Survey Analysis
August 1, 2009 – December 31, 2009
Mental Health Services 6-18

25 Client Feedback Surveys were received for CKCS Mental Health Services between the period of August 1, 2009 – December 31, 2009. Results were analyzed utilizing PASW software. Missing information was controlled for in the analysis. See below indicated for specific scores.

INDICATOR	Yes	No
Knowledge of CKCS Services Was Provided To Me	92%	8%
It Is Easy Getting Service From CKCS	76%	24%
Easy To Get To CKCS	96%	4%
Open At Times That Are Good From Me	92%	8%
Phone Calls Returned Within 24 Hours	88%	12%
Services Were Quickly Received	75%	25%
Easy To Get Facts About Service	92%	8%
Staff Explained Things Clearly	88%	12%
Treated With Courtesy and Respect	88%	12%
Staff Listened To Me	92%	8%
Staff Understood Our Needs	84%	16%
We Were Involved In Making Choices About Services	88%	12%
We Were Involved In Making Plans and Goals	88%	12%
Overall Satisfaction	91%	9%
CKCS Does Good Work	91%	9%
CKCS Services Helped My Family	87%	13%

All above indicators received scores above 84% with the exception of two. Seven indicators received marks above 90%. Areas of strength for CKCS Mental Health Services include (a) the facts provided about service (b) accessible location and (c) clientele felt staff listened.

87% of respondents felt that CKCS Mental Health Services had helped their family. 91% stated overall satisfaction with service. Similarly, 91% commented that CKCS provided “good work” for the Chatham-Kent community.

Two areas receiving the lowest scores related to waiting for services. Specifically, “Services Were Quickly Received” received a score of 75% and “It is Easy Getting Services From CKCS” 76%.

Qualitative Analysis

13 of the 25 survey respondents provided open-ended information related to “Additional Comments.”

(1) The primary theme (n=5) relates to satisfaction with assigned counsellor. Examples of such are indicated below:

“Anne Webb was very pleasant to speak with and I would not hesitate to contact her if necessary.”

“Brian was an excellent counsellor and made great progress with my son. Thank you for your support.”

“Very professional, well-run service. Thank you.”

(2) A second, smaller theme in the qualitative analysis relates to service waiting times which was commented upon by 3 respondents. See examples below.

“Takes too long to receive services and sometimes they cannot offer the help we need.”

“Was on waiting list.....but we really didn’t have an emergency either (approx wait 2.5 – 3 months).”

Client Feedback Survey Analysis
January 1, 2010 – March 31, 2010
Mental Health Services 6-18

22 Client Feedback Surveys were received for CKCS Mental Health Services between the period of January 1, 2010 – March 31, 2010. Results were analyzed utilizing PASW software. Missing information was controlled for in the analysis. See below indicated for specific scores.

INDICATOR	Yes	No
Knowledge of CKCS Services Was Provided To Me	91%	9%
It Is Easy Getting Service From CKCS	79%	21%
Easy To Get To CKCS	96%	4%
Open At Times That Are Good From Me	96%	4%
Phone Calls Returned Within 24 Hours	100%	0%
Services Were Quickly Received	86%	14%
Easy To Get Facts About Service	91%	9%
Staff Explained Things Clearly	96%	4%
Treated With Courtesy and Respect	96%	4%
Staff Listened To Me	96%	4%
Staff Understood Our Needs	91%	9%
We Were Involved In Making Choices About Services	95%	5%
We Were Involved In Making Plans and Goals	86%	14%
Overall Satisfaction	91%	9%
CKCS Does Good Work	86%	14%
CKCS Services Helped My Family	90%	10%

All above indicators received scores above 86% with one exception. Eleven indicators achieved marks above 90%. 100% of respondents (n=22) perceived that phone calls were returned within 24 hours. Areas of strength for CKCS Mental Health Services include (a) accessible location (b) flexible hours of operation and (c) client autonomy in determining choices about service .

Although 95% of respondents perceive they were involved in making choices about service, about 86% indicate that they participated in service plan goals.

96% of all respondents perceive that staff listened to their presenting concerns and treat clientele courteously and with respect. Similarly, 96% perceive staff explain themselves clearly. 90% of respondents felt that CKCS Mental Health Services had helped their family. 91% stated overall satisfaction with service.

The lowest score of 79% pertains to ease/difficulty of obtaining CKCS mental health services.

Qualitative Analysis

8 of the 22 survey respondents provided open-ended information related to “Additional Comments.”

(1) 50% (n=4) of those comments are expressions of gratitude related to service satisfaction. Examples of such are indicated below.

“This service has helped me greatly. I am much more confident and my goals have been completed.”

“Wonderful staff. Very polite and extremely helpful to our family. Thanks everyone!!”

(2) 1 respondent commented upon service waiting times.

“Called for services however I found the wait time long before we could get in to see someone.”

(3) Further, one final respondent voiced an issue with a previous counsellor but was aware of the complaint procedure to express their concerns.

Client Feedback Survey Analysis
April 1, 2010 – June 30, 2010
Mental Health Services 6-18

19 Client Feedback Surveys were received for CKCS Mental Health Services between the period of April 1, 2010 – June 30, 2010. Results were analyzed utilizing PASW software. See below-indicated table for specific scores.

INDICATOR	Yes	No
Knowledge of CKCS Services Was Provided To Me	100%	0%
It Is Easy Getting Service From CKCS	95%	5%
Easy To Get To CKCS	95%	5%
Open At Times That Are Good From Me	95%	5%
Phone Calls Returned Within 24 Hours	84%	16%
Services Were Quickly Received	82%	18%
Easy To Get Facts About Service	95%	5%
Staff Explained Things Clearly	100%	0%
Treated With Courtesy and Respect	95%	5%
Staff Listened To Me	95%	5%
Staff Understood Our Needs	95%	5%
We Were Involved In Making Choices About Services	90%	10%
We Were Involved In Making Plans and Goals	100%	0%
Overall Satisfaction	90%	10%
CKCS Does Good Work	95%	5%
CKCS Services Helped My Family	95%	5%

All above indicators received scores above 82%. Fourteen indicators achieved results above 90%. 100% of respondents (n=19) perceived that (a) staff provide explanations in a clear manner, (b) offer concise knowledge of CKCS mental health services, and (c) promote involvement in determining plans and goals.

95% of all respondents perceive that staff listened to their presenting concerns and treat clientele courteously and with respect. Similarly, 95% perceive staff are attentive listeners to client needs. 95% of respondents felt that CKCS Mental Health Services had helped their family. 90% stated overall satisfaction with service.

100% of respondents indicated participation in service goals which is an increase of 14% from last quarter.

The lowest score of 82% pertains to amount of time for mental health services to begin. Results pertaining to 24 hour response times to phone calls received a score of 84%, compared to 100% from survey results January – March 2010.

Qualitative Analysis

9 of the 19 survey respondents provided open-ended information related to “Additional Comments.”

(1) 77% (n=7) of those comments are expressions of gratitude related to service satisfaction. Examples of such are indicated below.

“CKCS does excellent work. I would not be where I am today if not for CKCS. Neither would my children!”

“Thank you for having this kind of help out there for our children.”

“CKCS Services helped my family very much.”

(2) 2 respondents (22%) commented upon service waiting times.

“Long waiting list for long-term mental health. Long time for psych. assessment”

(3) One final respondent (6%) voiced an issue with worker turnover.

“Once my daughter got comfortable with a worker they would change. That is why my daughter cancelled appointments. It was like starting all over again but overall by daughter liked the services.”

TELEPHONE SATISFACTION SURVEY – CKCS MENTAL HEALTH SERVICES

June 2010

Data was derived from Telephone Satisfaction Survey administered to 30 clients randomly selected from CKCS Mental Health treatment services. The sample had their files closed between September 1, 2009 – January 1, 2010. The telephone survey was conducted during the months of January, February, and March of 2010.

For ease of reading “Strongly Agree” and “Agree” categories have been collapsed in addition to “Strongly Disagree” and “Disagree.”

Overall Experience

Indicator	Strongly Agree/Agree	Strongly Disagree/Disagree	Neither Agree or Disagree	Not Applicable
Phone Calls Were Returned Quickly	93%	3%	3%	0%
I Was Not Kept Waiting for Appointments	90%	3%	7%	0%
Appointments Scheduled At Times Good For Me	87%	0%	13%	0%
It Was Easy For Me To Get To the Office	97%	0%	3%	0%
The Office Was Clean and Comfortable	90%	3%	7%	0%
Worker Treated Me With Courtesy & Respect	97%	0%	3%	0%
Worker Spent Enough Time Providing Help	93%	3%	4%	0%
My Privacy Was Protected	97%	0%	3%	0%
I Felt Listened To	93%	0%	7%	0%
Complaints Procedure Was Explained To Me	90%	3%	7%	0%
I Understood What I Needed To Do If I Wanted To Express Concerns With The Agency	77%	3%	20%	0%

Meeting With Your Worker

Indicator	Strongly Agree/Agree	Strongly Disagree/Disagree	Neither Agree or Disagree	Not Applicable
My Worker Was Knowledgeable About Children	93%	0%	7%	0%
My Worker Was Caring	97%	0%	3%	0%
CKCS Is A Helpful Agency	90%	0%	10%	0%
CKCS Can Be Reached When You Need Them	90%	3%	7%	0%
My Worker Identified Family Strengths	90%	0%	10%	0%
I Was Provided Opportunity to Participate in the Service Plan	70%	0%	30%	0%
It Was Made Clear to Me What Was Needed to Assist My Child With His/her Emotional Well-	90%	0%	10%	0%

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Outcomes and Overall Satisfaction

Indicator	Strongly Agree/Agree	Strongly Disagree/Disagree	Neither Agree or Disagree	Not Applicable
My Child’s Emotional Well-Being Improved When Involved With MH Services	86%	0%	14%	0%
My Involvement With MH Services Strengthened My Parenting	87%	0%	13%	0%

Indicator	Very Satisfied/Satisfied	Strongly Dissatisfied/Dissatisfied	Neither Dissatisfied or Satisfied	Not Applicable
Overall, How Satisfied Were You With Services Received From MH Services?	93%	0%	7%	0%

Indicator	A Great Deal	To Some Extent	Not Very Much	Not At All
To What Extent Has MH Services Helped Your Family	59%	41%	0%	0%

Indicator	Definitely	Probably	Not Sure	Never
If You Were To Need Help Again Would You Return To CKCS MH Services	66%	24%	10%	0%
Would You Recommend CKCS To Family/Friends With Similar Issues	77%%	17%%	6%	0%

Client Recommendations:

The final question posed to survey participants asked what recommendations they may have for improving services for mental health clients.

1. 14 of the 27 respondents (52%) perceived that there were no further recommendations to offer on improving service. Examples of sample feedback are indicated below:

“Can’t think of anything.”

“Nothing....Thank-you.”

“Nothing----It was excellent.”

“I have no suggestions.”

“It provided good service for my family.”

“Good service.”

2. 15% of the respondents to this question (n=4) identified wait times as an area for improvement within CKCS Mental Health Services. Examples of sample feedback are indicated below:

“You probably just need to shorten the wait times.”

“Help when requested should be provided sooner.”

Interpretation and Analysis

The results of this telephone survey involve a small sample of 30 clients and contribute to the aggregate data analyzed through mail-out surveys received by the agency from families at the closing of every file. Results of this telephone questionnaire do appear to reflect scores from previous mail out surveys.

Strengths

Clients overall experience with mental health service indicate “strong satisfaction” or “satisfaction” 93% of the time. Above 90% consensus was reached across all indicators that suggest CKCS Mental Health staff are caring, strengths-based, knowledgeable about children, available, and communicate with families in a clear manner. Similarly the sample identified above 90% consensus that their overall experience with staff is delivered in a confidential forum in which they feel listened too in a courteous, respectful manner. Over 90% of the time respondents indicated that services are provided in a clean, comfortable office environment, with flexible hours reported by 87% of respondents.

Two questions attempted to specifically address parental perceptions of overall outcomes of receiving mental health intervention. Results suggest that CKCS Mental Health Services do contribute to improving the emotional/behavioural well-being of their clients 86% of the time. Similarly respondents perceived that involvement in CKCS mental health services strengthened their parenting skills 87% of the time.

Overall, CKCS Mental Health services assisted families “a great deal” 59% of the time and “to some extent” 41%. The overwhelming majority of respondents (90%) identified that they would return to Mental Health services if future need was warranted. Similarly 94% of the sample indicated the likelihood that they would recommend CKCS mental health services to others.

Areas for Improvement

Survey results indicate low levels of dissatisfaction across any area that was measured. “Strong Disagreement” or “Disagreement” scores ranged from 0% - 3%. This highest score of dissatisfaction arose in the qualitative analysis regarding wait list times to access service. Lower levels of satisfaction were noted within the areas of (a) client participation in service plan and (b) client complaint procedure, receiving scores of 72% and 67%, respectively. Client disagreement or uncertainty with those aspects of service delivery suggest that (a) and (b) are two areas to emphasize in our interventions with clients.