

Consumer Satisfaction: Survey to CQI to Innovation

NYAPRS Meeting
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ABOUT US

- Services for the UnderServed (S:US) envisions a city where everyone has a roof over their head, is healthy and productive, and can enjoy the social connections that create a life of purpose.
- Founded in 1978, SUS provides \$200 million of services and supports to transform the lives of 35,000 of New York City's most vulnerable individuals, including people with disabilities, people in poverty, and people facing homelessness.
- SUS is one of New York City's largest social service and housing organizations.
- SUS's dedicated workforce totals 2,400.

ABOUT S:US

- Tell us more about you!

ABOUT YOU

Why do we do an Annual Consumer Satisfaction Survey?

- “We have to”
- Funders require it
- “We include it in our annual report”

Why do we do an Annual Consumer Satisfaction Survey?

- Provides a voice for the people we serve.
- Programs get feedback.
- **Gathers useable, useful, actionable information.**

Agenda

- Overview of S:US process
- Example of Wellness Works Clinic
- Group Task:
 - Analyze data!
 - Plan CQI project!
 - Share results!
- Innovation examples
- Closing

S:US Consumer Satisfaction Survey

- In 2017, relaunched efforts
 - Better response rates
 - Agency-wide trends
 - Program-specific data
 - Results shared with all stakeholders
 - Change projects → CQI encouraged

What's in a Survey?

- Brief!
- Anonymous
- Easy to understand
- Validated (if possible)
- Consistent

- NO PERFECT SURVEY
- Test with focus group, get feedback

S:US Survey

| | Always | Usually | Sometimes | Never |
|---|--|-----------------------------|------------------------------|--------------------------|
| 1. Do you have the ability to direct the course of services you receive? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. How often did SUS staff spend enough time with you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Are you satisfied with the services you receive at SUS? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Does SUS staff respect you, your choices and your personal things? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Do you feel safe in your program? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. How often did SUS staff listen carefully to you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. How often did SUS staff show interest in your questions and concerns? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. I am confident that SUS staff won't pressure me to reveal any personal information I do not want to share. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. How often did SUS staff explain things in a way that was easy to understand? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. How often did SUS staff encourage you to ask questions? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. How often did SUS staff answer all of your questions to your satisfaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Did you and SUS staff talk about things in your life that worry you or cause you stress? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. This program offers services to people who have experienced very stressful and painful events in life. | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A | |
| 14. How do you rate your overall health? | <input type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor | | | |

Why the push for high response rates?

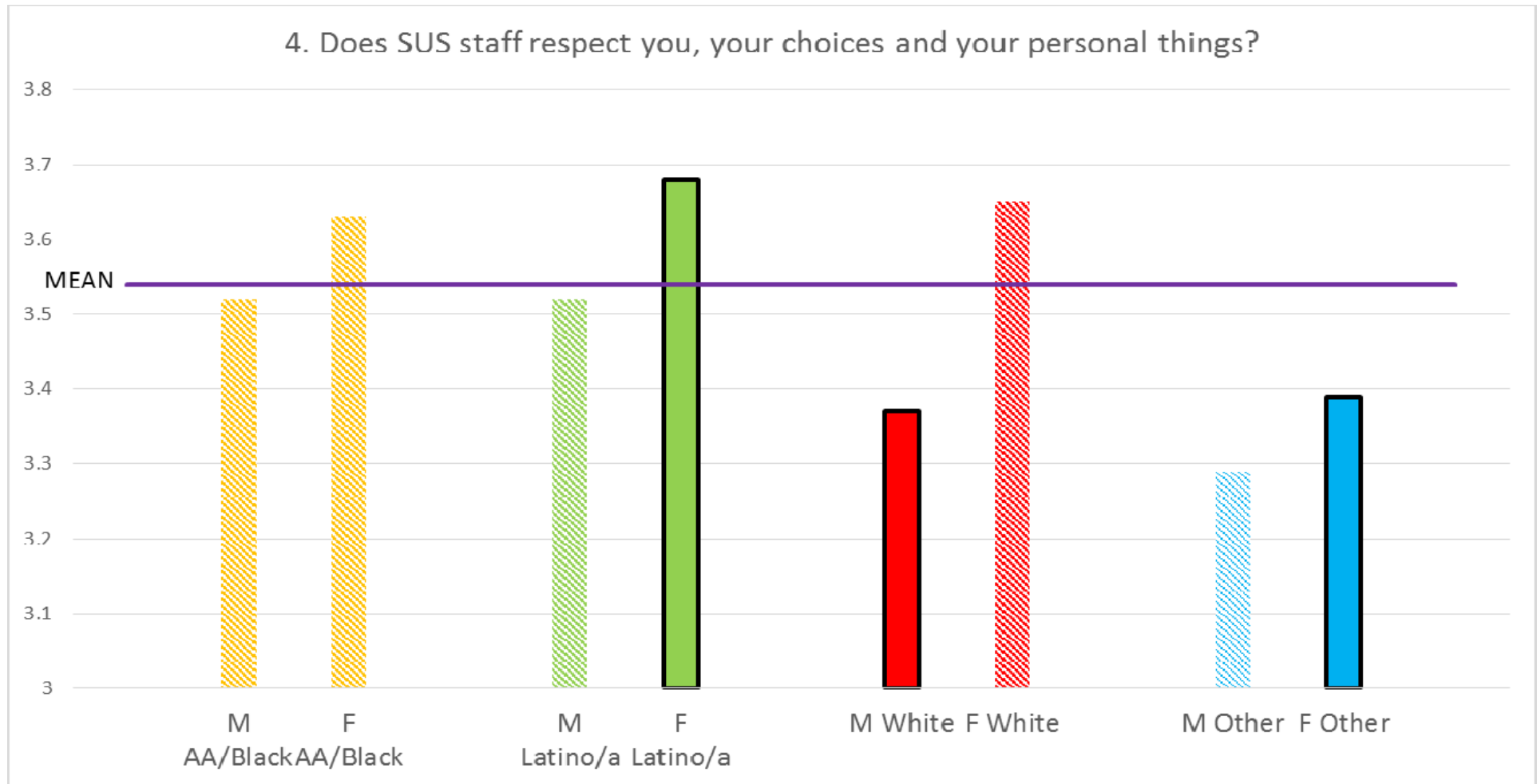
- The greater percentage of the people you serve who respond, the more confident we can be that the sample of responses is reflective of the entire population.
- Set realistic goals
 - Pre-2017 = 20-50% response rates
 - Post-2017 = 55-100% response rates

Present Results –Agency-wide trends

Statistical Significance—Age

| | 18-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75+ | Trendline |
|---|-------|-------|-------|-------|-------|-------|------|-----------|
| 4. Does SUS staff respect you, your choices and your personal things? | 3.42 | 3.49 | 3.45 | 3.56 | 3.62 | 3.55 | 3.84 | |
| 14. How do you rate your overall health? | 3.54 | 3.71 | 3.42 | 3.24 | 3.15 | 3.01 | 3 | |
| 15. Did anyone at SUS talk with you about specific goals for your health? | 3.03 | 3.05 | 3.03 | 3.09 | 3.23 | 3.31 | 3.18 | |
| 16. Did you and SUS staff talk about healthy eating habits? | 2.73 | 2.66 | 2.74 | 2.88 | 2.96 | 3.12 | 3.09 | |
| 18. How do you rate your overall mental and emotional health? | 3.51 | 3.53 | 3.32 | 3.25 | 3.31 | 3.26 | 3.31 | |
| 21. How often did SUS staff seem to know the important information about your medical history? | 3.11 | 3.11 | 3.11 | 3.15 | 3.32 | 3.34 | 3.5 | |

Present Results –Agency-wide

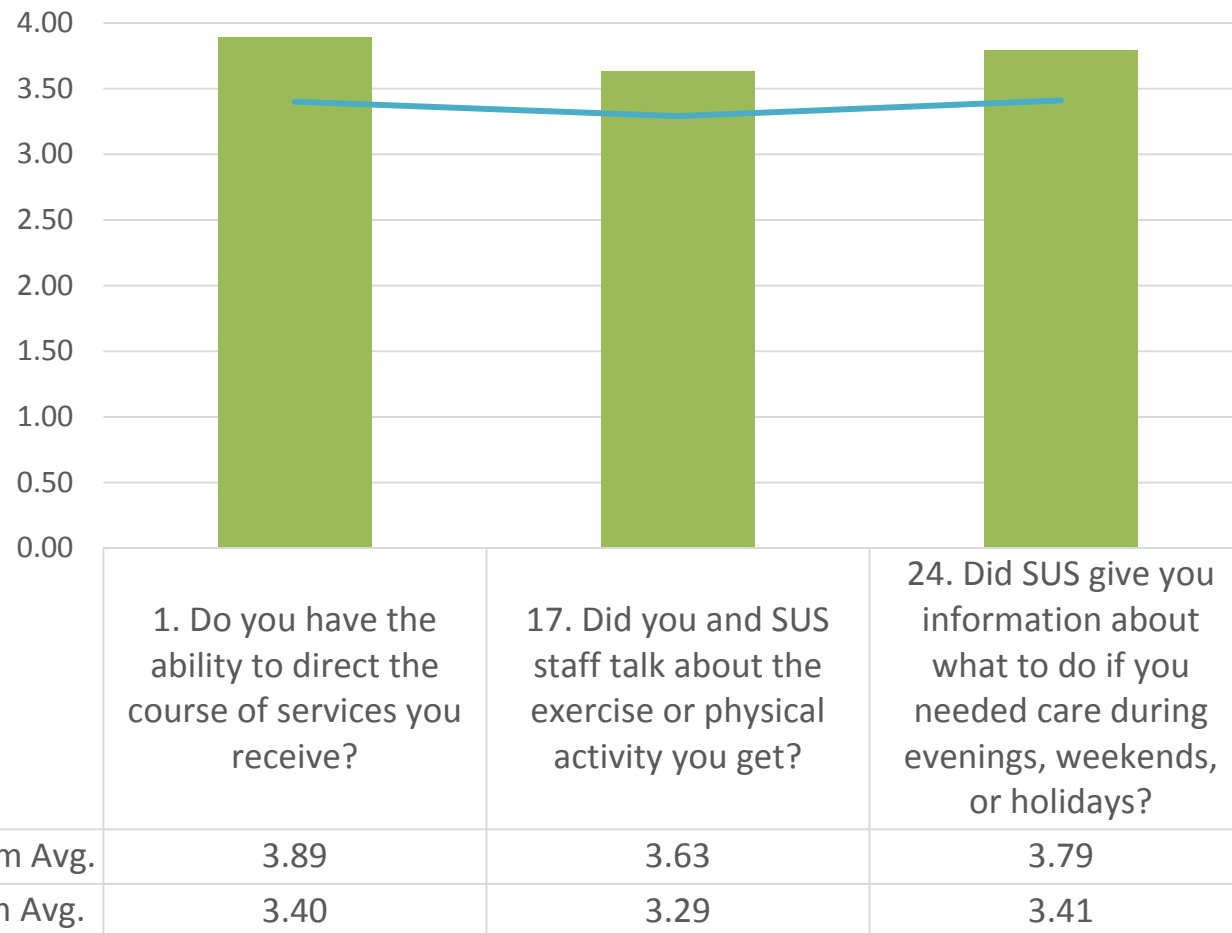


Present Results—Program-specific data

| Program | Response Rate | # of Responses (n) | 1. Do you have the ability to direct the course of services you receive? | 2. How often did SUS staff spend enough time with you? | 3. Are you satisfied with the service(s) you receive at SUS? | 4. Does SUS staff respect you, your choices and your personal things? | 5. Do you feel safe in your program? | 6. How often did SUS staff listen carefully to you? | 7. How often did SUS staff show interest in your questions and concerns? | 8. I am confident that SUS staff won't pressure me to reveal any personal information I do not want to share. | 9. How often did SUS staff explain things in a way that was easy to understand? | 10. How often did SUS staff encourage you to ask questions? | 11. How often did SUS staff answer all of your questions to your satisfaction? | 12. Did you and SUS staff talk about things in your life that worry you or cause you stress? | 14. How do you rate your overall health? | 15. Did anyone at SUS talk with you about specific goals for your health? | 16. Did you and SUS staff talk about healthy eating habits? | 17. Did you and SUS staff talk about the exercise or physical activity you get? | 18. How do you rate your overall mental and emotional health? | |
|---------------------------------|---------------|--------------------|--|--|--|---|--------------------------------------|---|--|---|---|---|--|--|--|---|---|---|---|------|
| BEHAVIORAL HEALTH AVERAGE SCORE | | | 2742 | 3.42 | 3.39 | 3.39 | 3.58 | 3.54 | 3.52 | 3.50 | 3.49 | 3.55 | 3.44 | 3.41 | 3.15 | 3.28 | 3.23 | 2.96 | 2.92 | 3.31 |
| ACT – EAST HARLEM I | 61.8% | 42 | 3.08 | 3.22 | 3.22 | 3.34 | 3.56 | 3.44 | 3.48 | 3.37 | 3.48 | 3.43 | 3.36 | 3.05 | 2.84 | 3.32 | 2.78 | 2.81 | 2.98 | |
| ACT – EAST HARLEM II | 58.8% | 40 | 3.89 | 3.90 | 3.73 | 3.95 | 3.90 | 3.78 | 3.38 | 3.68 | 3.89 | 3.73 | 3.65 | 3.36 | 3.08 | 3.78 | 3.63 | 3.63 | 2.97 | |
| ACT – EAST HARLEM III | 72.1% | 50 | 3.09 | 3.64 | 3.44 | 3.59 | 3.76 | 3.71 | 3.57 | 3.42 | 3.42 | 3.45 | 3.37 | 2.86 | 3.20 | 3.30 | 3.09 | 3.05 | 3.61 | |
| ACT – EASTERN PARKWAY | 20.6% | 14 | 3.00 | 3.36 | 3.50 | 3.29 | 3.64 | 3.43 | 3.43 | 3.14 | 3.29 | 3.14 | 3.43 | 2.93 | 3.86 | 3.00 | 2.71 | 2.93 | 4.00 | |
| ACT – FLATBUSH | 52.9% | 36 | 3.00 | 3.25 | 3.26 | 3.47 | 3.25 | 3.20 | 3.20 | 3.34 | 3.26 | 3.17 | 3.26 | 2.77 | 3.35 | 2.91 | 3.03 | 2.89 | 3.23 | |
| ACT- FULTON | 33.8% | 23 | 3.35 | 3.09 | 3.00 | 3.09 | 3.32 | 3.09 | 2.91 | 3.00 | 3.35 | 3.23 | 3.35 | 3.05 | 3.18 | 2.74 | 2.61 | 2.43 | 3.04 | |
| CARE COORDINATION | 66.0% | 246 | 3.69 | 3.76 | 3.79 | 3.84 | 3.86 | 3.88 | 3.86 | 3.75 | 3.79 | 3.76 | 3.76 | 3.40 | 3.24 | 3.73 | 3.55 | 3.52 | 3.31 | |
| INTENSIVE MOBILE TEAM | 0.0% | 0 | | | | | | | | | | | | | | | | | | |
| ACT/IMT/CC AVERAGE SCORE | | | 451 | 3.49 | 3.62 | 3.60 | 3.69 | 3.74 | 3.70 | 3.63 | 3.58 | 3.65 | 3.60 | 3.60 | 3.22 | 3.21 | 3.51 | 3.32 | 3.29 | 3.29 |

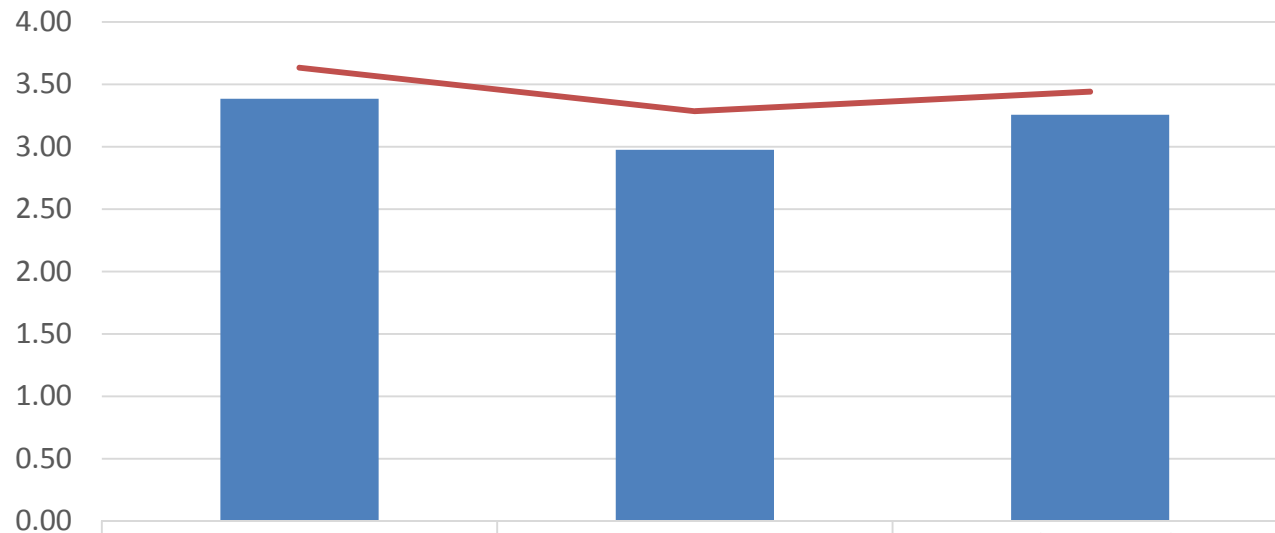
Comparison to Similar Program— Responses above Division average

*Program
Example*



Comparison to Similar Program— Responses below Division average

*Program
Example*



| | | | |
|-----------------|--|---|---|
| | 7. How often did SUS staff show interest in your questions and concerns? | 18. How do you rate your overall mental and emotional health? | 19. Did you and SUS staff talk about a personal problem, family problem, alcohol use, drug use, medical, mental or emotional illness? |
| ■ Program Avg. | 3.38 | 2.98 | 3.26 |
| — Division Avg. | 3.63 | 3.29 | 3.44 |

Change Plans

- Use data to create Change Plans
- CQI Model
 - PDSA Cycle
 - Plan
 - Do
 - Study
 - Act

Tools and Supervision

Wellness Works Clinic

- How did WWC collect data?
- Track responses?
- Analyze results?
- Results back to people we serve?



Wellness Works FOR ALL!

Shining a light on all the amazing work that our community has done and what we're Striving To Become!

In our yearly Consumer Satisfactory Survey The Wellness Works Clinic had a **55% Increase** in community response!

Here's what you think we're great at here at the Wellness Works Clinic

- > Help To Reduce Daily Stress
- > Our Community Feels Safer
- > Our Community Feels Healthier
- > Attentive Team
- > Making Our Community Feel Welcomed & Wanted

Areas we're working on to improve

- > More Focus On Specific Health Goals
- > Healthier Eating Habits

What you think of (S):US

"This is a very wonderful program. They treat us with respect, care about your problems, take their jobs seriously & they're very understanding with their clients"

"I just want to say thanks S:US staff for being here for me when I needed the help most, 1 1/2 years ago! My life has changed for the best!"

What we want from YOU!!!

- > More Improvements In One's Self Care
- > Giving More information
- > Clinic activities (i.e. CAB, & Other Daily Groups)
- > Suggestions Comments & Concerns Pertaining To Your Care

GROUP TASK

- **Areas of strength?**
- **What areas need improvement?**
- **Most importantly--How will you bring it back to the people you serve?**
- **What do you want to change? How will you do it?**

Bring it Back

- Share examples

Examples of Innovation

- “...what to do if need care on evenings, weekend, holidays”
 - Add poster and present numbers at intake.
 - Ask during quarterly service plan review.
- “Do you feel safe in your program?”
 - Discussion topic at tenant meeting and individuals sessions, “What id safety to you?”
 - Safety Committee formed and monthly feedback at tenant meeting.

Examples of Innovation

- “How often did SUS staff listen carefully to you?”
 - Staff and consumer meeting.
 - Staff trained in active listening and Motivational Interviewing refresher.
 - Consumers and staff offered Mindfulness app.
- Did anyone at SUS talk with you about specific goals for your health?
 - Offered more health activities.
 - Monthly health topic on bulletin board.
 - Add question to service plan.

Closing

- How would you bring this back to your programs?
- Recommendations?

THANK YOU!!!

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