

HARBORCREEK YOUTH SERVICES
PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM
2023-2024 IMPROVEMENT CYCLE

<u>AGGREGATED COLLECTION REPORT</u>		
CASE: CR004	COMMUNITY STAKEHOLDER SATISFACTION SURVEYS: RESIDENTIAL TREATMENT SERVICE ONGOING SURVEY SEPTEMBER 2023 N=42	DATA SOURCE: RESPONDENTS
PERFORMANCE AREA: CLIENT SATISFACTION SURVEYS		DATA COLLECTION METHOD: SURVEY RESEARCH

	SURVEY ITEM	DISAGREE	AGREE
1.	My privacy is respected here.	7%	93%
2.	I feel safe here.	10%	90%
3.	I get enough to eat and drink.	10%	90%
4.	We are treated fairly here.	15%	85%
5.	I enjoy the school/work experience program.	5%	95%
6.	I am learning the importance of healthy eating/physical activity.	2%	98%
7.	There are a variety of activities and projects available to me.	5%	95%
8.	Community Service activities are available to me.	15%	85%
9.	I am developing coping skills.	0%	100%
10.	My treatment team is helping me. <i>(psychiatrist, therapist, resource manager, medical department, unit staff and teacher (s))</i>	0%	100%
11.	I know who I can ask for help.	5%	95%
12.	My psychiatrist listens to me when I have questions about my medications and their possible side effects.	3%	97%
13.	I am working on my treatment goals.	3%	97%
14.	My family is getting help.	15%	85%
15.	Groups are helpful.	13%	87%
16.	I am making positive changes.	3%	97%
17.	The HYS Trauma Approach and Sanctuary are helping me.	5%	95%
18.	My safety plan is helping me.	2%	98%
19.	I am working on my discharge plan with my treatment team.	12%	88%

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20. "KEY SURVEY ITEM"
<p>a. "Have you been in other residential treatment program (s) before coming to HYS?" Yes <u>62%</u> No <u>38%</u></p>
<p>b. "If yes, how does HYS compare to your other placement?" Is Harborcreek..... Better <u>75%</u> About the same <u>4%</u> Not as good <u>21%</u></p>

21. FAVORABLE IMPRESSIONS		UNFAVORABLE IMPRESSIONS	
<ul style="list-style-type: none"> • Staff (16) • Activities (14) • Teachers (5) • Food (4) • WEP (3) • Laundry skills (1) • Coping skills (1) • Program (2) 	<ul style="list-style-type: none"> • Managers (1) • Music therapy (1) • Peers (1) • Video games (1) • Day passes (1) • Facilities (1) • Fair treatment (1) • Phone calls (1) • Grateful (1) 	<ul style="list-style-type: none"> • Facilities (6) • Food (6) • Peers (4) • Staff (3) • Confinement (3) • Activities (3) • Violence (3) • Medication (1) 	<ul style="list-style-type: none"> • Boredom (1) • Program (1) • Groups (1) • Distance from home (1) • Limited phone (1)

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22. HIGHEST RANKED SURVEY ITEMS >90%	LOWEST RANKED SURVEY ITEMS <90%
<ul style="list-style-type: none"> • Item #9 • Item #10 • Item #6 • Item #12 • Item #13 • Item #16 • Item #18 	<ul style="list-style-type: none"> • Item #14 • Item # 8 • Item # 4 • Item # 15 • Item #2 • Item #3 • Item #19

OVERALL SATISFACTION RATE 93%

INFLUENCING FACTORS
<ul style="list-style-type: none"> • Content for this survey was partially derived from the Council on Accreditation & performance standards developed by Managed Health Organization. • This survey was revised & updated by a staff-led workgroup of the PQI Clinical Review sub-committee in July, 2023. Efforts were made to reduce the number of survey items, adjust rating scales & develop age-related, understandable instrument content.