

HARBORCREEK YOUTH SERVICES
PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM
2017 – 2018 IMPROVEMENT CYCLE

AGGREGATED DATA COLLECTION REPORT		
Case #: CR004	COMMUNITY STAKEHOLDER SATISFACTION SURVEYS MULTISYSTEMIC THERAPY PROGRAM TAM-R QUESTIONNAIRE 2017 ANNUAL	Data Source: RESPONDENTS
Performance Area: CLIENT SATISFACTION SURVEYS		Data Collection Method: SURVEY RESEARCH

SURVEY ITEM*	Did Not Respond	Not at All	A Little	Some	Pretty Much	Very Much
1. The therapist tried to understand how my family’s problems all fit together.	0%	0%	0%	0%	10%	90%
2. My family and the therapist worked together effectively.	0%	2%	0%	0%	11%	87%
3. My family knew exactly which problems we were working on.	0%	2%	0%	4%	17%	77%
4. The therapist recommended that family members do specific things to solve our problems.	0%	0%	3%	2%	17%	78%
5. The therapist’s recommendations required family members to work on our problems almost every day.	0%	0%	2%	0%	19%	79%
6. The therapist understood what is good about our family.	0%	2%	2%	1%	10%	85%
7. My family and the therapist had similar ideas about ways to solve problems.	0%	2%	0%	4%	24%	70%
8. The therapist tried to change some ways that family members interact with each other.	0%	2%	2%	9%	11%	73%
9. The therapist tried to change some ways that family members interact with people outside the family.	3%	6%	6%	4%	12%	68%
10. My family and the therapist were honest and straightforward with each other.	2%	2%	2%	0%	3%	93%
11. The therapist’s recommendations should help the children to mature.	2%	2%	2%	2%	22%	72%
12. Family members and the therapist agreed upon the goals of the session.	2%	0%	0%	1%	21%	74%

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SURVEY ITEM	Did Not Respond	Not at All	A Little	Some	Pretty Much	Very Much
13. My family talked with the therapist about how well we followed her/his recommendations from the previous session.	1%	2%	0%	5%	21%	71%
14. My family talked with the therapist about the success (or lack of success) of her/his recommendations from the previous session.	3%	0%	0%	5%	14%	78%
15. We got much accomplished during the therapy session.	2%	0%	1%	0%	23%	74%
16. My family was sure about the directions of treatment.	2%	0%	4%	1%	17%	76%
17. The therapist's recommendations made good use of our family's strengths.	2%	0%	0%	2%	14%	82%
18. My family accepted that part of the therapist's job is to help us change certain things about our family.	2%	0%	2%	3%	17%	76%
19. The therapist's recommendations should help family members to become more responsible.	2%	2%	0%	3%	21%	72%
20. The therapist talked to family members in a way we could understand.	0%	2%	0%	0%	9%	89%
21. Our family agreed with the therapist about the goals of treatment.	5%	0%	0%	0%	14%	81%
22. The therapist checked to see whether homework was completed from the last session.	2%	0%	1%	3%	22%	72%
23. The therapist did whatever it took to help our family with tough situations.	2%	2%	0%	1%	8%	87%
24. The therapist helped us to enforce rules for the child.	2%	0%	2%	1%	13%	82%
25. The therapist helped family members talk with each other to solve problems.	2%	0%	2%	1%	14%	81%

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INFLUENCING FACTORS

- The data as presented represents the viewpoint of 30 MST families whom completed a total of 103 TAM-R satisfaction surveys in calendar year 2017.