

HARBORCREEK YOUTH SERVICES
PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM
2018-2019 IMPROVEMENT CYCLE

AGGREGATED DATA COLLECTION REPORT		
Case #: CR004	COMMUNITY STAKEHOLDER SATISFACTION SURVEYS: RESIDENTIAL TREATMENT SERVICE: ONGOING CLIENT SURVEY MARCH 2018 N = 55 SEPTEMBER 2018 N= 60	Data Source: RESPONDENTS
Performance Area: CLIENT SATISFACTION SURVEYS		Data Collection Method: SURVEY RESEARCH

SURVEY ITEM		Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
		MAR	SEPT	MAR	SEPT	MAR	SEPT	MAR	SEPT	MAR	SEPT
1.	I feel comfortable on my unit.	9%	8%	11%	8%	17%	19%	41%	33%	22%	32%
2.	My privacy is respected here.	6%	0%	8%	18%	17%	10%	45%	35%	24%	37%
3.	There is enough for me to do when I am not in school.	10%	7%	19%	12%	19%	22%	40%	35%	12%	24%
4.	I feel safe here.	6%	3%	8%	13%	15%	10%	52%	42%	19%	32%
5.	I get enough to eat and drink.	4%	7%	12%	8%	8%	5%	48%	38%	28%	42%
6.	The rooms and buildings are clean.	8%	16%	12%	12%	24%	12%	39%	36%	17%	24%
7.	There is a good school/work experience work program here.	4%	5%	4%	10%	13%	8%	42%	36%	37%	41%
8.	I enjoy activities here.	4%	0%	6%	10%	21%	11%	38%	42%	31%	37%
9.	I am treated here.	2%	5%	4%	6%	20%	27%	55%	37%	19%	25%
10.	The other boys are treated fairly.	0%	2%	8%	8%	22%	23%	54%	32%	12%	35%
11.	We have community meetings on the unit and we are able to lead the meetings.	2%	1%	19%	19%	24%	14%	37%	33%	18%	33%

HARBORCREEK YOUTH SERVICES
PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM
2018-2019 IMPROVEMENT CYCLE

SURVEY ITEM		Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
		MAR	SEPT	MAR	SEPT	MAR	SEPT	MAR	SEPT	MAR	SEPT
12.	Staff have helped me develop coping skills.	2%	5%	6%	3%	12%	22%	50%	41%	30%	29%
13.	Overall, I like being here.	14%	31%	18%	13%	33%	18%	24%	20%	11%	28%
14.	I know who I can ask for help here.	4%	0%	2%	2%	6%	13%	51%	47%	37%	38%
15.	My treatment team is helping me.	0%	0%	0%	2%	2%	15%	58%	34%	40%	49%
16.	My medication is helping me.	4%	5%	4%	5%	21%	17%	42%	30%	29%	43%
17.	I understand the side effects of my medication.	0%	7%	11%	2%	11%	13%	49%	34%	29%	44%
18.	I understand my treatment goals.	2%	2%	0%	3%	8%	7%	56%	38%	34%	50%
19.	My peers on the unit help me.	18%	17%	16%	14%	24%	32%	24%	20%	18%	17%
20.	My family is getting help.	0%	3%	4%	7%	20%	18%	43%	42%	33%	30%
21.	Groups are helpful here.	6%	7%	10%	7%	15%	15%	37%	38%	32%	33%
22.	I feel I am making positive changes.	2%	2%	0%	0%	10%	15%	42%	37%	46%	46%
23.	I believe "Sanctuary" and my safety plan are helping me.	0%	1%	4%	5%	21%	17%	46%	40%	29%	37%
24.	I am working on my discharge plan with my treatment team.	0%	9%	2%	5%	22%	22%	25%	19%	51%	45%

HARBORCREEK YOUTH SERVICES
PERFORMANCE AND QUALITY IMPROVEMENT PROGRAM
2018-2019 IMPROVEMENT CYCLE

INFLUENCING FACTORS

* Content for this survey was partially derived from the Council On Accreditation and Performance Standards as developed by Managed Health Care Organizations.

* This survey was revised and updated by a workgroup of the Clinical Review Sub-Committee in May 2016.

* The Ongoing Survey is administered during March and September of the calendar year. Target at 80% client satisfaction.

* Overall Satisfaction Rate:

March, 2017 73% (Target close to being met)

September, 2017 74% (Target close to being met)

March, 2018 71% (Target close to being met)

September, 2018 70% (Target close to being met)