

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

AGGREGATED DATA COLLECTION REPORT		
Case #: CR004	COMMUNITY STAKEHOLDER SATISFACTION SURVEY: MULTISYSTEMIC THERAPY PROGRAM TAM-R QUESTIONNAIRE 2018-ANNUAL	Data Source: RESPONDENTS
Performance Area: CLIENT SATISFACTION SURVEYS		Data Collection Method: SURVEY RESEARCH

SURVEY ITEM	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%	3%	0%	3%	94%
2. My family and the therapist worked together effectively.	0%	0%	3%	3%	94%
3. My family knew exactly which problems we were working on.	0%	0%	3%	8%	89%
4. The therapist recommended that family members do specific things to solve our problems.	0%	0%	3%	5%	92%
5. The therapist’s recommendations required family members to work on our problems almost every day.	0%	0%	3%	8%	89%
6. The therapist understood what is good about our family.	0%	0%	3%	3%	94%
7. My family and the therapist had similar ideas about ways to solve problems.	0%	0%	0%	5%	92%
8. The therapist tried to change some ways that family members interact with each other.	3%	3%	5%	5%	84%
9. The therapist tried to change some ways that family members interact with people outside the family.	3%	3%	3%	5%	89%
10. My family and the therapist were honest and straightforward with each other.	0%	0%	0%	5%	95%
11. The therapist’s recommendations should help the children to mature.	5%	0%	0%	5%	90%
12. Family members and the therapist agreed upon the goals of the session.	0%	3%	0%	7%	90%

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SURVEY ITEM	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.	0%	3%	0%	10%	87%
14. My family talked with the therapist about the success (or lack of success) of her/his recommendations from the previous session.	0%	3%	0%	5%	92%
15. We got much accomplished during the therapy session.	0%	3%	3%	9%	85%
16. My family was sure about the direction of treatment.	0%	3%	0%	12%	85%
17. The therapist's recommendations made good use of our family's strengths.	0%	3%	0%	5%	92%
18. My family accepted that part of the therapist's job is to help us change certain things about our family.	0%	0%	0%	3%	97%
19. The therapist's recommendations should help family members to become more responsible.	0%	0%	0%	5%	95%
20. The therapist talked to family members in a way we could understand.	0%	0%	0%	0%	100%
21. Our family agreed with the therapist about the goals of treatment.	0%	0%	3%	5%	92%
22. The therapist checked to see whether homework was completed from the last session.	6%	0%	3%	8%	83%
23. The therapist did whatever it took to help our family with tough situations.	0%	3%	0%	13%	84%
24. The therapist helped us to enforce rules for the child.	3%	0%	3%	12%	82%
25. The therapist helped family members talk with each other to solve problems.	3%	0%	3%	4%	90%

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INFLUENCING FACTORS

- The data as presented represents the viewpoint of 19 MST families whom completed a total 41 TAM-R satisfaction surveys in calendar year 2018.
- Overall satisfaction rate at 96%.