

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

<b>AGGREGATED DATA COLLECTION REPORT</b>		
<b>Case #:</b> CR004	<b>COMMUNITY STAKEHOLDER SATISFACTION SURVEYS: PRTF ONGOING CLIENT SURVEY MARCH 2019 N =56</b>	<b>Data Source:</b> RESPONDENTS
<b>Performance Area:</b> CLIENT SATISFACTION SURVEYS		<b>Data Collection Method:</b> SURVEY RESEARCH

SURVEY ITEM		STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
1.	I feel comfortable on my unit.	15%	20%	18%	31%	16%
2.	My privacy is respected here.	7%	24%	18%	33%	18%
3.	There is enough for me to do when I am not in school.	9%	25%	21%	34%	11%
4.	I feel safe here.	7%	7%	21%	45%	20%
5.	I get enough to eat and drink.	5%	9%	13%	43%	30%
6.	The rooms and buildings are clean.	17%	23%	21%	30%	9%
7.	There is a good school/work experience program here.	4%	7%	22%	27%	40%
8.	I enjoy the activities here.	4%	18%	22%	32%	24%
9.	I am treated fairly here.	9%	18%	20%	36%	17%
10.	The other boys are treated fairly.	3%	18%	18%	38%	23%
11.	We have community meetings on the unit and we are able to lead the meetings.	11%	11%	21%	42%	15%
12.	Staff have helped me develop coping skills.	3%	16%	12%	38%	31%

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SURVEY STATEMENT		STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
13.	Overall, I like being here.	27%	17%	16%	24%	16%
14.	I know who I can ask for help here.	2%	2%	9%	46%	41%
15.	My treatment team is helping me.	0%	5%	18%	33%	44%
16.	My medication is helping me.	2%	7%	21%	34%	36%
17.	I understand the side effects of my medication.	5%	13%	14%	43%	25%
18.	I understand my treatment goals.	0%	5%	4%	50%	41%
19.	My peers on the unit help me.	19%	19%	26%	26%	10%
20.	My family is getting help.	5%	2%	27%	31%	35%
21.	Groups are helpful here.	7%	19%	19%	36%	19%
22.	I feel I am making positive changes.	2%	0%	14%	36%	48%
23.	I believe “Sanctuary” and my safety plan are helping me.	2%	11%	21%	32%	34%
24.	I am working on my discharge plan with my treatment team.	5%	7%	29%	24%	35%

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FAVORABLE COMMENTS- MARCH 2019	UNFAVORABLE COMMENTS- MARCH 2019
<ul style="list-style-type: none"> <li>• Activities (12)</li> <li>• Program (11)</li> <li>• Staff (9)</li> <li>• Mini Bikes (5)</li> <li>• Gym (4)</li> <li>• Therapist (4)</li> <li>• School (4)</li> <li>• Sports (3)</li> <li>• Music Therapy (3)</li> <li>• Video Games (3)</li> <li>• WEP (3)</li> <li>• Virtual Visits (2)</li> <li>• Peers (2)</li> <li>• Free Time (2)</li> <li>• Therapies (1)</li> <li>• Unit (1)</li> <li>• Rules (1)</li> <li>• Groups (1)</li> <li>• Teacher (1)</li> <li>• Pool (1)</li> <li>• Safety (1)</li> <li>• Food (1)</li> </ul>	<ul style="list-style-type: none"> <li>• Staff (20)</li> <li>• Peers (10)</li> <li>• Cleanliness (7)</li> <li>• Food (6)</li> <li>• Fairness (5)</li> <li>• Boredom (4)</li> <li>• Bullying (3)</li> <li>• Program (2)</li> <li>• Misses Family (2)</li> <li>• Level System (1)</li> <li>• Mini Bike Policy (1)</li> <li>• Stealing (1)</li> <li>• School (1)</li> <li>• Activities (1)</li> <li>• Family Visits (1)</li> </ul>

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**SUGGESTIONS FOR IMPROVEMENT –MARCH 2019**

- Activities (10)
- Food (9)
- Staff (8)
- Off Grounds (6)
- Fairness (5)
- Cleanliness (5)
- Peers/Bullying (4)
- Access to Music (4)
- Single Dorms/Privacy (3)
- School (2)
- Sports Equipment (2)
- Gym Equipment (1)
- Expand Yoga (1)
- Expand Sports (1)
- Hope Dog Visits (1)
- Books (1)
- Expand Art Therapy (1)
- Upgrade Technology (1)
- Expand YAB (1)
- Home Passes (1)

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<b>HIGHEST RANKED SURVEY ITEMS- MARCH 2019</b>	<b>LOWEST RANKED SURVEY ITEMS-MARCH 2019</b>
<ul style="list-style-type: none"> <li>• I understand my treatment goals. (91%)</li> <li>• I know who I can ask for help here. (87%)</li> <li>• I feel I am making positive changes. (84%)</li> <li>• My medication is helping me. (70%)</li> </ul>	<ul style="list-style-type: none"> <li>• My peers on the unit help me. (36%)</li> <li>• The rooms &amp; buildings are clean. (39%)</li> <li>• Overall I like being here. (40%)</li> <li>• There is enough for me to do when I am not in school. (45%)</li> </ul>

<b><u>INFLUENCING FACTORS</u></b>
<p>*Content for this survey was partially derived from the Council On Accreditation and performance standards as developed by Managed Health Care Organizations.</p> <p>*This survey was revised and updated by a workgroup of the Clinical Review Sub-Committee in May, 2016.</p> <p>*The Ongoing Survey is administered during March and September of the calendar year. Target at <u>80%</u> client satisfaction.</p> <p>* Overall Satisfaction Rate:</p> <p>March, 2017      <u>73%</u> (Target close to being met)</p> <p>September, 2017 <u>74%</u> ( Target close to being met)</p> <p>March, 2018      <u>71%</u> ( Target close to being met)</p> <p>September, 2018 <u>70%</u> (Target close to being met)</p> <p>March, 2019      <u>62%</u> (Target not met)</p>