



## CLIENT SATISFACTION SURVEY 2010



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### WOTCH Strategic Directions 2012

1. Client-focused approach to health, safety, and wellness
2. Enhance partnerships, collaboration, and integration
3. Enhance diversity initiatives
4. Strengthen agency capacity and service excellence
5. Tell the WOTCH story

## **WOTCH COMMUNITY MENTAL HEALTH SERVICES CLIENT SATISFACTION SURVEY 2010**

### **Introduction:**

WOTCH Community Mental Health Services is dedicated to reducing the impact of mental illness on society. We do this by providing services that improve the quality of life for people with mental illness, advocating for responsible public policy and community acceptance. We believe that by working collaboratively, individuals can achieve their potential and live with dignity in the community. WOTCH values innovation, accountability and best practices and is committed to instilling hope and the potential for recovery.

With almost four decades of service in the community mental health-care sector, WOTCH is a leader in its field in south-western Ontario and continuously strives to strengthen and improve the care provided to its clients.

WOTCH is a registered not-for-profit corporation as well as a registered charitable organization funded predominantly by the Ministry of Health and Long-Term Care.

As part of its ongoing quality improvement, WOTCH conducted a client satisfaction survey in July 2008 to evaluate satisfaction with all services provided to clients. The goal was to obtain information from clients that would be useful for optimizing services provided by WOTCH.

### **Services Provided:**

- Case Management Services*
- Treatment Services:* WOTCH Residential Treatment Facility (RTF) and Rehab Housing
- Housing:* Provides access to a full range of safe, affordable housing environments.
- Clinical Services:* Clinics: consultation clinic with a psychiatrist, medical clinic with a GP, diabetes screening and self management, Occupational Therapy, foot care, collective kitchen, nutrition and family support.
- Women's Mental Health Resources:* My Sisters' Place and Crouch
- Community Programs:* Community Integration and Life Management Program, WOTCH Vocational Rehab Services and WOTCH North (Exeter and Goderich)

**Method:**

In 2010 the identical instrument to the 2008 Client Satisfaction Survey was used. This 21 question survey was created to measure demographics, satisfaction with services in general, staff satisfaction and overall satisfaction.

Possible responses to most items ranged from *Strongly Agree* to *Strongly Disagree*. A rating of *Don't Know or Does Not Apply To Me* enabled the respondent to indicate that he or she did not know or remember or that the question was not relevant to his or her situation.

Results from the 2008 and 2010 Client Satisfaction Surveys will be compared in the Conclusion section. A T-Test was used to rate whether the change in responses was statistically significantly different.

**Procedure:**

In July 2010 the survey was mailed to all clients in WOTCH Housing. A covering letter explained the purpose of the survey and that responses were anonymous and confidential. A postage-paid return envelope was included with each survey.

The survey was also created on SurveyMonkey for data input in order to use the analysis portion of this website.

The survey was printed out and clients visiting the 534 Queens Avenue site, Treatment Facilities, WOTCH North and My Sisters' Place were asked to complete the survey.

All surveys received by mail or in person were input into SurveyMonkey on-line in order to compile the statistics.

**Summary:** In all areas of the Client Satisfaction Survey the responses of *Very Satisfied* or *Strongly Agree* ranged from 32.6% - 58.5% for all questions. In 2008 responses in this category ranged from 29.7% – 57.1%. Respondents chose *Agree* or *Satisfied* for all questions ranging from 23.5% - 55.3%. In 2008 responses in this category ranged from 31.6% - 50.2%. The range of *Satisfied (Agree)* to *Very Satisfied (Strongly Agree)* combined was 68.4% - 92.1% for all questions demonstrating a very strong satisfaction level among clients of WOTCH services. In 2008 responses in this category ranged from 76.8% - 93.1%.

Of the clients that were not satisfied with WOTCH services 1.4% – 8.1% gave a combined rating of *Disagree (Dissatisfied)* to *Strongly Disagree (Very Dissatisfied)* with the highest rating of *Disagree* at 8.3% and the highest rating of *Strongly Disagree* at 3.3%. In 2008 1.8% - 10.2% reported a combined rating of *Disagree (Dissatisfied)* to *Strongly Disagree (Very Dissatisfied)* with the highest rating of *Disagree* at 8.1% and the highest rating of *Strongly Disagree* at 2.1%.

The remainder of the responses fell in the *Don't Know or Does Not Apply To Me* rating.

**Results:**

146 questionnaires were completed and represents approximately 17% of currently active clients in WOTCH.

The results are accurate within a 90% confidence level and an estimated error rate of 6.2% based on the custominsight.com random sample calculator.

**Demographics:**

The majority of clients completing this survey remain at 45-54 years of age (37.7%) with approximately 23.3% - 21.2% in the age ranges of both 34-44 years of age and 55-64 years of age. (See *What Age Group Do You Fall Under* results below).

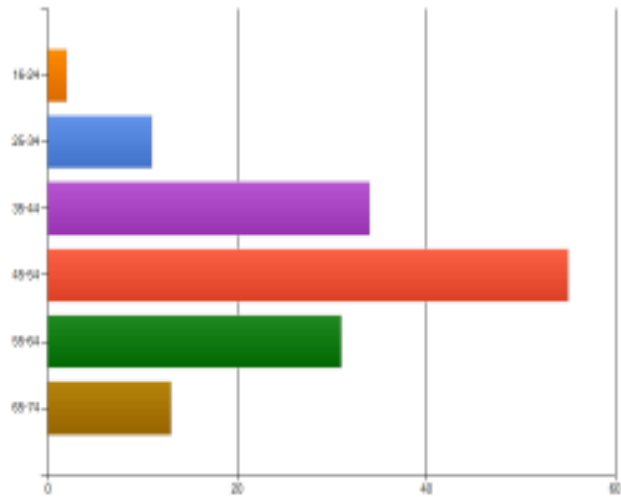
Approximately half of the clients completing the survey have been a client of WOTCH for greater than 5 years (49%) with representation from less than one year (11.9%), 1-2 years (18.2%) and 3-4 years (21%). The fact that clients are continuing services with WOTCH for greater than 5 years with a good representation from 3-4 years could demonstrate that the client's needs are being met. (See *How Long Have You Been A Client With WOTCH* chart below)

The majority of clients completing this survey became aware of WOTCH through a health care professional (66.7%) similar to 2008 at 76.3%. This could demonstrate an awareness of WOTCH and its services among the community stakeholders. Of the 11.1% other responses: 6 were health care professionals (2 hospital workers, 2 My Sisters' Place workers, 1 Healthcare and 1 CMHA worker), 1 was from London Women Abuse Center, one was from a friend and one was unknown. Knowledge of WOTCH through our brochure, website and walk-by were at 0% in 2008 but increased to 3.5%, 1.4% and 1.4% respectively in 2010.

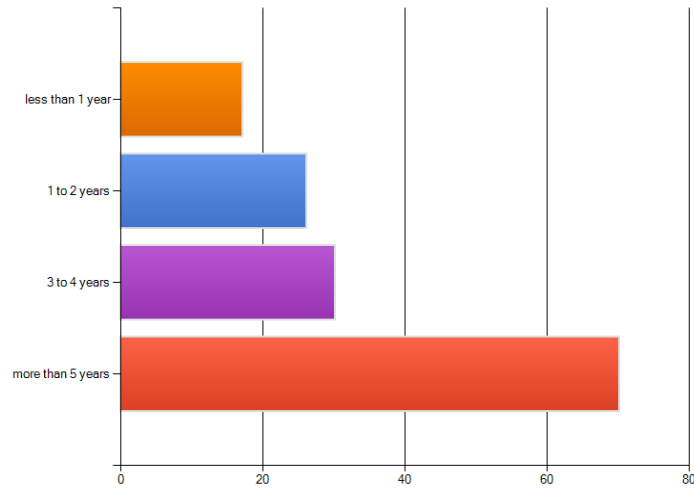
Clients involvement in programs was diverse and representative of the capacity of the programs i.e. Case Management serves a higher number of unique individuals per year than Treatment Services (Rehab Housing and RTF). 39.4% of the respondents are or have been involved in case management while 15.9% are or have been involved in Treatment Services. Housing and Community Programs had the highest representation with 47.4% and 42.4%. (See *Which Services Are You Currently Involved With, or Have You Been Involved With In The Past?* Chart below).

# Demographics Charts:

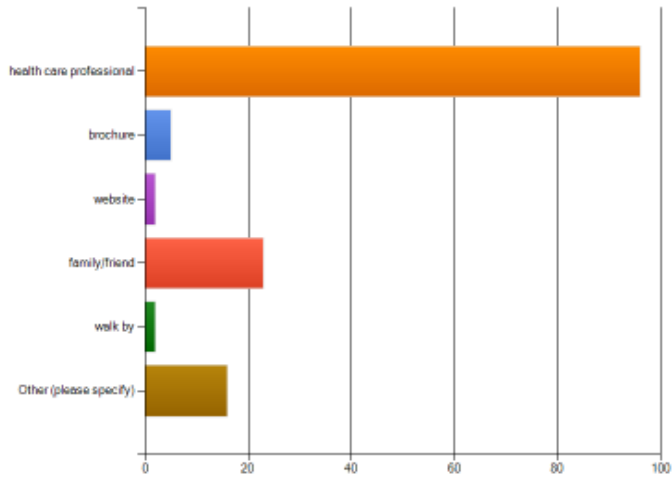
What age group do you fall under?



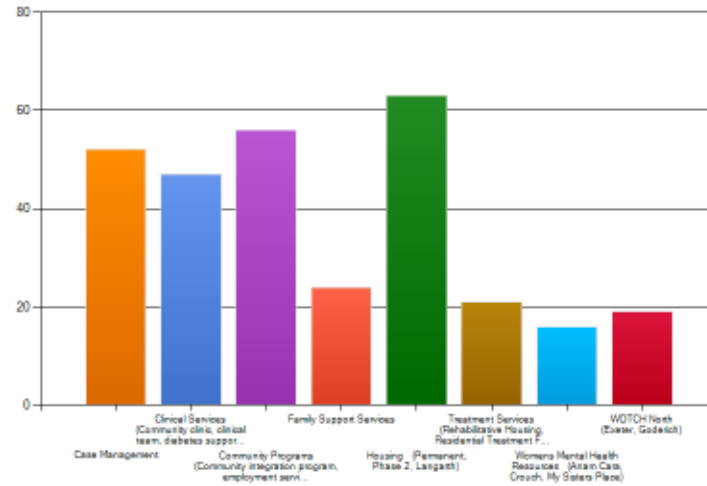
How long have you been a client with WOTCH?



How did you learn about WOTCH? Choose one



Which services are you currently involved with, OR have you been involved with in the past? Check all that apply



**Service Satisfaction:** (2008 Results appear in parentheses beside 2010 results)

This area measured satisfaction with the services in general, location, times and ability to receive service in a timely manner. There was an overwhelming positive response to all questions in this area. Clients liked the services they received with an 89.4% (2008-93.1%) combined response rate of *Agree to Strongly Agree*. 85.6% (2008-88%) of the respondents *Agreed to Strongly Agreed* that they would return to WOTCH if the same service was offered elsewhere and 93% (2008-92%) *Agree to Strongly Agree* that they would recommend WOTCH to someone in need of WOTCH services. 85.1% (2008- 87%) of the respondents *Agreed to Strongly Agreed* that they were able to receive service in a timely manner. 89.4% (2008 - 84%) of the respondents *Agreed to Strongly Agreed* that they liked the location and 92.9% (2008 - 89%) of the respondents *Agreed to Strongly Agreed* that liked the times that services were offered.

See charts below for further detail.

**Staff Satisfaction:** (2008 Results appear in parentheses beside 2010 results)

This area measured satisfaction with WOTCH staff in the areas of professionalism, belief in recovery, respect, privacy and culture etc. Again there was an overwhelming positive response to all questions in this area. Most clients felt their grievances and complaints were attended to with a 68.8% (2008 - 76.8%) combined response rate of *Agree to Strongly Agree*. Clients felt staff believed in their ability to recover with a 79.6% (2008 - 85.4%) combined response rate of *Agree to Strongly Agree*. 83.4% (2008 - 90.7%) of the respondents *Agreed to Strongly Agreed* that staff respected their rights. 79.4% (2008 - 92%) of the respondents *Agreed to Strongly Agreed* that their privacy was respected and 80.9% (2008 - 88.2%) *Agreed to Strongly Agreed* that staff was sensitive to their cultural background. Most clients felt they were involved in goal setting with a 68.4% (2008 - 85.9%) combined response rate of *Agree to Strongly Agree* and they felt comfortable with staff with a 75.9% (2008 - 79.4%) combined response rate of *Agree to Strongly Agree*.

See charts below for further detail.

**General / Overall Satisfaction:** (2008 Results appear in parentheses beside 2010 results)

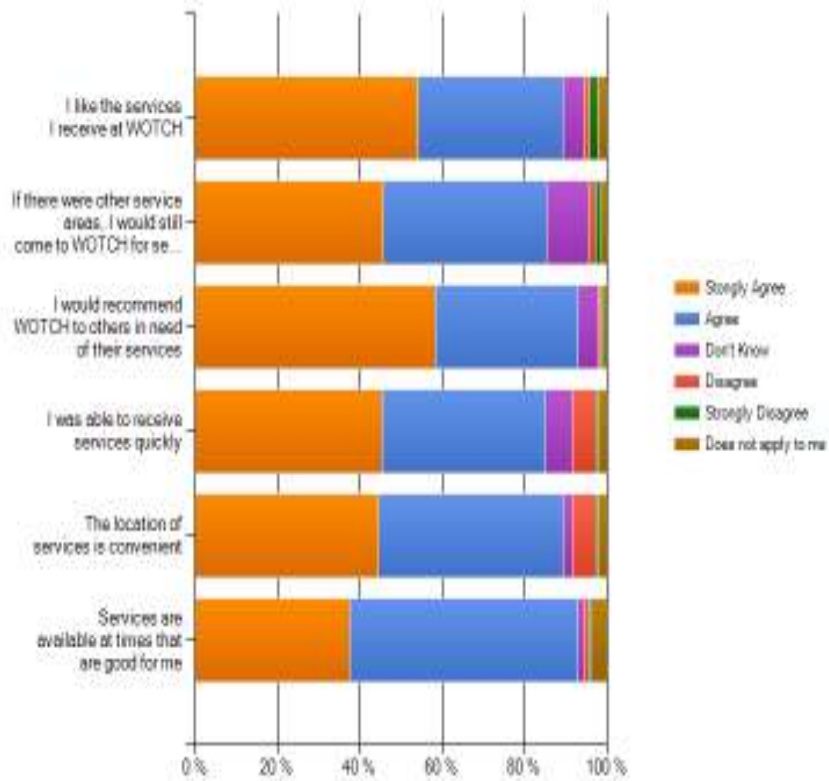
This area measured client satisfaction with the intake process, the surroundings and atmosphere and the client's perception of their improvement in ability to manage problems, crisis, improvement in housing and improvement in how they feel about themselves. The satisfaction in this area remains slightly lower than the previous areas however still quite positive. Positive responses ranged from 69.8% - 84.9% resulting in further affirmative feedback for WOTCH. Clients felt the intake process was simple and organized with an 84.9% (2008 - 86.6%) combined response rate of *Agree to Strongly Agree*. Clients felt the surroundings and atmosphere at WOTCH helped them to get better with a 73.2 (2008 - 78.3%) combined response rate of *Agree to Strongly Agree*. 70.8% (2008 - 68.8%) of the respondents *Agreed to Strongly Agreed* that they were better able to deal with people and situations that used to be a problem. 75.1% (2008 - 85.1%) of the respondents *Agreed to Strongly Agreed* that they feel better about themselves and 73.3% (2008 - 79.7%) *Agreed to Strongly Agreed* that they were better able to deal with crisis situations. Clients felt their housing had improved with a 69.8% (2008 - 78%) combined response rate of *Agree to Strongly Agree*.

**92.1% (2008 - 92.9%) of respondents' rated overall satisfaction with services provided by WOTCH as agree to strongly agree.**

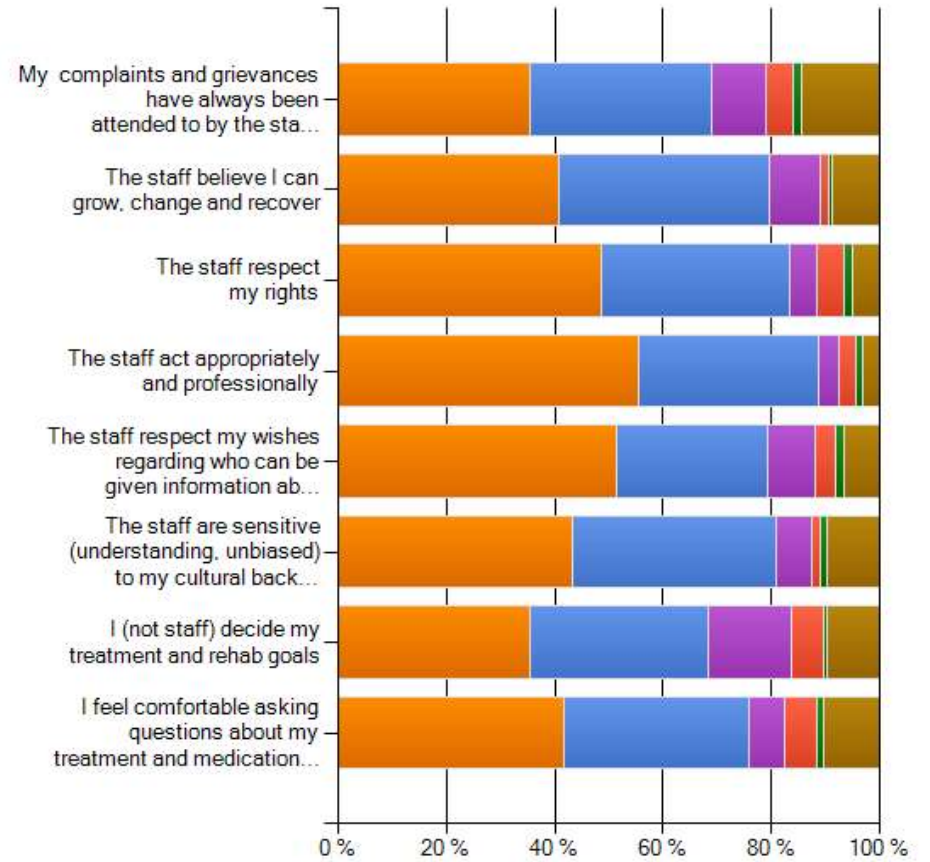
See charts below for further detail.

# CHARTS

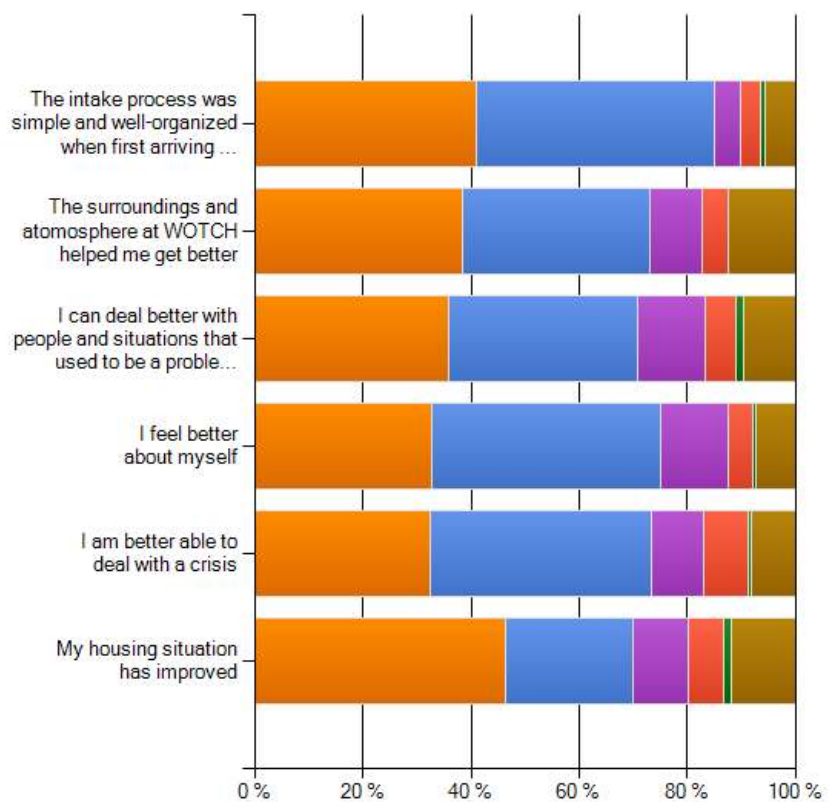
Satisfaction with Services



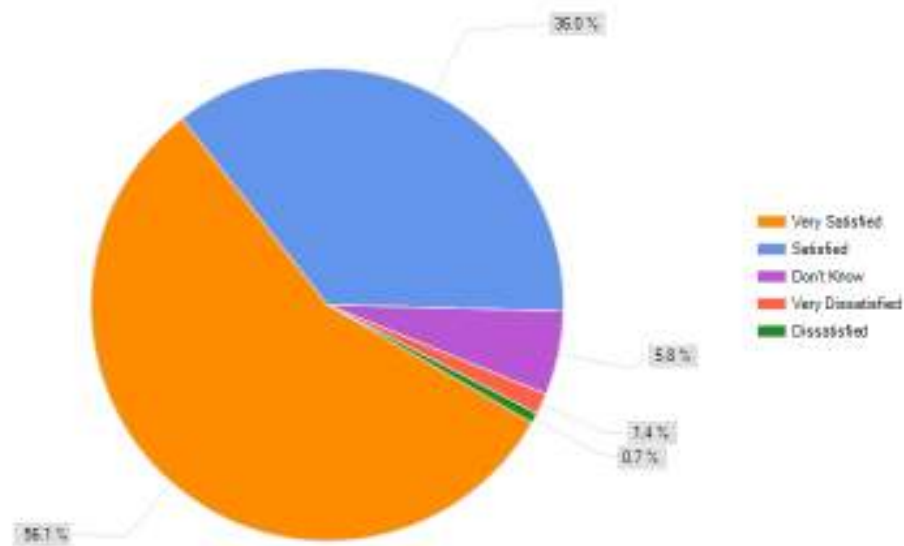
Satisfaction with Staff



### General and Quality of Life



### Overall Satisfaction



## Conclusions and Future Steps:

This evaluation focused on client satisfaction of services provided by WOTCH. Questions focused on satisfaction with service, satisfaction with staff and satisfaction with process, location and self improvement related to participation in WOTCH.

## Comparison to 2008 Results:

An instrument known as the T-Test was completed on all questions and the results yielded no statistically significant difference in any question. Although there was a drop in some of the *Strongly Agree or Agree* responses there was also an increase in the does not apply to me responses. These changes yielded T- Test scores in the range of .6699 – 1.000. A score of .05 would yield a statistically significant difference.

WOTCH's strengths continue to lie in many areas from clients liking the services they receive and the location and times of services to staffs professionalism.

WOTCH's ongoing work on the website, brochures and pamphlets as well as other work by the WOTCH Communications Committee has increased awareness of our programs slightly as evidenced by an increase in those who learned about WOTCH through a brochure or the website (from 0% in 2008 to 3.5% and 1.4% in 2010 respectively). WOTCH will continue to work on awareness in the Community. "Tell The WOTCH Story" is a WOTCH Strategic Direction.

The two lowest scored responses were to the statements: "*I (not staff) decide my treatment and rehab goals*" and "*My complaints and grievances have always been attended to by the staff at WOTCH*" with a combined rating of 68.4% and 68.8% agreeing to strongly agreeing and 6.6% and 6.5% disagreeing to strongly disagreeing respectively. WOTCH will schedule an all staff training session on Rehab Planning and the use of Goals in ROXY (Client Record) where focus on client directed goals and plans will be the discussed. It is of note that 14.5 % of respondents reported that this question did not apply to them. This could be perceived as never having had a complaint which is a positive comment. WOTCH could ensure that clients are aware and understand the WOTCH policy on grievances more consistently.

Responses were lower in 2010 than 2008. It is recommended that a staff or student be dedicated to implement and promote the 2012 WOTCH Client Satisfaction Survey. (See explanation in comments section\*\*)

## Comments:

The final question on the survey asked clients: *If you had to improve anything about WOTCH what would it be? Please provide a brief descriptive answer below.*

Listed below are the comments received. They have been placed in categories based on relevance. Individual Program areas will review the comments and develop future steps on a program level.

The 2008 results reflected that WOTCH may want to review the automated voice messaging system. This was reviewed and revised. It does not show up in any comment from the 2010 survey. It can be assumed that the changes have satisfied WOTCH clients.

\*\* Only 49 comments were received in 2010 compared to 130 in the 2008 satisfaction survey. This could be due to fewer surveys being returned. A possible reason for this was that in 2008 a student was hired who assisted clients in completion of the survey (as well as making announcements at the Queens Ave site) whereas in 2010 there was no student to encourage clients to complete the survey.

### **Client Satisfaction Survey Comment Summary 2010**

#### **Housing Related:**

- Housing intake shorter waiting time
- More housing units so there is a better selection to choose from
- Deal more strongly with trouble/troublemakers (tenants) in housing/apartments supplied by WOTCH
- Remove air conditioning expenses
- Improve the Housing department to keep better records

#### **Community Programs Related:**

- Food or meals
- Day room - larger, Day room programs - more variety
- More programs especially for Employment
- Internet connection
- Bigger bistro
- More programs like Life Management with no time limit
- More activities to do
- More art programs
- More sophisticated dinner menu
- Group social activities

#### **WOTCH North related:**

- Provide WOTCH North (Goderich) with a recreational clubhouse like they have in Exeter please.
- We would like to go camping again

#### **Location/Facility related – 534 Queens Ave:**

- More room for the clients
- Move room for eating (better dining area)
- Third floor meeting room needs some painting and decorating. There are also a lot of stairs to climb.
- Closer home office
- A/C-elevator- better computers
- Hours of operation
- Move to east end of London
- More programs- more handicap accessible

**Client Centred related:**

- Less talking to others about me and stop letting (neighbours) know what's going on.
- More time with the client
- "Confidentiality Privacy"
- More hands on less paperwork
- Listen more closely and answer to the best of your ability
- Clients are telling their problems to others or finding them
- Do more understanding towards my beliefs
- Clients having more choices and control about their situations
- Not taking peoples belongings

**Satisfaction related:**

- Many thanks to my support workers
- Not sure
- Having outside speakers is great but a few seem to be there more for promoting their services then helping in the session. Sabrina has been wonderful, compassionate and always makes you feel welcomed. Thank you
- I have always been very pleased with the communications at WOTCH. Right now I am no longer involved.
- There is always room for improvement somewhere but with the services I use at WOTCH I am happy with as they are. So a big THANK YOU to WOTCH.
- The Family Recovery Group was excellent and should be offered again. Also, the Suicide Awareness workshop Sabrina offered was very good as well.
- Better understanding that if you don't want to talk about something they respect your wishes
- If I say someone stole my t shirt and is wearing it then I'm telling to truth and expect proper action
- Nothing

**General/Other related:**

- I wish the Concurrent Disorders group was at a better time and didn't overlap with Life Management, would like a meditation group
- Need better services with hospital
- Free transportation
- There should be a group of clients that meet regularly and are taken seriously at Board meetings and encouraged to participate in. Open forum has minimal affects
- Sign language
- Learn how to spell
- Don't have to do dishes all the time, every year.