



2017 Satisfaction Survey Individuals Supported

1600 Gratiot Blvd. Suite 1
Marysville, MI 48040
Phone: 810-388-1200
Fax: 810-388-0722
www.bwdh.org

Prepared by: Jennifer Stinger, Human Resource and Quality Assurance Specialist

Satisfaction Survey of the Individuals Supported | FY 2017

This report is the annual Blue Water Developmental Housing, Inc. (BWDH) summary regarding individuals supported satisfaction for fiscal year 2017. It represents our efforts to implement the individuals supported satisfaction process for St. Clair County Community Mental Health Performance Indicators and our efforts for continuous improvement throughout the organization.

METHOD

In July 2017, the annual Blue Water Developmental Housing individuals supported satisfaction survey was conducted. Random selections of individuals supported were asked to complete a survey questionnaire regarding their satisfaction. The survey was administered to individuals who receive supports from both the residential program and the community based supports program.

Blue Water Developmental Housing contracted with an external party to conduct a random sampling of the individuals currently receiving supports by BWDH. Surveys were administered in person to all the individuals selected.

The selected individuals were contacted and asked to set up a meeting date, time and location. Once a meeting was set up the surveyor met with the individuals at the agreed upon meeting place to conduct the survey.

Guardians, family members and/or employees to the individuals who were unable to complete the survey were surveyed on the individual's behalf.

Throughout BWDH, 59 individuals were selected to participate in the survey. All 59 individuals were able to complete the survey.

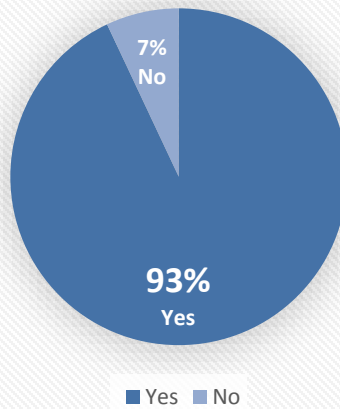
The survey was conducted for the residential program and community based program. 15 individuals were chosen equaling 28% of the residential program was surveyed. 44 individuals were chosen equaling 35% of the community based program. Overall, we had a 33% participation rate.

As of 10.16.17	Individuals	Completed	Participation Rate
Residential Surveys	54	15	28%
Community Based Surveys	124	44	35%
Total Surveys 2017	178	59	33%

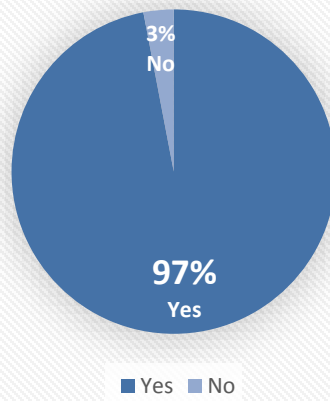
The individuals supported satisfaction survey identifies issues of concern and to help prioritize future goals for the organization. It is important to note that overall individuals supported who took the survey reported 98% satisfaction that BWDH adequately provides services as identified in their plan of service

The data in this report reflect survey results for the organization as a whole.

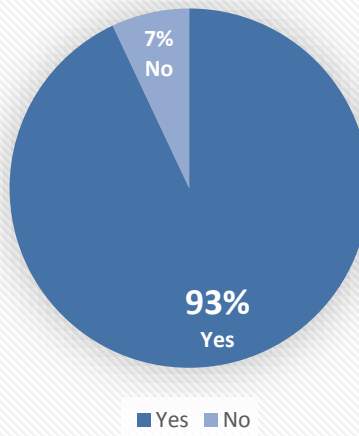
Do you have a choice of what you spend your money on?



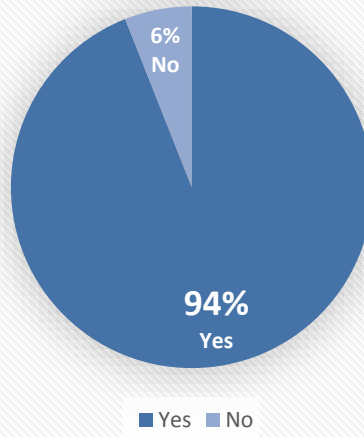
Do you have a choice of what you do during the day?



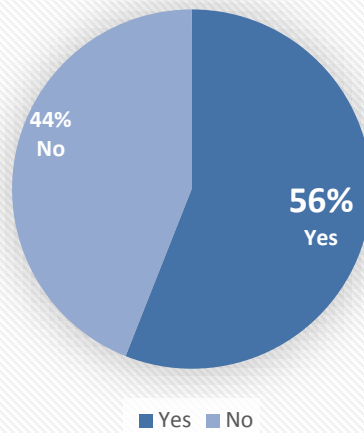
Do you have a choice of friendship other than staff or family?



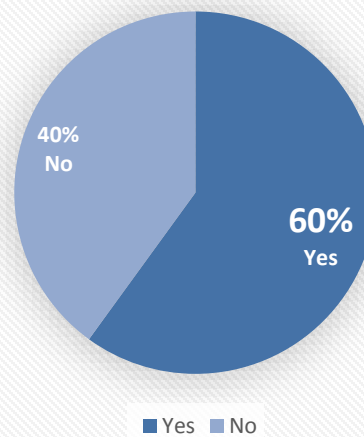
Are you able to see friends and family when you want?



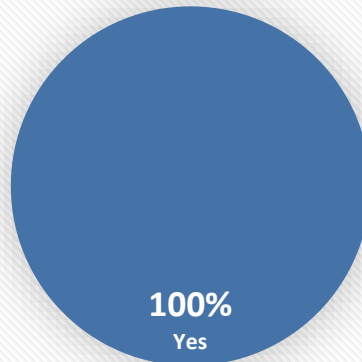
I am employed?



(if NO) would you like to be?

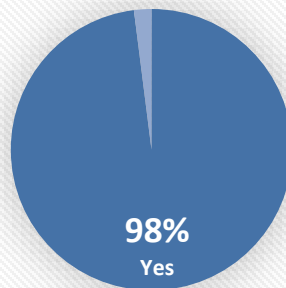


I have transportation available to me?



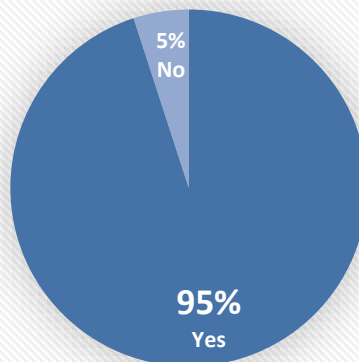
■ Yes ■ No

BWDH adequately provides services as identified in my plan of service?



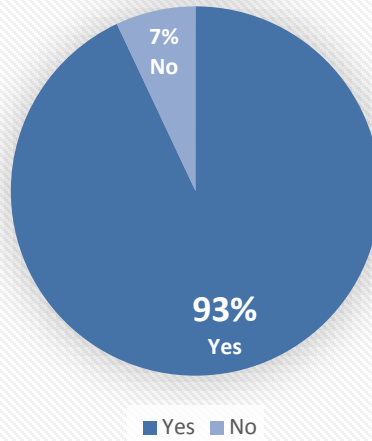
■ Yes ■ No

Are your rights respected?

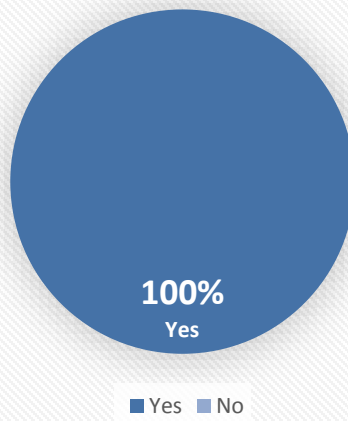


■ Yes ■ No

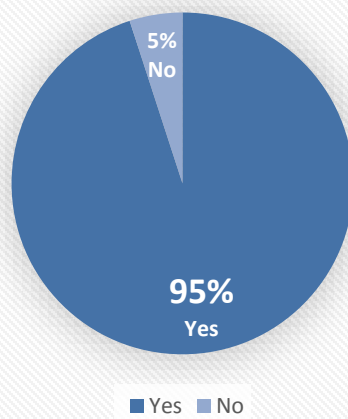
Do you open your mail with or without assistance?



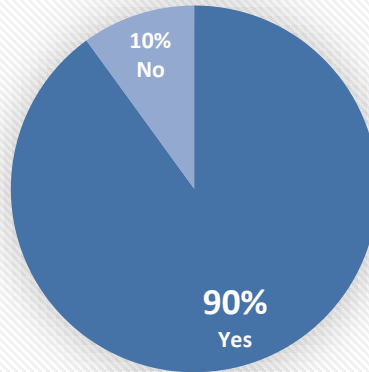
Can you use the phone when you want to?



Can choose to come and go from home when you want?

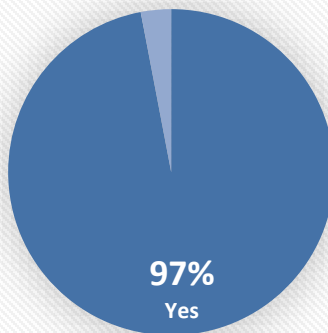


Have access to personal funds?



■ Yes ■ No

I am treated with dignity and respect by the direct care staff that provides me with support?



■ Yes ■ No

DISCUSSION

Survey findings and responses to each question were reviewed and analyzed by the human resource and quality assurance specialist. The survey findings were discussed to gain suggestions as well as facilitate a question and answer forum. The review included the number of “Yes” responses in relation to the total number of responses received for each question on the survey tool.

RECOMMENDATIONS

Overall, the responses to this survey, including the comments sections, were very positive and reflected a high degree of satisfaction. Blue Water Developmental Housing should receive recognition for the high percentage of positive responses to the survey questions.

The individuals supported satisfaction survey results will be reviewed with the management team as a part of our continuous quality improvement effort. The management team will develop an action plan for any areas of concern.

ACTION PLAN

The management team will develop an action plan for any responses to questions that were not positively answered by at least 90% of respondents.

Action plan will be completed by December 15, 2017 by the division directors and submitted to the human resource and quality assurance specialist. The human resource and quality assurance specialist is responsible to review the action plan with the executive team within 30 days of receiving the action plan.

The division directors are responsible to work with the program supervisors to address the action plan items. To monitor progress, the division directors along with the human resource and quality assurance specialist, will meet quarterly for an update and review of action plan.

The results of this survey will be shared with Blue Water Developmental Housing contracting agencies, board of directors, program supervisor’s and posted on our website for stakeholders.