

Region Ten Stakeholder Survey: 2008-2013

Introduction

The Region Ten Stakeholder Survey is conducted every year to assess the quality of care that Region Ten provides. The October 2013 survey was Region Ten's ninth stakeholder survey. This survey measures the amount of agreement or disagreement stakeholders have with the various statements presented. Their input aids Region Ten in identifying areas needed for improvement as well as strengths in staff behavior, the provision of information and overall satisfaction.

Results

The percentage of respondents who agreed with the statements on the Stakeholder Survey has decreased from 2012-2013. Compared to 2012, the majority of the responses in 2013 regarding staff behavior suggest decreased satisfaction. However, the overall percentages are still very high. The majority of statements regarding overall satisfaction have improved; however, the statement, "Region Ten provides a caring environment", had the largest decrease in agreement from the 2012 survey.

The statements, "Staff are courteous", "Staff are helpful", and "Staff are professional" are associated with very high percentages of agreement, 97%, 95% and 95% respectively. Conversely, statements such as "Information is consistent across staff", "Staff return my calls within 24 hours", and "Region Ten processes are explained to me" are associated with low percentages of agreement, less than 80%. Historically, these statements have had low satisfaction responses but this year they showed a decline in agreement from the year before. Though responses steadily increased from 2010 to 2012; this year's responses indicate the need to stay on top of efforts to continue improvement in these areas. Responses are still well above the lowest percentages of agreement in 2010.

Table 1: Staff Behavior

	2008	2009	2010	2011	2012	2013
	n=130	n=107	n=76	n=62	n=89	n=59
Staff are courteous	96%	100%	97%	98%	100%	97%
Staff are helpful	93%	99%	92%	91%	98%	95%
Staff are professional	97%	99%	94%	94%	99%	95%
Staff seek appropriate community/family input	86%	91%	83%	89%	91%	93%
Staff return my calls within 24 hours	81%	91%	68%	71%	83%	79%
Staff are responsive to various cultural backgrounds	97%	94%	87%	89%	97%	93%

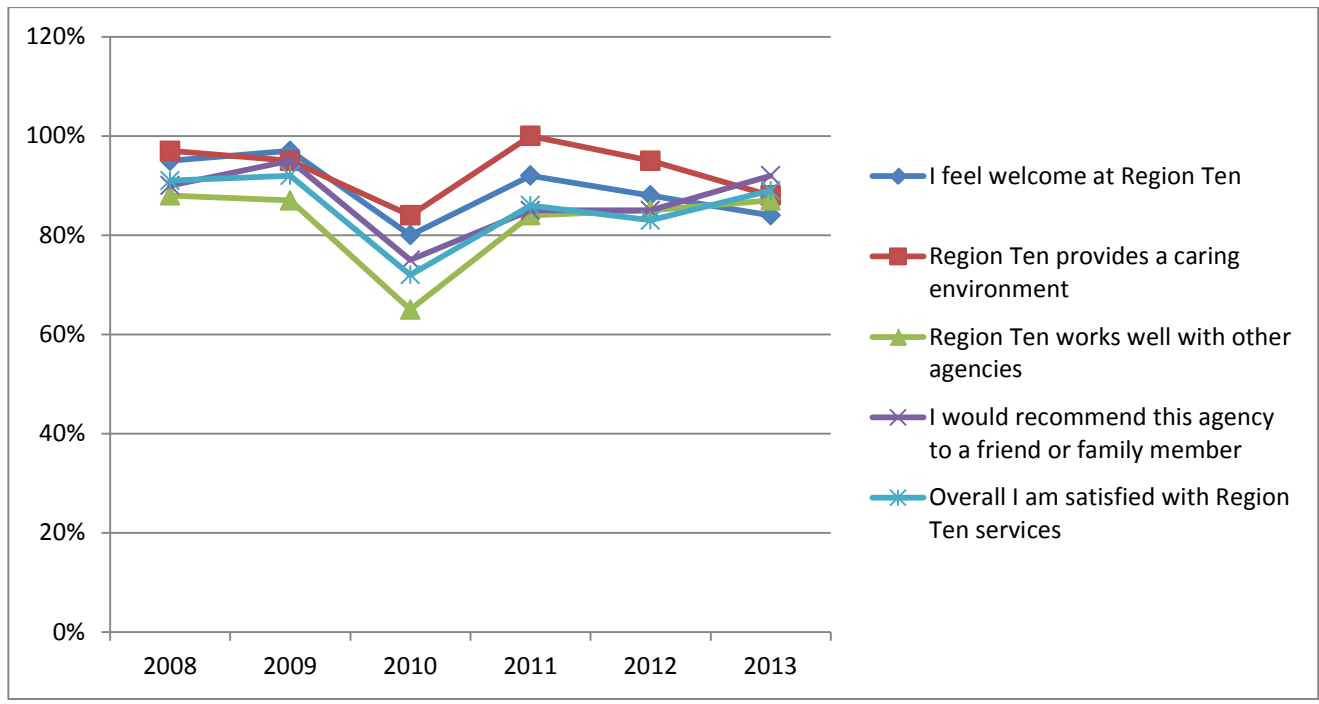
Table 2: Provision of Information

	2008	2009	2010	2011	2012	2013
	n=130	n=107	n=76	n=62	n=89	n=53
Information is consistent across staff	76%	72%	45%	66%	77%	73%
Information is available in various forms: booklet, web, video	95%	94%	75%	77%	81%	93%
Information is available about the types of services offered.	91%	88%	70%	76%	77%	85%
Information is available regarding various disabilities	89%	88%	71%	74%	79%	88%
Region Ten processes are explained to me	87%	97%	54%	63%	72%	79%

Table 3: Overall Satisfaction

	2008	2009	2010	2011	2012	2013
	n=130	n=107	n=76	n=62	n=89	n=53
I feel welcome at Region Ten	95%	97%	80%	92%	88%	84%
Region Ten provides a caring environment	97%	95%	84%	100%	95%	88%
Region Ten works well with other agencies	88%	87%	65%	84%	85%	87%
I would recommend this agency to a friend or family member	90%	95%	75%	85%	85%	92%
Overall, I am satisfied with Region Ten services	91%	92%	72%	86%	83%	89%

Figure 1: Change in Overall Satisfaction 2008-2013



Conclusions

The statements “I feel welcome at Region Ten” and “Region Ten provides a caring environment” each declined in 2012 and 2013. Particular attention needs to be paid to these statements to prevent further decline.

Region Ten is improving in the fields of providing information and overall satisfaction compared to the past year. However, work still needs to be done concerning the ways Region Ten communicates with their stakeholders about their services, various disabilities, and how quickly the organization responds to these inquiries. Low percentages of agreement with the statements, “Information is consistent across staff” and “Staff return my calls in 24 hours” indicate a need to address these issues of communication.

Solutions include better training for new staff and implementing a stricter 24-hour callback protocol. Special attention must be paid to creating a welcoming environment. Training may be necessary to practice stakeholder interaction techniques.

The number of people responding to this survey has decreased since it went online in 2010. This steady decline may signal a need to revert back to mailed surveys.

Recommendations

- Provide staff with more training on Region Ten policies and procedures
- Conduct a study of staff concerning their feelings on their ability to provide information to stakeholders
- Staff should undergo training for creating a welcoming environment
- Create and implement a 24-hour callback protocol
- Increase stakeholder survey response rates by reverting back to mailed surveys