Region Ten Stakeholder Survey: FY2016

**Introduction**

The Region Ten Stakeholder Survey is conducted every year to assess the quality of care provided by The Region Ten Community Services Board. The March 2016 survey was Region Ten’s eleventh stakeholder survey. The survey questionnaire presents statements regarding the quality of interactions between Region Ten and its’ stakeholders. The Region Ten Board utilizes community stakeholder input to target areas for improvement as well as to highlight strengths. “Stakeholders” of Region Ten references community people and agencies in areas including: school systems, law enforcement, the medical community, and local Department of Social Services agencies.

In FY2016, the survey was a paper questionnaire, and moved to the spring. Previous response rates showed that paper surveys had a better response rate than online surveys from previous years. The survey was mailed to 275 respondents. Response rate was 29.3%. Recommendations for the next survey are: ensuring it is correctly printed, reformatting the first section to improve readability, consider alternative survey planning such as distribution of future surveys at a different time of year, or distributing the survey every other year, and follow up with participants with phone calls.

**Results**

Response Rate: The response rate did not greatly improve between 2014 and 2016. Table 1 includes the response rate for the last eight years. Note the drop in response rate with the shift to the web questionnaire in 2010.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Method** | **Paper** | | **Internet** | | | | **Paper** | |
| Year | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2016 |
| Number of respondents | 130 | 107 | 76 | 62 | 89 | 59 | 79 | 81 |

Outcomes: The percentage of respondents who agreed with the statements on the Stakeholder Survey suggests that Region Ten has improved from previous years. In the free response section of the survey it was suggested that Region Ten invest in more bilingual staff and materials, specifically involving Spanish. In addition, there was a high demand for faster and more frequent psychiatric appointments. While the difference is not statistically significant, the percentages appear higher in all categories. Historically, “Staff return my calls within 24 hours,” has been an area of concern with lower rates of agreement. This year suggests that it has remained stable at 86% compared to 85% in 2014. All other areas report agreement in the high 90s.

The tables below illustrate the high percentages of agreement with the quality of Region Ten interactions with stakeholders. In parenthesis are the numbers of participants included in the analysis of each statement. These results are not significantly different from last year.

|  |
| --- |
| **Table 2: Staff Behavior 2016** |
|  | **Percent**  **Agreement** |
| Staff are courteous | **99%** (n=78) |
| Staff are helpful | **97%** (n=78) |
| Staff are professional | **97%** (n=76) |
| Staff seek appropriate community/family input | **96%** (n=69) |
| Staff return my calls within 24 hours | **86%** (n=71) |
| Staff are responsive to various cultural backgrounds | **96%** (n=68) |

this yearthe statement Region Ten provides a caring environment had the largest decrease in agreement from the 2012 survey**Conclusions**

The 2016 Region Ten Stakeholder survey suggests strong existing relationships with community stakeholders. After many years of small changes to the questionnaire, it is time to consider focusing on areas of improvement and better ways of reaching stakeholders and other types of information useful to Region Ten decision makers.

**Recommendations for Region Ten Policies and Procedures:**

* Continue training to strengthen consistency of information across staff.
* Begin adding more Spanish speaking staff and written materials for all services.
* Improve the availability of psychiatric services and increase the frequency of appointments for their clients.

**Recommendations for Future Stakeholder Satisfaction Survey:**

* Complete redevelopment of the survey methods utilizing the latest developments in survey research, as well as alternative distribution of survey (time of year, alternating years)
* Follow up with participants with phone calls to encourage a greater response.
* Ensure that all survey materials are properly printed and complete.