

RSI Summary of 2006 Consumer Satisfaction Survey – Services

<i>Survey Question</i>	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>No Answer</i>
Please rate your current quality of life (or that of your client or family member)	27.84%	48.86%	17.05%	3.41%	2.84%
What is your overall rating of RSI of your service provider?	51.70%	35.80%	4.55%	1.14%	6.82%
<i>Survey Question</i>	<i>Very Much</i>	<i>Somewhat</i>	<i>A Little</i>	<i>Not At All</i>	<i>No Answer</i>
Does the Support Plan that RSI developed meet your needs (or those of your client or family member)?	68.18%	22.16%	3.98%	1.14%	4.55%
Have the services and supports that RSI provides helped improve (or maintain) your quality of life (or that of your client or family member)?	69.89%	23.86%	2.84%	1.70%	1.70%
<i>Survey Question</i>	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Never</i>	<i>No Answer</i>
Have we provided the services and supports we promised?	50.57%	37.50%	5.68%	1.14%	5.11%
Rate your direct service staff (the people who provide the services in the Support Plan) in the following areas:					
They are respectful, courteous, and polite.	66.48%	26.70%	3.98%	0.57%	2.27%
They provide prompt services.	56.25%	33.52%	6.82%	0.00%	3.41%
Rate your Support Plan Coordinator (the person who helped develop the Support Plan) in the following areas:					
He/she is respectful, courteous, and polite.	77.84%	14.77%	2.27%	0.00%	5.11%
He/she listens to you and to your goals, hopes, and dreams.	68.18%	16.48%	7.39%	0.57%	7.39%

Survey Question	Always	Usually	Sometimes	Never	No Answer
He/she communicates with you about progress, activities, and changes.	61.93%	20.45%	11.93%	1.14%	4.55%
He/she responds to your needs, questions, and requests for help.	63.64%	21.59%	8.52%	1.70%	4.55%
Rate your experience with other RSI staff members and management:					
They are respectful, courteous, and polite.	66.48%	26.14%	3.41%	0.00%	3.98%
They respond to your needs, questions, and requests for help.	60.80%	28.41%	5.68%	0.57%	4.55%
Has RSI treated you with respect for your culture, spirituality, and values? (or those of your client or family member)?	72.73%	15.34%	3.41%	1.70%	6.82%

Response statistics for services:

Total # of surveys sent: 401

Total # of surveys returned: 176

Response rate: 43.89%

We use the response rate as a measure to determine the validity of the survey. The greater the response rate, the greater confidence we place in the survey results. We will continually strive to improve the response rate of our surveys. Our process for tracking the response rate also ensures that we've sent a survey to every team member and client who should get one.

The 2005 survey response rate was estimated at 5%. For 2006, the response rate improved greatly. Our goal for the 2007 satisfaction survey (administered in 2008) will be to improve the response rate again through our communication about this process, including sharing these results. With a comparable or better response rate, the 2006 to 2007 comparison of results will be more meaningful than a comparison of 2006 to past survey results.

Strengths:

The following areas were rated highest in this survey, with a combined percentage using the highest tier of responses (Excellent and Good, Always and Usually, Very much and Somewhat):

Have the services and supports that RSI provides helped improve (or maintain) your quality of life (or that of your client or family member)? 93.75% (69.89% Very much + 23.86% Somewhat)

Rate your direct service staff (the people who provide the services in the Support Plan) in the following areas: They are respectful, courteous, and polite: 93.18% (66.48% Always + 26.70% Usually)

Opportunities for Improvement:

Overall, the responses were very positive; of all scores, the following areas were rated lowest in this survey with a combined percentage using the highest tier of responses (Excellent and Good, Always and Usually, Very much and Somewhat):

Please rate your current quality of life (or that of your client or family member): 76.70% (27.84% Excellent + 48.86% Good)

Recommendation:

The RSI team received team member feedback and also deliberated over the survey question “*Please rate your current quality of life (or that of your client or family member)*”. Because the question is so broad, it is not indicative of the quality of services RSI provides. We made the decision to remove this question for the 2007 survey. For the 2008 survey, we plan to rewrite the survey questions to more specifically target quality of services.

Rate your Support Plan Coordinator (the person who helped develop the Support Plan) in the following areas: He/she communicates with you about progress, activities, and changes: 82.38% (61.93% Always + 20.45% Usually)

Recommendation:

Regarding the survey question: “*Rate your Support Plan Coordinator (the person who helped develop the Support Plan) in the following areas: He/she communicates with you about progress, activities, and changes*”: Program supervisors will proactively contact clients and the extended support team at least quarterly in regards to progress, activities, and changes.