

PSIT Client Satisfaction Survey Report

2019

Introduction

Vista Centre Brain Injury Services (VCBIS) operates a Personal Support/Independence Training program for clients living within the community, providing support in their own environment. Clients receive individualized support to determine their goals in relation to work, education, home, and leisure activities. In order to ensure that VCBIS PSIT staff are doing all that they can to ensure client satisfaction, all PSIT clients are asked to complete a PSIT Client Satisfaction Survey. This allows VCBIS to identify both its strengths and areas for improvement within the PSIT program, ensuring maximum levels of client satisfaction.

Methodology

The PSIT Client Satisfaction Survey was emailed to all clients with an email address and the PSIT counselors were tasked with assisting those without email addresses complete the survey. The survey consists of 18 questions, where clients are asked how long they have been with VCBIS, how long they have had their brain injury, questions about their goals and ISPs, what kinds of things their PSIT worker assists them with and what kind of assistance has been most helpful to them, their opinion of their PSIT worker, their opinion of the services they receive, whether VCBIS has helped them to understand and cope more effectively with their brain injury, and whether they would recommend VCBIS to others living with a brain injury. Some of the questions have “yes” or “no” responses, while others ask clients to rate their responses on the following scale: “always”, “usually”, “occasionally”, or “never”. There are also a few questions asking for open-ended responses. All questions have room for comments. The rate of client satisfaction is determined by the percentage of clients who respond “yes”, or “always”/“usually” to a particular question. This report will detail the findings from the PSIT Client Satisfaction Survey from early 2019.

Findings

There was a 37.5% completion rate (57 of 152 clients) of the PSIT Client Satisfaction Survey amongst PSIT clients.

When asked how long they had been with VCBIS, 43.86% of clients responded that they had been with VCBIS for 5 years or less, 29.82% responded that they had been with VCBIS for 6 to 10 years, 15.79% responded that they had been with VCBIS for 11 to 15 years, 7.02% responded that they had been with VCBIS for 16 to 20 years, and 3.51% were unsure of how long they had been with VCBIS.

When asked how long they had been living with their brain injury, 20% responded that it had been 5 years or less, 40% responded that it had been 6 to 15 years, 5.45% responded that it had been 16 to 25 years, 20% responded that it had been 26 to 35 years, 3.64% responded that it had been 36 to 45 years, 3.64% responded that it had been more than 46 years, and 7.27% of respondents had had more than one brain injury throughout their lives.

When asked if they had a chance to tell their PSIT worker what their goals are, 64.71% responded “always”, 25.49% responded “usually”, and 9.80% responded “sometimes”.

When asked if they had a chance to tell their PSIT worker what they expect from PSIT services, 89.47% responded that they did have the opportunity and 10.53% responded that they did not.

When asked if they had an Individual Support Plan (ISP), 76.79% responded that they did, 7.14% responded that they did not, and 16.07% responded that they did not know if they did or did not. When asked if they knew what was in their ISP, 66.67% responded that they did and 33.33% responded that they did not.

When asked if they reviewed their ISP with their PSIT worker on a regular basis (every three months), 11.32% responded “always”, 26.42% responded “usually”, 45.28% responded “sometimes”, and 16.98% responded “never”. There were several comments from clients that stated that they did not want to review their ISP every three months. Others commented that they did not know if they had reviewed their ISP with their PSIT worker and one client commented that they did not know what an ISP was.

When asked if they, along with their PSIT worker, made changes to their ISP as needed, 32.61% responded “always”, 15.22% responded “usually”, 32.61% responded “sometimes”, and 19.57% responded “never”. One client commented that they did not know what an ISP was and one client responded that they did not know what a “PSIT” was.

When asked what goals their PSIT worker had helped them work on in the past three months, clients responded with a large variety of things. Some of the things that clients commented that they had been helped with were organization, encouragement, cleaning, awareness, medication management, diet, anger management, cooking, problem solving, computers, banking, referrals to doctors and dentists, goal setting, scheduling, budgeting, community involvement, managing their mail, volunteering, improving their memory, appointments, job searching, and completing forms.

When asked if they felt they had a say in how services were provided to them, 61.54% responded “always”, 25% responded “usually”, 7.69% responded “sometimes”, and 5.77% responded “never”. When asked if they were able to tell their PSIT worker or management if they were dissatisfied with the services, 70.37% responded “always”, 9.26% responded “usually”, 9.26% responded “sometimes”, and 11.11% responded “never”.

When asked if their PSIT worker answers their questions clearly, 83.93% of clients responded “always” and 16.07% responded “usually”. When asked if their PSIT treats them with respect, 96.43% of clients responded “always” and 3.57% responded “usually”.

When asked if they are satisfied with the independence training their PSIT worker gives them, 77.36% of clients responded “always”, 16.98% responded “usually”, and 5.66% responded “sometimes”.

When asked what independence training had been most helpful to them in the past three months, clients again responded with a large variety of things. Some of the things that clients commented

had been most helpful to them were help with organization, decluttering, problem solving, social awareness, medication management, cooking, anger management, emotional support, planning, time management, budgeting, paying bills, improving their memory, confidence building, cognitive training, and managing their mail.

When asked if the independence training had helped them to understand and cope more effectively with their brain injury, 88.89% of clients responded that it had and 11.11% responded that it had not. When asked if they would recommend VCBIS to others living with the effects of a brain injury, 100% of clients responded that they would.

Strengths

A number of strengths were identified in the PSIT Client Satisfaction Survey. Clients overwhelmingly felt that they were able to discuss their goals with their PSIT worker. 90.20% of clients felt that they could discuss their goals with their PSIT worker. Additionally, 89.47% of clients responded that they could discuss what they expected from the services with their PSIT worker.

Another strength identified in the PSIT Client Satisfaction Survey is the breadth of supports that PSIT workers are able to help their clients with and the kinds of supports clients find most helpful. When asked about the kinds of help they received and what they found to be most helpful, clients responded with a long list of things. As PSIT support varies from client to client, it is important to know that PSIT staff are able to help their clients with a wide variety of tasks and that the support is valued by their clients and makes a difference in their lives.

It is clear from the PSIT Client Satisfaction Survey that clients feel they have a say in how services are provided to them. 86.54% of clients felt they had a say in how services were provided. Additionally, 79.63% of clients responded that they were able to tell their PSIT worker or management when they were dissatisfied with the services they received.

Another big strength of the PSIT program is the clients' rapport with their PSIT worker. All clients felt that PSIT staff answered their questions clearly and treated them with respect.

Clients were overwhelmingly satisfied with the independence training that PSIT staff gave them. 94.34% of clients responded being satisfied with the services. Additionally, 88.89% of clients responded that the independence training they receive helps them to understand and cope more effectively with their brain injury. Lastly, all clients responded that they would recommend VCBIS to others living with the effects of a brain injury.

Areas for Improvement

There were not many areas for improvement identified within the PSIT Client Satisfaction Survey, however one notable area for improvement is with regards to the response rate. Only 37.5% of clients responded to the survey. This indicates that VCBIS needs to explore other ways of delivering the survey and ways to increase the response rate amongst clients. One way to improve the response rate could be to have the clients complete the survey with their PSIT worker during their scheduled meeting time. This would alleviate the barrier of requiring a

computer, internet access, and an email address to complete the survey. It would also allow for the clients to complete the survey during the time scheduled for meeting with their PSIT counselor, so they would not be required to take any additional time from their day to complete the survey. Completing the survey with PSIT staff would also ensure that someone was able to answer any questions they had about the survey and work through any issues with its completion. It would also be easier to keep track of who had completed the survey and who had not, ensuring a larger completion rate overall.

Additionally, there was room for improvements to be made regarding client education surrounding ISPs. Despite 76.79% of clients responding that they did have an ISP, 16.07% of clients responded that they did not know if they had an ISP or not. 33.33% of clients also responded that they did not know what was within their ISP. There were also comments from clients stating that they did not know what an ISP was, or a “PSIT”. While this suggests that PSIT staff could do a better job at educating clients about what an ISP is and what their ISP entails, the results from these questions could also be affected by clients being uncertain about what an ISP is when responding to the survey. In order to clear up this possible source of confusion, VCBIS should include a glossary of the terms ISP and PSIT at the beginning of future surveys, for clients to reference.

This lends itself to the next area for improvement, which has to do with the regular review of ISPs with clients. 37.74% of clients responded that they reviewed their ISP with their PSIT worker on a regular basis. Additionally, 47.83% of clients responded that they made changes to their ISP as needed. Despite comments from clients stating that they would rather not review their ISP with their PSIT worker every three months and would rather only do so annually, regular review is important to the understanding of an ISP, helps progress towards the achievement of the goals included within it, and allows for changes to the ISP to be made when necessary. VCBIS should seek to review ISPs with clients on a more consistent basis to help with this process.

Conclusion

VCBIS will use the information provided in this survey, as well as future surveys, to make improvements, with the goal of ameliorating client satisfaction within the PSIT program.