In December 2016 Berry House staff undertook a comprehensive resident satisfaction program, seeking resident input at several journey points along their stay, to assure program responsiveness. The same questions were asked of all residents (Berry, Ahern, Heller) on three different surveys, admission, ongoing service, and discharge. As the names indicate, these surveys were given upon admission and discharge. The ongoing service survey was administered monthly at Berry House and quarterly at Ahern and Heller Houses. This difference was made to accommodate for the much shorter length of stay at Berry House. Each survey had an assigned scale from 5 to 1, with 5 being very satisfied, 4 - moderately satisfied, 3 - neither satisfied nor dissatisfied, 2 - moderately dissatisfied, 1 - very dissatisfied. These questions were followed by 2 open-ended questions, asking what they liked best and what could be improved. Overall response rates were extremely high as residents were given an envelope to ensure confidentiality of responses.

***Admission*** *questions* were as follows;

1. The admission process was smooth and helpful.
2. I know what to expect while at Berry/Ahern/Heller House.
3. The house is clean, comfortable and inviting.
4. Overall, how satisfied are you with the services you are receiving?
5. In your own words, what one thing do you like best about being at Berry/Ahern/Heller House?
6. In your own words, what one thing would have improved your admission experience?

Berry House:

Fourteen of the 28 admissions to Berry House completed the survey. Scores for questions 1 through 4 were, respectively, 4.9, 4.3, 4.9, 4.9. Eight mentioned they liked the friendly, supportive people, staff and residents alike. Two appreciated the independence and one mentioned the structure as being helpful. A comfy bed and privacy, comfort, fresh air and like a home were also positives mentioned. Improvements could “know how long before being able to go on pass, a glass of water, better communication between myself and staff.” The lowest score addresses knowing what to expect and now whenever possible, BH staff takes a brochure, picture notebook and resident handbook along when conducting assessments. Frequently tours are not possible due to time constraints but encouraged whenever possible, especially if an out of county client.

Ahern House:

All 6 Ahern admissions completed the survey and a perfect score of 5 to questions 1 through 4 was obtained. They noted liking their own space and the independence offered in this setting. No other improvements were noted other than one resident stating a bed could be improved. The bed was replaced later in the year.

Heller House:

Eight out the 9 admissions to Heller House completed the survey. Scores for questions 1 through 4 were, respectively, 4.4, 4.1, 4.0, 4.1. While friendliness carried forward from Berry House, more noted the enhanced independence, freedom and not so many people living together. One would have liked additional information before moving in. This answer came mid-year and after that comment, the admission process was changed so it is similar to Berry House, with an in-person assessment with pictures of the facility if they are unable to tour prior to admission. One mentioned wanting food which shifts to each resident purchasing their own food as it is no longer provided as a part of cost of care. Whenever possible, residents residing at Berry House, are encouraged to tour Ahern & Heller prior to discharge so they are choosing where they wish to live as this aides in the recovery process. The comment “be nicer” may reflect that the house at 193 is not as aesthetically pleasing as 195 7th.

*Quarterly* ***ongoing service*** *questions* were as follows:

1. My care plan is helping me accomplish my goals.
2. I am being exposed to new recovery concepts and skills.
3. I feel like staff know and hear me.
4. Overall, how satisfied are you with the services you are receiving?
5. In your own words, what one thing do you like best about the services you are receiving?
6. In your own words, what one thing would improve your experience?

Berry House:

Residents were given bi-monthly beginning in January. Thirty four responses were tabulated and from questions 1 through 4, the results were 4.4, 4.4, 4.3 and 4.4. Positive staff came through in at least 9 comments about what they enjoyed most. Program content of education, structure, SMART RECOVERY, Friendship Corner & the YMCA were also mentioned. The improvement question yield the response “staff working more with us on the weekends” which then became a separate project (See Katie Schellinger’s Wellness Weekends\_STAR-QI Project.pptx ). Other comments included fewer restrictions, more AODA Recovery talk, more outings.

Ahern House:

Residents were given the survey in January, May and September. Fifteen surveys produced scores of 4.9, 4.7, 4.9, 4.9, for questions 1 through 4. They mentioned enjoying the staff, be it their friendliness, being on time, being relaxed, and encouragement to get involved in community events. Comments indicate that issues within the house could be improved upon, including, better communication with and getting to know roommates better, getting everyone to help with chores and staff taking them shopping. House policy was changed to allow staff to take residents grocery shopping once per month. Groups were conducted to facilitate dialogue between roommates. Individual meetings occurred when a resident appeared to have difficulty knowing how to be a good roommate. Friday morning breakfasts were instituted to improve communication and raise health awareness.

Heller House:

Residents were given the survey in January, May and October. Eleven responses garnered the lowest scores of 3.4, 3.3, 3.5, and 3.4 for questions 1 through 4 respectively. Positive comments included consistent staff, getting the help necessary when needing it, and a place to stay. Possible improvements mentioned included sleeping in and seeing my case worker more often. Several illness related statements of “not break into my apartment & bad words being said” and “feeling paranoid” spoke to issues inherent in the population served. The low scores in this category point to need for more structure and programming needing to be in place and are being addressed by having residents return to Berry House for programming and a change in staffing pattern and personnel in 2018.

*Discharge questions* were as follows:

1. I feel I have learned more about my illness and how to manage my symptoms.
2. I am better able to do the things that are meaningful to me.
3. The discharge process was smooth.
4. Overall, how satisfied are you with the services you received?
5. In your own words, what one thing do you like best about your stay?
6. In your own words, what one thing would improve your experience?

Berry House:

There was a 100% response rate for the 15 discharges from Berry House. Scores ranged from 4.5, 4.5, 4.8, 4.4 which indicate fairly high satisfaction. Comments indicated that staff, the food, morning meeting, SMART RECOVERY, money management skills all aided to their stay. Improvements suggested included sleeping in, TV in the basement, more AA stuff, being allowed to walk further on own, more movie nights and touring the house prior to admission.

Ahern House:

Four of the 5 discharges (73%) completed the discharge questionnaire. Scores were a perfect 5 to question 1, 4.5 for question 2, 3.75 for question 3, and 4.8 for question 4. The low score of 3.75 was due to a 1 given by a resident, but based on his other answers, it is probable that he may not have understood the question correctly. Best things about their stay included enjoying the people, meaningful conversations, and seeing Julie every am. Recommended improvements were peer related – “if all helped in chores” and “not having my roommates steal from me.” Staff will continue facilitate community living skills.

Heller House:

The lowest rate of survey returns happened at Heller with only 4 of 14 being returned.

Surprisingly, the results were 4.3 for the first question and all 4s for the next three. The low rate of completion may be accounted for due to the vast majority of residents being evicted, given deadlines for discharge because of not following their treatment program, began using again and left on their own, and mental health symptoms worsened and were admitted to Berry House. Of the 5 people admitted directly to Heller without prior admission to Berry, only 2 had “successful” stays, meaning their chose a place of their own to live and are not in need of follow-up services. The four mentioned they liked having nice staff, a room of their own, and freedom. The only improvement suggested was having cable/Wi-Fi installed which will not happen due to cost constraints.

Summary:

It has been extremely beneficial to have a resident satisfaction program that tracks what is meaningful and working for our clientele. Looking at resident feedback periodically has meant being able to changes minor items (beds) and major structural changes (Heller programing and staffing). This feedback will be used to help team leaders fashion program goals for 2018.

At all settings, resident satisfaction averages in the moderately to very satisfied categories with no score in the unsatisfied range. Staff performance, particularly in their ability to form therapeutic relationships with residents, comes through as a major contributor to program success.

Compiled by Bev Gudex, Administrator

12/29/17