



STEPPING UP CONSUMER SURVEY RESULTS REPORT – 2017

Overview:

Each year a number of clients, engage in the services provided by Stepping Up Consortium. Clients receive direct face to face and over the phone service delivery and support from trained clinicians, facilitators, case managers and coordinators. To ensure relevant, effective and appropriate service delivery is implemented by our workforce, an annual consumer survey is distributed and analysed.

The consumer survey aims to identify specific themes clients like and dislike about the stepping up services. The survey is a combination of qualitative and quantitative data, the qualitative data includes five open ended questions and findings are found through the use of a thematic analysis. The results can be used to infer meaning and further identify areas of success and areas for future improvement. The quantitative data includes five survey questions, providing descriptive statistics around the satisfaction of consumers engaging in the Stepping Up services.

The results from the annual consumer survey are analysed to provide insight, feedback and identify areas for improvement, future planning and/or review. Results are communicated to all Stepping Up employees, communication and transparent processes in the workplace ensure a shared understanding between colleagues.

Methodology:

Participants:

Participants remained anonymous and were not influenced by incentive to complete the survey. In total 68 surveys were completed and used for data analysis.

Sampling:

Purposive sampling was used as clients of Stepping Up services were the analysis population specific to the research.

Materials:

A self-administered survey consisting of ten questions, five quantitative and five open-ended qualitative questions. The survey questions directly related to service delivery, service experience and reflection to provide relevant and accurate results.

Key Findings:

- 68 survey responses were collected, compared to 51 responses in 2016.
- 94% of consumers are very happy with the services they have received, compared to 98% in 2016.
- 74% feel very confident about achieving their recovery goals since coming to us, compared to 70.6% in 2016.
- Over 70% of participants self-reported achieving progress in the following outcomes; improved mental health and managing addiction.
- Employment and stable housing were the lowest achieved outcome, as per previous years.
- Safe and supportive environments, client and worker relationship and accessibility and location contribute to client satisfaction.
- Stepping up employees received consistent positive feedback.

Future Recommendations:

Future consumer surveys should include and/or consider,

- Send feedback to any new special interest questions to add and update survey in September.
- Be prepared to communicate the survey process to staff early, and mail these out at the start of October to clients.
- Consider ways to better capture the feedback of disengaged and discouraged clients.
- Consider some type of incentive for clients to participate.
- Provide consumers with a more anonymous submission and lodgment option i.e. a drop box, postage or online survey.
- Further grow response rate by setting a minimum expectation of 8 responses per clinician during the scheduled time period.
- Track responses by site allowing feedback to be communicated locally to staff.

Qualitative:

Research Question	Themes
<i>“What factors shape the client’s Stepping Up experience and satisfaction during treatment?”</i>	Creating understanding and new knowledge Safe and supportive environments Client and worker relationship Accessibility and location

Quantitative:

Are you happy with the service you have received?

Very	Somewhat	It's OK	Not really	Not at all
94%	4%	2%		

Since coming to us, do you feel more confident about achieving your recovery goals?

Very	Somewhat	Maybe	Not really	Not at all
74%	20%	6%		

Did you achieve your treatment goal?

Yes	Somewhat	No	Not responded
43%	37%	4%	6%

What outcomes do you feel you have achieved since accessing our services? (Tick all applicable)

Improved Physical Health	Improved community Inclusion	Improved Mental Health	Improved family and/or friend relationships	Employment	Managing Addiction	Stable housing	Less offending behaviour
41%	21%	72%	51%	24%	71%	18%	32%

INTRODUCTION:

Introduction.....	
Research question	5
Aim.....	5
Participants.....	6
Sampling.....	6
Materials	6
Procedure	6
Qualitative data analysis	7
Quantitative data analysis.....	10
Discussion and Conclusion.....	14

INTRODUCTION:

Stepping up consortium operates in Victoria, Australia. The consortium consists of three agencies; Odyssey House Victoria, TaskForce and Youth Projects. Stepping Up consortium exists to pursue new initiatives so as to share resources, advocate effective models to challenge existing systems and advance the vision and mission of its members to make a bigger difference as a consortium than we can as individual agencies. Stepping Up offers accessible, appropriate and integrated treatment services focused on alcohol and other drug recovery through positive change.

Services are delivered by qualified professionals in Frankston-Mornington Peninsula and Barwon catchments, as well as the sites in Werribee, Melton and Cranbourne. Stepping Up supports strengthening healthy communities and promoting the prevention of alcohol and drug related harms.

Each year a number of clients, engage in the services provided by Stepping Up Consortium. Clients receive direct face to face and over the phone service delivery and support from trained clinicians, facilitators, case managers and coordinators. To ensure relevant, effective and appropriate service delivery is implemented by our workforce, an annual consumer survey is distributed and analysed.

From 13th- 30th November 2017, Stepping Up employees distributed surveys to their clients to voluntarily participate in the data collection. Over the two-week period a total of 68 anonymous survey responses were collected by Stepping Up staff.

The consumer survey aims to identify specific themes clients like and dislike about the stepping up services. The survey is a combination of qualitative and quantitative data, the qualitative data includes five open ended questions and findings are found through the use of a thematic analysis. The results can be used to infer meaning and further identify areas of success and areas for future improvement. The quantitative data includes 3 survey questions, providing descriptive statistics around the satisfaction of consumers engaging in the Stepping Up services.

The results from the consumer survey are analysed to provide insight, feedback and identify areas for improvement, future planning and/or review.

The research question:

“What factors shape the client’s Stepping Up experience and satisfaction during treatment?”

Aim/Purpose:

The purpose of this analysis is to identify what consumers like and dislike about stepping up service delivery based on their experiences. By developing insight into the client experience this research contributes to our understanding of what constitutes client satisfaction and how it can be improved.

Participants:

Participants remained anonymous and were not influenced by incentive to complete the survey. In total 68 surveys were completed and used for data analysis.

Sampling:

Purposive sampling was used as clients of Stepping Up services were the analysis population specific to the research.

Materials:

A self-administered survey comprising of ten questions, five quantitative and five open-ended qualitative questions. The survey questions directly related to service delivery, service experience and reflection to provide relevant and accurate results.

Procedure:

An unknown number of Stepping Up clients across all Stepping Up sites were invited to partake in the consumer feedback survey, in total 68 surveys were successfully completed. The paper surveys were collected by clinicians and stored for data analysis.

QUALITATIVE DATA ANALYSIS

Factors that shape the client's Stepping Up experience and satisfaction during treatment: An exploratory thematic analysis.

Methodology:

The qualitative data collected is analysed using a thematic analysis to draw reasonable insights to answer the consumer survey questions, representing the research question.

The structured process of analysing the data follows the eight creative steps:

- 1. Consider the research purpose statement*
- 2. Read through the transcripts to gain a holistic sense of the data*
- 3. Examine the data for information related to the research questions*
- 4. Assign labels to these units of information that capture their meaning*
- 5. Thematise the data*
- 6. Interpret the emergent themes as they relate to the research questions and purpose statement*
- 7. Verify the trustworthiness of your findings*
- 8. Engage in the writing process to describe your findings*

Qualitative survey questions:

- What is the best thing about our services?
- What was your treatment goal?
- What could we do better?
- Was there anything that made it hard for you to access our services?
- Do you have any comments about the infrastructure/physical environment?
- Is there anything else you would like to tell us?

Coding themes:

The data is categorised and important points are labelled which relate directly to the research, this allows the themes to clearly capture the meaning of the data. The following themes that emerged from the data are based on the relationships between similar labels/codes. The thematic titles given to the supporting data, describe the consumer experiences under exploration.

Thematic Analysis:

Theme	Quote
Creating understanding and new knowledge	"Outlining of triggers, goals and coping mechanisms." "Good Support, great information on services." "Getting things off of my chest. Learning about my addiction and how drugs work."
Safe and supportive environments	"Being comfortable while discussing your addictions." "Relaxing environment, good teachers." "Very friendly, didn't feel like an addiction clinic."
Client and worker relationship	"The counsellor has provided amazing advice and support" "My caseworker really understood my issues and it was very easy to relate and I felt comfortable and confident in their guidance and advice." "Compassion and understanding"

Interpreting the data:

Research Question	Themes
<i>"What factors shape the client's Stepping Up experience and satisfaction during treatment?"</i>	Creating understanding and new knowledge Safe and supportive environments Client and worker relationship Accessibility and location

Results:

Creating understanding and new knowledge

This theme, which encompasses a number of sub-themes, is defined by the enhancement of client's knowledge and education levels as a direct result of service delivery (i.e sessions with clinicians).

Knowledge is understood as, facts, information and skills acquired through experience or education.

"Helping addicts to understand more about how to control consumption"

Participants noted that new skills were acquired, allowing them to alter thinking patterns and practice these.

"Outlining of triggers, goals and coping mechanisms."

A number of participants mentioned that they either increased or strengthened their knowledge around drug or alcohol related harm.

“Learning about my addiction and how drugs work.”

Safe and supportive environments

The participants consistently reported safe and supportive environments as a major factor for satisfaction and easy engagement in services and treatment.

“Very friendly, didn’t feel like an addiction clinic”

Participants identified the service environments to be inviting and friendly.

“Relaxing environment, good teachers.”

A number of participants recognised the accepting, non-judgmental and understanding environment as a significant influencer of positive treatment experiences.

Client and worker relationship

Strong relationships, connections and trust was noted between clinicians and clients.

“My caseworker really understood my issues and it was very easy to relate and I felt comfortable and confident in their guidance and advice.”

An overwhelming number of participants indicated they developed positive relationships with Stepping Up staff.

“Compassion and understanding”

Participants clearly noted the positive attributes of staff members that allowed for the development of strong and trusting relationships.

Summary:

Three themes identified positive consumer feedback about the Stepping Up services including, ‘Creating understanding and new knowledge’ and ‘Safe and supportive environments’

QUANTITATIVE DATA ANALYSIS

Factors that shape the client's Stepping Up experience and satisfaction during treatment:
Quantitative data analysis- Descriptive statistics

Methodology:

A cross-sectional* design was implemented because it is simple, time and cost effective and allows for analysis at a single point in time (Neuman, 2011 and KA Levin, 2006).

Data analysis:

Data was analysed using excel, each question was answered out of a total of 68.

The quantitative data is represented by statistical figures and percentages.

Quantitative survey questions:

- Are you happy with the services you have received?
- Since coming to us, do you feel more confident about achieving your recovery goals?
- What outcomes do you feel you have achieved since accessing our services? (Yes/No)
 1. Improved physical health
 2. Improved mental health
 3. Employment
 4. Stable housing
 5. Managing addiction
 6. Increased community inclusion
 7. Improved family and/or friend relationships

**A type of observational study that analyses data collected from a population, or a representative subset, at a specific point in time (KA Levin, 2006).*

Quantitative statistical results:

Figure 1.0, Question 1) Are you happy with the services you have received?

Majority, 94%, of the participants reported they were very happy with the services they had received. 4% of the participants were somewhat happy with the services they had received and the remaining 2% reported the service they received was 'OK'.

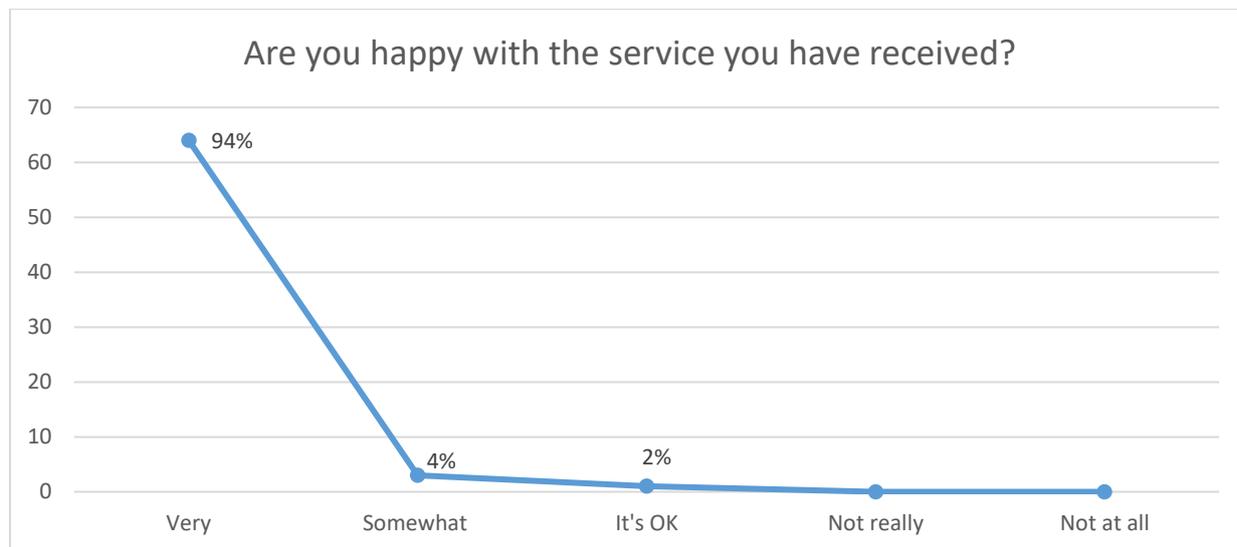


Figure 1.0

Participant feedback for Question 1: Table 1.0

Comments:

- Awesome support with more than drugs and alcohol, they have supported me in every aspect of my life

- Very helpful for my recovery, wouldn't be as mentally stable with the help received

- Very impressed with the overall standard and attitude. Always trying to help and do the right thing by the clients

- Really enjoy coming to my appointments, feel really good after them

- Nice counsellors, good structure and very informative

- Skilled counsellor, warm and welcoming

- Always happy to see my counsellor. Given lots of information and tools to carry on with my long journey

- Yes, I have bonded well with my counsellor and found the services to be rewarding

- Counselling and group have helped change my thinking from negative to more positive. Looking after myself much better

- Very good service, I am very happy with Stepping Up

- I have been court ordered to attend, but I found it very helpful and easy to talk with Pam

- Welcoming, genuine, helped me in my journey

- I find the service excellent and staff are very understanding

- Very happy, I felt lots of support since coming here and Hannah makes me feel safe and not judged

- Incredibly supportive and helpful

- Felt like it was specific to my needs

Table 1.0

Figure 2.0, Question 2) Since coming to us, do you feel more confident about achieving your recovery goals?

Most of the participants, 74%, reported they are very confident about achieving their recovery goals since coming to the Stepping Up services. The remaining, 20%, are somewhat and the remaining 6% are maybe confident about achieving their recovery goals since coming to the Stepping Up services.



Figure 2.0

Participant feedback for Question 2: Table 2.0

Comments:

- Always gives me a lot to think about and ways to help achieve my goals
- Have received positive words and great helpful direction
- Very confident, enjoy coming to discuss my issues with my counsellor
- Yes, counselling is good and I am growing as a person
- Have reduced use
- I believe I will continue to stay sober
- Things are making sense, I have useful tools to use
- I feel the most confidence I have ever felt
- Addressing some issues not yet covered may help (family issues)
- Having somebody to talk to that is independent
- Everything seems possible now
- Identifying some of my own personal battles has helped me understand myself a little bit more.
- Different perspective, way to approach goals

Table 2.0

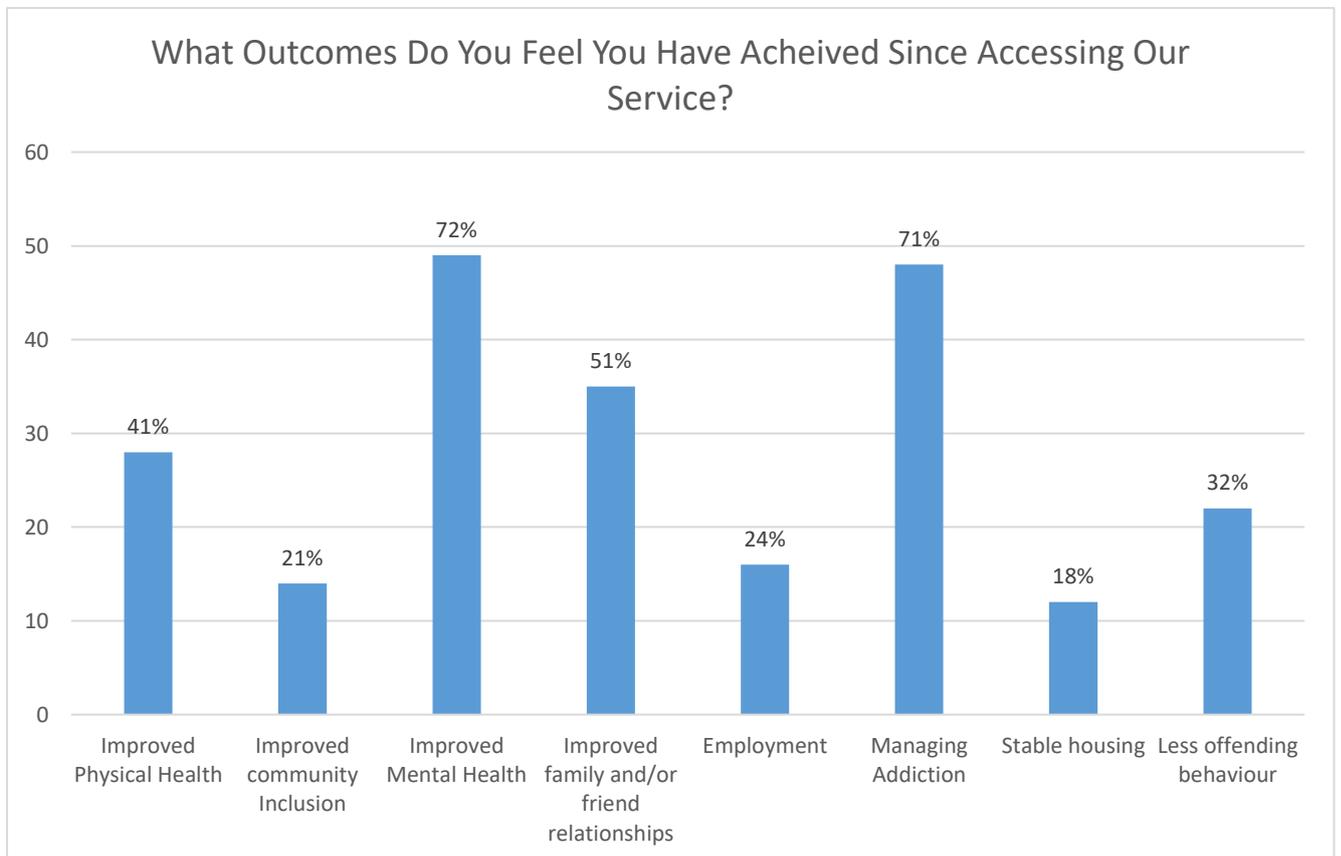
Figure 3.0: Question 3) What outcomes do you feel you have achieved since accessing our services? (tick those that apply)

- Improved physical health
- Improved community inclusion
- Improved mental health
- Employment
- Stable housing
- Managing addiction
- Improved family and/or friend relationships

Over 70% of participants achieved the following four outcomes; Improved mental health (72%), Managing addiction (71%).

Of the 68 participants 51% achieved improved family and/or friend relationships and 41% achieved improved physical health.

The poorest outcome was stable housing at 18%, which may be due to the answer not being relevant to some participants.



DISCUSSION AND CONCLUSION

As expected, the results found the two highest outcomes for achievement to be 'improved mental health' and 'managing addiction'. As the Stepping Up (SU) services are primarily alcohol and other drug plus complex mental health the outcome is consistent with the core business of SU. 'Improved physical health' and 'improved family and/or friend relationships', were the second most achieved outcomes by participants.

Of the outcomes stable housing received the lowest achievement rate of 18%, however it was more likely that this outcome was not applicable to the participant's treatment. This was followed by improved community inclusion at 21%. The results suggest, if appropriate, an increased focus on engaging clients in housing services and community inclusion, this will see future improvement of achievement rates and subsequently building the capacity of SU.

Finally, the strengths and limitations of the analysis must be acknowledged. The research targeted a specific hard-to-reach population and had access to a large number of eligible participants. The self-report survey was cost effective for a large sample, provided anonymity and had good validity and reliability however results may be confounded by recall bias (inaccurate recollections of the past) or socially desirable responses. Additionally, bias can be formed as there is no incentive or encouragement for disengaged or displeased consumers to complete these surveys, as there is no commitment from clinicians to offer the survey to such clients.

In conclusion, statistics found that majority, if not all, participants are very happy with the services and feel very confident about achieving their recovery goals since coming to us. In addition, of the seven outcome areas identified six were significantly achieved by participants whilst accessing the Stepping Up services, including improved physical health, improved mental health, stable housing, managing addiction, increased community inclusion and improved family and/or friend relationships.