

STEPPING UP CONSUMER SURVEY RESULTS REPORT – 2018

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 85 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 eleven questions, six 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:

- 85 survey responses were collected, compared to 68 responses in 2017
- 84% of consumers are very happy with the services they have received, compared to 94% in 2017
- 76% feel very confident about achieving their recovery goals since coming to us, compared to 74% in 2017
- Over 38% 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 and/or staff to participate
- Provide consumers with a more anonymous submission and lodgement option i.e. a drop box, postage or online survey
- Further grow response rate by setting a minimum expectation of 10 responses per clinician during the scheduled time period

Qualitative:

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

Quantitative:

- How long have you been with Stepping Up?
- Which services are you currently using/have used with Stepping Up?
- Are you happy with the service 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?
- Did you achieve your treatment goal?

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 12th- 30th November 2018 and then again from 4th- 22nd February 2019, Stepping Up employees distributed surveys to their clients to voluntarily participate in the data collection. Over the two-week period a total of 85 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 85 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 eleven questions, six 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 85 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.

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).

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

“Able to gain a clearer view of using; such as thought processes leading to and challenging old habits”

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

“Great program, covered everything I needed to know not just about drugs but underlying issues.”

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.

“I am always given the opportunity to express how I am feeling without any judgement”

Participants identified the service environments to be inviting and friendly.

“Good Building, comfortable”

“Great environment which helps a lot”

“Very lovely building and friendly staff”

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

“The patience of all staff, groups offered, non-judgemental environment, completely free. I have learnt things that I could never learn anywhere else.”

Client and worker relationship

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

*“Sooyoung is an amazing person who has given me the confidence to get my daughter back”
“Jackie has been fantastic, helped me remain clean for the past three months. I am so grateful.”*

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

“I am so confident in my recovery/sobriety and have even gained confidence in myself and the things I can achieve in my life and recovery”

Accessibility and location

It was noted in the Frankston and Mornington Peninsula area that wait times made it hard to access their services. It was also noted that the lack of receptionist in the Rosebud office hindered the clients' experience.

Summary:

The themes identified positive consumer feedback about the Stepping Up services including; 'Safe and supportive environments' and 'Client worker relationships'. It was identified that in the Rosebud area there was a lot of negative feedback surrounding the lack of receptionist and noises from the gym next door.

QUANTITATIVE DATA ANALYSIS

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 eleven.

The quantitative data is represented by statistical figures and percentages.

Quantitative survey questions:

- Which Stepping Up location do you attend?
- How long have you been with Stepping Up?
- Which services are you currently using/have used with Stepping Up?
- 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
- Did you achieve your treatment goal?

**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) Stepping Up Location

The majority of surveys (51%) were received from the Barwon area, with the least amount of surveys being received from Cranbourne (1%).

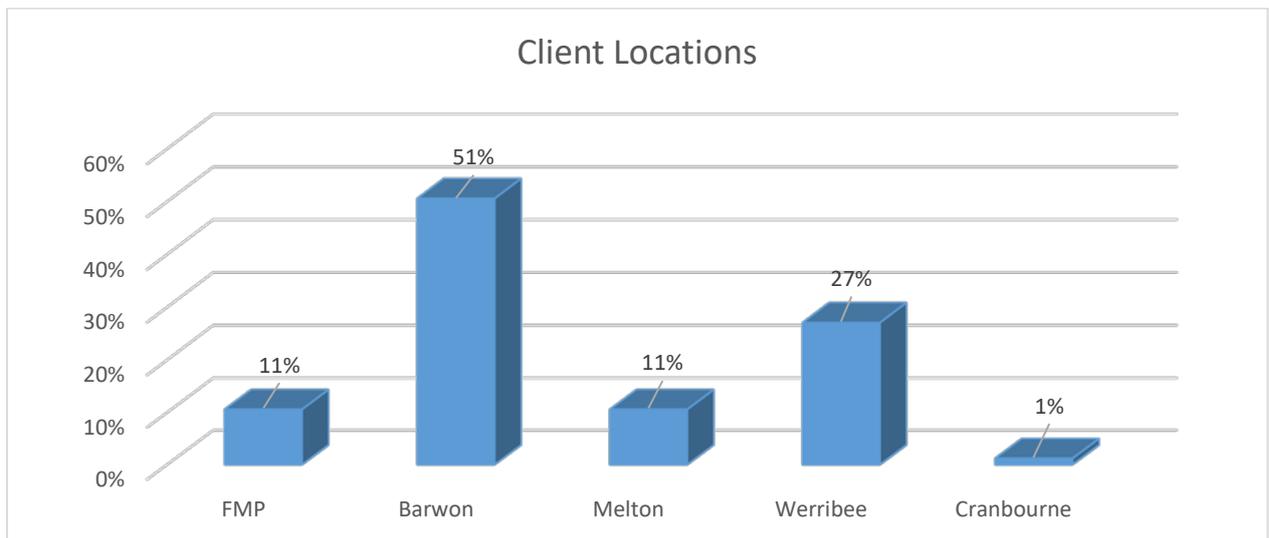


Figure 1.0

Figure 2.0, Question 2) How long have you been with Stepping Up?

The majority of respondents have been with Stepping Up for 2-5 sessions, 52%, with 27% of respondents only having been with Stepping Up for 1 session.

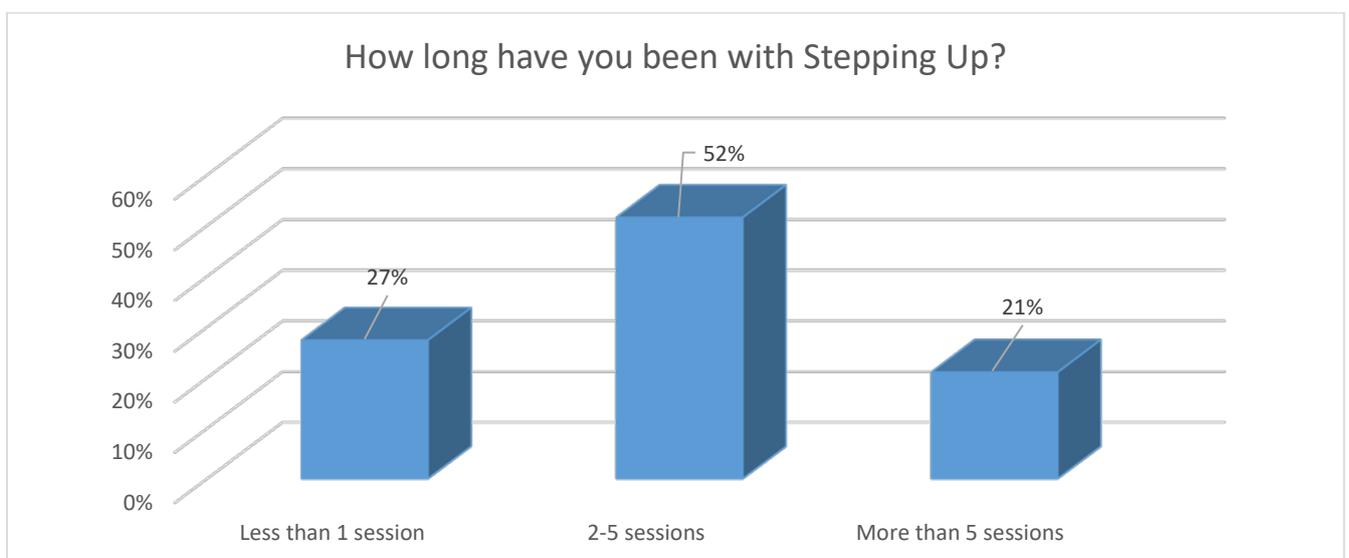


Figure 2.0

Figure 3.0, Question 3) Which services are you currently using/have used with Stepping Up?

The majority of respondents were engaged in the counselling services of Stepping Up, 63%. With the other programs showing an engagement of 1-11% of the respondents.

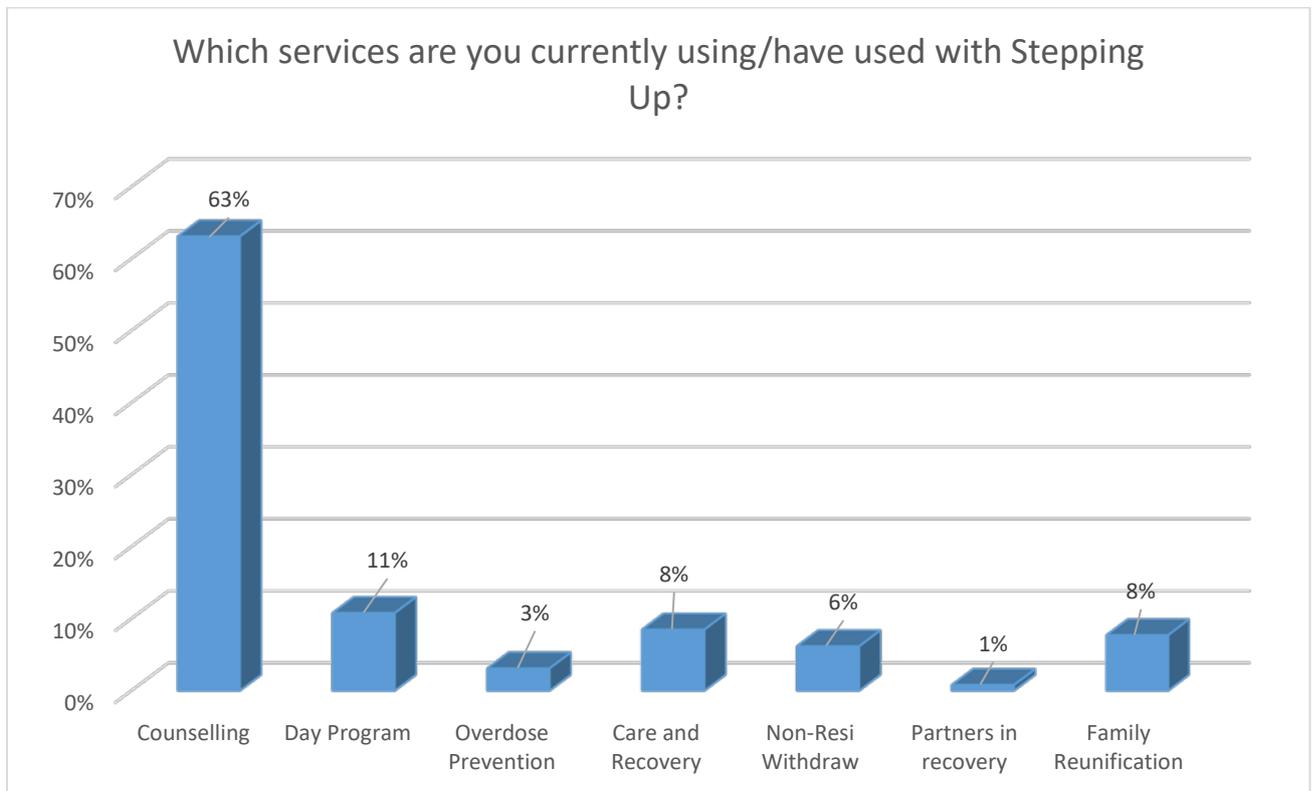


Figure 3.0

Participant feedback for Question 3: Table 1.0

Comments:

I love the day programs - it's been awesome.

I go to group as well as one on one counselling.

Covers a great deal in a short time.

Counselling has been very helpful, care and recovery service is second to none.

This is a much needed resource for someone like me that has had a blip in their life.

I have received constant support since starting, although I have not been very reliable, I am also able to explain what is going on and be listened to.

Table 1.0

Figure 4.0, Question 4) Are you happy with the service you have received?

84% of respondents were very happy with the services they had received with 16% responding as somewhat happy with the services. There was a nil response for neutral to negative feedback regarding the services received.

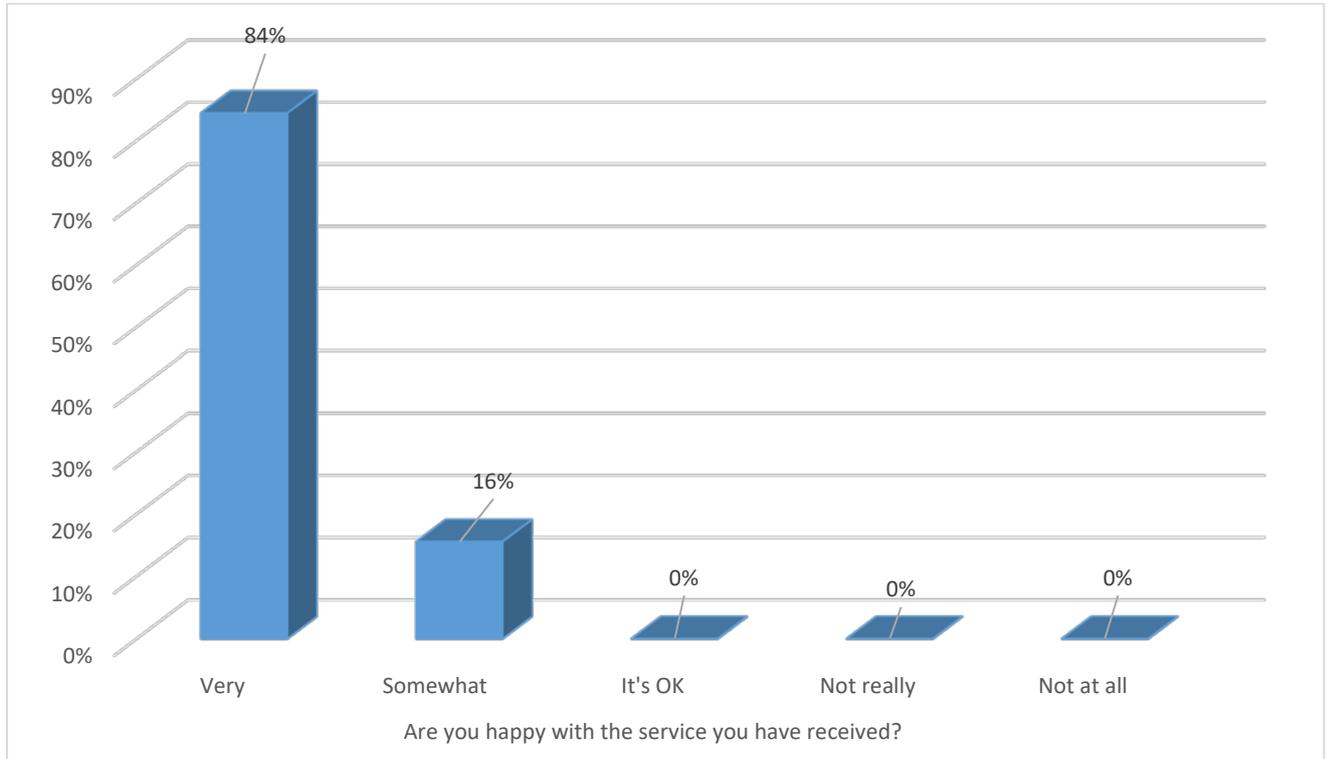


Figure 4.0

Participant feedback for Question 4: Table 2.0

Comments:

Very happy, SU changed and saved my life. I wish I could see Jason more times a week.

Able to gain a clearer view of using; such as thought processes leading to and challenging old habits.

The service is great, quick, reliable and beyond helpful.

Fantastic.

Very good services.

Table 2.0

Figure 5.0: Question 5) 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 80% of participants achieved the following four outcomes; Improved mental health (82%) and managing addiction (81%).

Of the 85 participants 59% improved physical health and 62% achieved improved family and/or friend relationships.

The poorest outcomes were employment at 6% and stable housing at 12%, which may be due to the answer not being relevant to some participants.

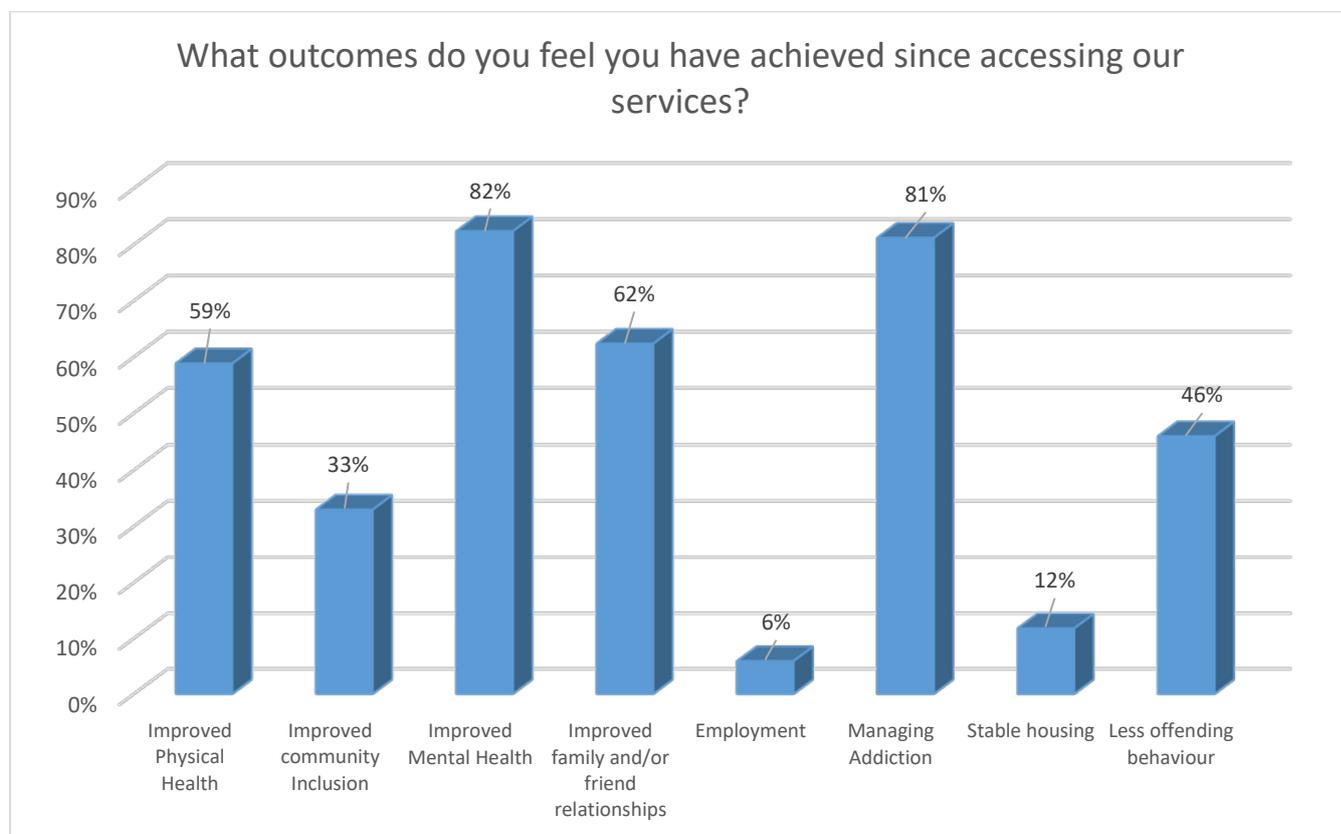


Figure 5.0

Figure 6.0: Question 6) Did you achieve your treatment goal?

The majority of the 85 participants, 48%, responded as treatment still in progress, with 29% answering 'Yes' to achieving their treatment goal. Nil participants responded 'No' to achieving their treatment goal.

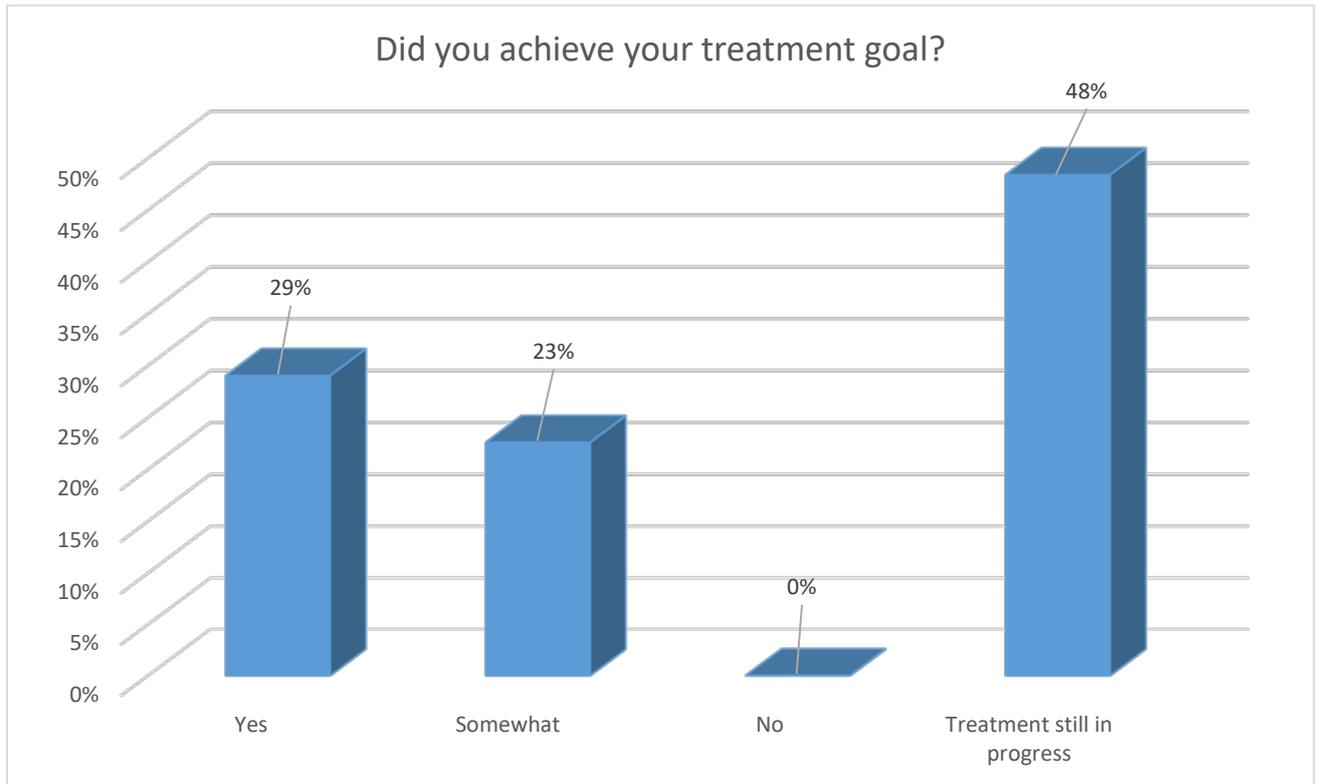


Figure 6.0

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. It must also be noted that the majority of participants advised their treatment was still in progress.

Of the outcomes employment received the lowest achievement rate, however it was more likely that this outcome was not applicable to the participant's treatment. This was followed by stable housing. The results suggest, if appropriate, an increased focus on engaging clients in housing services and employment, 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.