

STEPPING UP CONSUMER SURVEY RESULTS REPORT – 2019

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 74 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 questions. The survey questions directly related to service delivery, service experience and reflection to provide relevant and accurate results.

Key Findings:

- 74 survey responses were collected, compared to 85 responses in 2018
- 100% of participants are very happy with the services they have received, compared to 84% in 2018
- 97% feel more confident about achieving their recovery goals since coming to us
- Over 70% of participants self-reported achieving progress in the following outcomes; improved mental health and managing substance use
- Employment and stable housing were the lowest achieved outcome, as per previous years
- Stepping up employees received consistent positive feedback

Future Recommendations:

Future consumer surveys should include and/or consider;

- 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

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?

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 11th- 30th November 2019, Stepping Up employees distributed surveys to their clients to voluntarily participate in the data collection. Over the three-week period a total of 74 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 74 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 six quantitative 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 74 surveys were successfully completed. The paper surveys were collected by clinicians and stored for data analysis.

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

**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 (35%) were received from the Barwon area, with the least amount of surveys being received from Werribee (10%), this may be due to team sizes and client’s willingness to engage in surveys.



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 more than 5 sessions, 46%, with 20% of respondents only having been with Stepping Up for 1 session.

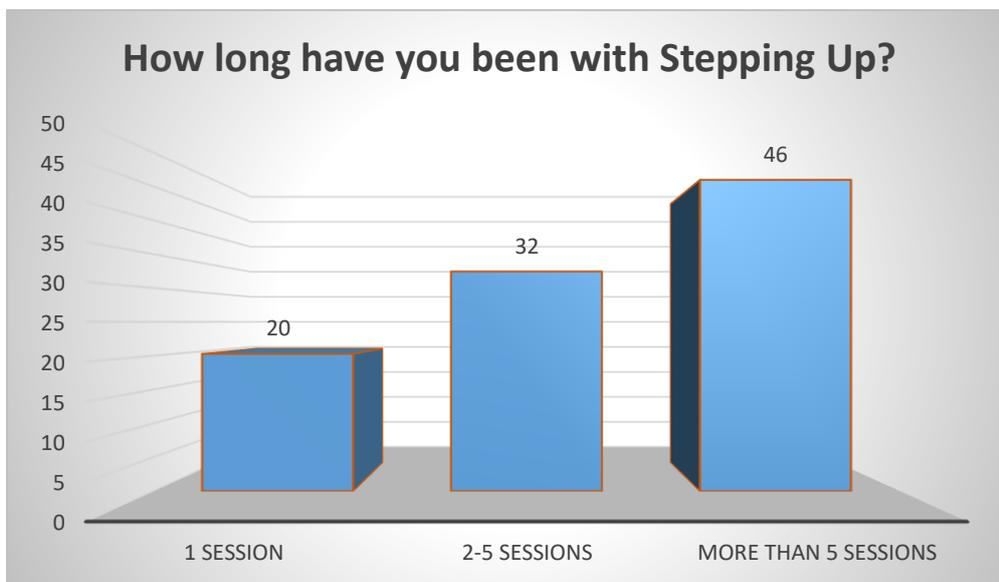


Figure 2.0

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, 68%. With the other programs showing an engagement of 1-12% of the respondents.

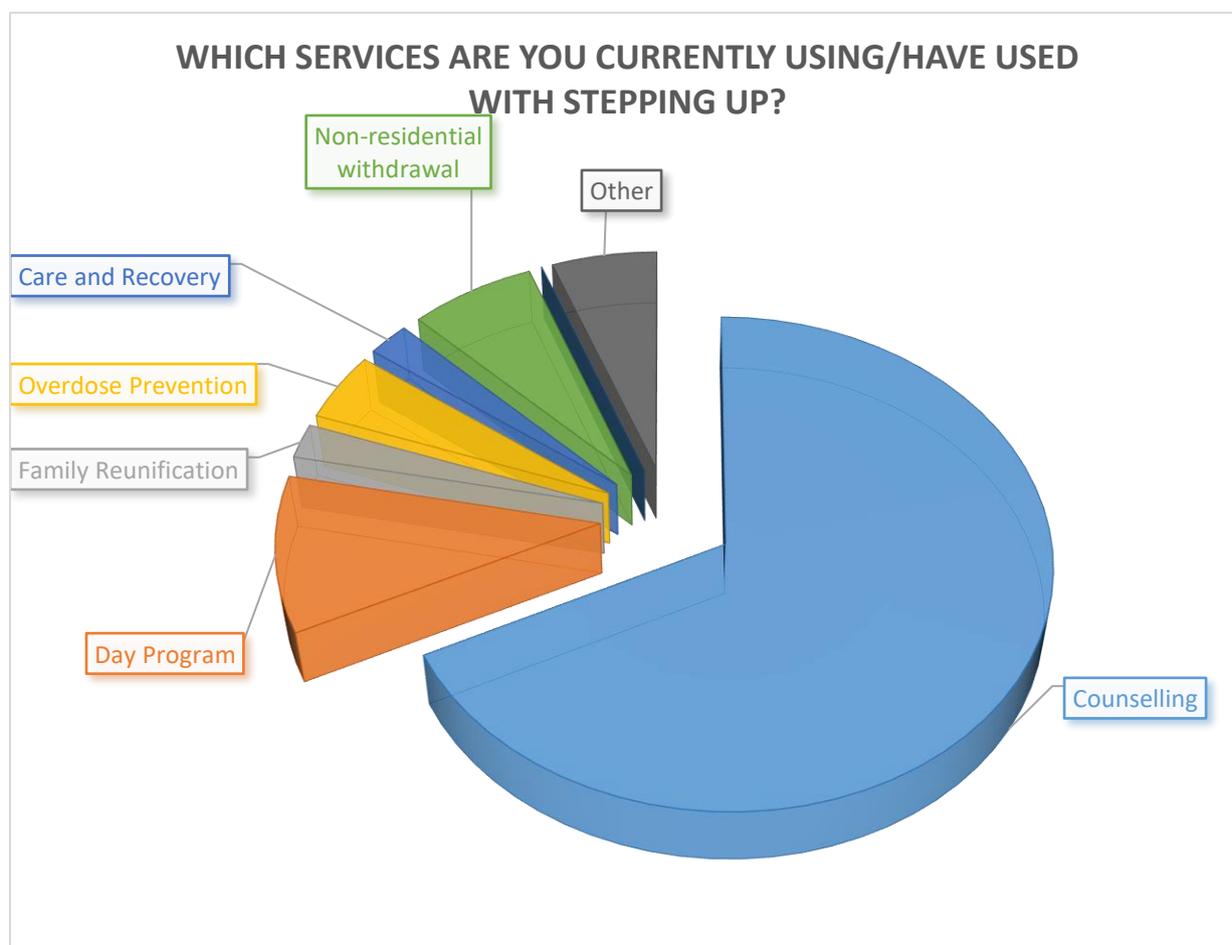


Figure 3.0

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

100% of respondents were happy with the services they had received.

Figure 5.0: Question 5) What outcomes do you feel you have achieved since accessing our services? (Tick those that apply)

Over 65% of participants achieved the following two outcomes; Improved mental health (65%) and managing substance use (66%).

Of the 74 participants 43% improved physical health and 42% achieved improved family and/or friend relationships.

The poorest outcomes were employment at 11% and stable housing at 9%, which may be due to the answer not being relevant to some participants.

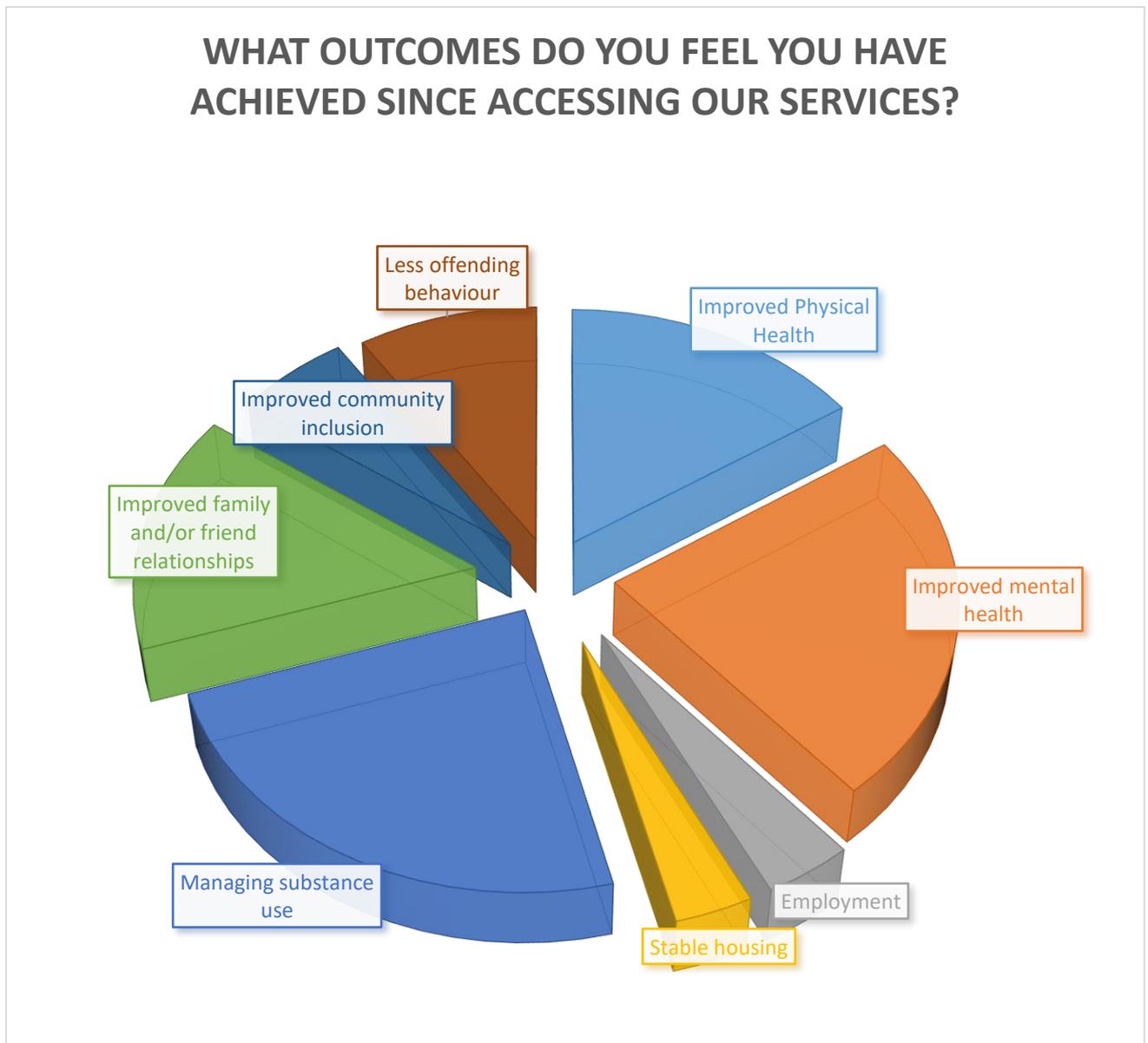


Figure 5.0

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

The majority of the 74 participants, 66%, responded as treatment still in progress, with 32% answering 'Yes' to achieving their treatment goal. 1% of participants responded 'No' to achieving their treatment goal.

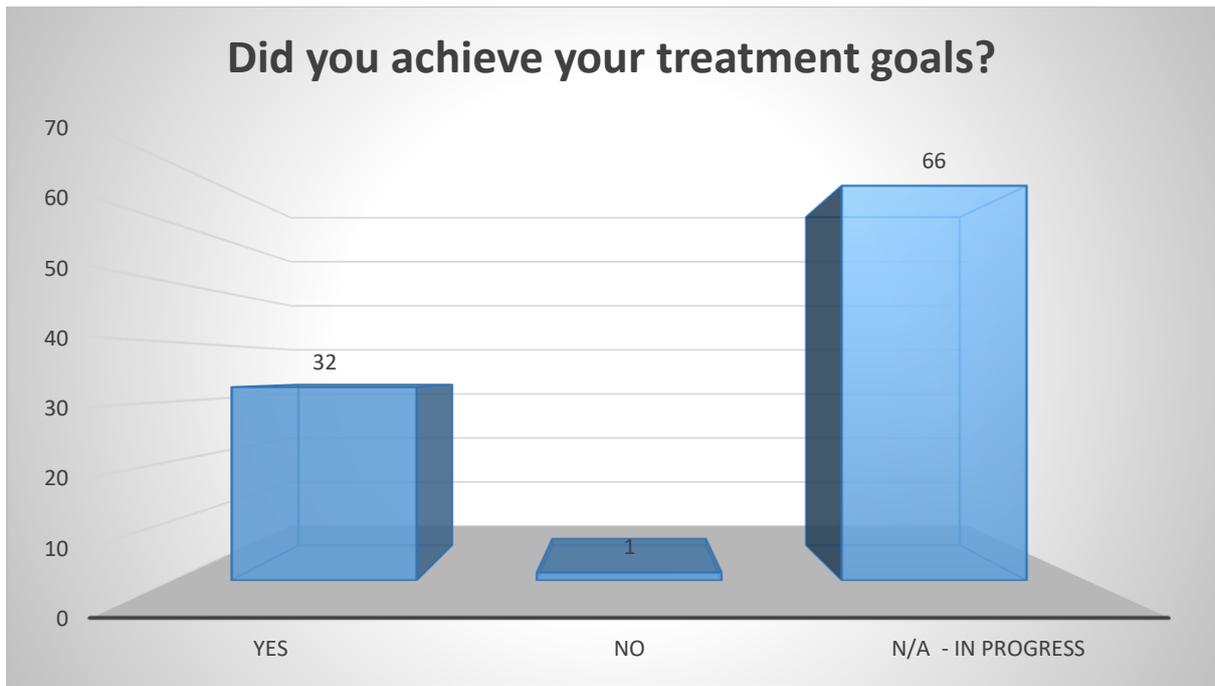


Figure 6.0

DISCUSSION AND CONCLUSION

As expected, the results found the two highest outcomes for achievement to be ‘improved mental health’ and ‘managing substance use. 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 as per previous years. It must also be noted that the majority of participants advised their treatment was still in progress.

Of the outcomes stable housing 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 employment. 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.