



Community Partners Survey Report

May 2016

(Community Partner 2015 Survey)

Introduction:

As part of ongoing quality improvement at WAYS Mental Health Support, a survey of community partner agencies is done on an annual basis. This survey was administered in November, 2015. The response rate was 39% (64 responded out of 163 surveys sent). As part of the quality improvement process an action plan with outcomes has been prepared.

The majority of the survey respondents were affiliated with children's mental health or child welfare (37% each), followed by youth justice (28%), education (17%), and health (15%). Some respondents identified themselves as "other" (17%), representing sectors such as addiction, developmental services, police, and violence against women. Approximately 60% were front line professionals and 40% held management positions.

The target is to achieve 80% or greater satisfaction on each item (excluding open-ended questions).

Summary of Findings:

Strengths:

On most items, community partners indicated a positive degree of satisfaction (80% and over). Specifically, there was strong satisfaction on: the relevance of programs and services (91%); partnership/collaboration with WAYS (89%); the quality of relationship with WAYS (89%); professional competence of staff (89%); quality of programs and services (89%); communication with WAYS (87%); ease of getting to the right contact person (87%); and the flexibility and availability of staff (85%).

On an open-ended question, the most frequently cited major asset of WAYS was our committed staff and leadership (32%), followed by our flexibility (22%) and collaboration/communication (20%). When asked for additional comments, respondents to this question most frequently cited collaboration/communication (44%) and high quality/valuable service (27%).

Areas for Improvement:

Although the majority of respondents were familiar with our mission, vision and values (82%) and understood our service philosophy and range of services, a significant majority (70%) were not familiar with our strategic plan. When asked if WAYS consistently shares its quality improvement activities and reports, only 38% answered yes.

Only half of the respondents indicated that we take a proactive approach to educating our community on child and youth mental health and leading practices in the field, and the others said no, or did not know.

Although the majority (67%) of survey respondents were completely or mostly satisfied with how treatment planning is coordinated, this is an area in which improvement efforts could be focused. In a similar question, as to satisfaction with communication around client progress and discharge plans, the majority of respondents were completely or mostly satisfied (73%), this could also be considered an area where improvement would be beneficial.

On an open-ended question about what would be an improvement priority for WAYS, greater visibility in the community was most often mentioned (17%), followed by longer-term service, greater ability to serve diverse populations/provide service in French, and better communication (10% each). Responses to an open-ended question about what program/services they would like to see developed at WAYS, the most frequent responses were longer-term services (14%), day programming, practical/life skills and respite (10% each).

Quality Improvement Action Plan:

A review of the action plan will occur prior to March 2017.

1. Familiarize community partners with WAYS' strategic plan.
 - With the Strategic Planning Committee of the Board of Directors, the Executive Director will develop a document that summarizes our strategic plan
 - The strategic plan summary document will be distributed to community partners and will be posted on the website

Outcome: Survey results will show that 70% of individuals responding to the survey are familiar with WAY's strategic plan.

2. Ensure that Quality Improvement reports are available to stakeholders and to the public.
 - Quality Improvement reports will be posted in an area on the website
 - High-level quality improvement findings will be included in the annual report

Outcome: Survey results will show that 70% of individuals responding to the survey indicate WAYS consistently shares quality improvement activities and reports.

3. More intentional communications around clinical philosophy at WAYS:

- Prepare and disseminate a statement of clinical philosophy including methods used and how practices relate to current research and best practice
- Ensure consistent understanding and practice of clinical philosophy across programs and services at WAYS by thorough discussions at Programs and Services meetings with Supervisors, Team Meetings with staff and clinicians.
- Ensure staff are able to clearly articulate the clinical philosophy at WAYS and how it is practiced on a day to day basis
- Provide professional development opportunities and articles for staff regarding the clinical philosophy at WAYS

Outcome: During the training analysis portion of annual program reviews staff will be able to articulate and give examples of how the clinical philosophy is understood and practiced in their program.

4. Coordination of treatment, discharge planning, communication on client progress.

- Ensure consistent timeframes and methods are used when communicating with community partners around case planning through discussions at Programs and Services meetings
- Ensure documentation of the above communications are documented in case files along with dates of communications and persons receiving communications

Outcome: Survey results will indicate that 80% of individuals responding to the survey are satisfied with the coordination of treatment planning and communications around client progress and discharge plans.

File audits will indicate that staff document communications around the coordination of treatment planning, discharge planning and client progress 100% of the time.

5. More promotion/visibility in the community of programs & services provided by WAYS.

- With Board of Directors Marketing and Development Committee and the Executive Director, develop a marketing plan and key messages to be used consistently. workshops and other events.

Outcome: Survey results will indicate that 89% individuals responding to the survey are aware of, and clearly understand and value the programs and services at WAYS, the clinical and service philosophy and expertise of our staff.

6. Increase our ability to serve diverse populations including French Language.

- Continue to increase our competency, capacity and resources within the agency to serve the French Language population.
- Efforts to connect with diverse cultural groups, including, Cross Cultural Centre, Muslim Family Resource Centre, Syrian Refugee Initiatives, Aboriginal Cultural Groups such as Atlosa, SOHAC, N'amerind Friendship Centre to develop service relationships and cultural understandings.

Outcome: 50% of the action items and timeframes as indicated in the French Language Compliance Report for the Ministry are met by the end of 2016-17 Fiscal year.

WAYS will have 25 contacts with diverse cultural groups with the intention of building cultural understanding and increased service relationships by the end of 2016-17 fiscal year.

APPENDIX

I am familiar with WAYS Mission, Vision and Values.

Response	Chart	Percentage	Count
Strongly Agree		8.3%	5

Agree		73.3%	44
Disagree		18.3%	11
Strongly Disagree		0.0%	0
Total Responses			60

I am familiar with WAYS Strategic Plan.

Response	Chart	Percentage	Count
Strongly Agree		1.7%	1
Agree		28.3%	17
Disagree		66.7%	40
Strongly Disagree		3.3%	2
Total Responses			60

I understand the service philosophy and range of services that WAYS provides in the community.



Response	Chart	Percentage	Count
Strongly Agree		18.3%	11
Agree		68.3%	41
Disagree		13.3%	8
Strongly Disagree		0.0%	0
Total Responses			60

WAYS consistently shares quality improvement activities and reports.




Response	Chart	Percentage	Count
Yes		37.3%	22
No		18.6%	11
Don't Know		44.1%	26
Total Responses			59

Our organization is involved in formal and/or informal partnerships/collaborations with WAYS.




Response	Chart	Percentage	Count
Yes		83.1%	49

No		8.5%	5
Don't Know		8.5%	5
		Total Responses	59




Our organization shares clients with WAYS.

Response	Chart	Percentage	Count
Yes		86.4%	51
No		5.1%	3
Don't Know		8.5%	5
		Total Responses	59


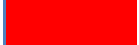
When clients are shared with WAYS, services are coordinated, and roles and responsibilities are defined.

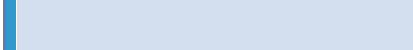
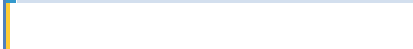
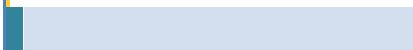
Response	Chart	Percentage	Count
Yes		76.3%	45
No		3.4%	2
Don't Know		20.3%	12
		Total Responses	59

WAYS staff takes a proactive approach to educating our community on Child and Youth Mental Health and leading practices in the field.

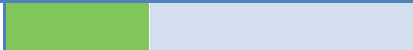
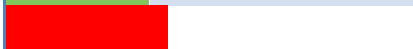

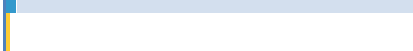

Response	Chart	Percentage	Count
Yes		50.8%	30
No		1.7%	1
Don't Know		47.5%	28
		Total Responses	59

Please evaluate your overall satisfaction with your partnership/collaboration with WAYS.

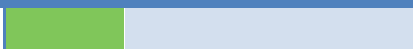


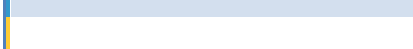
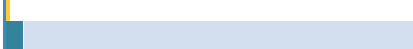
Response	Chart	Percentage	Count
Completely Satisfied		50.9%	28
Mostly Satisfied		38.2%	21

Slightly Satisfied		3.6%	2
Not Satisfied		1.8%	1
n/a		5.5%	3
Total Responses			55



Please rate your overall satisfaction with the quality of programs and services provided by WAYS.

Response	Chart	Percentage	Count
Completely Satisfied		41.8%	23
Mostly Satisfied		47.3%	26
Slightly Satisfied		3.6%	2
Not Satisfied		1.8%	1
n/a		5.5%	3
Total Responses			55

Please rate your satisfaction with the overall relevance of programs and services provided by WAYS.




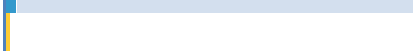

Response	Chart	Percentage	Count
Completely Satisfied		34.5%	19
Mostly Satisfied		56.4%	31
Slightly Satisfied		1.8%	1
Not Satisfied		1.8%	1
n/a		5.5%	3
Total Responses			55

Please rate your overall satisfaction with the quality of your relationship with WAYS.

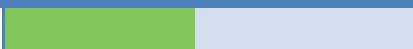
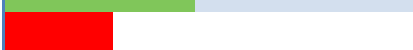
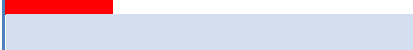
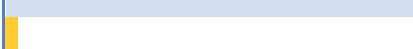
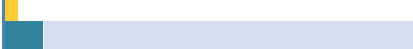
Response	Chart	Percentage	Count
Completely Satisfied		65.5%	36
Mostly Satisfied		23.6%	13

Slightly Satisfied		3.6%	2
Not Satisfied		1.8%	1
n/a		5.5%	3
		Total Responses	55

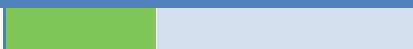

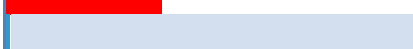
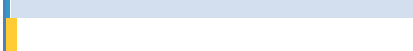

Please rate your satisfaction with the ease of getting to the right contact at WAYS.

Response	Chart	Percentage	Count
Completely Satisfied		67.3%	37
Mostly Satisfied		20.0%	11
Slightly Satisfied		3.6%	2
Not Satisfied		1.8%	1
n/a		7.3%	4
		Total Responses	55






Please rate your satisfaction with the flexibility and availability of WAYS staff.

Response	Chart	Percentage	Count
Completely Satisfied		54.5%	30
Mostly Satisfied		30.9%	17
Slightly Satisfied		0.0%	0
Not Satisfied		3.6%	2
n/a		10.9%	6
		Total Responses	55






Please rate your satisfaction with the professional competence of WAYS staff.

Response	Chart	Percentage	Count
Completely Satisfied		43.6%	24
Mostly Satisfied		45.5%	25
Slightly Satisfied		1.8%	1
Not Satisfied		3.6%	2
n/a		5.5%	3
		Total Responses	55






Please rate your satisfaction with the communication between your organization and WAYS.

Response	Chart	Percentage	Count
Completely Satisfied		51.9%	28
Mostly Satisfied		35.2%	19
Slightly Satisfied		5.6%	3
Not Satisfied		3.7%	2
n/a		3.7%	2
		Total Responses	54

Please rate your satisfaction with treatment planning that is coordinated between our two agencies.

Response	Chart	Percentage	Count
Completely Satisfied		30.9%	17
Mostly Satisfied		36.4%	20
Slightly Satisfied		5.5%	3
Not Satisfied		5.5%	3
n/a		21.8%	12
		Total Responses	55

Please rate your satisfaction with communication around client progress and discharge plans for clients.

Response	Chart	Percentage	Count
Completely Satisfied		36.4%	20
Mostly Satisfied		36.4%	20
Slightly Satisfied		1.8%	1
Not Satisfied		1.8%	1
n/a		23.6%	13
		Total Responses	55

In your opinion, what would be an improvement priority for WAYS?

Response	Chart	Percentages	Count
Better communication		10%	3
Diversity/French		10%	3
Greater visibility in community		17%	5
Longer service		10%	3
Neutral/no comment		21%	6
Other		28%	8

In your opinion, what is WAYS' major asset?

Response	Chart	Percentages	Count
Collaboration/communication		20%	10
Committed staff/leadership		32%	16
Flexibility		22%	11
Other/no comment		12%	6
Responsive to high needs youth		12%	6

What program/services would you like to see developed at WAYS?





Response	Chart	Percentages	Count
Day programming		10%	3
Longer term service		14%	4
Neutral		28%	8
Other		25%	7
Practical/life skills		10%	3
Respite		10%	3

How likely would you be to enter or recommend a partnership/collaborative initiative with WAYS?

Response	Chart	Percentage	Count
Highly Likely		45.7%	21
Likely		41.3%	19
Not sure		4.3%	2

Unlikely		0.0%	0
Highly Unlikely		2.2%	1
N/A		6.5%	3
		Total Responses	46

Do you have additional comments that you would like to share?

Response	Chart	Percentages	Count
Collaboration/communication		44%	8
High quality/valuable service		27%	5
Neutral		16%	3
Other		11%	2