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Measuring the Accuracy of Client Satisfaction Data for CSHCN

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Measuring the Accuracy of Client Satisfaction Data for CSHCN

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Abilene Christian University

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by

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This Project Thesis, directed and approved by the candidate's committee,
has been accepted by the Honors College of Abilene Christian University
in partial fulfillment of the requirements for the distinction

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ABSTRACT

The agency that will be examined in this project is the Department of State Health Services (DSHS) and specifically with the Children with Special Health Care Needs (CSHCN) program. Current client satisfaction surveys used by the agency consist mainly of Likert-scale questions with only a small space for comments. Additionally, data collected from these surveys report very high levels of client satisfaction. The primary goal of this research is to discover how accurate are the current client satisfaction procedures used by the agency. Additionally, this research will investigate how satisfied clients are with case management services they receive. A qualitative survey was created from the existing surveys. Each question was made open ended to allow clients to give advice and fully express their opinions. This project will focus on measuring the effectiveness of three social workers working for CSHCN program under DSHS. Five Personal Care Services (PCS) and case management cases will be pulled from each social worker that has been completed in the past year. Surveys will be conducted over the phone and client responses will be recorded onto a corresponding data sheet. The participants in this survey will be the parents or legal guardians of the clients. Clients are children with special health care needs receiving Medicaid that are under the age of 21. Data from the each of the surveys will be analyzed and coded into common themes. The themes identified include my social worker did an excellent job, highly satisfied with the program and my social worker, my social worker was very knowledgeable, provided several resources to meet needs, and had effective communication. This study finds that the agency has effective ways to measure client satisfaction. Also, the agency is able to

adequately meet client needs. Most clients are highly satisfied with the program and staff that is assisting them.

Introduction & Evaluation Question

The agency that will be examined in this project is the Department of State Health Services (DSHS) and specifically with the Children with Special Health Care Needs (CSHCN) program. Clients are children under 21 who are on Medicaid and have a special health care need or people of any age with cystic fibrosis. Social workers offer case management services to these children and their families in order to connect them with the necessary resources or programs in their community. Social workers assess the client's needs by completing a Family Needs Assessment and then referring them to the appropriate resources. However, little follow up is conducted with the clients after they receive case management services. There is a client satisfaction survey that DSHS sends out to clients after a case manager has assisted them but these surveys are short and do not give the clients much space to respond.

This research aims to discover how satisfied clients are with case management services they receive through DSHS and the CSHCN program. Specifically, questions will be taken from the current client satisfaction surveys DSHS sends out for the CSHCN program and expand upon those questions. The DSHS client satisfaction survey only has five questions with a Likert scale with the ratings of one, two, four, and five. The scale ratings include strongly agree, agree, disagree, and strongly disagree. These questions will be turned into open-ended qualitative questions to allow the clients to provide more feedback on the services they have received. Data collected from the interviews with clients will then be compared with the data from surveys that DSHS sends out. The primary goal of this research is to discover how accurate are the current client satisfaction procedures used by the agency.

According to the 2014 Report on Customer Service from the Texas Health and Human Services System, 93% of CSHCN clients who returned the surveys indicated that they were satisfied with the program. Additionally, 88% of clients said the staff was knowledgeable and 90% stated that the staff was nice and helpful (Texas Health and Human Services System, 2014). The data received from these surveys were abnormally high because it is unusual for 90% of respondents to respond favorably to a satisfaction survey. Another goal of this research is to ensure the data collected from these surveys are accurately representing how clients feel about the services they are receiving and if they feel that their needs are being met. Social workers must ensure that their client's needs are being met. Providing a more accurate survey will not only allow social workers to serve their clients more effectively but it will also allow social workers to discover the effectiveness of resources that they are referring their clients to.

Currently the survey is not accurately measuring client satisfaction and it is only not allowing the clients to discuss how they feel about the services they have received. This project will allow clients an opportunity to describe in depth how they feel about the services they have received through open-ended questions. Currently, the surveys are just mailed out but no clients are directly interviewed. This research can help discover any advice or recommendations that clients have such as improving a specific resource or program were referred to. Also, clients could help social workers improve as case managers. Overall, this research aims to ensure the agency's current client satisfaction procedures are accurately measuring how satisfied clients are with services they are receiving by comparing the agency's data to data collected through more in depth one-on-one interviews with clients.

Review of Literature

Introduction

   This literature review discusses and synthesizes information from fourteen articles regarding the measurement of client satisfaction. Client satisfaction is often an important way that agencies or organizations measure their effectiveness. This practice is especially common within the field of social work because the desire to meet a client's needs is woven into the values of social work. Social workers want to know if they have assisted their clients and are constantly striving for improvement. Often times, social workers are the only link a client has to necessary resources so it is important to ensure that a client's needs are being met. Additionally, social service agencies also highly value the role of client satisfaction.

   Common social services agencies are involved in social welfare, mental health, health care, and counseling. Social workers are often employed at these agencies but that may not always be the case. These agencies also want to know if they are meeting the needs of their clients. Clients can also provide a direct perspective into how an agency is functioning and help keep it accountable. Despite the benefits of measuring client satisfaction there are many issues that arise during the process such as high satisfaction scores. This topic and several others will be discussed in more detail in the literature review. Five common themes regarding client satisfaction will be explored in this literature review including how it is defined, measured, why it is measured, problems with measuring it, and outcomes of measurement.

Definitions of Client Satisfaction

Client satisfaction can be a difficult term to define. However, it is important that the agency develop an understanding of what constitutes client satisfaction so that it can be objectively measured. Client satisfaction stems from how a client feels about how an agency or case manager performed on services they value highly (Chang-Ming, 2006). Many agencies have developed definitions based on what they feel clients value the most. Several believe that clients value at least one of the following including the availability, accessibility, quality, and relevance of the services offered (McNeill et al., 1998; Walsh & Lord, 2004, Reid & Gundlach, 1983; Koch & Merz, 1995; Glick, 2009; Fischer & Valley, 2000; Huisamen & Weyers, 2014; Chang-Ming, 2006). Clients like their social workers want their needs met in the most effective way possible. Many clients often do not know about services available to help them so they desire someone who can help them find what they need and answer any questions they might have. Clients also desire to have someone who is knowledgeable in their field and knows what they are doing (Walsh & Lord, 2004; Koch & Merz, 1995; Chang-Ming, 2006). Many of the clients in social service settings come from impoverished backgrounds and often do not have high levels of education. These clients in particular must rely completely on the information they receive from whoever is assisting them. A social worker, case manager, counselor, or other practitioner could assist them depending on what agency they are working with.

Within the field of social work, some clients value how professional their social worker is with them (Huisamen & Weyers, 2014). Social workers attend to this concern by striving to maintain a professional relationship with their clients and are careful not to cross boundaries. Other clients are interested in the plan that the social worker devises

when working with them (Chang-Ming, 2006). Social workers are trained to develop plans that incorporate the client's feedback and protect their right to self-determination. Clients receiving counseling services are concerned with time that passes between seeing their counselors and the amount of time they spend with them (Koch & Merz, 1995). Clients value a variety of aspects related to the services they receive. Also, these values may change based on what type of agency is assisting them. However, clients overall tend to value many of the same aspects in the services they receive.

How Client Satisfaction is Measured

Client satisfaction can be measured in a variety of ways and there are many tools available to assist in the process. Some researchers utilized or examined existing questionnaires designed to measure client satisfaction (Walsh & Lord, 2004; Koch & Merz, 1995). Many researchers prefer to design their own questionnaires (Nguyen et al., 1983, McNeill et al., 1998; Jindani & Murdock, 2009). A landmark study in 1983 developed one of the most widely used questionnaires today called the Client Satisfaction Questionnaire-8 or CSQ-8. This questionnaire is designed to be applicable in a variety of settings that pertain to health and human services. One of the primary goals of this tool is to provide a standardized and effective way to measure client satisfaction (Nguyen et al., 1983).

Several studies used existing scales for their measurements (Hseih, 2012; Tilbury et al., 2004; Huisamen & Weyers, 2014). Others designed their own scales (Reid & Gundlach, 1983; Trotter, 2008; Chang-Ming, 2006). Another well-known study in 1983 designed a scale used often today called the Reid-Gundlach Social Service Satisfaction Scale or R-GSSSS. This scale is designed to offer a standardized way to measure client

satisfaction with social services in a variety of settings (Reid & Gundlach, 1983). Some researchers used surveys in their studies (Carpenter-Aeby & Aeby, 2012; Glick, 2009; Fischer & Valley, 2000). Many of these methods and tools can be used interchangeably to measure client satisfaction. Several researchers use existing tools but some would rather develop their own. Some tools are more useful than others depending on what setting they are being used in. Overall, there are a variety of useful methods and tools for measuring client satisfaction.

Why Measure Client Satisfaction

Many agencies see client satisfaction as a way to improve their services or to improve the agency as a whole. Programs can also learn how their clients are directly affected by the services they provide. Each researcher may measure client satisfaction differently but many have similar reasons for measuring it. Several measured it in order to evaluate the services an agency or organization offered (McNeill et al., 1998; Walsh & Lord, 2004; Hseih, 2012; Tilbury et al., 2004; Fischer and Valley, 2000). These studies sought to determine the effectiveness of their services through the eyes of their clients. Others desired to discover the client's perception of the program or services offered (Carpenter-Aeby & Aeby, 2012; Glick, 2009). They wanted to uncover the unique perspective that only clients can give. Clients can offer direct and tangible insight into how services provided operate in the field outside of an agency or organization's theoretical framework. An agency can develop a plan or program to assist clients but will not really know how effective it is until it is implemented. Often programs can have strong logic models or theory but fall short in the implementation phase. A great benefit

of client satisfaction is that it allows programs direct insight into how they are serving their clients and helps them discover ways to improve.

One study measured how satisfied clients were with various programs offered through the state. The goal was to develop baseline data based off their findings (Jindani & Murdock, 2009). Trotter (2008) studied how client satisfaction with services affected outcomes. Outcomes were examined to discover if they were impacted by how satisfied clients were with services received. Koch & Merz (1995) reviewed the effectiveness of various tools designed to measure client satisfaction. Several tools were reviewed including some of the tools discussed in the previous section. There may be several different factors behind why client satisfaction is measured but ultimately the goal is to facilitate improvement of the agency or organization by listening to client feedback.

Problems with Measuring Client Satisfaction

Although measuring client satisfaction is a common practice, a number of studies have identified problems that arise during the process of measuring it. Several studies found that very high levels of satisfaction are often reported (Nguyen et al., 1983; Koch & Merz, 1995; Carpenter-Aeby & Aeby, 2012; Glick, 2009; Chang-Ming, 2006; Walsh & Lord, 2004). Researchers are not certain what cause these high levels but there are many theories. One study attributed the high scores to the "halo effect" which could cause a client to rate everything highly since they are excited to be finished with their services or program. Also, clients could base their ratings off a few significant traits of their caseworker or practitioner but fail to consider all aspects of the services they received (Carpenter-Aeby & Aeby, 2012). Clients could also want to offer favorable responses to

the researcher or be reluctant to express their dissatisfaction to a stranger due to "courtesy bias" (Glick, 2009).

Another common problem identified is that there is a lack of standardization among tools or methods used (Nguyen et al., 1983; Glick, 2009; Fischer & Valley, 2000; Huisamen & Weyers, 2014; Chang-Ming, 2006). Researchers often prefer to use their own tools instead of relying on existing instruments. This practice could cause a number of problems such as lack of validity and reliability. Researchers are also often concerned that the tools available are too general or simple and do not account for all dimensions involved (Hseih, 2012; Walsh & Lord, 2004, Chang-Ming, 2006, Koch & Merz, 1995). Also, there are often issues associated with the timing of when the research is conducted (Tilbury et al., 2004 & Huisamen & Weyers, 2014). In summary, there are several problems associated that can arise when measuring client satisfaction but the most common are high satisfaction levels and lack of standardized instruments.

Outcomes of Measuring Client Satisfaction

Measuring client satisfaction can have a variety of outcomes depending on the setting and motivations behind the study. Several studies received high scores of satisfaction with their agency or organization (McNeill et al., 1998; Carpenter-Aeby & Aeby, 2012; Glick, 2009; Jindani & Murdock, 2009; Fischer & Valley, 2000; Huisamen & Weyers, 2014). These results are common and can be problematic among client satisfaction studies. However, high scores often yield helpful information for the agency or organization being reviewed. For example, Fischer and Valley (2000) discovered that their data provides a unique view into agency services from the client's perspective and

contributes to the oversight of staff. The data also helps the agency troubleshoot issues, and supplies stakeholders with tangible information about the agency's effectiveness.

Some studies reported the uses of tools they had developed or evaluated existing tools (Nguyen et al., 1983; Reid & Gundlach, 1983; Tilbury et al., 2004; Koch & Merz, 1995; Chang-Ming, 2006). Nguyen et al., (1983) reported that their Client Satisfaction-8 questionnaire would be most useful in the fields of mental health and social services. While, Koch and Merz (1995) reported that the Evaluation Rating Scale is effective at discovering which specific area of a program is the cause of a client's satisfaction or dissatisfaction. A couple studies found ways the agency or its workers could improve their services (Hseih, 2012; Trotter, 2008; Walsh & Lord, 2004). Hseih (2012) discovered that clients were satisfied with how their case manager assessed their needs but they were less satisfied with their case manager's plan of care or ability to find useful resources. While Trotter (2008) learned that a client's satisfaction with services could lead to a better outcome. In conclusion, each study received helpful data that could be used to improve the agency or the tools used to measure client satisfaction.

Limitations

This literature review has limitations. Several of the articles used are not current meaning they have not been published within the last ten years. Out of the fourteen articles reviewed, only eight have been published recently. Two of the articles used were from 1983, which is a few decades in the past and may affect the relevance of the information offered. Most of the articles used are also from Abilene Christian University's library database. Some articles were not available through the database, which limited the scope of this review. The length of this review also limits the amount

of depth or discussion provided on each article. Articles were not examined in depth but were grouped together under a common theme. The review was written in a short length of time, which also prevented the review from going more in depth. The review also did not examine the demographics of clients studied or the methods used to study them. Instead, the introductory as well as the discussion and conclusion section were scanned for information relevant to the themes identified. In summary, the most significant limitations of this review include its lack of current articles and in depth examination of each article.

Conclusion

Measuring client satisfaction can be a very useful tool to help agencies or organizations determine the effectiveness of their services. This literature review explored five common themes regarding client satisfaction including how it is defined, measured, why it is measured, problems with measuring it, and outcomes of measurement. There are several definitions of it but many agencies include similar characteristics in its definition such as accessibility. Several studies used common methods of measurement such as surveys or questionnaires. Many agencies wanted to discover how effectiveness their services were by asking for client's feedback. Several similar problems were identified with measuring it especially high satisfaction scores and lack of standardization. However, client satisfaction can provide a number of benefits for the agency and offer tangible ways to improve. Data discovered can help the agency improve its services through monitoring its staff and facilitating troubleshooting of any issues identified. To summarize, measuring client satisfaction has its limitations but is

overall effective at helping agencies improve their services by tailoring them to client's needs.

Methodology

Design

This aim of this research is to accurately measure client satisfaction with the Children with Special Health Care Needs Program (CSHCN) offered through the Department of State Health Services (DSHS). The current client satisfaction surveys used by the DSHS are mostly quantitative and offer little room for clients to give their opinion. In order to determine the effectiveness of this measurement tool, a qualitative survey was created from the existing surveys. Each question was made open ended to allow clients to give advice and fully express their opinions. The surveys will be both a process and outcome evaluation of the agency. This survey aims to discover if case managers at the agency are performing their duties as outlined in the logic model. Additionally, the focus of this survey is to determine whether clients' needs are being met. This project will focus on measuring the effectiveness of three social workers working for CSHCN program under DSHS.

Data Collection

Five Personal Care Services (PCS) and case management cases will be pulled from each social worker that has been completed in the past year. Only cases with completed Family Needs Assessments and multiple referrals given will be included. Then the surveys will be conducted over the phone and client responses will be recorded onto a corresponding data sheet. Before answering the questions, each client will be informed of the purpose of the study and that participating in it will not affect his or her benefits.

Clients will also be told that their participation is voluntary and that their information will be kept confidential. Each client will only be identified by a number on the top of the sheet and no other identifying information will be recorded. Cases will be kept in a secure filing cabinet at the office. The goal is to obtain surveys from 10 to 20 clients.

Participants

The participants in this survey will be the parents or legal guardians of the clients. The participants will be identified based off who is listed as the responsible adult in the case file.

Participants will be limited to English speaking families only. Additionally, only cases with completed Family Needs Assessments and multiple referrals given will be included. Clients are children with special health care needs receiving Medicaid that are under the age of 21. Most clients are low-income families and are from a variety of ethnic backgrounds. Clients also suffer from a disability ranging from mild to severe. Disabilities encompass a wide range from behavioral, medical, intellectual, or multiple disabilities. Some families are single parent and parents themselves may suffer from a disability.

Instruments

The survey used is drawn from the existing DSHS quantitative client satisfaction survey currently sent out to CSHCN clients (Appendix A). A new qualitative survey will be created from this existing survey with six open-ended questions (Appendix B). Participants will be asked to provide as much information as possible.

Data Analysis

Data from the each of the surveys will be analyzed and coded into common themes. The themes identified will be compared to the current client satisfaction data supplied by DSHS. Data collected will be used to determine the accuracy of the high satisfaction rates for the DSHS surveys. Conclusions will be drawn from data collected and information will be provided to the agency and its social workers on how to improve services.

Sample

The participants interviewed in this study were the parents or legal guardians of the clients. Clients at this agency are children on Medicaid under age 21 with special health care needs. Therefore, social workers primarily contact the parents of clients in order to determine how to meet the needs of the client and their family. No identifying characteristics of the interviewees were recorded or asked for due to confidentiality and HIPAA. Most of the interviewees were the mothers of the clients but some were grandmothers. The interviewees had differing racial backgrounds, several were white but specific racial information was not recorded. Also, the interviewees ranged from ages 18 to 75. The specific health diagnoses of the clients were not recorded to protect confidentiality. Out of the thirty potential clients identified, only eleven completed the interviews. Interviewees were identified as client #1, 2, etc. no other identifying information was collected.

Themes

Several themes were identified from the interviews. After the data was collected, each interview was analyzed and coded into five separate themes. The themes identified

include my social worker did an excellent job, highly satisfied with the program and my

social worker, my social worker was very knowledgeable, provided several resources to

meet needs, and had effective communication. Overall, most clients were highly satisfied

with the services they had received and did not have many suggestions to offer.

Did Excellent Job

   During the interviews, several interviewees stated that they felt their social worker

did an excellent job. Several clients stated that her social worker could not have done

anything better and remarked, "Job done well" (Clients 1, 6, 8, 10, and 11). Client 1

stated that she was helped with what she felt was important. Clients 8 and 10 stated that

they were very pleased and felt their needs were being met adequately. These clients

expressed gratitude for their social worker's involvement and desire to help their child

and family. They also did not detail any ways that their social worker could improve

because they felt enough had been done for them. Client 10 even stated that she felt her

social worker had done an "amazing job" (personal communication, February 24, 2016).

Client 11 remarked, "She has been a great case manager" and "can always handle what

we need" (personal communication, February 24, 2016). These clients expressed high

satisfaction with the quality of their social worker and their ability to meet needs.

High Satisfaction with Program and Social Worker

   Many clients detail specific ways they felt their social workers met their needs

and adapted to their individual situation. Several stated that they were very pleased and

had a very good experience (Clients 2, 4, 6, 8, and 11).Client 4 stated that her "experience

was spot on" and that her social worker was "very understanding". Client 6 discussed

how her social worker "has gone above and beyond" and "has been more than helpful".

She also stated received help "getting out of a mess" and that her social worker was able to figure out how to transfer services over so her child and family would continue to receive them. Client 6 also expressed her gratitude and that she "hopes everyone has a case worker like hers" (personal communication, February 12, 2016). Client 7 described her social worker as a "very interested and pleasant person". Also, she stated that she received much help and her schedule was always worked with. Client 8 detailed that her social worker knows that she struggles with her granddaughter but knows what to do and what to talk to. She also stated her granddaughter's medications are always kept on track. Client 9 expressed her satisfaction but also had several suggestions for improvement. She stated that her social worker was at first shy and standoffish but then later really opened up. She suggested that her social worker should be more open and engaging in the beginning. She also suggested that the program could be improved because it is difficult being a consumer and that at first the program is vague. She stated at first it is hard to understand what all the resources are for and what options there are for various programs. Initially, it took time to get more information and understand what her child was eligible for. The program should be better explained, more black and white, with more documentation, and more clarity. Parents with disabled children deal with many programs and services so it is hard to keep track of them all (personal communication, February 24, 2016). Client 11 claimed that her social worker always remembers who she is and who her child is. She proclaimed that she "deals with a lot of case managers but she is one of my favorites" (personal communication, February 24, 2016). Several clients expressed high satisfaction with their social workers and felt their needs were being met adequately.

Knowledge of Social Worker

Several clients were very satisfied with their social worker's knowledge and ability to inform them of potential resources available. Many clients stated that their social workers were knowledgeable and informative (Clients 2, 3, 5, 8, 11). Client 2 claimed that her social worker was "very informative told me about things I had no idea about" and also remarked "knew what she was talking about" (personal communication, February 12, 2016). Client 5 stated, "She was very thorough, knowledgeable answered questions" and also "provided information or looked it up if she didn't have it" (personal communication, February 12, 2016). Client 11 described her experience with her social worker "She always answers all of my questions. She is great with handling what we need and answered questions or found answers. Also, she asked if there were any questions or concerns" (personal communication, February 24, 2016). Some clients were pleased with the information their social worker provided and brought to the visits (Clients 9 and 10). Client 9 stated, "She brought documentation and told me about resources" and remarked that these resources were very helpful. Client 10 proclaimed, "She got information that I needed" (personal communication, February 24, 2016). In general, most clients expressed high satisfaction with their social worker's knowledge of potential resources and ability to explain them.

Provided Several Resources

Clients also were very pleased with the quality and usefulness of resources provided. Several stated that the resources provided helped to meet their needs effectively and were specific to their individual cases (Clients 1, 3, 5, 6, 7, 9). Client 3 explained that her social worker "gave resources to help meet my needs". Client 5 stated, "She provided

specific information about school references and contacts" and "was able to provide night pull-ups". Client 6 claimed, "She provided resources to help accommodate each individual child" (personal communication, February 12, 2016). Client 7 described that her social worker brought information asked for and had many resources to offer. Client 9 explained that she was linked with resources so she will be ready when her insurance expires (personal communication, February 24, 2016). Clients 10 and 11 were impressed by the resources provided and stated that they were extremely useful. Client 11 described that her social worker "gets needed information quickly" and was pleased with the information given (personal communication, February 24, 2016). Each client highlighted the usefulness of the resources provided and was very pleased with the social worker's ability to tailor the resources to meet their specific needs.

Effective Communication

Some clients stated that they were highly satisfied with the quality and effectiveness of communication. Several described that their social workers responded quickly and would keep in constant contact (Client 1, 8, and 11). Client 8 claimed that the communication door is open and is able to tell her who to get in touch with often through emails. Client 11 proclaimed, "She is great about getting about getting back and following up". Client 10 stated that her social worker was willing to come to her house and meet with you as quickly as needed (personal communication, February 24, 2016). In summary, several clients were pleased with the amount and level of communication they had with their social workers.

Discussion

This study found that the current methods conducted by the agency are effective. Each client stated that they felt their needs were met and were very satisfied with services received. Only one client had suggestions for how the program and their social worker could improve but was otherwise satisfied. This study supports the current client satisfaction data collected by DSHS for CSHCN clients. Specifically, the study supports the statistics regarding the quality of staff and overall satisfaction with the program. DSHS found that 88 percent of clients regarded the staff as knowledgeable and 90 percent felt they were nice and helpful. Additionally, 93 percent of clients were satisfied with the program (Health and Human Services Commission, 2014). This study found that nine out of the eleven clients interviewed explicitly stated that they were satisfied with the program and the staff. One client even stated, "She has gone above and beyond and is more than helpful" and "is an amazing case worker" (Client 6, personal communication, February 12, 2016). Another client stated that her social worker is helpful and a very interested and pleasant person (personal communication, February 24, 2016).

Each client also stated that they felt the staff was knowledgeable and also very nice and helpful. Client 2 detailed that her social worker was "very informative told me about things I had no idea about" and "knew what she was talking about" (personal communication, February 12, 2016). This study also discovered that clients were highly satisfied with their social worker's ability to provide resources to meet their needs. Client 6 stated, "She provides resources to help accommodate each individual child" (personal communication, February 12, 2016). Clients were also pleased with the level and frequency of communication. Client 8 claimed the communication door is open and is

always informed about who to get in touch with (personal communication, February 24, 2016). Overall, this study concludes that the agency's measurement of client satisfaction is accurate and that clients' needs are being met effectively.

Implications

While the study finds that the overall levels of satisfaction are similar when comparing the quantitative (survey) data traditionally collected to conduct qualitative interviews regarding satisfaction, the findings from this study suggest that interviewing clients could be a more effective way to measure client satisfaction. Providing open-ended questions allowed clients to fully express their opinions and describe their experiences in detail. However, the agency currently utilizes a questionnaire consisting mainly of Likert-scale questions with only a small section provided for clients to express their opinions. The agency could receive richer data and more practical ways to improve their program if a qualitative open-ended questions approach was utilized. Additionally, the agency could receive stronger feedback and direct quotes from clients to support the successful of their program.

The study discovered a way to improve the agency's services and the program from a client's perspective. The client suggested that the program and the resources offered be better explained initially. The client claimed that it was difficult to understand all the resources and to discover what her child was eligible for. Parents of child with disabilities receive many resources and assistance from several programs so more clarification during the initial visit would be very helpful for the clients. Overall, the agency may benefit from considering implementing qualitative, open-ended tools to

measure client satisfaction and should make sure to clearly describe the program and resources offered initially.

The obvious draw back to this suggestion is the time and resources it would take to conduct these interviews. It could be argued, however, that the data obtained via these interviews is worth the time and effort it would require to gather this information.

<div align="center">**Limitations**</div>

This study was conducted within a limited period of time so only a small number of clients were interviewed. Additionally, this small sample of clients may not be fully representative of the population of clients as a whole. The study was conducted over the phone and utilized convenience sampling. Findings from the study may be biased because most of the clients who agreed to participate were primarily interested clients that were highly involved with the program. Also, no demographics or identifying information was collected which does not allow for the collection of a sample truly representative of the population. Clients who did not have a telephone or may have been busy at the time of the study could not participate. Any client who did not speak English or did not have a completed Family Needs Assessment was not included. Only clients with cases completed within last year with multiple referrals given were included. Also, due to confidentiality the interviews were not recorded but were instead written down by hand and paraphrased. The major limitations of this study are primarily the sample size, potential biases, and sampling methods.

<div align="center">**Conclusion**</div>

This study finds that although changing the evaluation methods may be beneficial, the agency has effective ways to measure client satisfaction. Also, the agency is able to

adequately meet client needs. Most clients are highly satisfied with the program and staff that is assisting them. The agency may wish to consider implementing qualitative methods into current client satisfaction measurements. Also, the agency should strive to describe the CSHCN program and it services more clearly to new clients. Future studies are needed to explore the viability of these methods on a larger scale with a more representative, random sample. Overall, findings conclude that the agency's current methods for measuring client satisfaction and meeting client needs are adequate.

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Appendix A

1301 South Bowen Road, Suite 200
Arlington, TX 76013

Client Satisfaction Survey

My child is enrolled in: □ Personal Care Services   □ CSHCN

My Case Manager's name is: _____

Please Respond to the Statements Using the Following Scale:

	Strongly Agree	Agree	Disagree	Strongly Disagree
1. My case manager helped me with the needs I feel are important.	1	2	4	5
2. My case manager gave me referrals that helped me and my family.	1	2	4	5
3. My case manager helped me to get needed medical services for my child.	1	2	4	5
4. My case manager taught me how to obtain care for my child.	1	2	4	5
5. My case manager was easy to talk with by showing respect and courtesy and understood my concerns.	1	2	4	5

6. **Please give comments or suggestions for improving case management services:**

_____
        _____
        Print Name (Optional)   Signature (Optional)

Thank you for your feedback!

Appendix B

Adapted Qualitative Client Satisfaction Survey

1. Did your social worker help with what you felt was important; how so or not so?

2. How useful were the referrals given to you by your social worker?

3. Did your social worker provide you with information that helped meet your needs?

4. What could they have done better?

5. Do you feel they really listened to you and your needs?

6. Any suggestions to improve the program?