

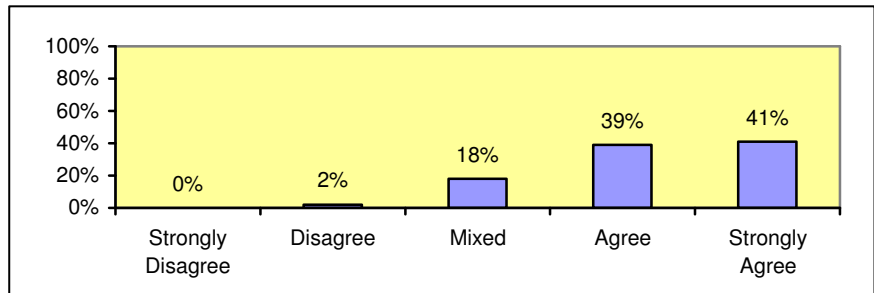
CLIP Satisfaction Surveys 2007

As a joint project, the CLIP Quality Management Committee in collaboration with the CLIP Parent Advocate Steering Committee developed a survey tool, along with agreed upon protocols, for the purpose of collecting standardized satisfaction data across the programs in the CLIP system.¹ The survey tool is to be completed, for each client, in person or over the telephone within two weeks pre- or six weeks post-discharge by the CLIP Program's Parent Advocate.² If a parent advocate is not available, the CLIP Program can designate the responsibility to another staff member. The intent of the Satisfaction Survey is to gather information from parents and/or legal guardians, therefore, whomever participates in the survey must have served as the de facto parent maintaining a regular connection to the program and the child. The survey instrument is made up of a variety of Likert scale items, and the respondents indicate their agreement with each statement ranging from strongly disagree to strongly agree. The following charts represent the results of completed surveys for clients discharged during 2007. These charts represent the combined results across the CLIP system.³

When I called or visited, attended meetings and participated in my child's treatment, I felt valued and respected.

Eighty percent of those surveyed indicated that they felt valued and respected during their interactions with the CLIP Program.

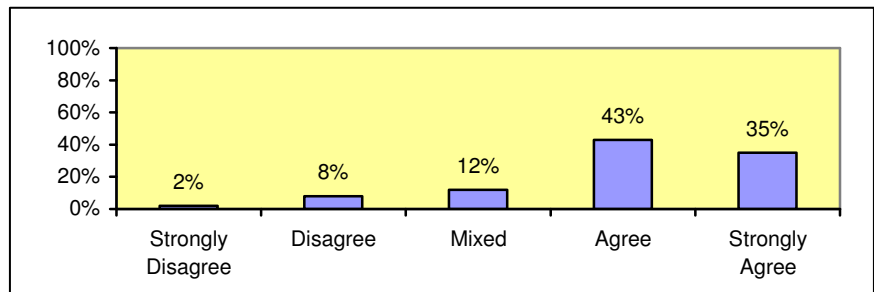
- n = 51



The people helping my child asked for my ideas and opinions about my child's treatment.

Seventy-eight percent of the respondents reported that the staff working with their child asked for their ideas and opinions about their child's treatment.

- n = 49



¹ The CLIP system is comprised of four programs: Child Study and Treatment Center, McGraw Center, Pearl Street Center and Tamarack Center.

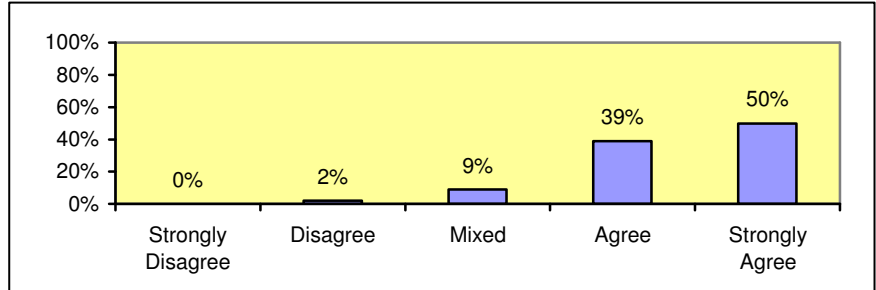
² Children admitted under RCW 10.77 or transferred from a Juvenile Rehabilitation institution for a 14-day evaluation (RCW 71.34.795) are excluded from the survey process, unless the child is subsequently approved for continued stay as a voluntary or involuntary client.

³ This report normally represents surveys from all four CLIP programs. However, in 2007 no surveys were conducted from McGraw Center.

The facility encouraged child and family communication (phone calls, e-mail, visits, correspondence).

Eighty-nine percent of those surveyed indicated that the program encouraged child and family communication.

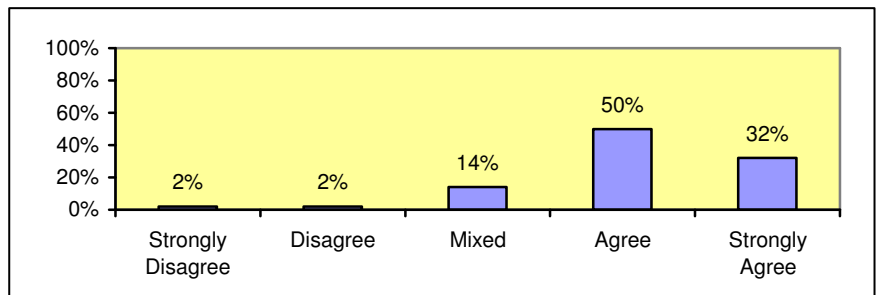
- n = 46



I believe my child has made progress in treatment.

Eighty-two percent reported that their child made progress in treatment. Four percent indicated that their child did not make progress.

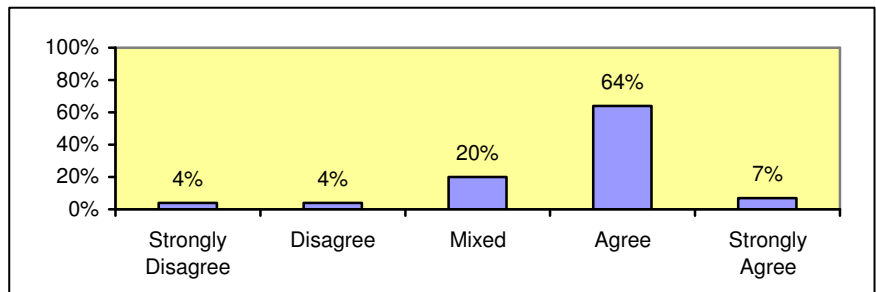
- n = 50



The CLIP Program helped me gain skills and strategies to cope.

Seventy-one percent of the respondents reported that the program helped them to gain skills and strategies to cope.

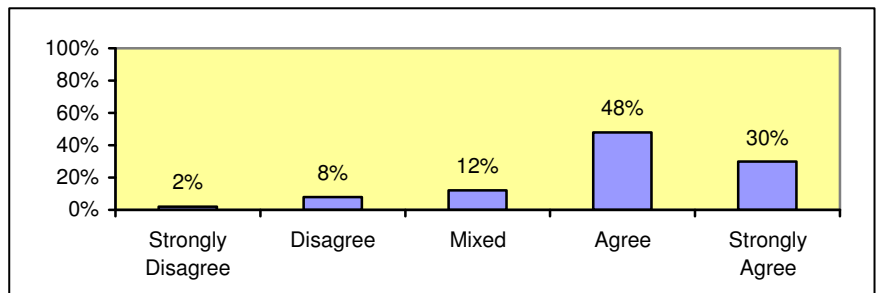
- n = 45



I was able to easily reach the appropriate staff person when needed.

Seventy-eight percent reported that, when necessary, they were able to easily reach the appropriate staff person.

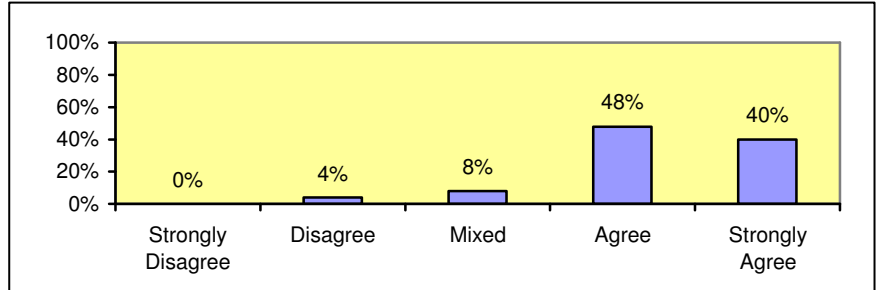
- n = 50



I received adequate and timely explanation of extraordinary events such as runs, locked seclusions and accidental injury.

Eighty-eight percent of the respondents indicated that they received adequate and timely explanation of extraordinary events such as runs, locked seclusions and accidental injury.

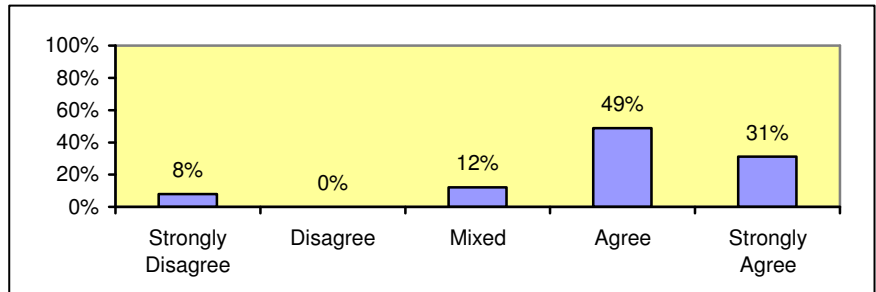
- n = 50



Services and supports were planned around our individual needs (i.e., education, medical, recreation, transportation, etc.).

Eighty percent of those surveyed reported that services and supports were planned around their individual needs, while eight percent strongly disagreed with this statement.

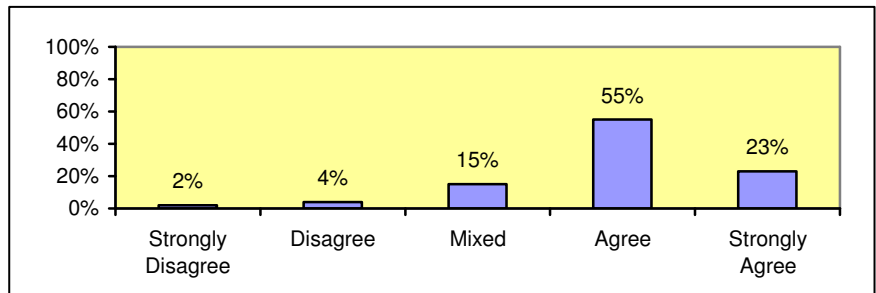
- n = 49



My child's individual educational needs were/are planned for in the discharge plan.

Seventy-eight percent of the respondents agreed that their child's individual educational needs were planned for in the discharge plan.

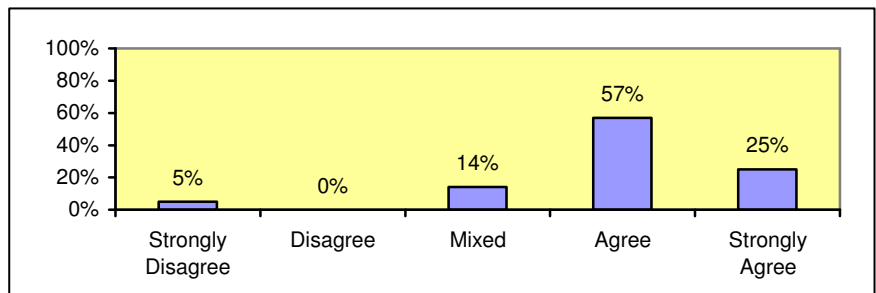
- n = 47



The treatment plan incorporated the strengths and resources of my child and family.

The majority of respondents (82%) indicated that their child's treatment plan incorporated the strengths and resources of the child and family.

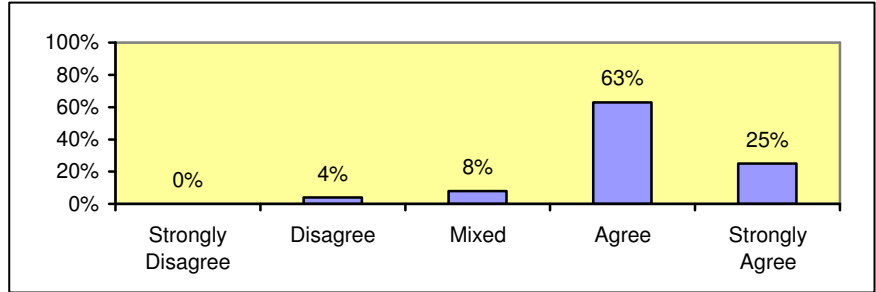
- n = 44



The nurse/doctor provided education and answered my medical questions about my child’s medications.

Eighty-eight percent of the respondents reported that the nurse or doctor provided education and answered questions regarding their child’s medications.

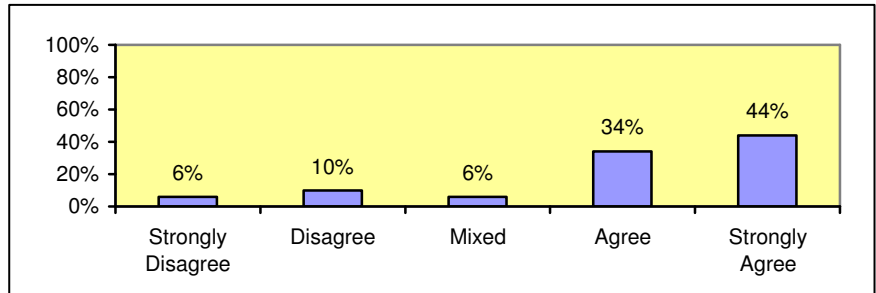
- n = 51



I was included in developing my child’s discharge plan.

Seventy-eight percent of the parents/caregivers reported that they were included in developing the discharge plan for their child. Sixteen percent disagreed with this statement.

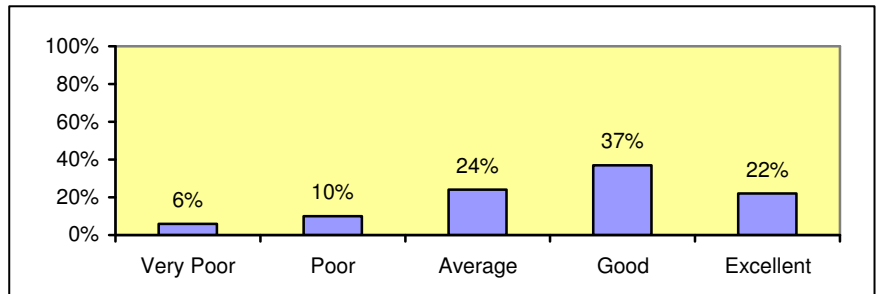
- n = 50



Rate the quality of the discharge plan with regard to the support services necessary to maximize your child’s likelihood of success (school, mental health care, medication, recreation, effective plan for crisis, etc.).

Fifty-nine percent of those surveyed rated the quality of their child’s discharge plan as “good” or “excellent”.

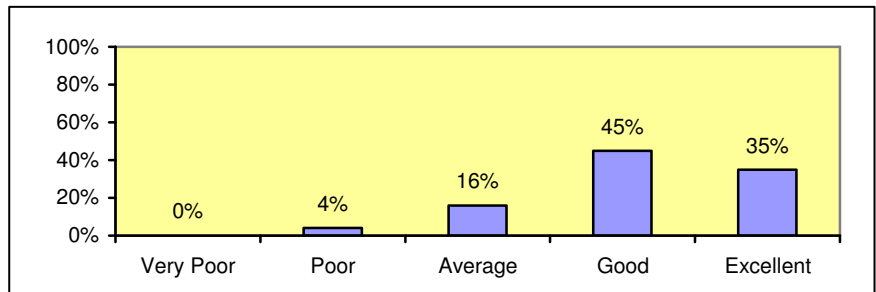
- n = 49



In retrospect, I would rate the overall effectiveness of care provided as:

Eighty percent of the respondents rated the overall effectiveness of the care provided as “good” or “excellent”.

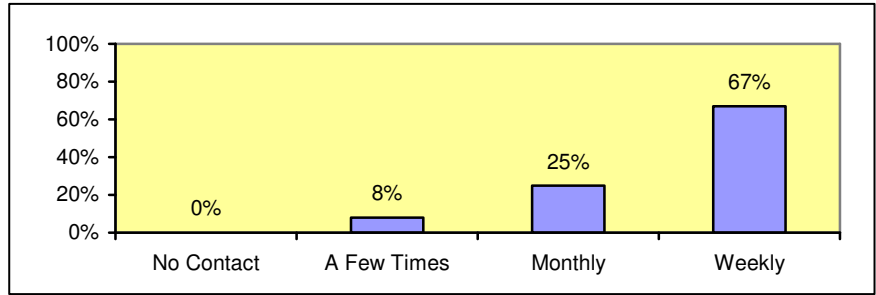
- n = 51



During your child's stay, what was your frequency of in person contact with the CLIP Program?

Sixty-seven percent of those surveyed indicated that they had contact in person with the CLIP Program on a weekly basis while their child was in treatment. Another twenty-five percent reported having in person contact on a monthly basis.

- n = 51



During your child's stay, what was your frequency of telephone contact with the CLIP Program?

Ninety percent of the parents/caregivers surveyed indicated that they had telephone contact with the CLIP Program on a weekly basis while their child was in treatment.

- n = 50

