

Improving Support Services by Sharing Results from a Multidisciplinary Collaborated Client Satisfaction Survey

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Introduction

- During the mid-1990s, the CDC and Kaiser Permanente found that individuals with an ACE score over four are at higher risk for chronic diseases and mental health disorders
- Home visiting programs can help reduce adverse childhood experiences and create safe environments for children
- An online survey platform is needed for a more tailored approach to improve outcomes
- Los Angeles County has a large network of home visiting providers, and Los Angeles Best Babies Network (LABBN) provides technical assistance to these providers to support the delivery of high-quality home visiting services
- LABBN collaborated with home visiting leaders, survey developers, and data analysts to create a client-centered survey
- The survey focuses on parents' relationships with parent coaches and their knowledge of safety and child development
- With the survey, mothers are encouraged to voice their needs to connect with necessary services
- Survey results can inform stakeholders on improving service quality, resources, and relationships
- The client satisfaction survey aims to generate reports to guide evidence-based practices for public health outcomes

Objective

Describe the process of maintaining and disseminating results from a client satisfaction survey with a multi-disciplinary network to support evidence informed practices.

Background

What are Adverse Childhood Experiences (ACEs)?

- The CDC and Kaiser Permanente studied the link between adverse childhood experiences and health risks
- Individuals with an ACE score above four are more likely to face chronic and mental health issues (Felitti et al., 1998)
- ACEs refer to negative events during childhood that can impact long-term health and well-being (Boullier et al., 2018)
- Home visiting programs can help mitigate and reduce the risk of negative outcomes for children

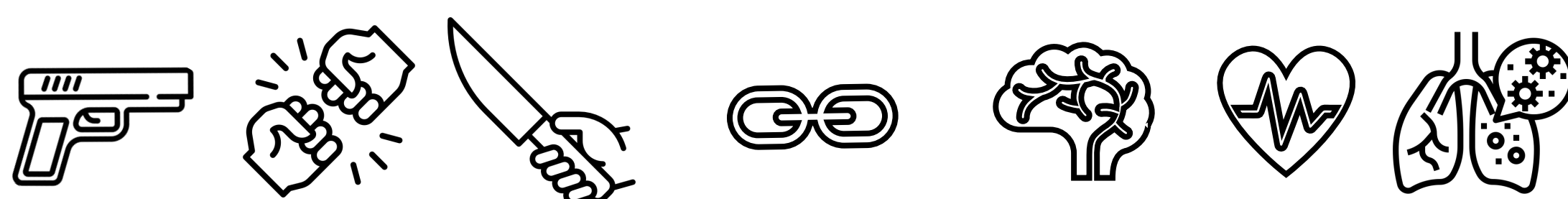


Figure 1. Adverse Childhood Exposure Linked to Diseases. An ACE score higher than four increases the probability of chronic diseases and risk factors such as smoking, severe obesity, ischemic heart diseases, lung disease, and more.

- Home visiting programs aim to improve maternal and child health, education, and well-being
- Has been found to increase maternal parenting confidence, improve parenting knowledge, positive home environment that supports healthy child development, improve access to welfare services, and decrease rates of child physical abuse, neglect and criminal behavior of parents (Kanda et al., 2022)
- Client satisfaction surveys can help assess the effectiveness of these services

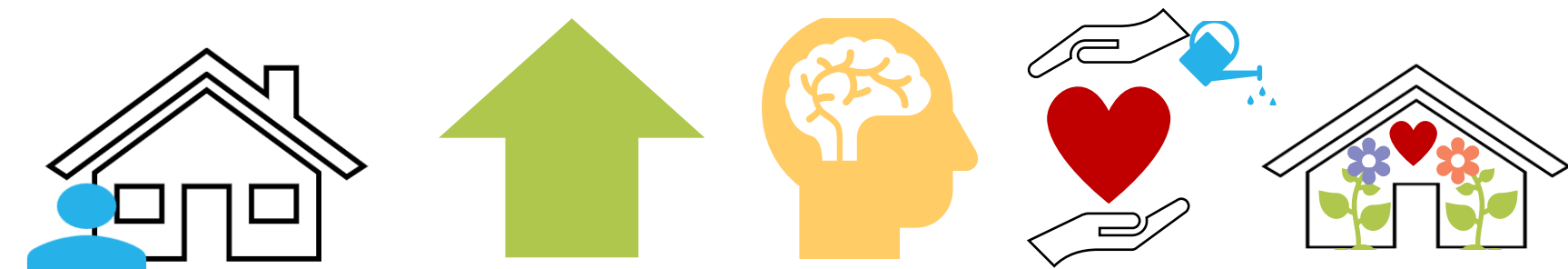


Figure 2. Home visiting services could improve outcomes. Participation in a home visiting program could increase parents' knowledge on child rearing, improve access to different welfare services, and foster a happy and healthy home environment.

Background (cont'd)

Understanding a client's satisfaction is critical for family engagement

- Utilizing client satisfaction to determine quality of care after visits is one of the most acceptable outcome indicators
- Leadership can use survey feedback to assess alignment with program goals and fidelity
- Surveys help identify service gaps and improve outcomes for families
- Higher satisfaction correlates with better treatment compliance and health outcomes
- Family engagement remains a challenge in many home visiting programs (Kanda et al., 2022)
- Developing and distributing client satisfaction surveys is essential for identifying service improvements

Survey Development Process and Sample Reports



Figure 3. Relationship chart of key players who developed the survey. A diverse group of home visiting programs leadership members, technical survey developer engineers, data analysts, public health research associates, and child advocacy program funders joined hands to develop the LABBN's client satisfaction survey.

Gathering valuable information from home visitors who are in the field and directly interact with families, engineers who are skilled at developing surveys, and data analysts create readily accessible reports where key stakeholders can make evidence informed decisions. Through the survey, clients have the ability to anonymously leave comments on what services they need the most. The anonymity aspect of the survey allows families to comfortably rate and provide feedback without the fear of being reprimanded.

Program Satisfaction

Reporting Period: 1/1/2024 - 6/30/2024

Clients reported their satisfaction with the Welcome Baby Program (Questions 6-9).

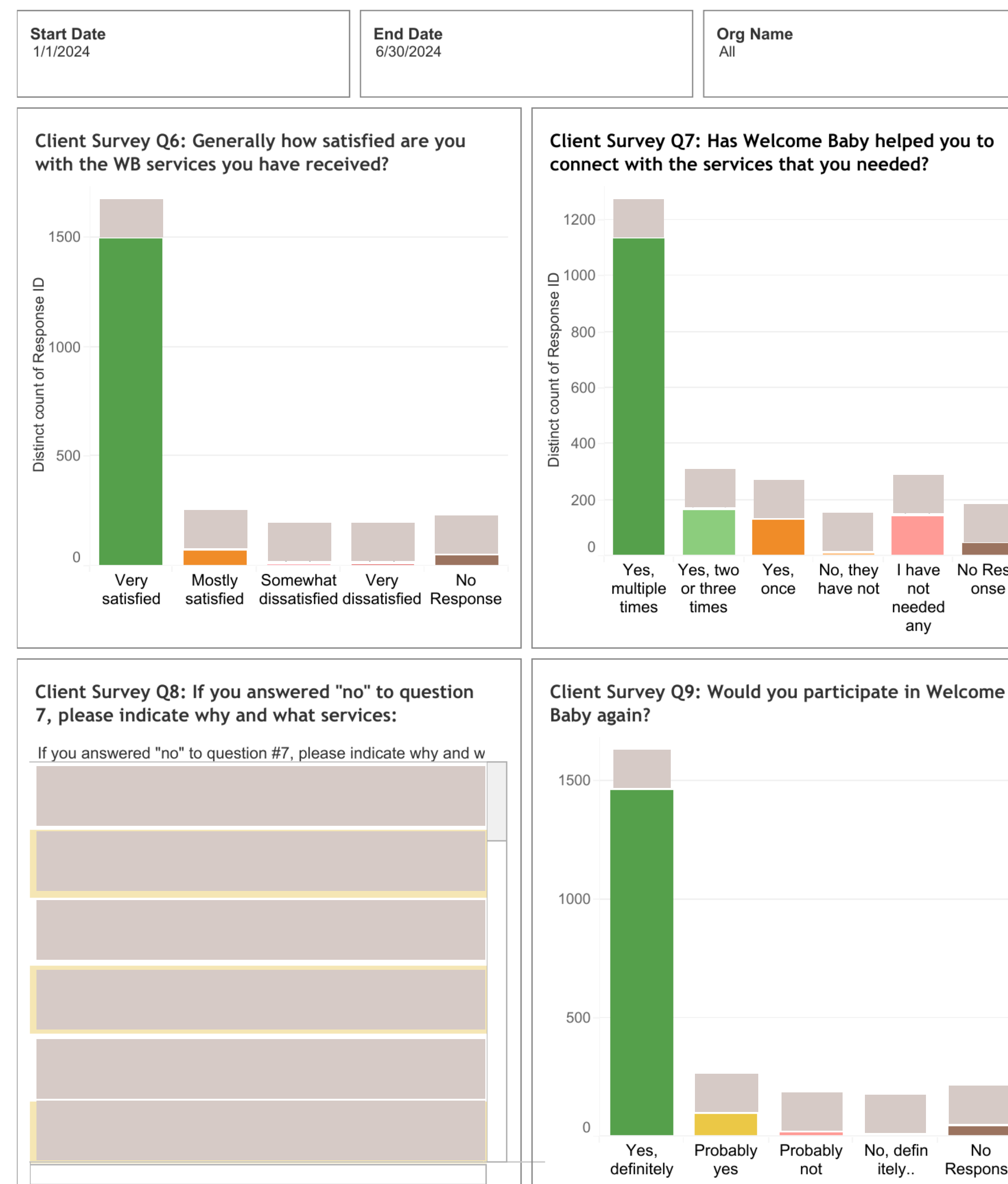


Figure 5. Portion of LABBN client satisfaction survey report. Using a data visualization platform, data analysts created an easy to read report for home visiting program leadership to monitor client satisfaction with their services. Responses have been redacted for data privacy.

Survey Development Process (cont'd)

Client testimonials describing their home visit experience

"My home visitor makes me feel very comfortable to share my thoughts and concerns and helps me resolve any questions I have"

"Add more visits, maybe once a month or every other month. Instead of going from 4 to 9 months. 5 month gap is too long."

"Any information or service I needed was quickly provided for me"

The ability to anonymously advocate for more services or their satisfaction with the program is valuable information key stakeholders could use to improve their program. For example, when asked, "Please tell us something you liked about your home visiting experience or share any ideas on what we can do to improve", a client submitted that they wanted more visits. Sites can use suggestions like this to tailor their program to their client population needs.

Discussion

- A quantitative and qualitative client satisfaction survey available in English and Spanish with a reading level of 4.6 was developed by a multidisciplinary collaboration with experts from different sectors
- Families are able to comfortably submit survey responses as they are anonymous
- Building a culture of data transparency and data governance, sites are able to interact with reports to inform decision making actions
- Continue to foster a healthy and happy relationship with survey developers to identify any gaps in the survey and address it immediately

Next Steps

- Build reports that allows oversight staff to view client survey data by key sociodemographic elements such as race/ethnicity and link client survey responses to their home visitor
- Continuously refine and update pre-existing reports on a data visualization platform to meet the site's current needs

Reference List

- Felitti, V J et al. "Relationship of childhood abuse and household dysfunction to many of the leading causes of death in adults. The Adverse Childhood Experiences (ACE) Study." American journal of preventive medicine vol. 14,4 (1998): 245-58. doi:10.1016/s0749-3797(98)00017-8
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