DBSA Greater Houston 2013 Satisfaction Survey Results

SUMMARY:

During January 2013, DBSA conducted its annual "*Participant Satisfaction Survey*". The survey provides both quality improvement and assurance metrics that are used to improve DBSA's delivery of services.

RESULTS:

DBSA received responses from <u>47</u> out of a possible <u>48</u> support group site locations with <u>324</u> individuals completing the survey.

Overall, DBSA had an average score of <u>4.28 (86%)</u> out of a possible 5, with 1 representing "poor" and 5 representing "excellent"

Breakdown of Average Scores per Measurement Variable:

Increase in Support: 4.38 (88%)

Increase in Information/Knowledge: 4.27 (85%)
Improvement in Coping Strategies: 4.06 (81%)

Improvement in Hopefulness: 4.33 (87%)

Improvement in Communication Skills:4.17 (83%)

Improvement in Quality of Life: 4.18 (84%)

Manage Mood Disorder: 4.01 (80%)

Overall Satisfaction with Group Facilitator(s): 4.64 (93%)

Overall Satisfaction with Support Group: 4.37 (87%)

Average Breakdown by Group

Average breakdown by Group					
1.	1960/North Houston	4.46	25.	Med center Saturday	4.73
2.	Baytown	4.67	26.	Midtown	4.34
3.	Braeswood	4.63	27.	Milby HS	4.63
4.	Caregivers	4.92	28.	Milby HS II	4.44
5.	Clearlake	4.44	29.	Missouri City	4.10
6.	Clear Lake YA	4.22	30.	Northwest	4.28
7.	Covenant House	3.67	31.	Pasadena	4.15
8.	Cypress	4.24	32.	Pearland	4.32
9.	Discover	4.11	33.	Piney Point Adult	4.10
10.	East End Spanish	4.79	34.	Piney Point YA	4.24
11.	East End Spanish II	4.83	35.	Reagan HS	4.42
12.	Eldridge	5.00	36.	Richmond	4.17
13.	Galleria	4.13	37.	Sam Houston HS	4.03
14.	Gathering Place	4.22	38.	Sanchez HS	4.20
15.	GLTB	4.37	39.	SEARCH	3.42
16.	Inner Loop	4.55	40.	Seniors	3.78
17.	Jester Prison Sun	4.56	41.	Southwest	4.67
18.	Jester Prison Wed	4.70	42.	VA	4.39
19.	Katy Adult	4.09	43.	VOA	4.62
20.	Katy YA	4.22	44.	Westchase Noon	4.41
21.	Kingwood	4.10	45.	The Women's Home	4.86
22.	Lamar HS	3.71	46.	Woodlands	4.23
23.	Lee HS	3.07	47.	Westside HS	3.85
24.	Med center Monday	4.50	48.	Women Veterans	N/A

Instrument: Self-report Questionnaire

Did not Survey:

Women Veteran group- group had just started after survey had been submitted.

Breakdown by length of time participated in Support Group:

First Time attendee: 3.91 (78%)

-Satisfaction with Group facilitator: 4.41

-Satisfaction with Overall group: 4.05

1-3 months: 4.11 (82%)

-Satisfaction with Group facilitator: 4.54

-Satisfaction with Overall group: 4.18

4-7 months: 4.26 (85%)

-Satisfaction with Group facilitator: 4.64

-Satisfaction with Overall group: 4.30

8-11 months: 4.41 (88%)

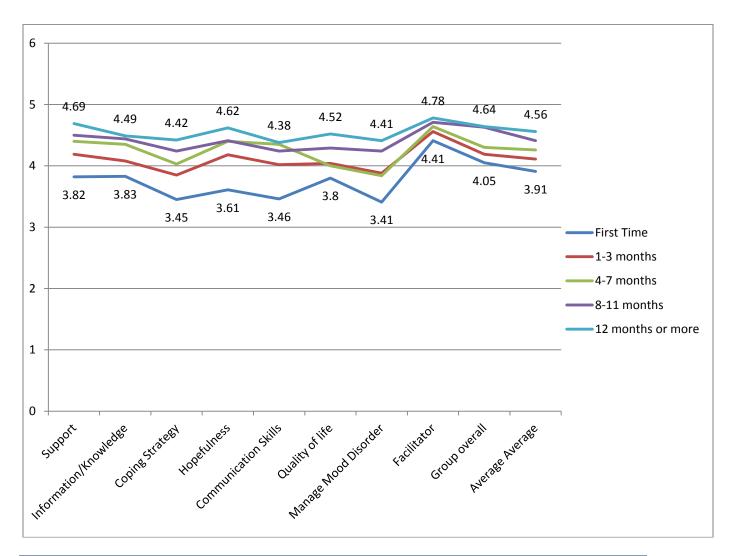
-Satisfaction with Group facilitator: 4.71

-Satisfaction with Overall group: 4.63

12 and more: 4.56 (91%)

-Satisfaction with Group facilitator: 4.78

-Satisfaction with Overall group: 4.64



CONCLUSION:

As the aforementioned survey results show, DBSA continues to provide a high quality of service in its delivery of support group services for those affected by mood disorders. Also, there is a positive correlation between increase in skills, and satisfaction with long-term attendance at DBSA. While the scores across the spectrum are excellent, DBSA will continue to implement further quality improvement activities as needed that will serve to strengthen the organization's support group model.