

DBSA Greater Houston 2011 Satisfaction Survey Results

SUMMARY:

During March 2011, 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 37 out of a possible 38 support groups with 232 individuals completing the survey.

Overall, DBSA had an average score of 4.26 out of a possible 5, with 1 representing “poor” and 5 representing “excellent”

Breakdown of Average Scores per Measurement Variable:

Increase in Support: 4.44 (89%)
Increase in Information/Knowledge: 4.29 (86%)
Improvement in Coping Strategies: 4.07 (81%)
Improvement in Hopefulness: 4.31 (86%)
Improvement in Social Interaction/Friendship: 4.31 (86%)
Improvement in Communication Skills: 4.18 (84%)
Improvement in Medication Adherence: 3.98 (80%)
Improvement in Quality of Life: 4.20 (84%)
Improvement in Progress toward Recovery: 4.20 (84%)
Manage Mood Disorder: 4.09 (82%)
Overall Satisfaction with Group Facilitator(s): 4.62 (92%)
Overall Satisfaction with Support Group: 4.39 (88%)

Average Breakdown by Group

1.	1960/North Houston	4.04	20.	Milby HS	4.03
2.	Baytown	4.23	21.	Missouri City	4.47
3.	Braeswood	4.32	22.	Montrose	3.68
4.	Caregivers	4.49	23.	Pasadena	3.97

5.	Clearlake	4.64	24.	Pearland	4.40
6.	Covenant House	4.50	25.	Piney Point Adult	3.98
7.	Cypress	4.48	26.	Piney Point Young Adult	4.56
8.	Discover	4.85	27.	Reagan HS	4.73
9.	Galleria	4.12	28.	Richmond	4.36
10.	Gathering Place	4.72	29.	Sam Houston HS	3.83
11.	Inner Loop	4.30	30.	Seniors	4.28
12.	Katy Adult	4.23	31.	Southwest	4.42
13.	Katy Young Adult	4.29	32.	Tomball	3.04
14.	Kingwood	4.35	33.	VA Group	4.28
15.	Lamar HS	3.32	34.	Westchase Noon	3.98
16.	Lee Hs	3.26	35.	Westchase Eve	
17.	Med Center Mon	4.19	36.	Windsor Village	4.54
18.	Med Center Sat	4.17	37.	Women's home	4.52
19.	Midtown	4.46	38.	Woodlands Adult	3.98

Did not Survey:

Jester prison (2 groups) because facilitator stated they would not allow it.

East End Spanish speaking (2 groups)- we need translated forms

MHMRA Prison (2 groups)- prisoners not allowed to have writing instruments.

NAA/CEP groups- had not been opened at time of mail out

Instrument: Self-report Questionnaire

Data problem: There were 2 participants that answered the first series of questions all a 1 and the second series of questions all a 5 which is contradictory. I marked them as outliers but did include their information in the data set. It may have skewed the results in a negative manner just a little bit.

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. 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.