

Introduction

- Bridgewell is a nonprofit organization that was established over 60 years ago
- Bridgewell supports clients with intellectual and learning disabilities. Additionally, they provide assistance and resources for individuals that struggle with substance abuse and homelessness.
- This organization accommodates over 100 programs throughout Massachusetts which consists of several different services to help members within the community which includes:
 - ESC Community Housing, Supported Living, Respite Services, Community Integration, Community Employment, Crisis Intervention, Day Treatment, BH Community Housing, Affording Housing and Recovery Services
- They employ over 1,600 individuals that serve to the community
- The quality assurance department at the Bridgewell headquarters is frequently involved in meetings that assess the quality of care for the services provided

Objective

- To develop an efficient, timely client feedback tool that is accessible to supervisors
- An advanced feedback tool would also allow for more involvement of service providers
- The current method of receiving feedback involves mailing out surveys along with sending out emails to the people served, family/guardians, and external stakeholders
- This process for collecting patient satisfaction feedback takes months to collect mechanism information
- Creating an efficient feedback tool will allow supervisors to tailor their services based on real time data
- This new online survey mechanism has the capacity to allow supervisors to directly access feedback graphs in real-time and even edit the tool as they revise and tailor services
- Google Forms to quick receive data and provide feedback in a timely manner

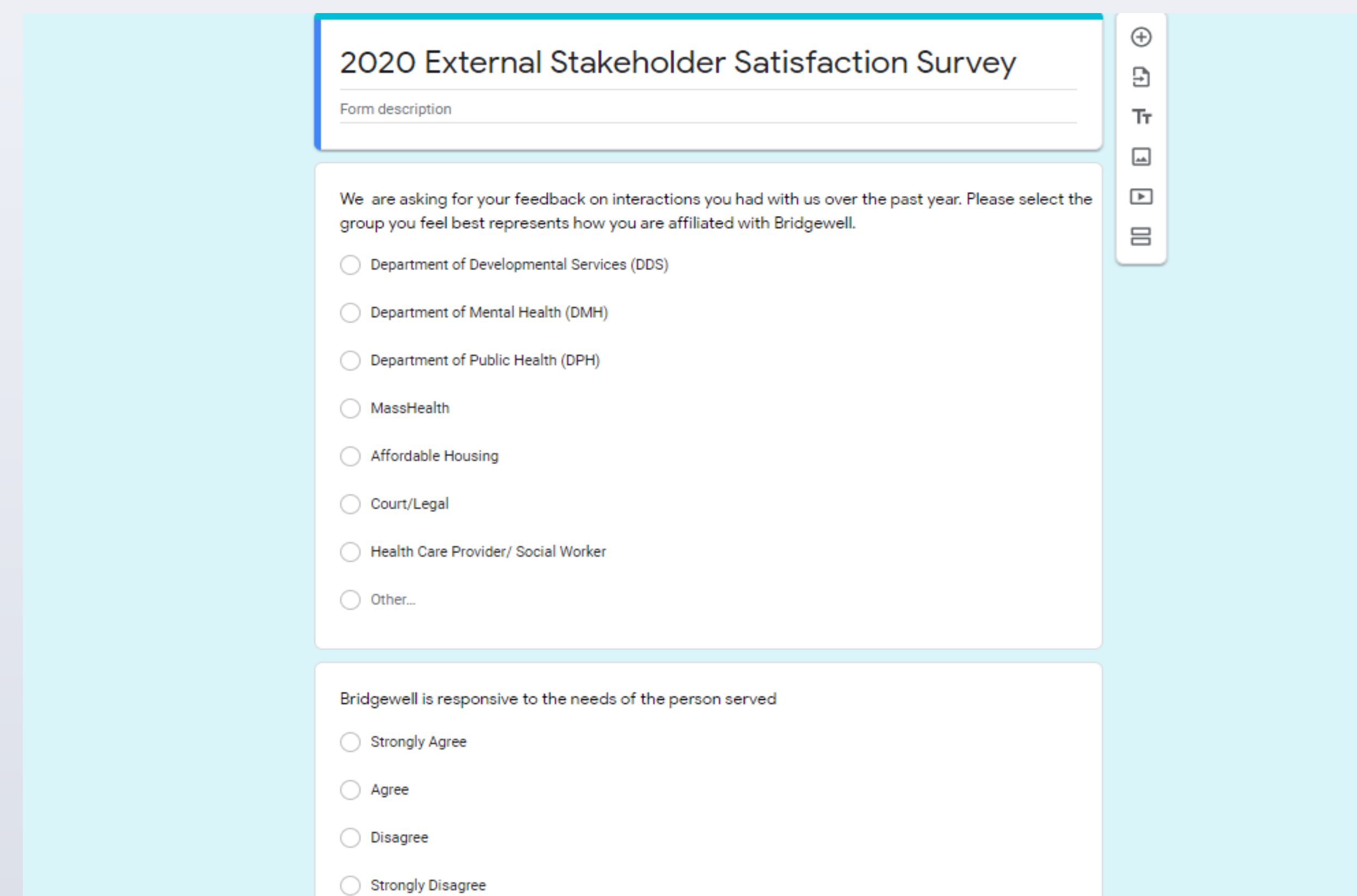
Related Literature

- "Autism spectrum disorders consist of several different developmental disabilities. As society has become more familiar with these conditions, advanced technologies that has allowed countries to detect autism earlier on. Research shows that autism spectrum disorders are more prevalent in males compared to females. Although there is not a permanent treatment for these conditions, medication is available to subside the symptoms. Research on autism spectrum disorders is fairly new though researchers continue to work on preventative care along with detectors" (Masi, Demayo, Glozier, & Guastella, 2017).
- "The quality of healthcare among individuals with developmental disabilities is often unsatisfactory. Researchers conducted a study in which over 300 participants were individuals of developmental disabilities. They used a comprehensive health assessment and historical records to assess the quality of care. Through this study they found that individuals with developmental disabilities were more likely to have higher obesity rates along with other health conditions compared to those that live independently. This study concluded that preventative measures are failing to assure these individuals are receiving quality healthcare" (Lewis, Leake, King, & Lindemann, 2016).

Materials & Methods

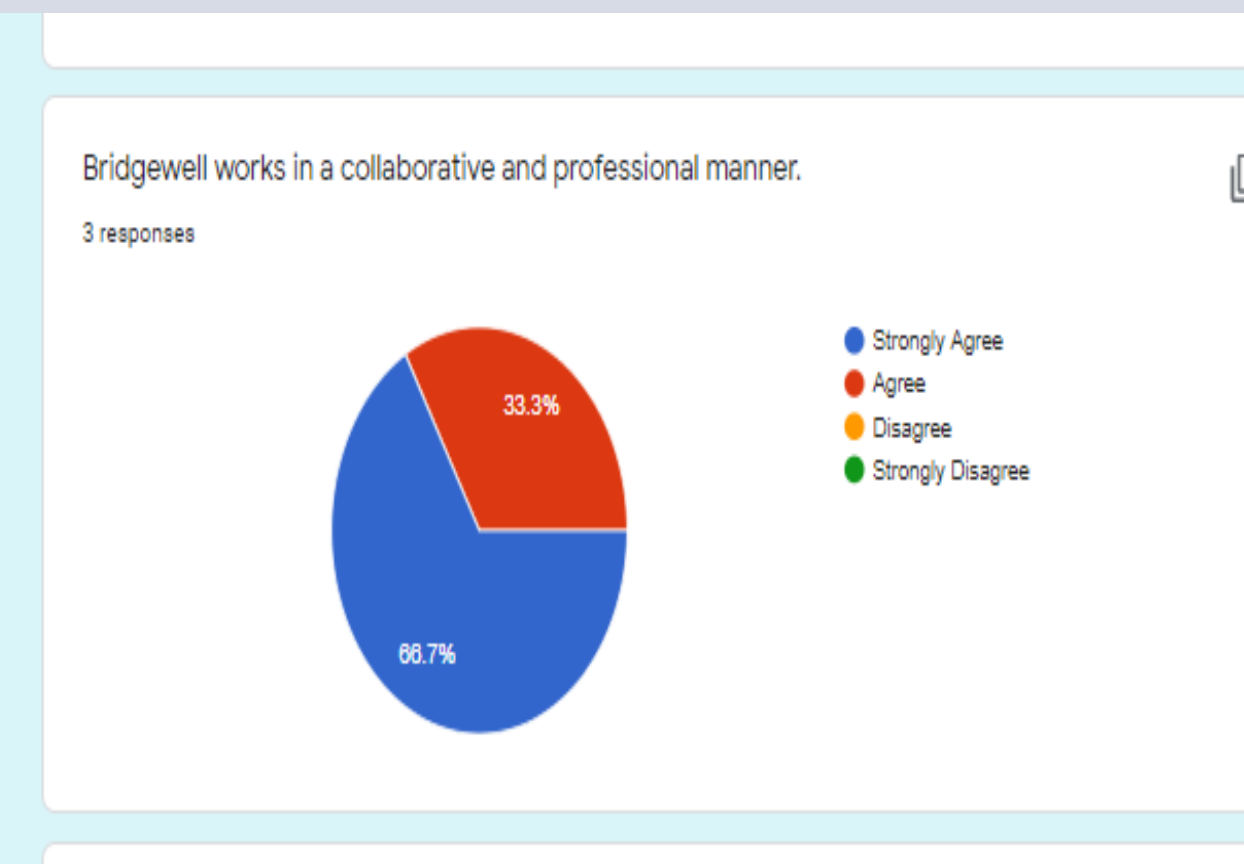
- A primary step involved transferring information of prior satisfaction surveys from Survey Monkey to Google Forms
- This step required extensive time formatting to ensure accuracy and transition of the survey
- Created surveys on Google Forms for two particular groups: Family/Guardian and External Stakeholders
 - Family/Guardian are of those individuals served by the services provided by Bridgewell
 - External Stakeholders are state departments and other stakeholders affiliated with Bridgewell
- The surveys consists of questions that reflect the core values of Bridgewell along with sections for comments
- Test runs consisted of taking survey multiple times to collect and view data results
- Once completed time was spent with supervisor navigating the functions of the survey

External Stakeholder Survey Example

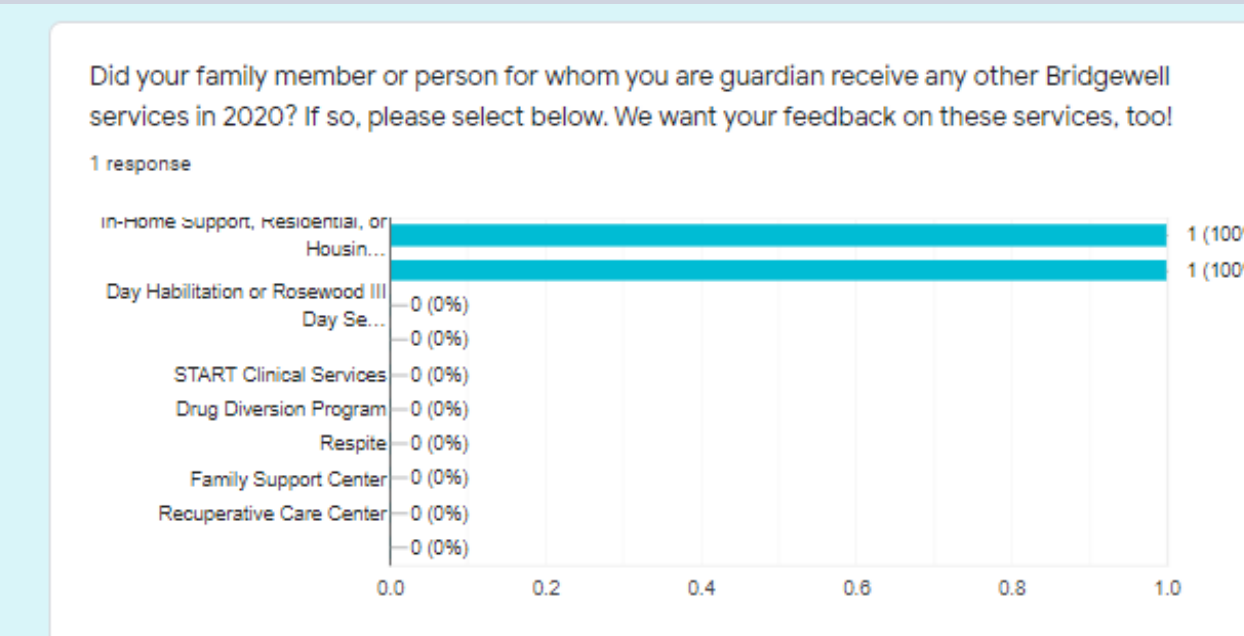


Results

These results display real time graphs based on responses collected during the test run
This first graph clearly displays responses in the form of a pie chart



This chart displays results from another question in the family/guardian survey which allowed for responders to select additional programs utilized



Results

- Findings:
 - Google Forms is easier to navigate and create a survey compared to Survey Monkey
 - Descriptive icons provided and resources - Google Forms Forums to assist users
 - Compared to Survey Monkey, Google Forms also allows for graphs to be automatically created once responded
 - Google Forms is cost efficient, it's free compared to plans offered by Survey Monkey
 - Although there are several differences both platforms consists of different plan options such as personal or business usage

Analysis

Application in the Future:

- Real time data can be presented to individual programs or as an agency
- Graphs can be created based on responses recorded in spreadsheet and packaged as a report
- Opportunity to reflect on quality assurance frequently - monthly, quarterly, or semi annual
- Challenge for the future: survey participants still need to provide feedback via paper form and/ or internet
- Encouraging more Program Director involvement

Conclusion

- I successfully created a survey that will provide real time data which was the disadvantage with the prior data collection tool
- Utilizing Google forms will allow for quicker data collection to assure the quality of healthcare provided by Bridgewell's services
- My internship experience at Bridgewell has provided me transferable skills that will be useful throughout my healthcare career

Skills Learned:

- Designing and formatting a survey
- Structure of creating a survey
- Overall knowledge working with Google Forms tools
- Analyzing responses from Google survey on spreadsheet

References

- Chen, H., Yu, P., Hailey, D., & Cui, T. (2019). Identification of the essential components of quality in the data collection process for public health information systems. *Health Informatics Journal*, 26(1), 664-682. doi:10.1177/1460458219848622
- Lewis, M. A., Lewis, C. E., Leake, B., King, B. H., & Lindeman, R. (2016). The quality of health care for adults with developmental disabilities. *Public health reports*.
- Masi, A., Demayo, M. M., Glozier, N., & Guastella, A. J. (2017). An Overview of Autism Spectrum Disorder, Heterogeneity and Treatment Options. *Neuroscience Bulletin*, 33(2), 183-193. doi:10.1007/s12264-017-0100-y

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