

# Quality Assurance: Satisfaction Analysis of Bridgewell's Services Through Data Extraction

## Bridgewell of Peabody

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#### Introduction

##### About Bridgewell

*Bridgewell strengthens communities by providing an unmatched range of social and human services that empower people with disabilities and other life challenges to live safe, self-directed and productive lives(<https://bridgewell.org>).*

- Bridgewell's mission is to inspire hope and empower people experiencing life challenges to achieve their fullest potential.
- Bridgewell provides over 100 services in 23 communities in Eastern Massachusetts, its headquarters residing in Peabody, MA.
- *Bridgewell takes a person-centered approach in its delivery of services. Bridgewell delivers support through community housing, day programs, outpatient treatment, recovery services, education and employment training through Eastern Massachusetts (Bridgewell, 2021).*

##### Quality Assurance Responsibilities

- Manage the annual Satisfaction Survey and outcomes process.
- Assures compliance with regulatory and practice standards including but not limited to: the Commission of Accreditation of Services (CARF), the Department of Developmental Services (DDS), the Department of Mental Health (DMH), and the Department of Public Health (DPH).
- Educates employees, persons served and other interested stakeholders regarding Quality Assurance, Quality Improvement and Outcome Systems.
- Prepares periodic and annual QA and Outcome reports.

#### Related Literature

- Managing patient satisfaction of services received in any healthcare facility is essential to managing rising costs, elevating service quality, and implementing sustainable quality improvement strategies (Materla, T., Cudney, E.A., & Hopen D., 2019).
- It has been documented that a persons' perceptions of their care plays a significant role in the outcome of their improvement or recovery (Rozario D., 2019).
- Proxies such as respect, courtesy, compassion, emotional connection, and listening, are just as important to patients as the actual care received (Rozario D., 2019).
- Listening to a persons' experiences of services is significant for quality improvement because it allows health system administrators to identify and respond to patterns of care to further identify the overall performance of the organization as a whole (Grob et al., 2019).



#### Internship Project Objectives

Gather, graph, and analyze satisfaction data of Bridgewell's services through the Quality Assurance perspective.

#### Materials & Methods

- ✓ Ensure all affiliations (external stakeholders/persons receiving services/family/guardians) receive a satisfaction survey based on services received (outpatient, supported living, day-programs, residential, employment, etc.)
- ✓ Mail out paper satisfaction surveys to affiliations with no email provided.
- ✓ Provide electronic survey (through SurveyMonkey) by email to all affiliations, based on service received.

**Bridgewell's Satisfaction Survey for People Receiving Services**

Please circle the response that best matches how you feel about the services you received from this program during the past year. Thank you for your participation!

1. Staff care about me.  
(Staff are understanding, nice to you, support you and help you)
2. Staff treat me with respect.  
(Staff treat you as an adult/age appropriate, do not judge you and accept you for who you are)
3. I make decisions, to the best of my ability, about the services I receive from this program.  
(Staff ask for your input, you choose your goals and activities, staff explain things to you so you can understand and then are able to decide/make choices)
4. Staff treat me with honesty and professionalism.  
(Staff treat you fairly, maintain your confidentiality/privacy, and work with you and focus on your needs)
5. I feel safe with the services I receive from this program.  
(You feel emotionally and physically safe, free to express yourself and share your thoughts/concerns without fear of retaliation)
6. Staff do all they can to support me to be emotionally and physically well.  
(Staff help you make healthy choices, and to take care of yourself physically and emotionally)
7. Bridgewell provides high quality of care to the people it serves.  
(You want to continue receiving these services and would recommend Bridgewell to others)
8. I get the help that I need from these services.

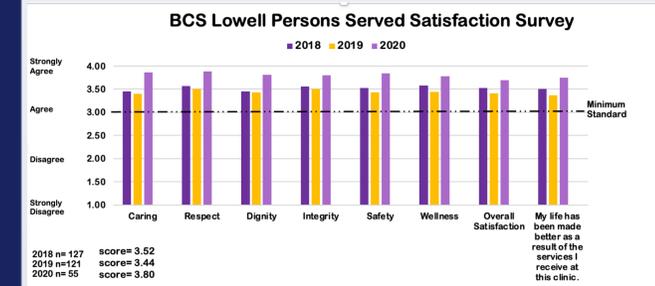
Please use the back for comments →

Above is a copy of a Satisfaction Survey used for data collection.

- ✓ Manually enter feedback into SurveyMonkey from paper surveys.
- ✓ Email all affiliations with imbedded SurveyMonkey link based on appropriate service received.
- ✓ Once all data has been entered, extract data results representing satisfaction of Bridgewell's services to Excel for graphing and analysis.

#### Data Results

The graphs shown are based on the analysis created for Bridgewell and provide a visualization of the Persons Receiving Services for Outpatient Clinics. Each graph provides a 3-year comparison for the specific location. This allows the company to analyze trends in outcomes of services, at each specific outpatient service.



#### Conclusion

- Through the 3-year comparison, satisfaction of services has improved since 2018. The minimal standard goal that Bridgewell desires is being met by persons receiving services.
- By comparing the graphs to one another, overall outcomes can be analyzed by location. In the past 3 years, Bridgewell's satisfaction of outpatient services has improved by 28% at the Bridgewell Counseling Services in Lowell, and by 25% at the Sovner Center location.
- There were fewer response rates, and this can be correlated to the COVID-19 pandemic.