

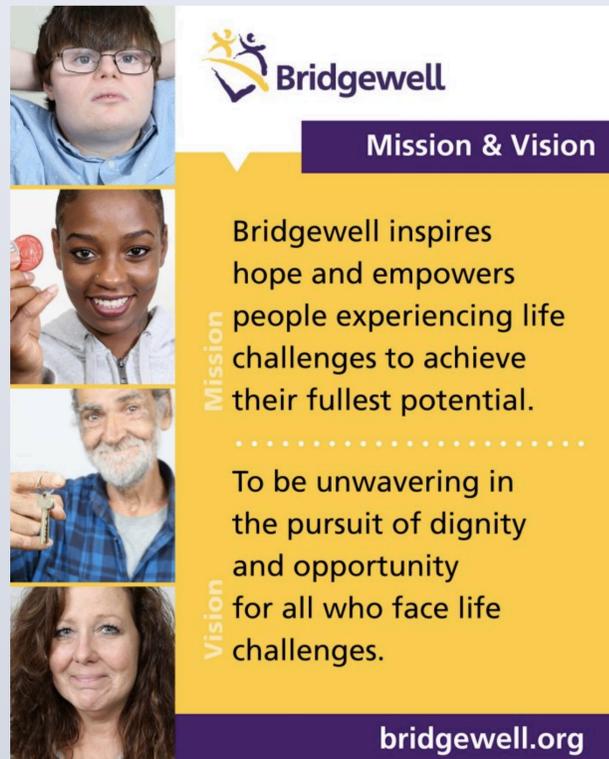
Quality Assurance

Increasing Responses for Satisfaction Surveys

Tamam Abdalla

Introduction

- Bridgewell offers a variety of social and human services that help empower individuals suffering from financial, emotional, and physical disabilities.
- They offer services such as community housing, recovery services, outpatient treatment, behavior and health services, education, and employment training.
- The Quality Assurance department ensures that all patients are satisfied with the services provided.



Mission & Vision

Mission
Bridgewell inspires hope and empowers people experiencing life challenges to achieve their fullest potential.

Vision
To be unwavering in the pursuit of dignity and opportunity for all who face life challenges.

bridgewell.org

Objectives

To increase the numbers and customer responding to satisfaction surveys in order to ensure high rates of patient satisfaction.



Project

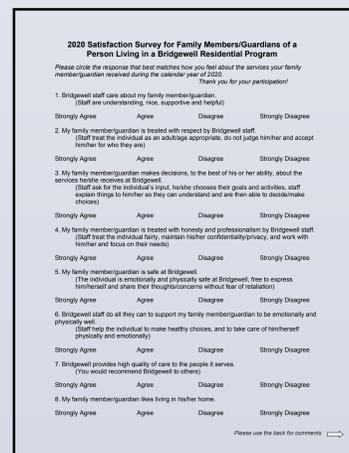
Surveys are sent out via email and mail and based on client preference. They are sent out to members, professional guardians, and external stakeholders. All returned surveys are then manually entered into Survey Monkey. Reports were created from Survey Monkey for each service type. Graphs were created to compare results from 2018-2020.

The material are Person Served and Family/Guardian annual surveys provided to each person for all programs.

As a quality assurance intern I learned:

- The importance of attention to detail
- Proficiency in Excel skills
- The importance of quality assurance and customer satisfaction

An example on the right of the surveys "outcomes report"



2020 Satisfaction Survey for Family Members/Guardians of a Person Living in a Bridgewell Residential Program

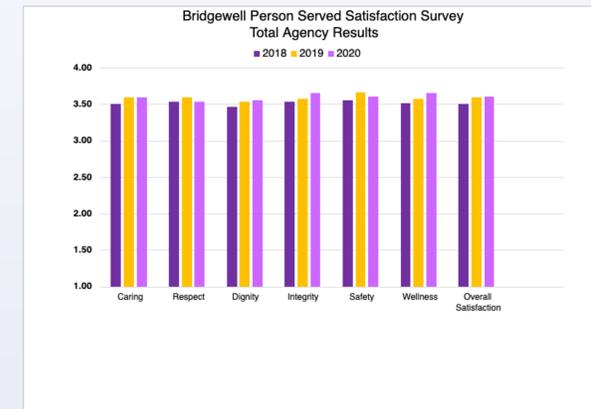
Please circle the response that best matches how you feel about the services your family member/guardian received during the calendar year of 2020. Thank you for your participation!

1. Bridgewell staff care about my family member/guardian (Staff are understanding, nice, supportive and helpful)	Strongly Agree	Agree	Disagree	Strongly Disagree
2. My family member/guardian is treated with respect by Bridgewell staff. (Staff treat the individual as an individual, respect, do not judge him/her and accept him/her for who they are)	Strongly Agree	Agree	Disagree	Strongly Disagree
3. My family member/guardian makes decisions, to the best of his or her ability, about the services he/she receives at Bridgewell. (Staff ask for the individual's input, he/she chooses their goals and activities, staff explain things to him/her so they can understand and are then able to decide/make choices)	Strongly Agree	Agree	Disagree	Strongly Disagree
4. My family member/guardian is treated with honesty and professionalism by Bridgewell staff. (Staff treat the individual fairly, maintain his/her confidentiality, and work with him/her and focus on their needs)	Strongly Agree	Agree	Disagree	Strongly Disagree
5. My family member/guardian is safe at Bridgewell. (The individual is emotionally and physically safe at Bridgewell, free to express his/herself and share their thoughts/concerns without fear of retaliation)	Strongly Agree	Agree	Disagree	Strongly Disagree
6. Bridgewell staff do all they can to support my family member/guardian to be emotionally and physically well. (Staff help the individual to make healthy choices, and to take care of him/herself physically and emotionally)	Strongly Agree	Agree	Disagree	Strongly Disagree
7. Bridgewell provides high quality of care to the people it serves. (You would recommend Bridgewell to others)	Strongly Agree	Agree	Disagree	Strongly Disagree
8. My family member/guardian likes living in his/her home.	Strongly Agree	Agree	Disagree	Strongly Disagree

Please use the back for comments

Challenges

- Make follow up calls to individuals who have received the surveys but have not yet filled them out.
- Sending out cover letters and making calls to patients in order to increase patient survey responses.
- Providing surveys in different languages.



Conclusion

Interning at Bridgewell has helped me gain a better understanding of the Quality Assurance department and the organization's mission and goals. Through surveys, they can provide high quality services and customer satisfaction, as well as assistance and accommodations to those with disabilities. My contribution to this mission was to suggest offering incentives and follow ups with individuals who have received surveys. This would help increase feedback for ensuring efficient services. Through research I have learned that patient experience is intended to inform quality improvements by increasing responsiveness of care by using structural feedback obtained through surveys.

Related Literature

- According to WHO (2021), the definition of quality assurance (QA) "is a management method that is defined as "all those planned and systematic actions needed to provide adequate confidence that a product, service or result will satisfy given requirements for quality and be fit for use." (Bartram and Rees 2000)
- QA has become very important to the continued delivery of quality healthcare. In 1976, the National Association for Healthcare Quality (NAHQ) was founded in the US to equip healthcare professionals and organizations with the tools to ensure excellent quality of care (Klein TA Seelbach CL, Brannan GD, 2021)

Aknowledgements

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