

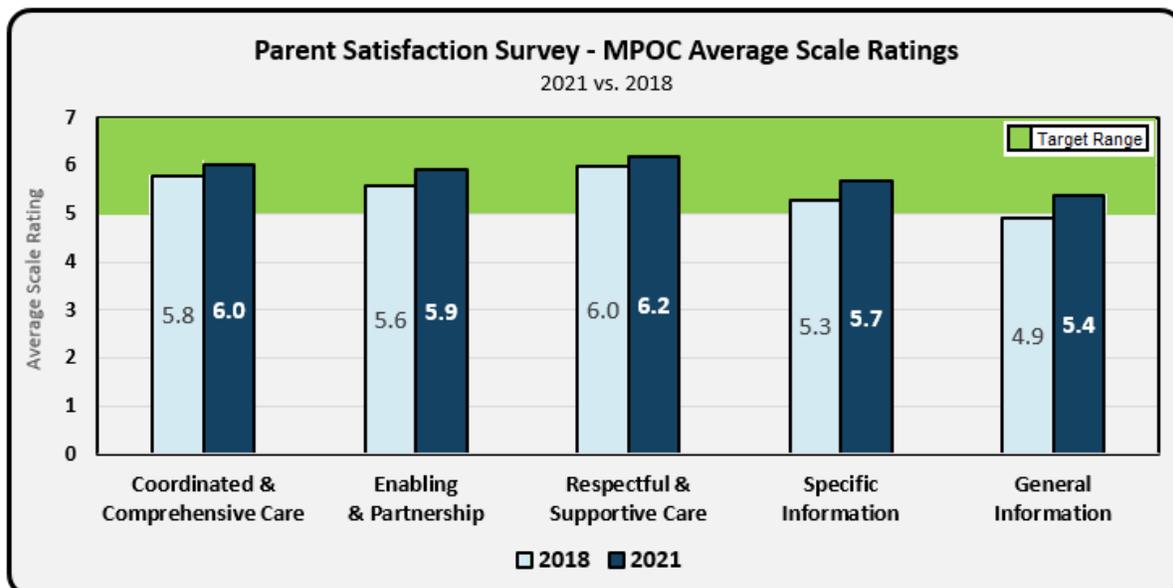


## How Did We Measure Parent Satisfaction This Year?

There were **356 families** who completed the 2021 KidsAbility Parent Satisfaction Survey in June, 2021. This is an online, self-administered survey that contains 20 questions from the *Measures of Process of Care* (MPOC) survey. The questions measure overall satisfaction with service, and the extent KidsAbility provides family-centered care.

## Survey Results

- Results show that we are doing an excellent job of providing family-centered care in all areas. Average scores for each MPOC scale were in the targeted 5-7 range, indicating that we are doing a great job of meeting the needs of our clients and families. Our scores were higher than our last MPOC in all areas (see graph below) 😊
- Our highest rated area was in providing **Respectful and Supportive Care**. Parents gave the highest ratings for the equal and individualized treatment they receive, and for KidsAbility staff allowing parents enough time to discuss their child and treatment plans without feeling rushed. 😊
- High ratings were also given for **Coordinated and Comprehensive Care**. Parents report that we are doing a great job of looking at the needs of the whole child, giving consistent information, and planning together with clients and parents so everyone is working together in the same direction. 😊



- Our lowest rated area was in providing **General Information**. Although our average score in this area shows that we are doing a great job of meeting the needs of our parents and families, we would still like to improve in this area. Parents reported wanting more advice on how to get general information, and wanted to know how to contact other parents.

## Are families satisfied with their KidsAbility experience?

Yes! 83% of parents responded that they were satisfied or very satisfied with their KidsAbility experience.

## What else did the survey results tell us?

- The majority (73%) of the families who completed the survey were receiving services virtually.
- We provide a caring atmosphere for clients and families.
- We support parents, help them to feel competent, and treat them as equals.
- Parents are happy with the way therapists explain the results of assessments and treatment progress.

## The Work Ahead of Us

- We use all parent feedback to guide decisions about service. This is particularly important now as we navigate ways of continuing to provide excellent care for our clients during the pandemic. Together we will continue to make service adjustments as needed to ensure families are getting the best care possible in these uncertain times.
- We will work on providing parents with more general information and finding ways to connect them with other parents.
- We will continue to provide service in the safest way possible by offering different therapy options to families, in the form of in-person, virtual, and telephone visits.
- We will continue to adhere to strict covid safety measures, including screenings, sanitizing/cleaning, social distancing, limiting people in the building, using masks/PPE, and following Public Health guidelines.
- We give parents the opportunity to provide feedback after every appointment with our online 'How Did We Do Today?' survey. The survey link is in the **Contact Us** section of our website.



**Thank you to all families who participated in the 2021 survey!**