



uSPEQ®
Consumer Survey
Annual Report:
Abridged Version
2010

Prepared for
Acquired Brain Injury Ireland
Dublin
Ireland

uSPEQ®

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Table of Contents

Preface	i
Technical Notes	ii
Survey instrument.....	ii
Response rate	ii
1. Survey Results Highlights.....	1
1.1. Top five survey items with positive responses	1
1.2. Potential areas for improvement.....	2
2. Survey Results by Time Period	3
2.1. Service responsiveness.....	4
2.2. Informed choice.....	5
2.3. Respect.....	7
2.4. Participation	9
2.5. Overall value	12

Preface

This report provides statistical and graphical information about the uSPEQ® survey of your organization. It is about how your consumers perceived the services being provided to them. Surveying consumers for their perception of services is one important means for assessing the quality of services. Understanding varying levels of satisfaction by program, demographic characteristics, and across time can point to areas where services have been effective as well as areas for improvement. uSPEQ is intended to complement other outcome tools and administrative measures of quality. Our goal is to provide a report that is useful to you and supports your efforts to improve the quality of services at your organization.

This report begins with highlights from the survey, including the strengths of your organization and areas for improvement. For each of the survey items, the percent of positive responses (**Strongly Agree** and **Agree**) is graphed by survey sections. These survey items include Tier 1 items, optional Tier 2 items selected, and custom Tier 3 items submitted by your organization. Whenever historical data are available for your organization, summary statistics for the current quarter are compared to the preceding quarter and/or the preceding calendar year. Further comparisons are made by program for each of the survey items. Demographic characteristics of the survey respondents are provided for your organization and by program. *Appendix A* contains the summary statistics for each item by rating category (e.g., **Strongly Agree**, **Agree**, **Disagree**, and **Strongly Disagree**) on a four-point scale. Please note that percentages may not add to 100 due to the effect of rounding. *Appendix B* provides a listing of comments by respondents during the current reporting period. Due to the potential length of respondent comments, *Appendix B* is provided in an electronic file on a CD.

Custom reports may be produced at additional cost. If you are interested in having other types of reports tailored for the specific needs of your organization, please contact uSPEQ staff to discuss options, pricing, and availability.

For more information about the uSPEQ reporting service, please contact the uSPEQ Research and Reporting team at:

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Technical Notes

Survey instrument

uSPEQ is a consumer survey questionnaire designed to capture common concerns and domains across varied settings and diverse populations. Consisting of 20 cross-cutting “Tier 1” items, optional “Tier 2” program-specific items, and custom “Tier 3” items, the primary purpose of uSPEQ is to gather feedback from persons served regarding their perceptions of the quality of service they are currently receiving or have received in the past. The “Tier 1” items reflect five quality-related domains: service responsiveness, informed choice, respect, participation, and overall value. uSPEQ has undergone vigorous psychometric testing and independent expert assessment. For information concerning its psychometric properties, please contact uSPEQ staff.

Response rate

The graph shows the response rate for the current quarter. The table below shows the number of questionnaires distributed, the number of questionnaires received and response rate for the current year, and the previous two years.

Response rate for 2010



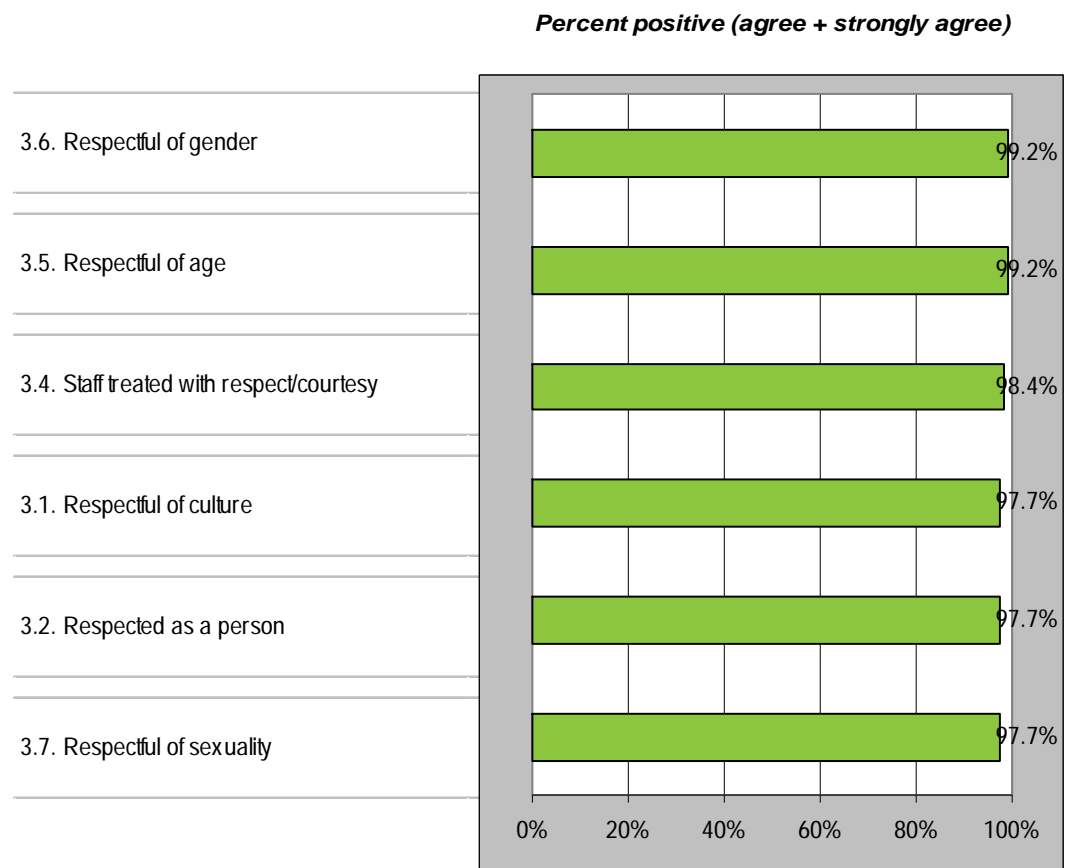
	Number distributed	Number received	Response rate
2010	162	129	79.6%
2009	184	112	60.9%
2008	128	94	73.4%

1. Survey Results Highlights

1.1. Top five survey items with positive responses

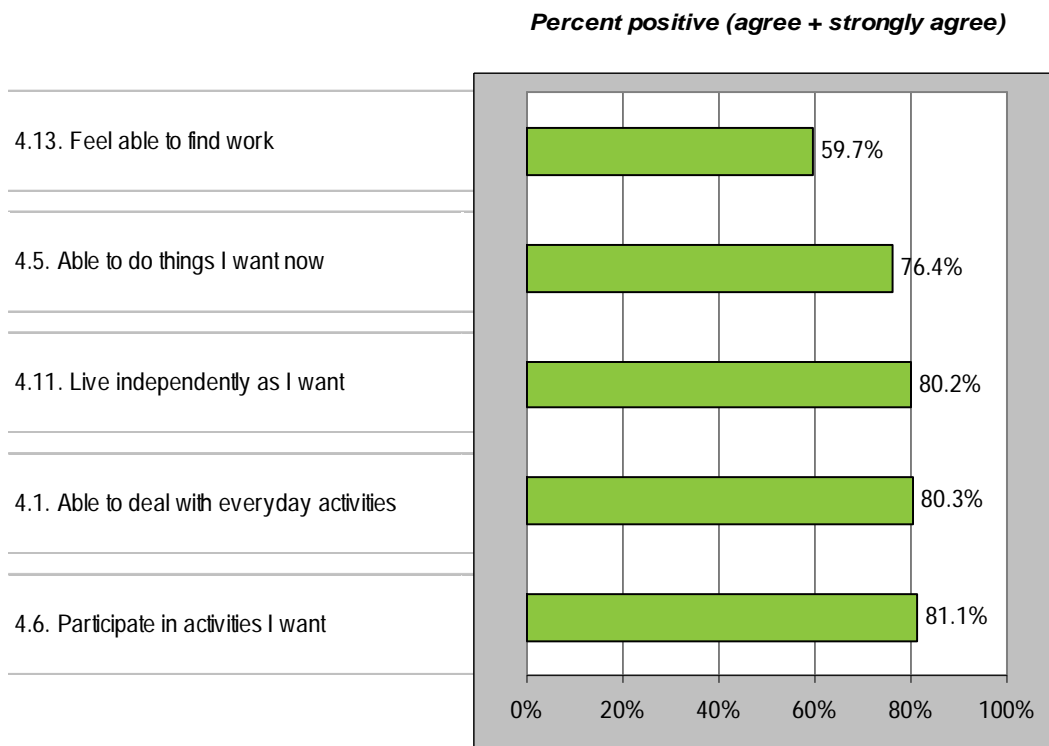
This section presents the top five items for the entire survey. Responses for the current reporting period are summarized at the organizational level.

Note: Because items had identical percent positive responses, six items are shown below.



1.2. Potential areas for improvement

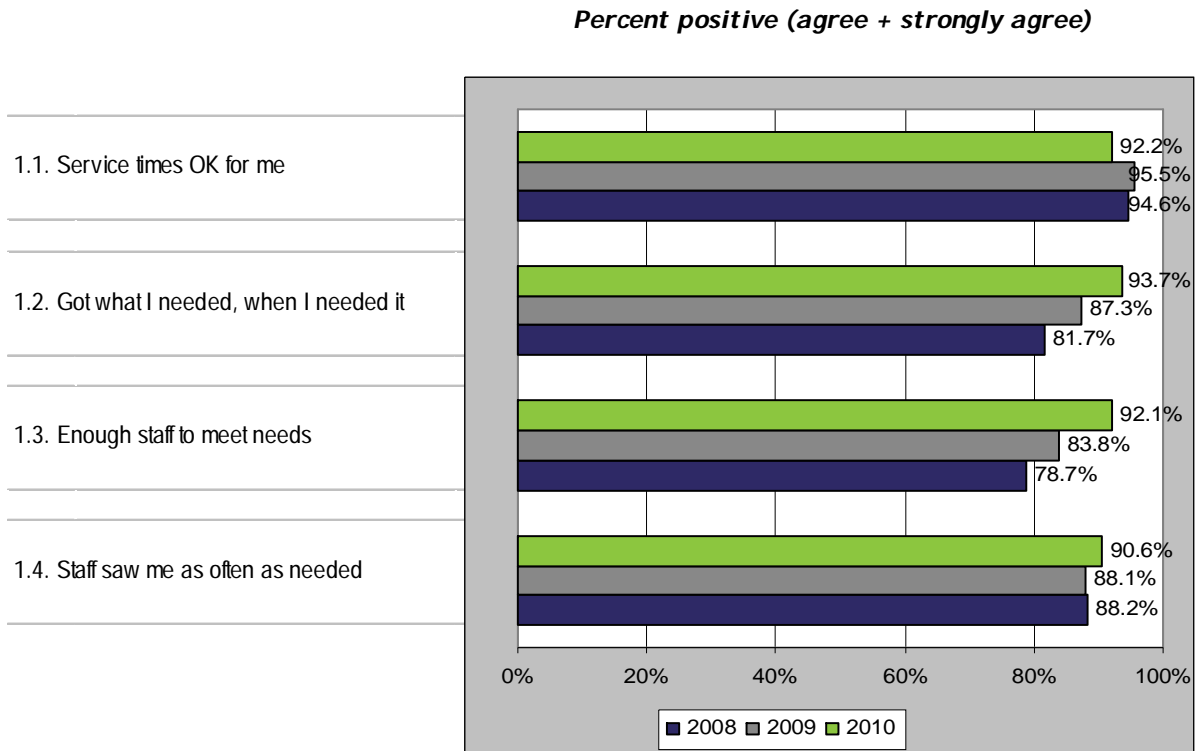
This section presents the five items with the lowest percent positive ratings. Responses for the current reporting period are summarized at the organizational level.



2. Survey Results by Time Period

This section reports results for each survey section. The graphs represent percent positive (agree + strongly agree) responses for each item for the current quarter as compared to the previous quarter and the previous year; the data are summarized at the organizational level. The following tables provide frequency distributions for each item for the current quarter, summarized at the organizational level.

2.1. Service responsiveness

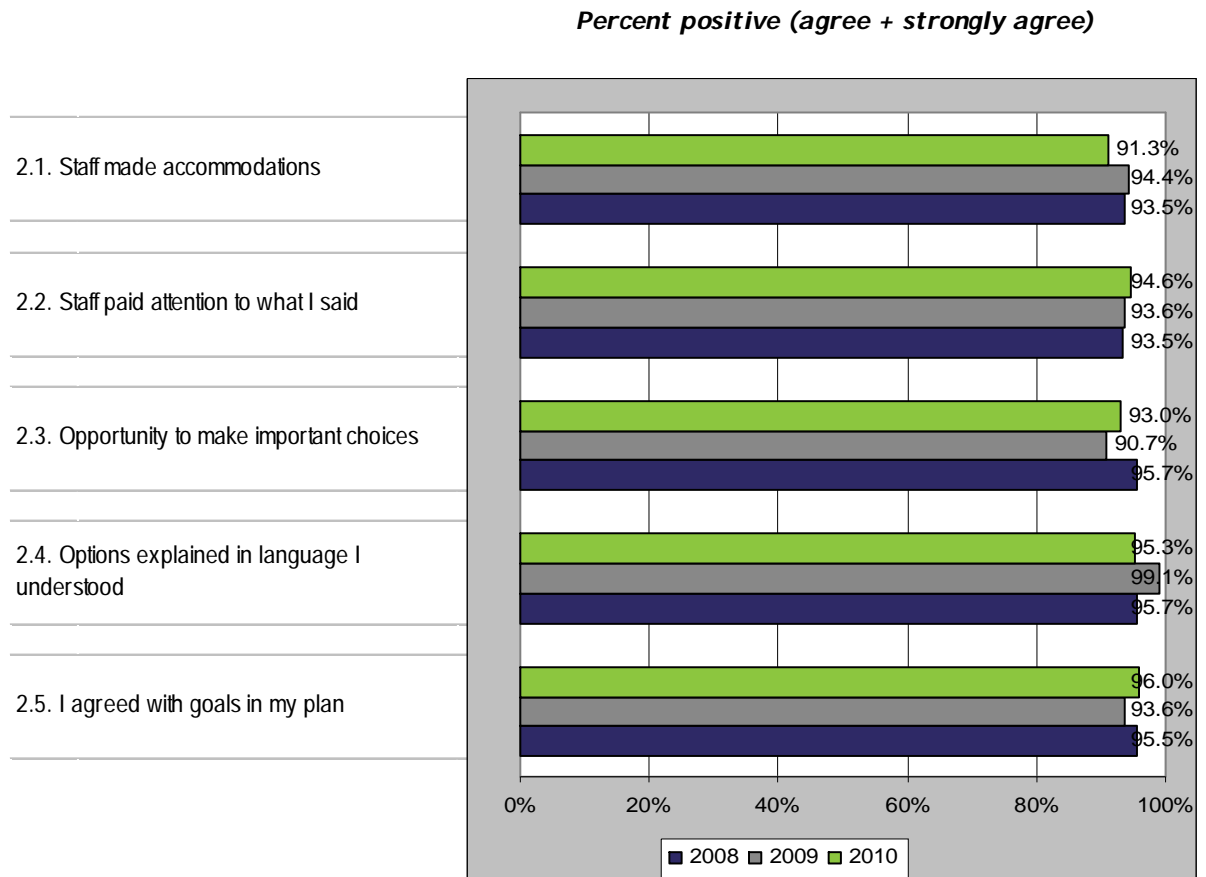


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
1.1. Service times OK for me	128	0.8%	7.0%	53.9%	38.3%
1.2. Got what I needed, when I needed it	127	1.6%	4.7%	62.2%	31.5%
1.3. Enough staff to meet needs	127		7.9%	52.8%	39.4%
1.4. Staff saw me as often as needed	128	1.6%	7.8%	53.9%	36.7%

* **Blank cells represent no response.**

2.2. Informed choice

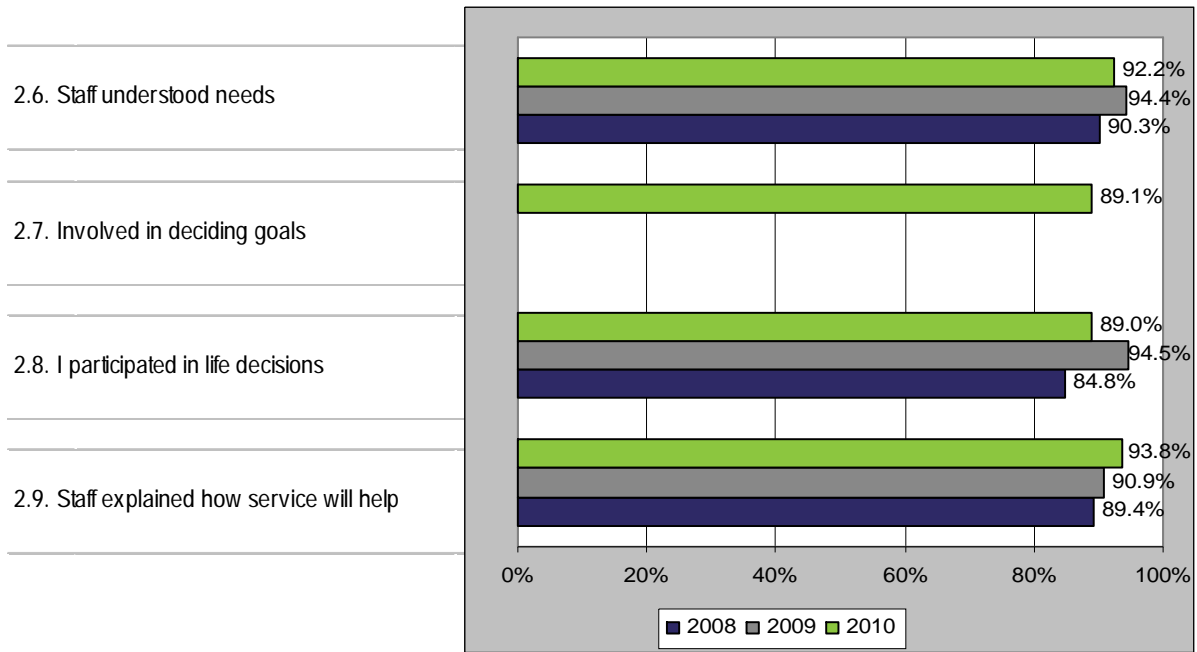


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.1. Staff made accommodations	126		8.7%	57.1%	34.1%
2.2. Staff paid attention to what I said	129	1.6%	3.9%	49.6%	45.0%
2.3. Opportunity to make important choices	128	2.3%	4.7%	57.8%	35.2%
2.4. Options explained in language I understood	128	0.8%	3.9%	52.3%	43.0%
2.5. I agreed with goals in my plan	125	0.8%	3.2%	57.6%	38.4%

* **Blank cells represent no response.**

Percent positive (agree + strongly agree)



Response by rating category

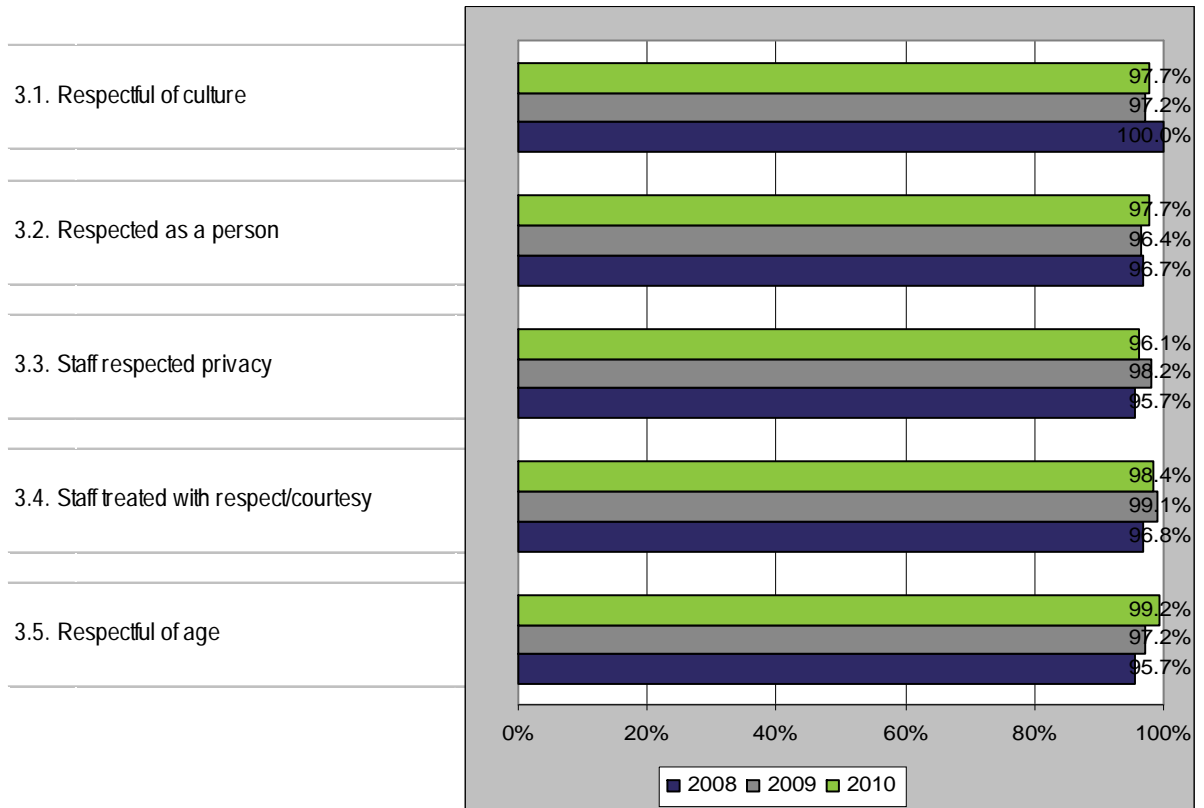
	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.6. Staff understood needs	129	1.6%	6.2%	48.8%	43.4%
2.7. Involved in deciding goals	128	2.3%	8.6%	46.1%	43.0%
2.8. I participated in life decisions	127	3.9%	7.1%	48.8%	40.2%
2.9. Staff explained how service will help	129	1.6%	4.7%	48.8%	45.0%

* Blank cells represent no response.

Note: This item was new for 2010, and therefore does not have previous year comparisons.

2.3. Respect

Percent positive (agree + strongly agree)

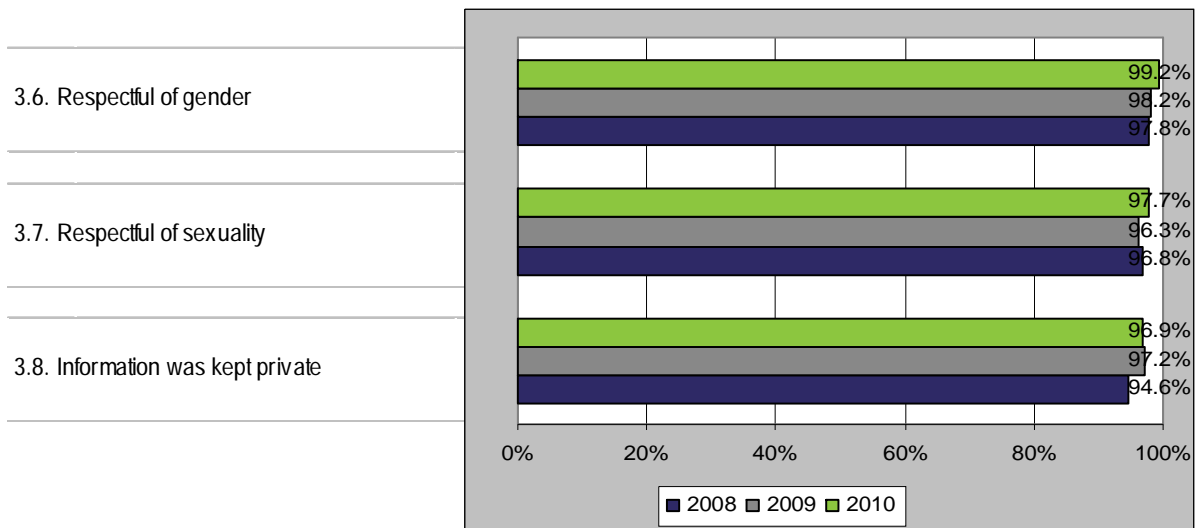


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.1. Respectful of culture	128	0.8%	1.6%	46.9%	50.8%
3.2. Respected as a person	128	1.6%	0.8%	49.2%	48.4%
3.3. Staff respected privacy	129	0.8%	3.1%	46.5%	49.6%
3.4. Staff treated with respect/courtesy	128		1.6%	43.8%	54.7%
3.5. Respectful of age	128	0.8%		49.2%	50.0%

** Blank cells represent no response.*

Percent positive (agree + strongly agree)

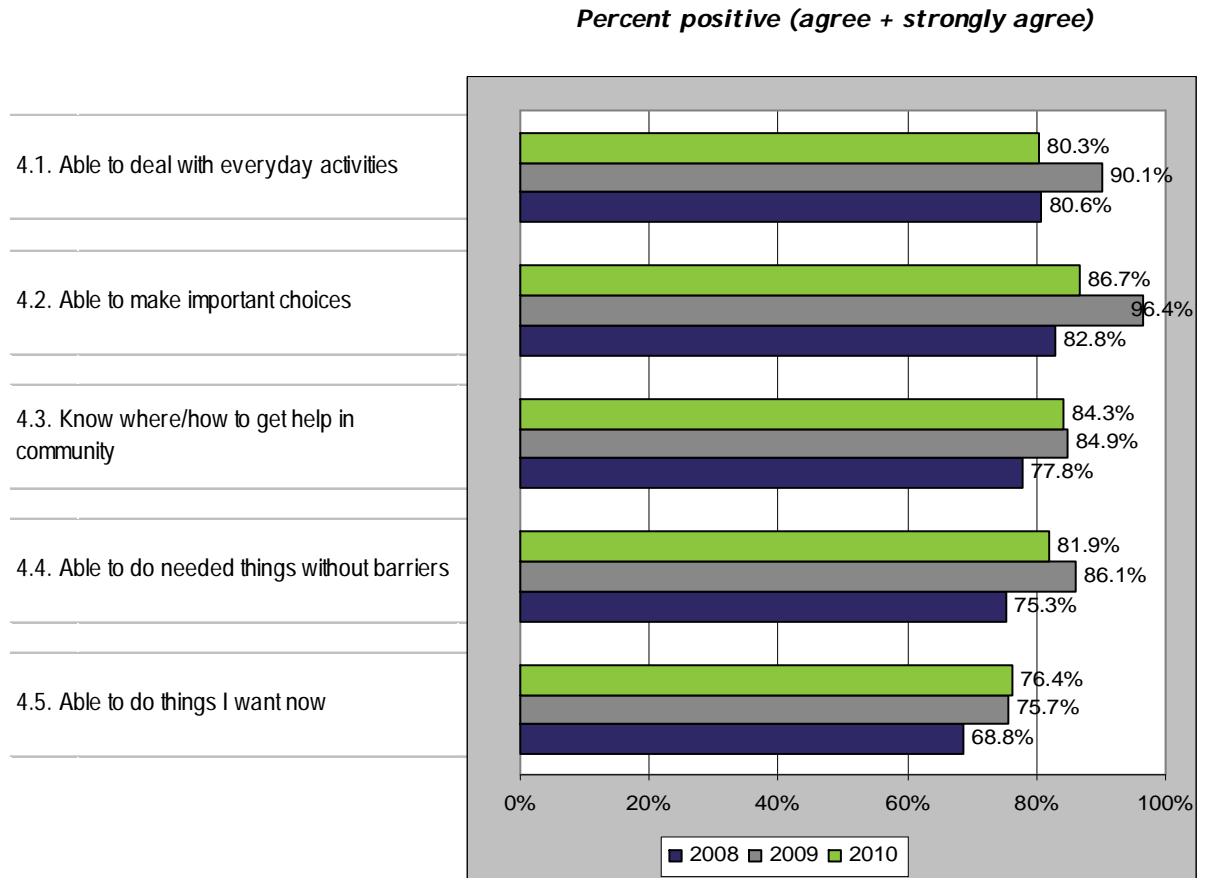


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.6. Respectful of gender	129	0.8%		47.3%	51.9%
3.7. Respectful of sexuality	128		2.3%	46.9%	50.8%
3.8. Information was kept private	128	0.8%	2.3%	40.6%	56.3%

* **Blank cells represent no response.**

2.4. Participation

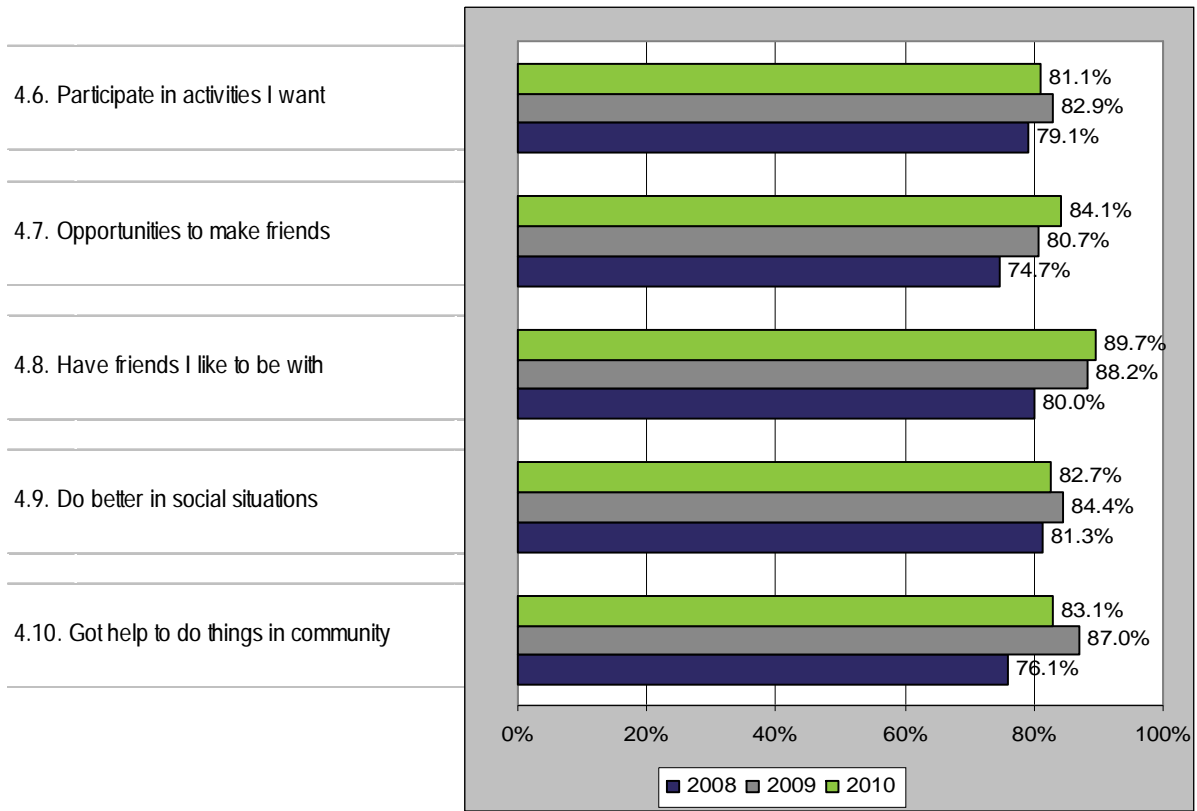


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
4.1. Able to deal with everyday activities	127	4.7%	15.0%	47.2%	33.1%
4.2. Able to make important choices	128	4.7%	8.6%	49.2%	37.5%
4.3. Know where/how to get help in community	127	0.8%	15.0%	52.0%	32.3%
4.4. Able to do needed things without barriers	127	4.7%	13.4%	53.5%	28.3%
4.5. Able to do things I want now	127	6.3%	17.3%	46.5%	29.9%

* **Blank cells represent no response.**

Percent positive (agree + strongly agree)



Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
4.6. Participate in activities I want	127	3.1%	15.7%	50.4%	30.7%
4.7. Opportunities to make friends	126	4.0%	11.9%	52.4%	31.7%
4.8. Have friends I like to be with	126	4.8%	5.6%	53.2%	36.5%
4.9. Do better in social situations	127	3.1%	14.2%	44.9%	37.8%
4.10. Got help to do things in community	124	3.2%	13.7%	52.4%	30.6%

* **Blank cells represent no response.**

Percent positive (agree + strongly agree)



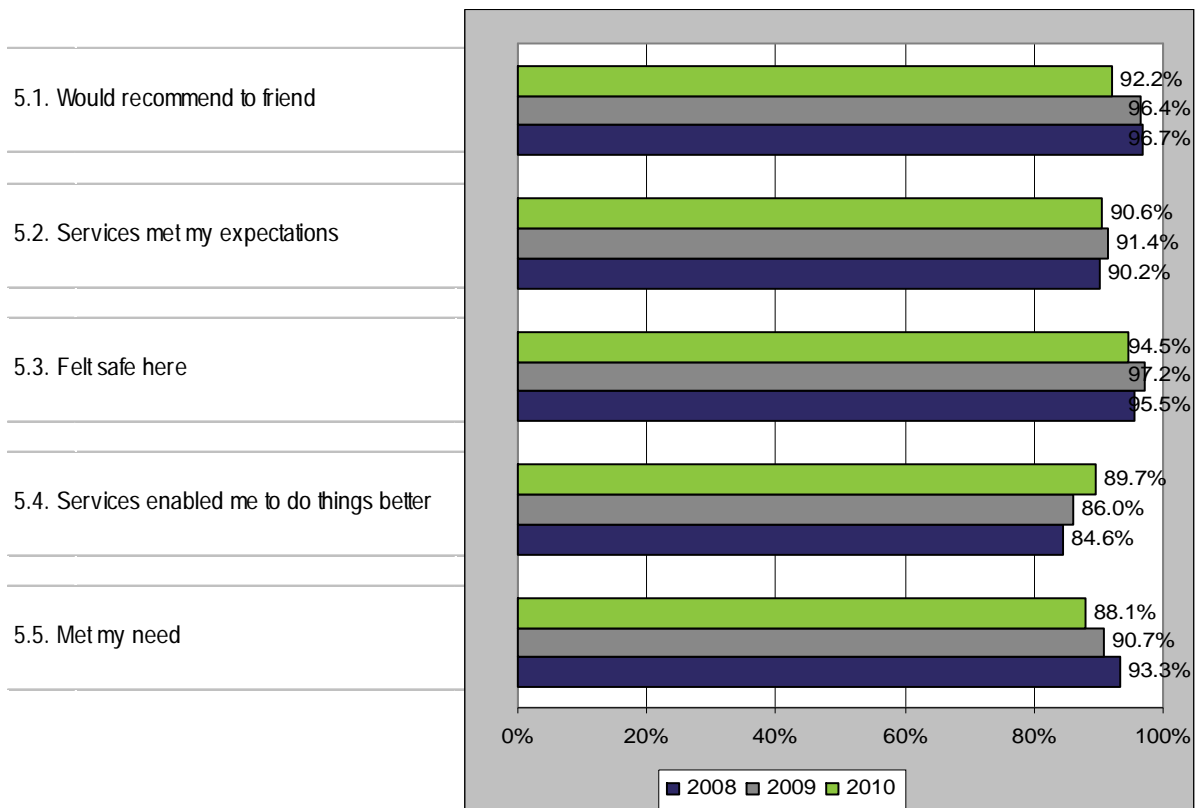
Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
4.11. Live independently as I want	126	4.8%	15.1%	36.5%	43.7%
4.12. Able to get in and out	127	3.1%	7.9%	51.2%	37.8%
4.13. Feel able to find work	124	9.7%	30.6%	34.7%	25.0%
4.14. Able to get needed assistive technology	126	4.8%	9.5%	51.6%	34.1%

*** Blank cells represent no response.**

2.5. Overall value

Percent positive (agree + strongly agree)

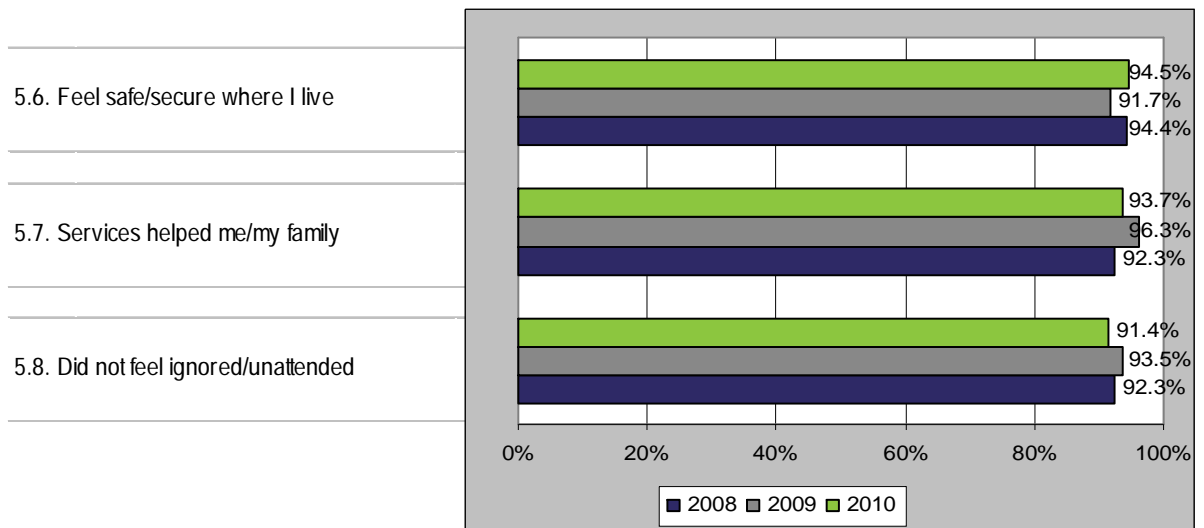


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.1. Would recommend to friend	128	3.9%	3.9%	33.6%	58.6%
5.2. Services met my expectations	128	1.6%	7.8%	43.8%	46.9%
5.3. Felt safe here	128	2.3%	3.1%	38.3%	56.3%
5.4. Services enabled me to do things better	126	2.4%	7.9%	49.2%	40.5%
5.5. Met my need	126	1.6%	10.3%	47.6%	40.5%

* *Blank cells represent no response.*

Percent positive (agree + strongly agree)



Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.6. Feel safe/secure where I live	127	2.4%	3.1%	40.2%	54.3%
5.7. Services helped me/my family	127	1.6%	4.7%	41.7%	52.0%
5.8. Did not feel ignored/unattended	128	0.8%	7.8%	39.1%	52.3%

* **Blank cells represent no response.**