



uSPEQ®
Consumer Survey
Annual Report:
Abridged Version
2009

Prepared for
Acquired Brain Injury Ireland
Dublin
Ireland

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Preface

This report provides statistical and graphical information about the uSPEQ[®] survey of your organization. It is about how your patients perceived the services being provided to them. Surveying patients for their perception of services is one important means for assessing the quality of services. Understanding varying levels of satisfaction 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.

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

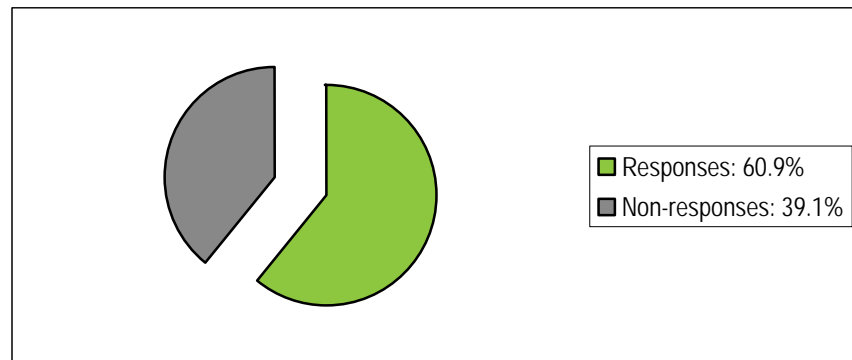
Survey instrument

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 quarter, year-to-date (YTD), and previous year.

Response rate for 2009

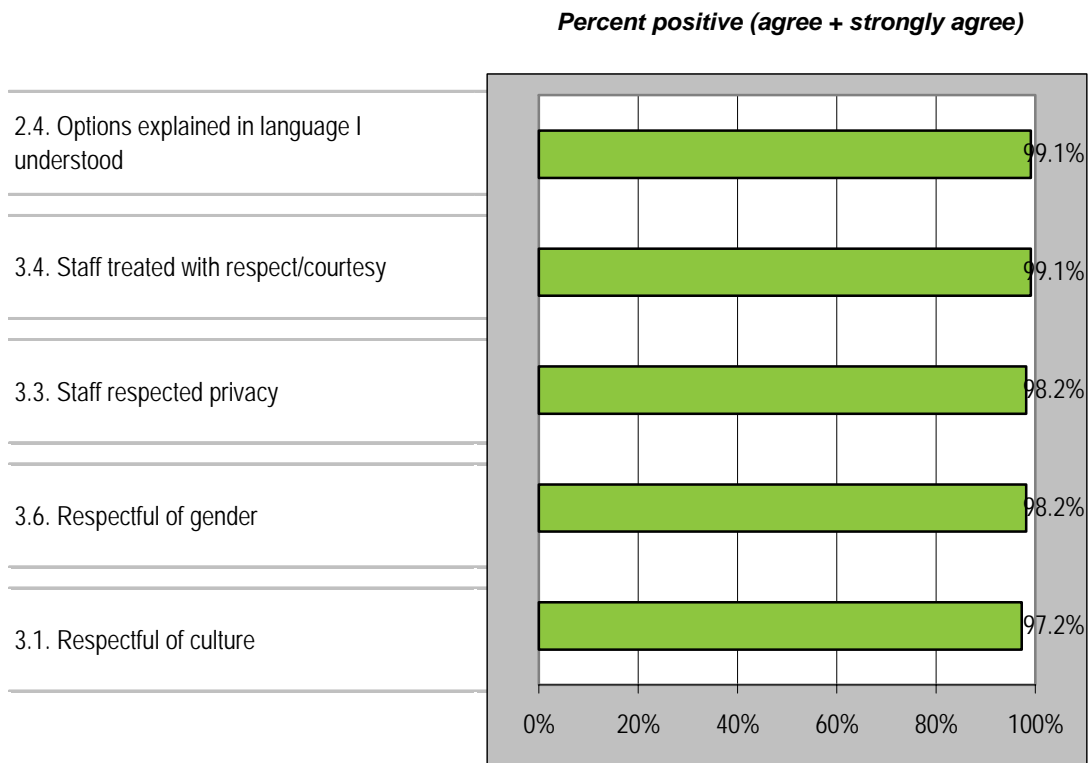


	Number distributed	Number received	Response rate
2009	184	112	60.9%
2008	128	94	73.4%

1. Survey Results Highlights

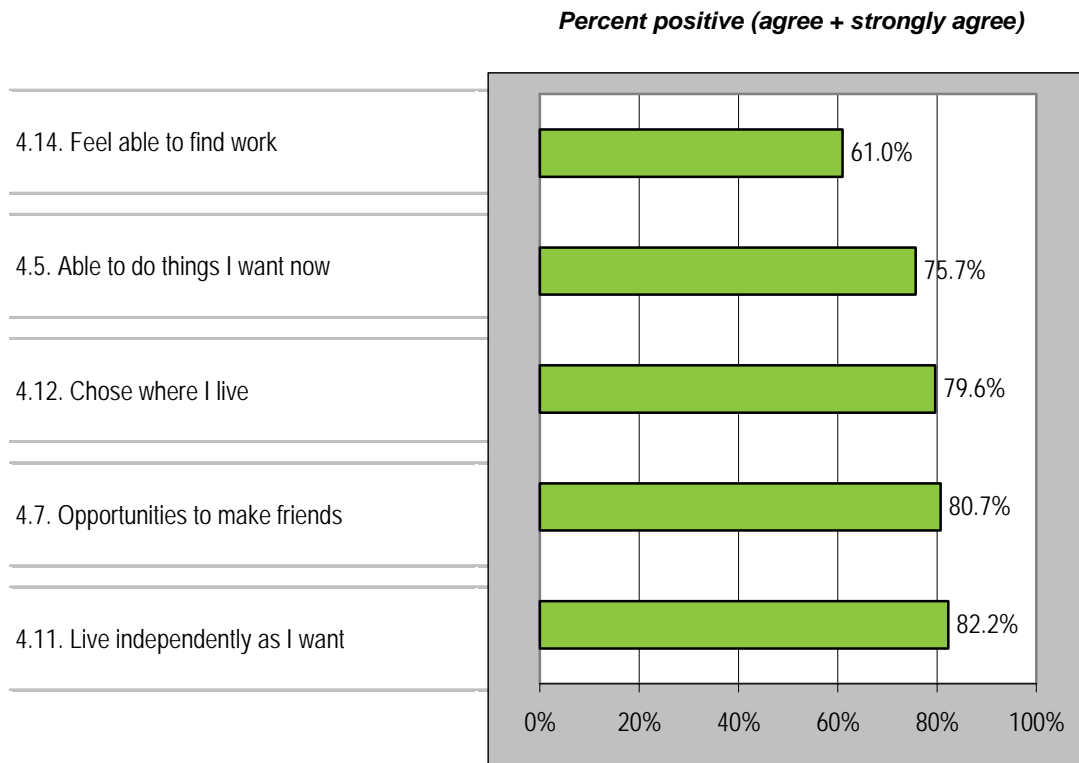
1.1. Top five survey items with positive responses

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



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.

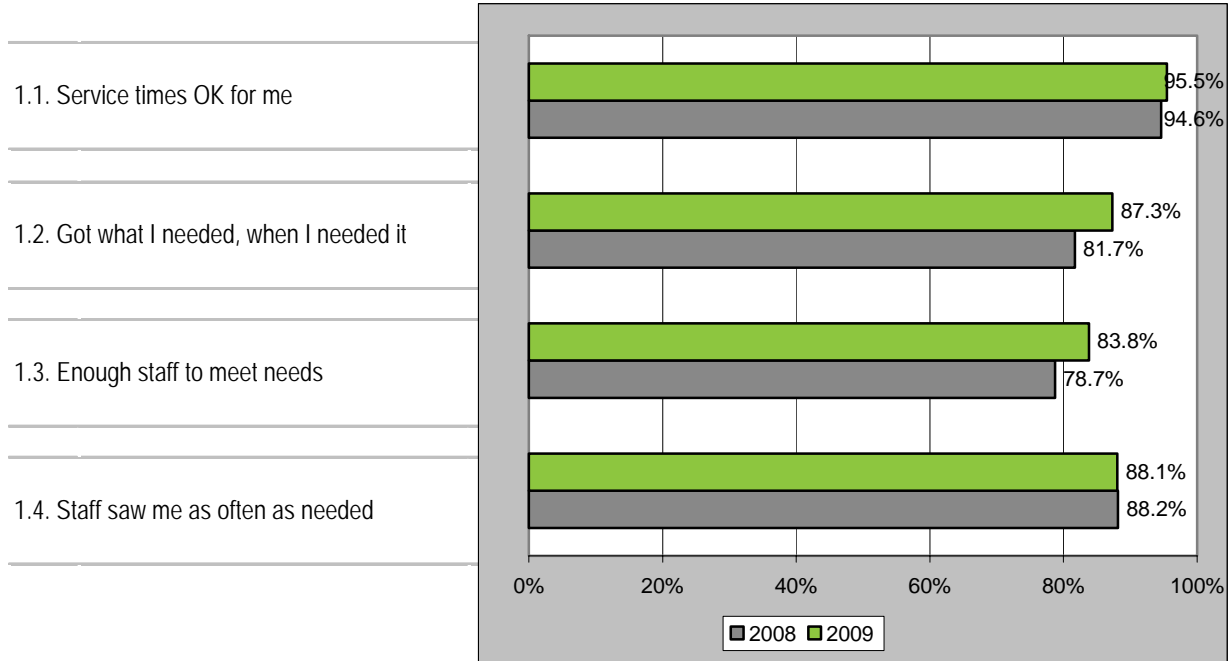


2. Survey Results by Time Period

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

Percent positive (agree + strongly agree)



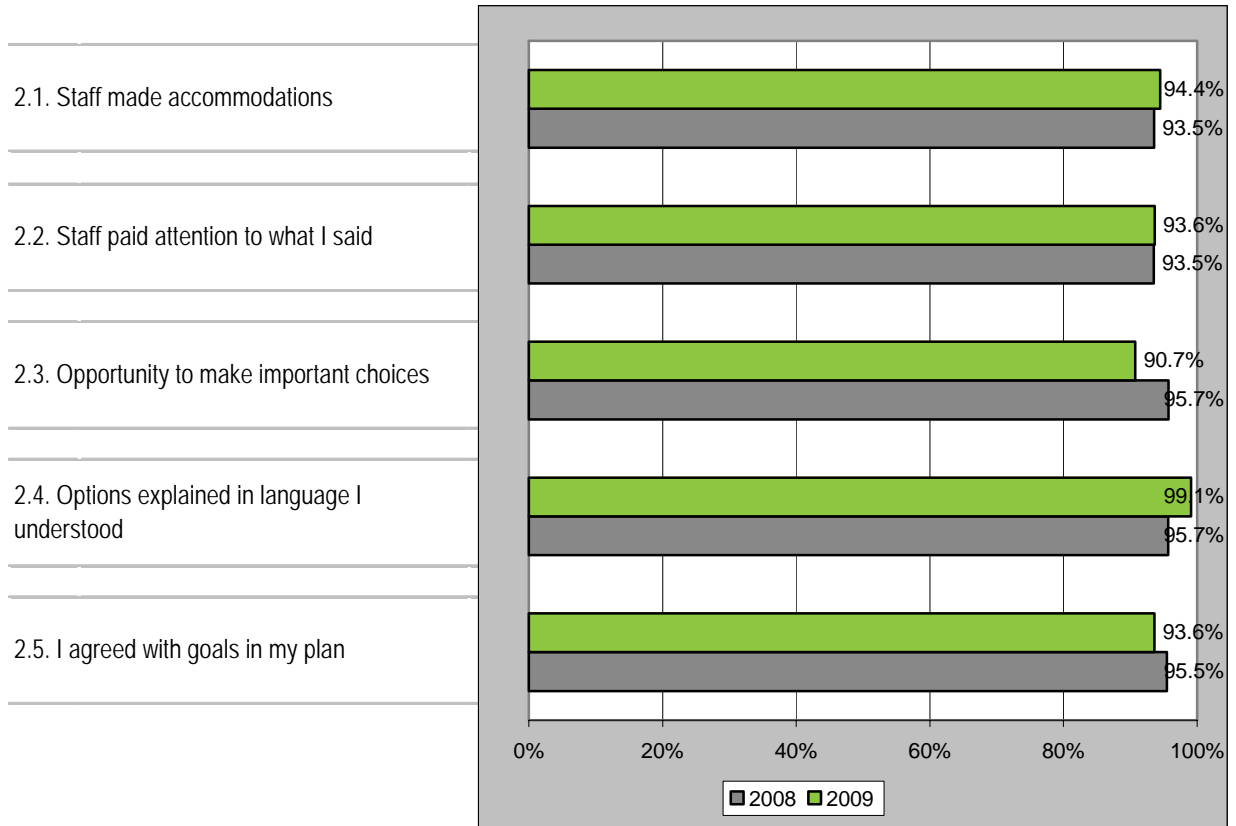
Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
1.1. Service times OK for me	110	0.9%	3.6%	52.7%	42.7%
1.2. Got what I needed, when I needed it	110		12.7%	49.1%	38.2%
1.3. Enough staff to meet needs	111	1.8%	14.4%	39.6%	44.1%
1.4. Staff saw me as often as needed	109	1.8%	10.1%	48.6%	39.4%

* Blank cells represent no response.

2.2. Informed choice

Percent positive (agree + strongly agree)

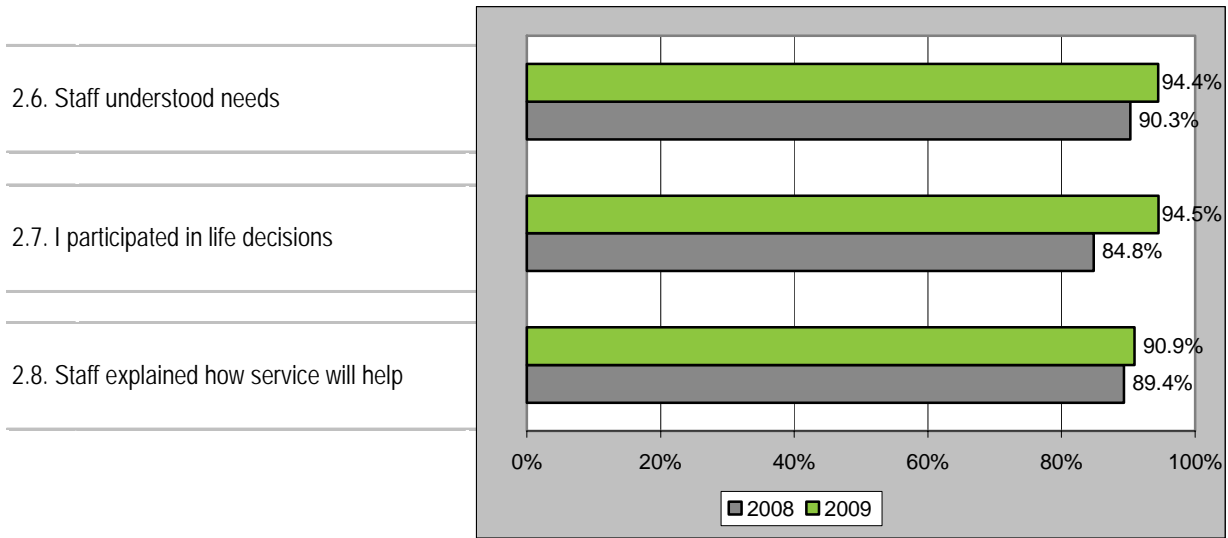


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.1. Staff made accommodations	108	1.9%	3.7%	56.5%	38.0%
2.2. Staff paid attention to what I said	110	2.7%	3.6%	47.3%	46.4%
2.3. Opportunity to make important choices	108	2.8%	6.5%	45.4%	45.4%
2.4. Options explained in language I understood	110		0.9%	43.6%	55.5%
2.5. I agreed with goals in my plan	109	1.8%	4.6%	46.8%	46.8%

* Blank cells represent no response.

Percent positive (agree + strongly agree)



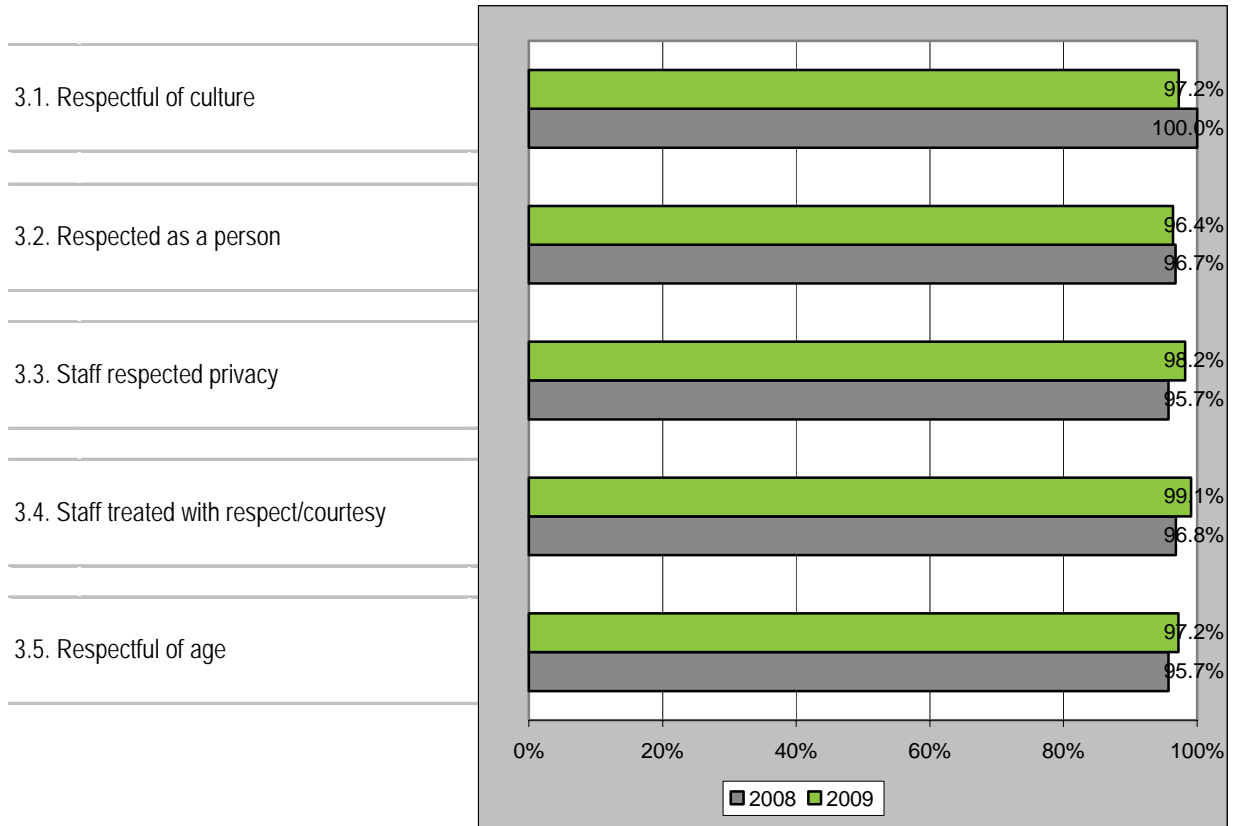
Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
2.6. Staff understood needs	108	1.9%	3.7%	47.2%	47.2%
2.7. I participated in life decisions	109	0.9%	4.6%	48.6%	45.9%
2.8. Staff explained how service will help	110	1.8%	7.3%	41.8%	49.1%

** Blank cells represent no response.*

2.3. Respect

Percent positive (agree + strongly agree)

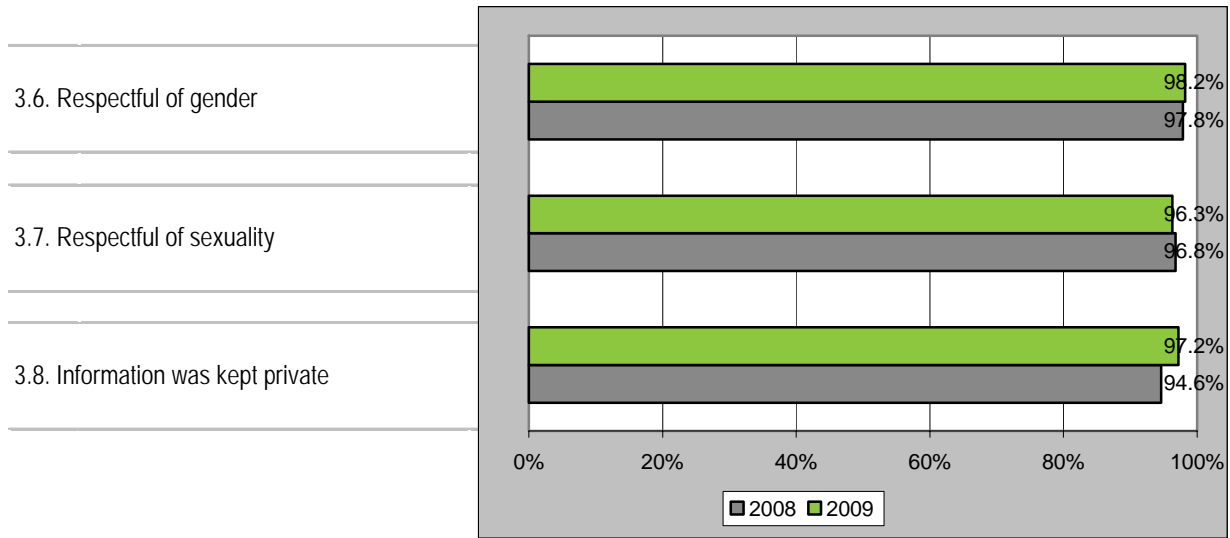


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.1. Respectful of culture	109	0.9%	1.8%	44.0%	53.2%
3.2. Respected as a person	110	2.7%	0.9%	36.4%	60.0%
3.3. Staff respected privacy	109	1.8%		43.1%	55.0%
3.4. Staff treated with respect/courtesy	110	0.9%		42.7%	56.4%
3.5. Respectful of age	107	0.9%	1.9%	45.8%	51.4%

* Blank cells represent no response.

Percent positive (agree + strongly agree)



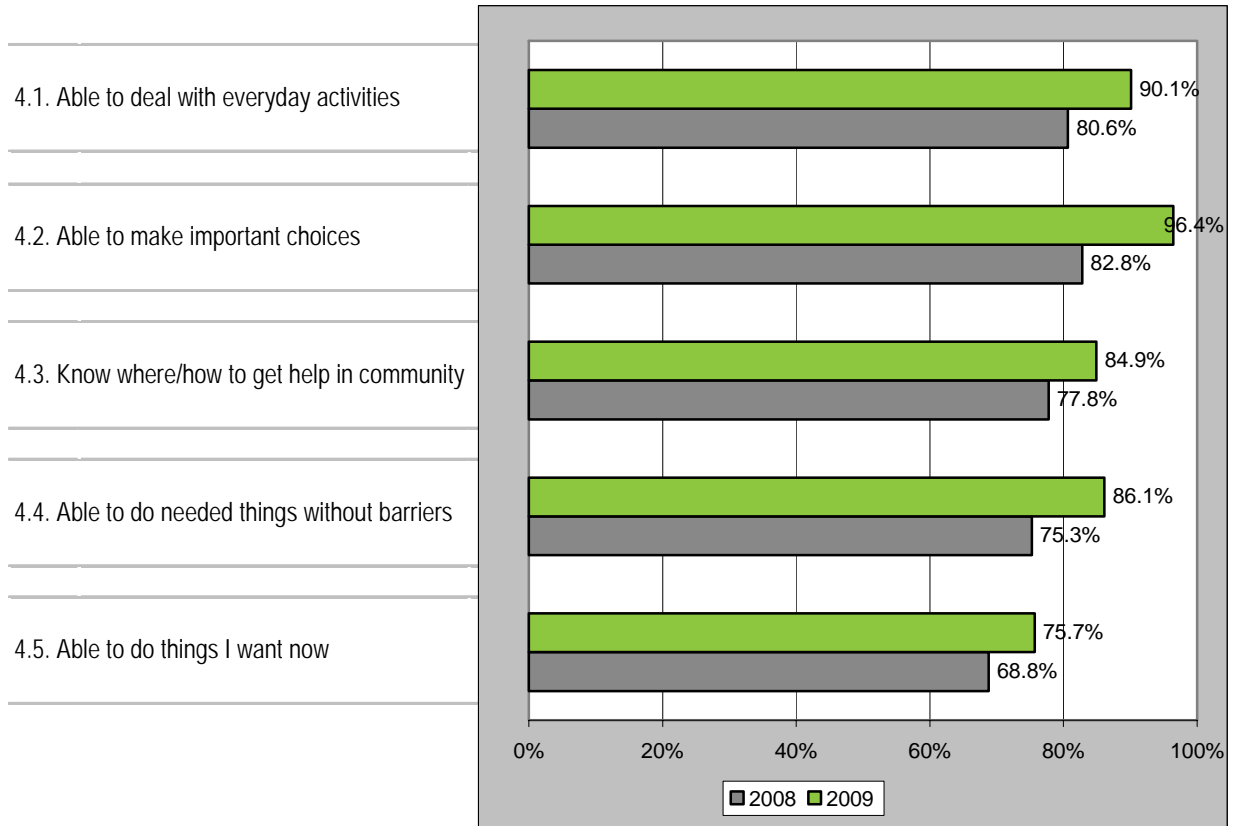
Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
3.6. Respectful of gender	109	0.9%	0.9%	43.1%	55.0%
3.7. Respectful of sexuality	108	2.8%	0.9%	41.7%	54.6%
3.8. Information was kept private	106	1.9%	0.9%	35.8%	61.3%

** Blank cells represent no response.*

2.4. Participation

Percent positive (agree + strongly agree)

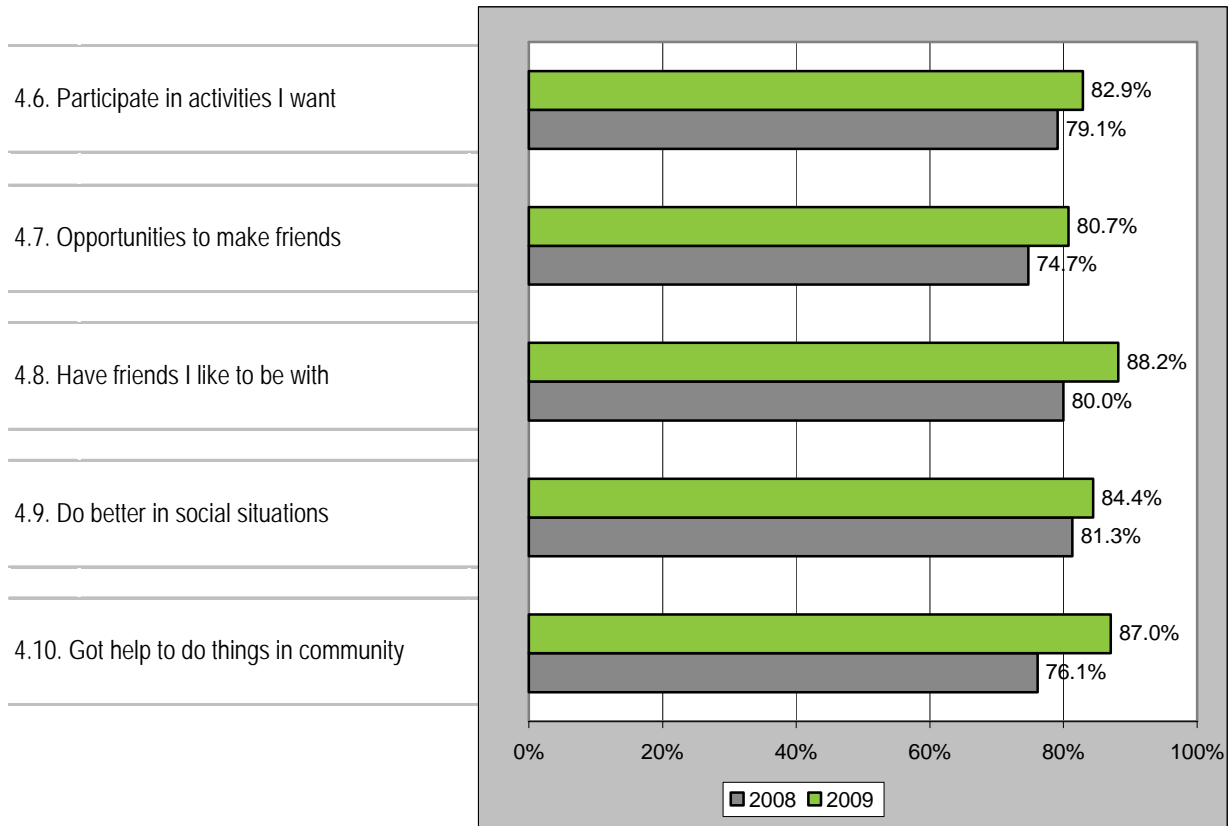


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
4.1. Able to deal with everyday activities	111	2.7%	7.2%	51.4%	38.7%
4.2. Able to make important choices	112	0.9%	2.7%	50.0%	46.4%
4.3. Know where/how to get help in community	106	4.7%	10.4%	45.3%	39.6%
4.4. Able to do needed things without barriers	108	1.9%	12.0%	52.8%	33.3%
4.5. Able to do things I want now	107	5.6%	18.7%	48.6%	27.1%

* Blank cells represent no response.

Percent positive (agree + strongly agree)

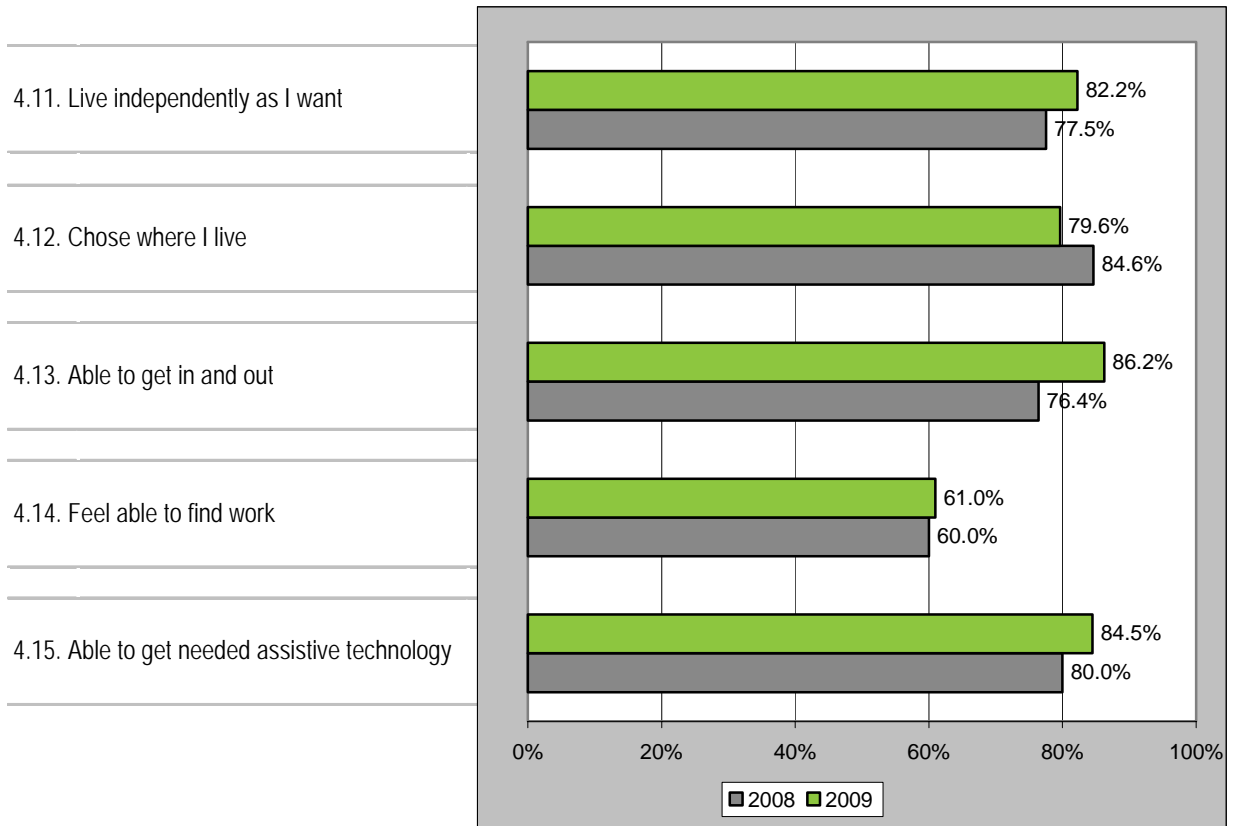


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
4.6. Participate in activities I want	111	6.3%	10.8%	49.5%	33.3%
4.7. Opportunities to make friends	109	7.3%	11.9%	46.8%	33.9%
4.8. Have friends I like to be with	110	3.6%	8.2%	51.8%	36.4%
4.9. Do better in social situations	109	3.7%	11.9%	46.8%	37.6%
4.10. Got help to do things in community	108	0.9%	12.0%	54.6%	32.4%

* Blank cells represent no response.

Percent positive (agree + strongly agree)



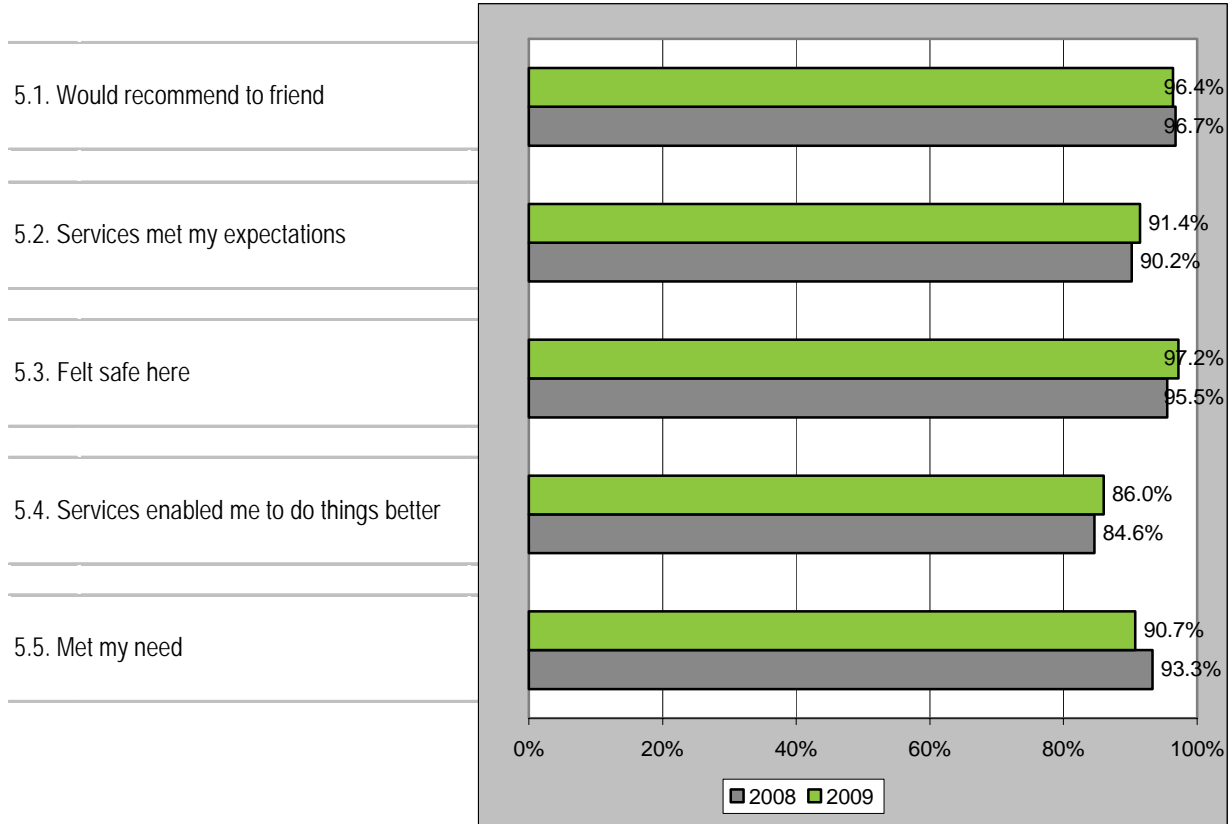
Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
4.11. Live independently as I want	107	5.6%	12.1%	35.5%	46.7%
4.12. Chose where I live	108	7.4%	13.0%	46.3%	33.3%
4.13. Able to get in and out	109	4.6%	9.2%	42.2%	44.0%
4.14. Feel able to find work	105	11.4%	27.6%	41.9%	19.0%
4.15. Able to get needed assistive technology	103	5.8%	9.7%	54.4%	30.1%

* Blank cells represent no response.

2.5. Overall value

Percent positive (agree + strongly agree)

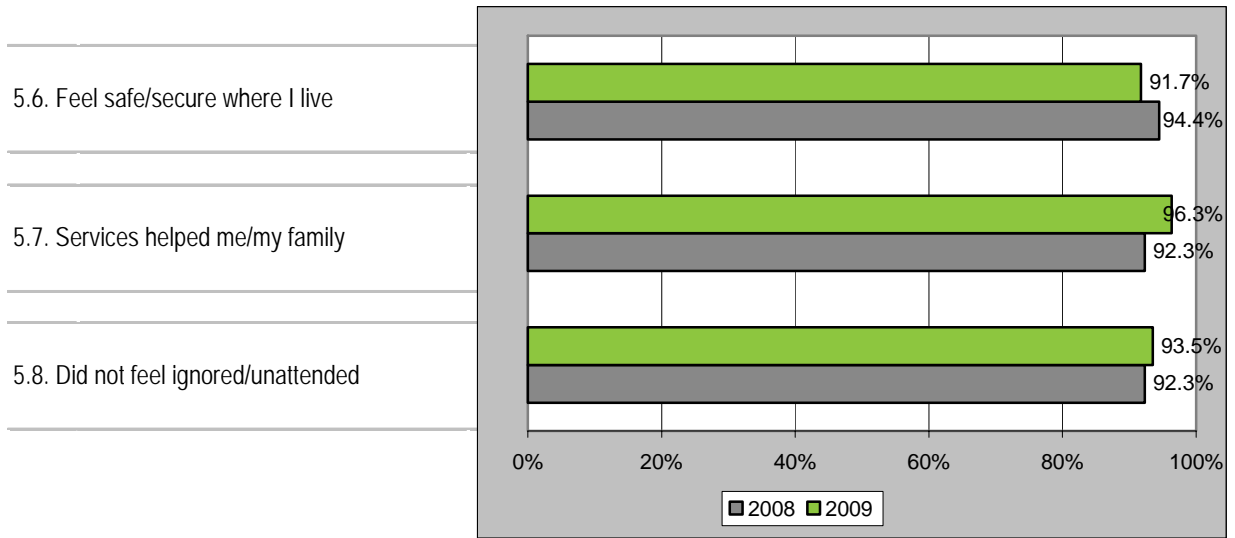


Response by rating category

	n	Strongly disagree %	Disagree %	Agree %	Strongly agree %
5.1. Would recommend to friend	110	0.9%	2.7%	34.5%	61.8%
5.2. Services met my expectations	105		8.6%	37.1%	54.3%
5.3. Felt safe here	106	1.9%	0.9%	34.9%	62.3%
5.4. Services enabled me to do things better	107	0.9%	13.1%	31.8%	54.2%
5.5. Met my need	108	0.9%	8.3%	37.0%	53.7%

* 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	109	1.8%	6.4%	36.7%	55.0%
5.7. Services helped me/my family	109	0.9%	2.8%	43.1%	53.2%
5.8. Did not feel ignored/unattended	108	1.9%	4.6%	38.9%	54.6%

** Blank cells represent no response.*