**RESULTS FROM THE 2020 SURVEY**

*What is one area we could most improve?*

* Multiple clients commented that “Time waiting to see the DR” is an area that we could improve on. Our goal is that this issue will improve with bringing on a new Psychiatric Nurse Practitioner in May 2020. This way prescriber’s caseload sizes will be more evenly distributed and less wait time will occur.
* 69% of the clients surveyed felt that “Utilizing community transportation to and from my appointments fit my needs”. We hope to improve this score through the renewing of our contract with Mobility Management and finding better ways to utilize this service to fit our client’s transportation needs.
* Multiple clients made comments about front office staff being rude, or not answering the phone when they call the office. We hope to eliminate this issue by providing our front office staff with a training on the importance of good customer service.
* 82% of clients surveyed felt that “Services are provided in a clean and sanitary facility”. We hope to improve this number by having discussions with staff about the importance of keeping the space that they utilize clean, as well as cleaning client waiting areas more frequently.
* One client commented that one area PRP could improve in is to get “Longer time with counselors”. PRP Program directors and Rehabilitation Specialists will reinforce with the PRP counselors the importance of making time to fit their client’s needs.

**Personnel survey results and improvement plan**

*What is one area we could most improve?*

* 80% of personnel surveyed felt that “I receive recognition and positive reinforcement for my work”. We hope to increase this percentage in 2021 by actively working to improve moral and recognize employees work performance.
* 76% of personnel surveyed felt that “My pay is appropriate for my skill level and education”. We hope to see an increase in this percentage in 2021 by implementing fee-for-service pay schedule, allowing our therapists to be more in control of what they earn.
* One personnel commented “Performance reviews are place in mailboxes to be signed without any discussion or feedback. There is no system in place to address salary or pay increases. I don't believe any of these concerns will be taken seriously”. This will be improved through a discussion with all program managers about the correct process of employee evaluations, and utilizing weekly supervision and quarterly all-staff meetings to address these concerns.
* Multiple personnel made comments about unnecessary drama in the workplace. This is something HH has zero tolerance for. HH management will continue to work hard to address unnecessary gossip directly and utilize disciplinary actions if needed.
* Multiple personnel also said that they will like a have a team activity with the staffs. HH will continue to improve this part of its company by having all employees get together outside of work once every year. The company did plan a cruise trip last year for all employees and we hope to continue that this year too.

**Stakeholders survey results and improvement plan**

*What is one area we could most improve?*

* 62.5% of stakeholders surveyedfelt that *“When contacting us by phone, your call is answered in a prompt and courteous manner”.* We hope to increase this percentage through the completion of a Customer Service training and discussion with management team.
* 50% of community stakeholders surveyed felt that *“Persons who request services, and meet the requirements for admission to a program, are admitted in a timely manner”.* We hope to increase these numbers through the hiring of more prescribers and clinical staff so that assessments and psychiatric evaluations can be done on a more frequent basis, cutting down wait time for services.
* One community stakeholder commented “the organization being highly respected throughout the community I said agree I believe they are many in our area who have no idea that HH exists or what they do....So perhaps some more community exposure is needed.” HH will continue to take part in community activities to obtain more exposure within our area.