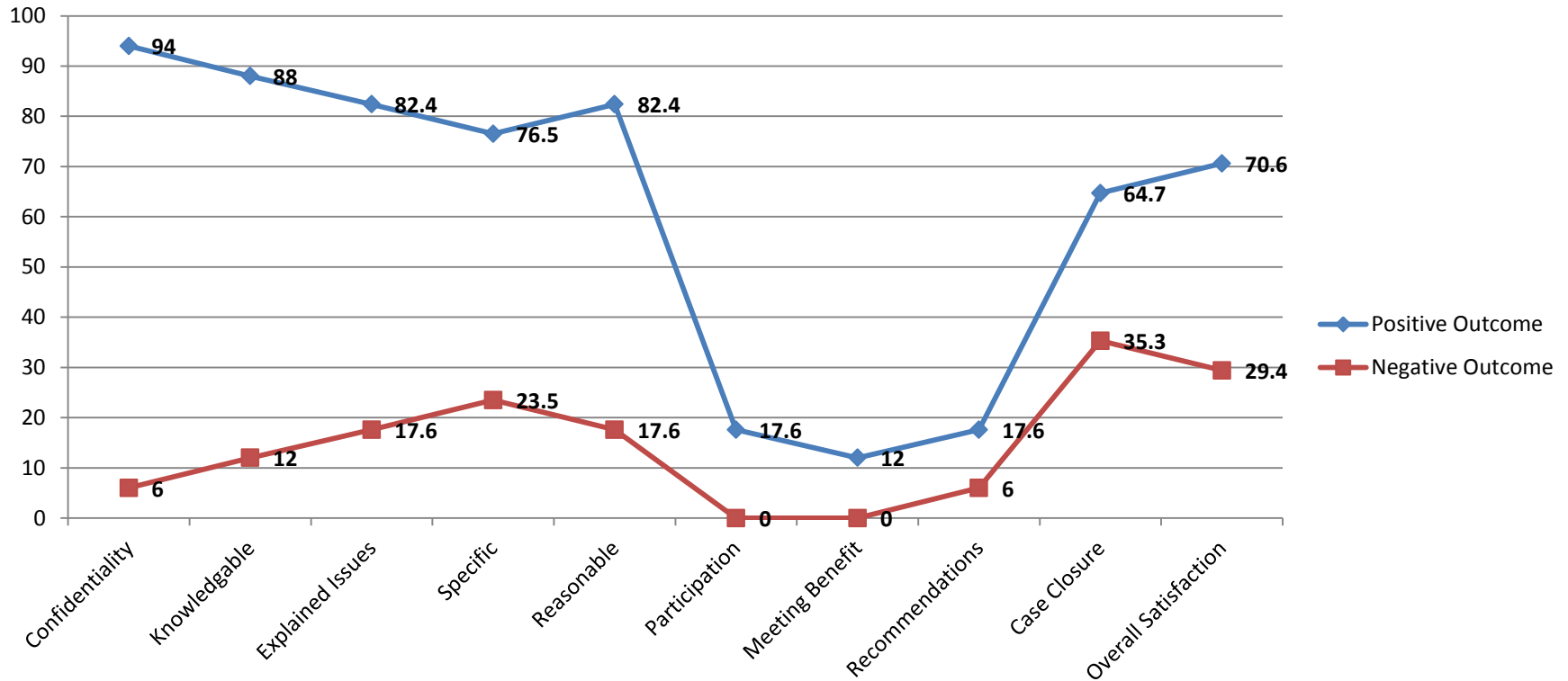


**OMBUDSMAN PROGRAM
SATISFACTION SURVEY
FY: 2013-2014**



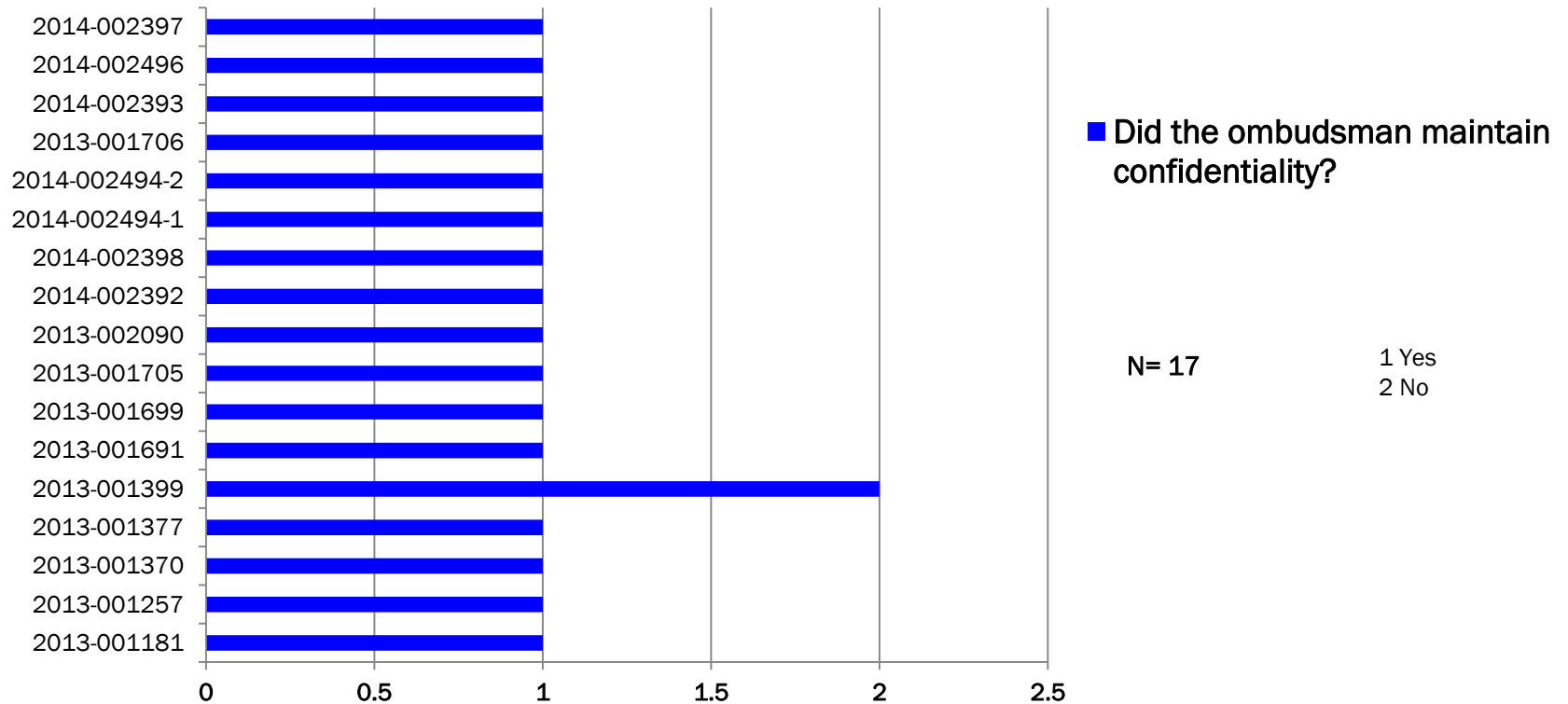
PREPARED BY:
TAYLOR PITTS, TCCY OMBUDSMAN INTERN
DEPARTMENT OF HEALTH & HUMAN PERFORMANCE (MTSU)
SUMMER 2014

OMBUDSMAN PROGRAM - FY 2013-2014 CASE MANAGER SATISFACTION SURVEY N=17



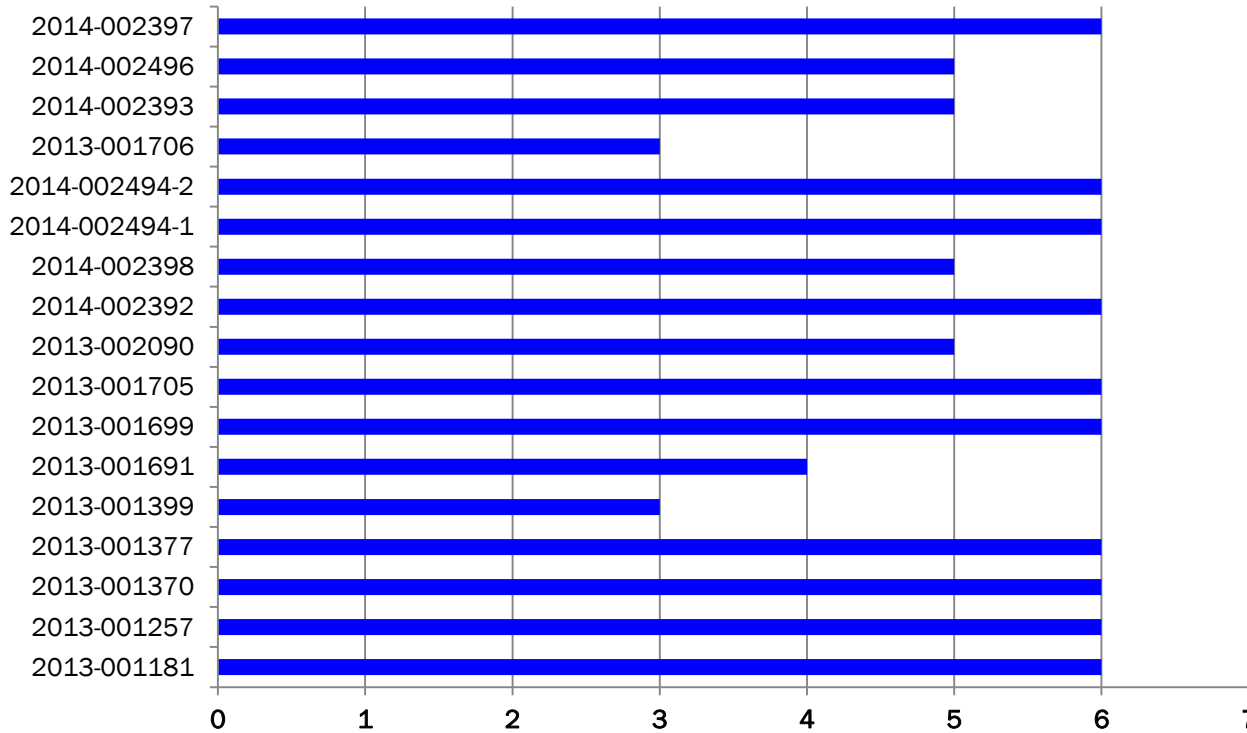
- For FY 2013-2014, a total of 156 cases were closed. Due to the 06/30/14 cut-off date, 18 closed cases were excluded from the survey. This resulted in 138 closed cases considered for the project.
- Out of 138 closed cases, 16 case managers and 1 supervisor participated and completed the survey.
- Case manager satisfaction surveys were not made to 121 cases due to: Referred to others (27), No jurisdiction (24), No response to e-mail/voice mail (23), No merit (19), No contact number (10), No follow-up from referent (4), Referral cancelled (3), Information-only (3), Wrong Person (3), Not in the system (2), Phone restrictions (2), and Busy schedule (1).

Ombudsman Program: FY 2013-2014 Case Manager Satisfaction Survey # 1



- Unsure if the ombudsman has maintained confidentiality
- The ombudsman maintained confidentiality
- For case #2014-002494, two interviews were made (#2014-002494-1 and #2014-002494-2)
- Positive Outcome: 94%
- Negative Outcome: 6%

Ombudsman Program: FY 2013-2014 Case Manager Satisfaction Survey # 2



■ Was the ombudsman knowledgeable and professional?

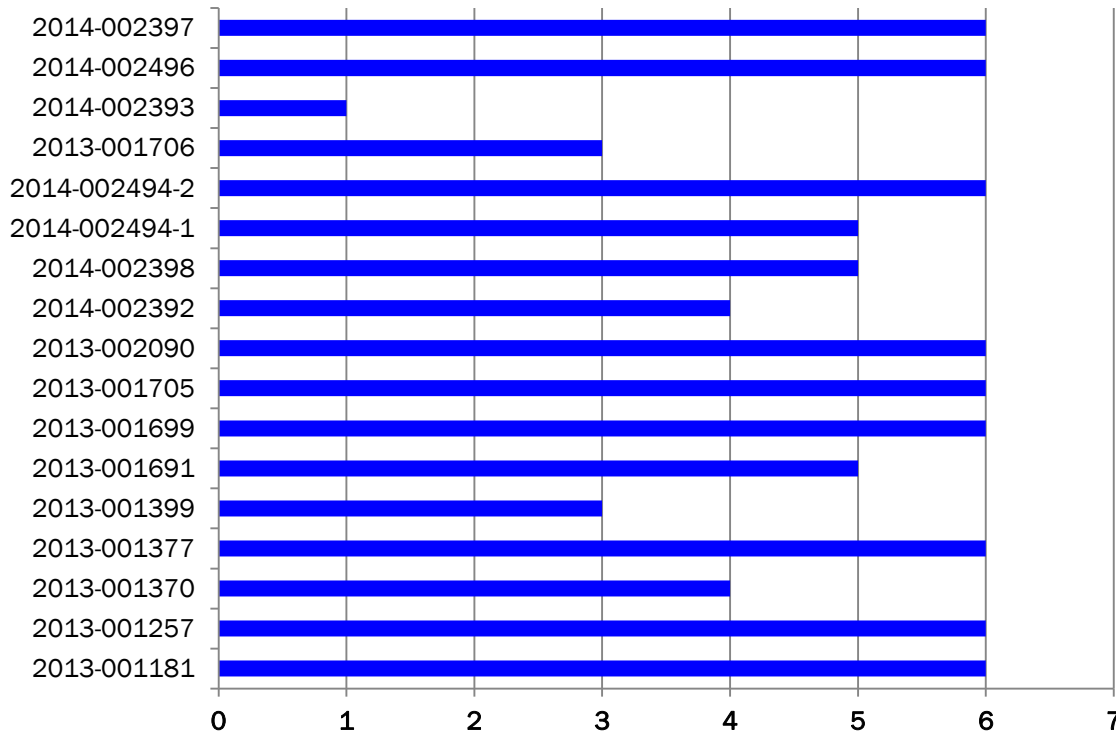
N= 17

- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied



- He was very professional
- He should work on his tone of voice
- For case #2014-002494, two interviews were made (#2014-002494-1 and #2014-002494-2)
- **Positive Outcome: 88%**
- **Negative Outcome: 12%**

Ombudsman Program: FY 2013-2014 Case Manager Satisfaction Survey # 3



■ The ombudsman clearly explained the referent's concerns or issues?

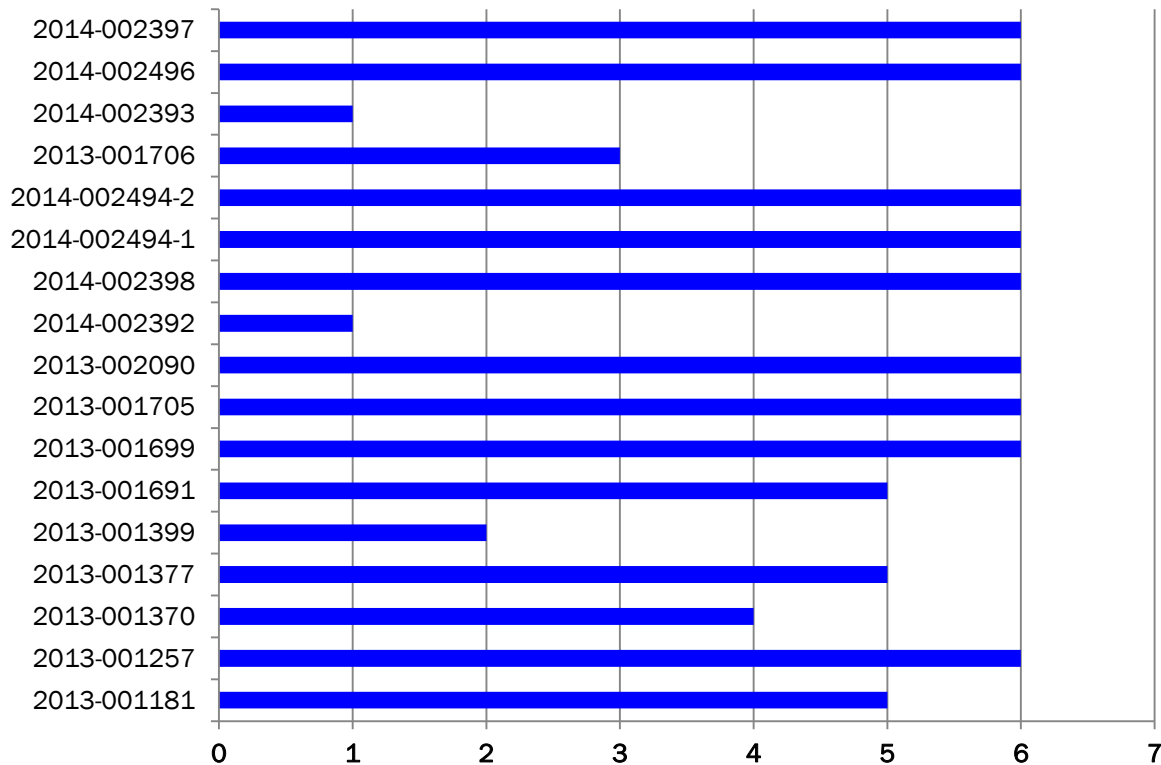
N= 17

- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied



- At times, it was unclear and confusing
- Very clear
- For case #2014-002494, two interviews were made (#2014-002494-1 and #2014-002494-2)
- **Positive Outcome: 82.4%**
- **Negative Outcome: 17.6%**

Ombudsman Program: FY 2013-2014 Case Manager Satisfaction Survey # 4



■ The ombudsman was very specific about information requested.

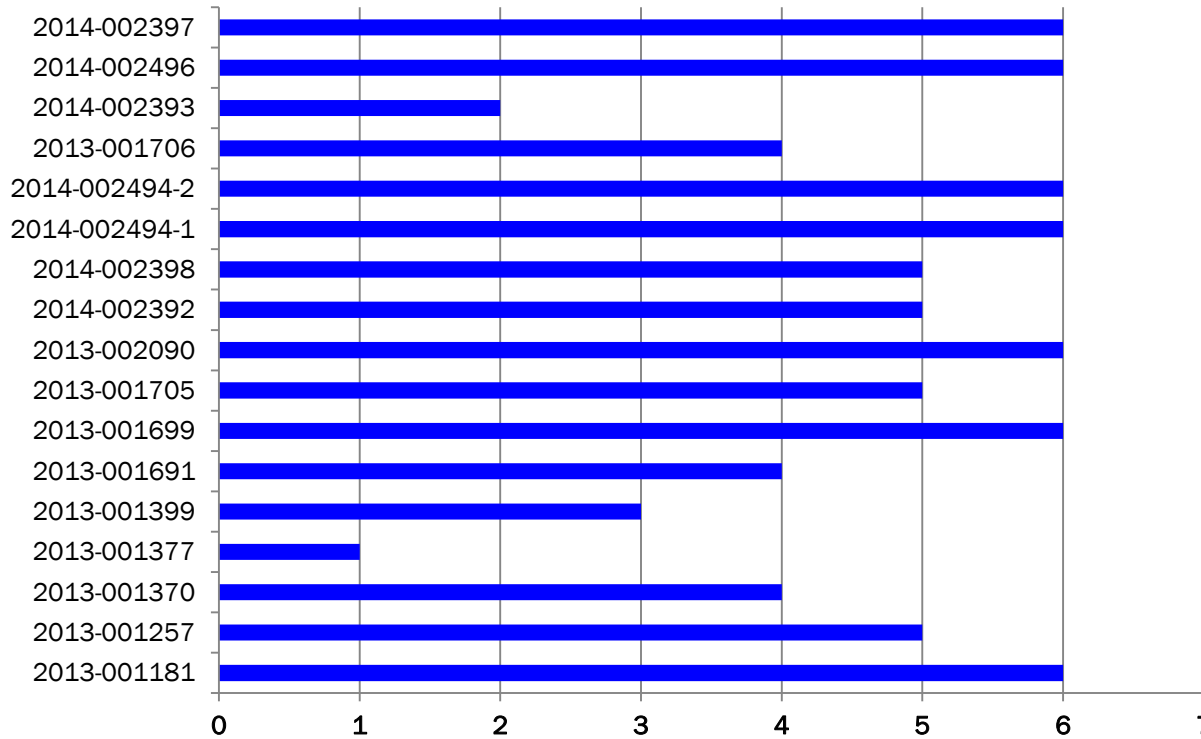
N=17

- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied



- Confusing, did not understand what was going on
- Very precise and direct
- For case #2014-002494, two interviews were made (#2014-002494-1 and #2014-002494-2)
- **Positive Outcome: 76.5%**
- **Negative Outcome: 23.5%**

Ombudsman Program: FY 2013-2014 Case Manager Satisfaction Survey # 5



■ The ombudsman was reasonable when requesting assistance.

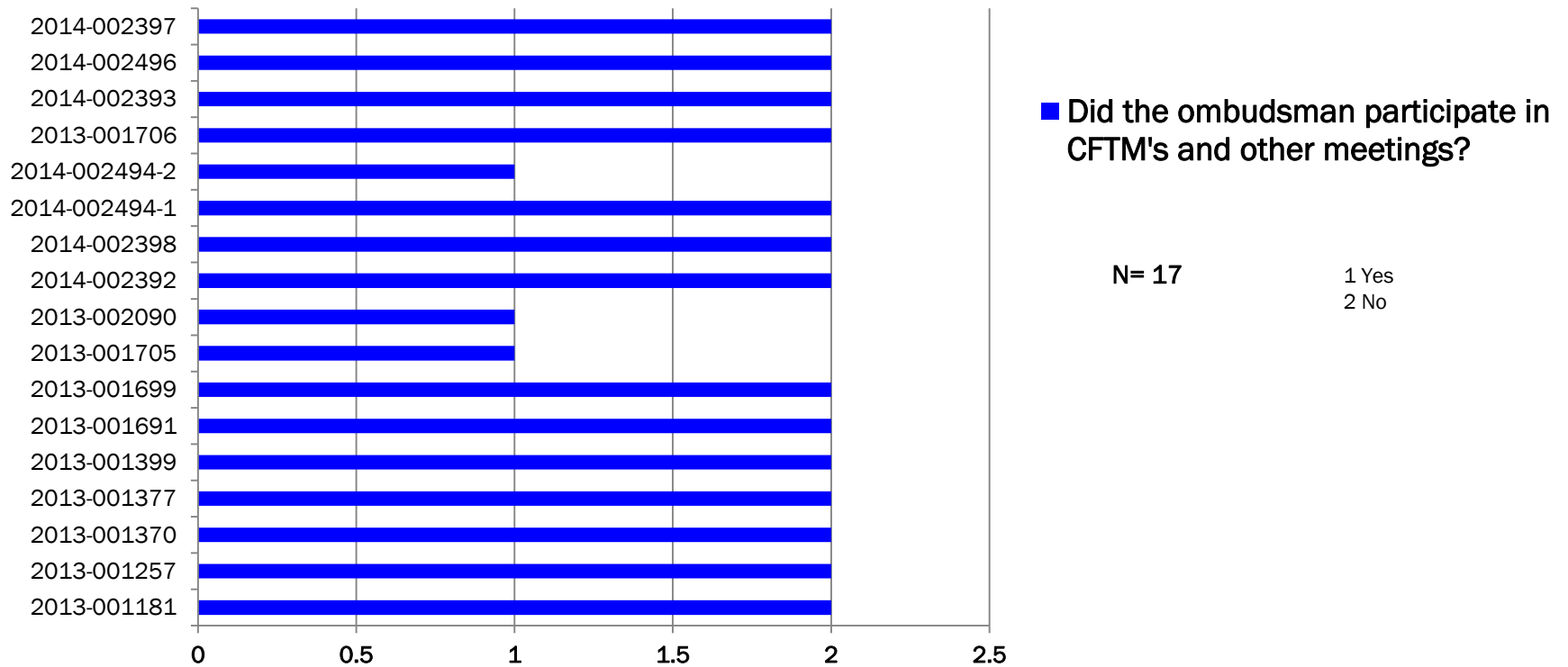
N= 17

- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied



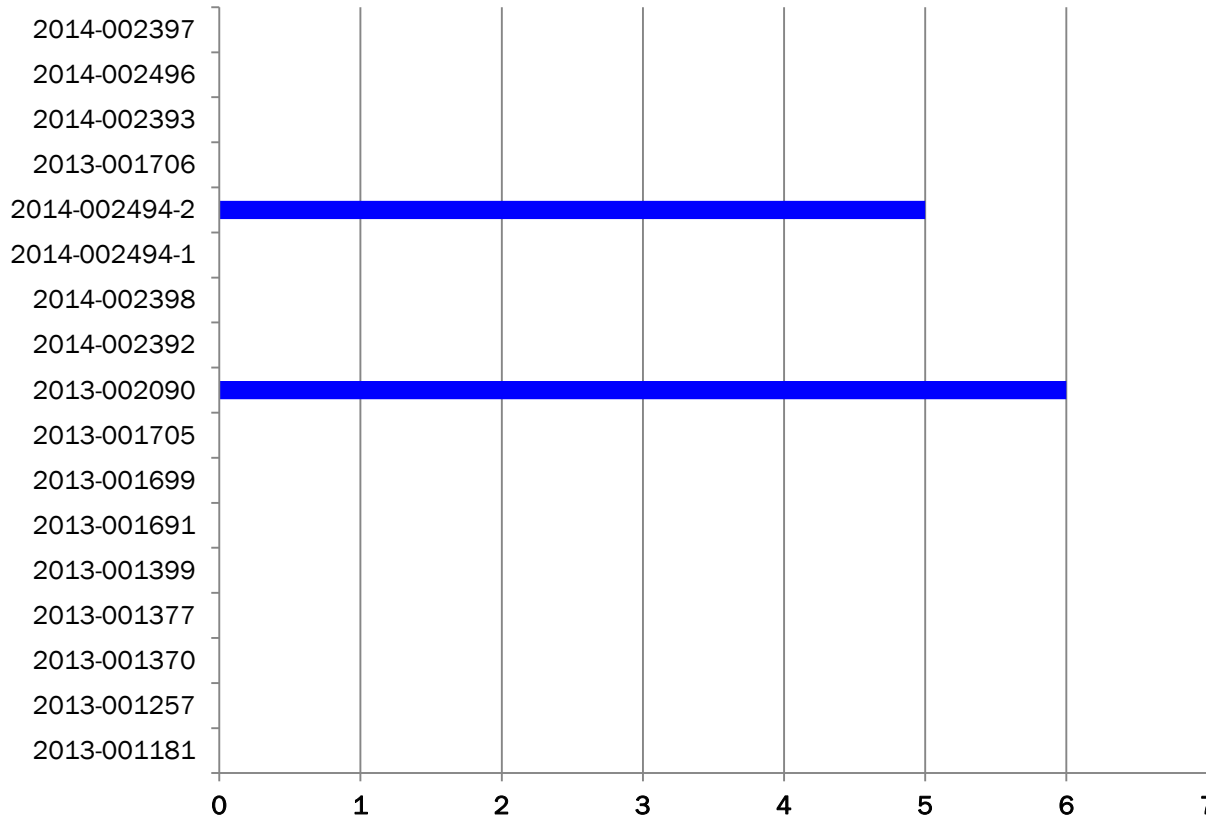
- He was reasonable
- Did not understand what was going on
- For case #2014-002494, two interviews were made (#2014-002494-1 and #2014-002494-2)
- **Positive Outcome: 82.4%**
- **Negative Outcome: 17.6%**

Ombudsman Program: FY 2013-2014 Case Manager Satisfaction Survey # 6



- He did not participate in any meetings (no meetings held)
- He was very cooperative and active in the meetings
- He was just there
- For case #2014-002494, two interviews were made (#2014-002494-1 and #2014-002494-2)
- **Positive Outcome: 17.6%**
- **82.4% responses were N/A (no meetings held)**

Ombudsman Program: FY 2013-2014 Case Manager Satisfaction Survey # 7



■ The ombudsman participation was beneficial in the CFTM.

N=17

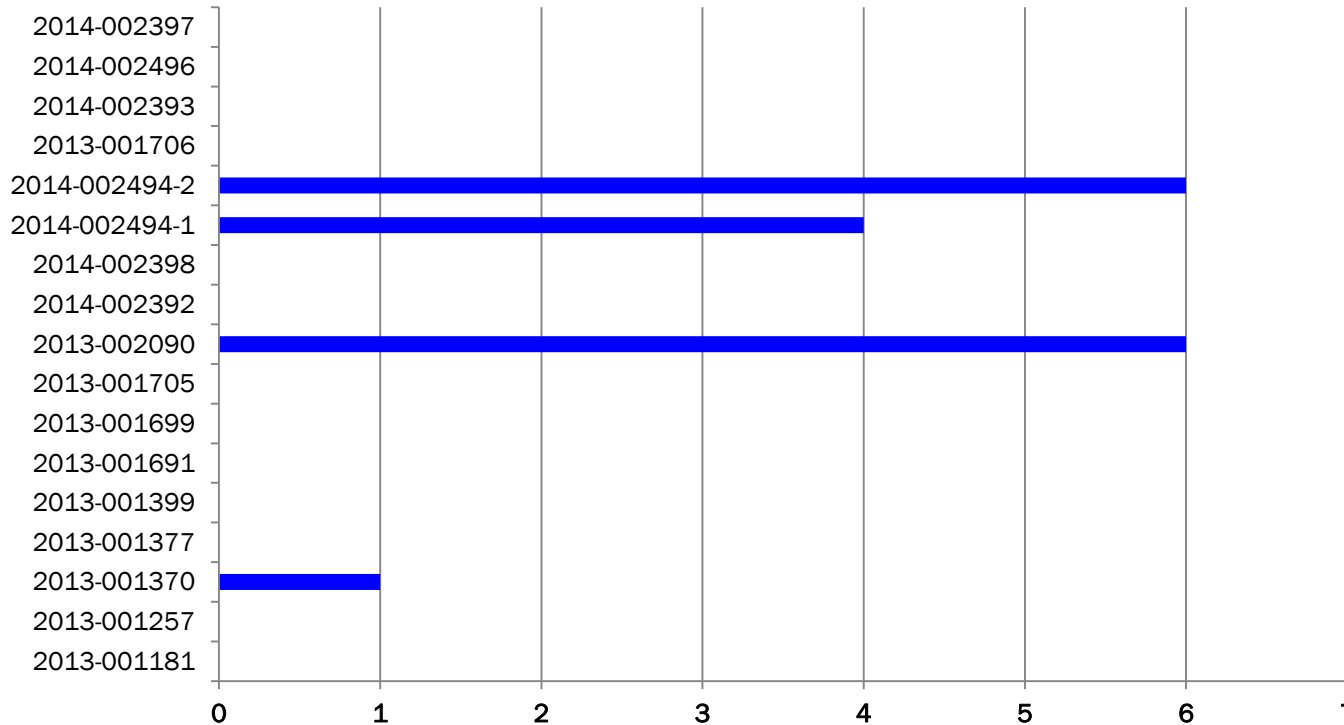
- 0 N/A
- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied

Note: ** 15 respondents answered N/A which are NOT represented on the graph (N/A= 0)



- He played a big part in the meetings
- No participation (no meetings held)
- For case #2014-002494, two interviews were made (#2014-002494-1 and #2014-002494-2)
- **Positive Outcome: 12%**
- **88% responses were N/A (no meetings held)**

Ombudsman Program: FY 2013-2014 Case Manager Satisfaction Surey # 8



■ How helpful were the recommendations of the ombudsman?

N= 17

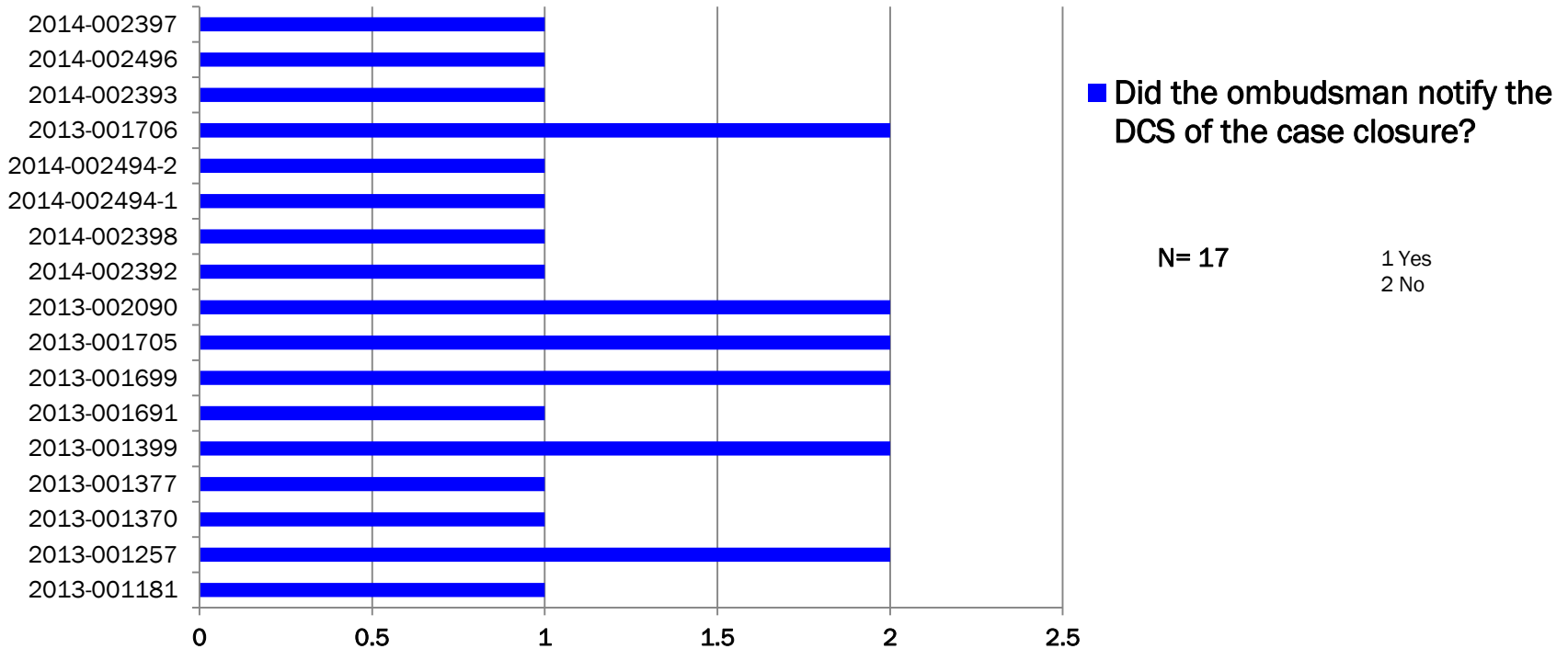
- 0 N/A
- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied

Note: ** 13 respondents answered N/A which are NOT represented on the graph (N/A=0)



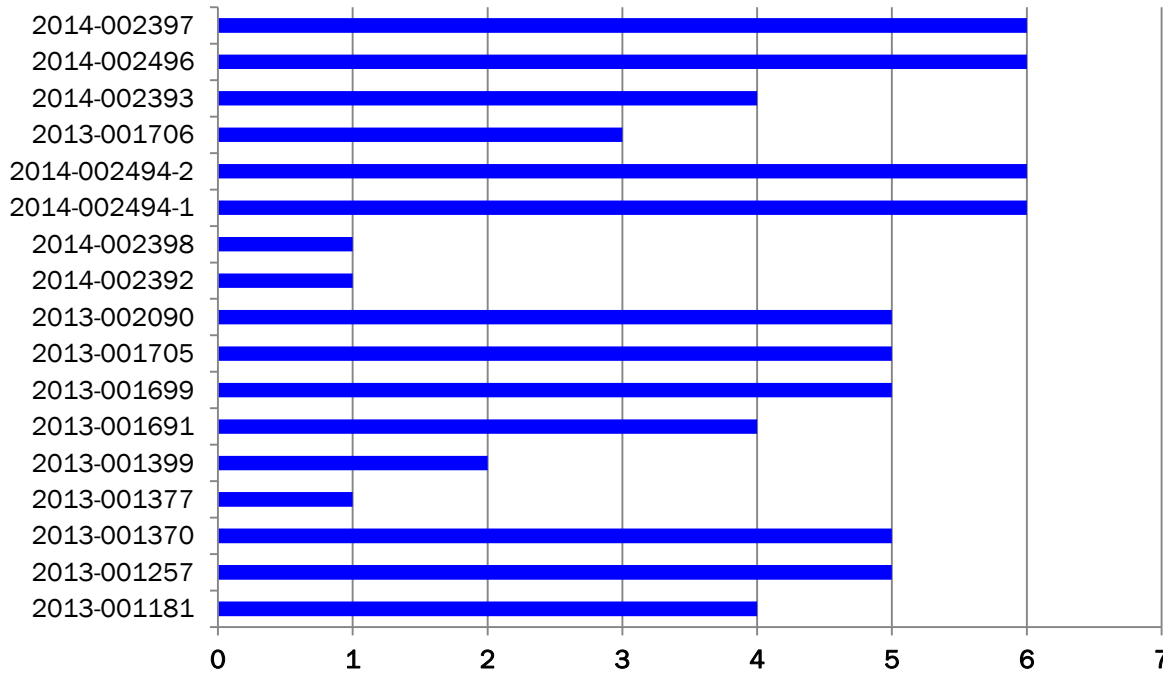
- No recommendations given
- He participated in the meetings, but did not give any recommendations
- For case #2014-002494, two interviews were made (#2014-002494-1 and #2014-002494-2)
- **Positive Outcome: 17.6%**
- **Negative Outcome: 6%**
- **76.5% responses were N/A (no recommendations given)**

Ombudsman Program: FY 2013-2014 Case Manager Satisfaction Survey # 9



- Not sure if I was notified, cannot remember
- Yes, I was notified
- For case #2014-002494, two interviews were made (#2014-002494-1 and #2014-002494-2)
- **Positive Outcome: 64.7%**
- **Negative Outcome: 35.3%**

Ombudsman Program: FY 2013-2014 Case Manager Satisfaction Survey # 10



■ Rate your overall satisfaction with the Ombudsman Program.

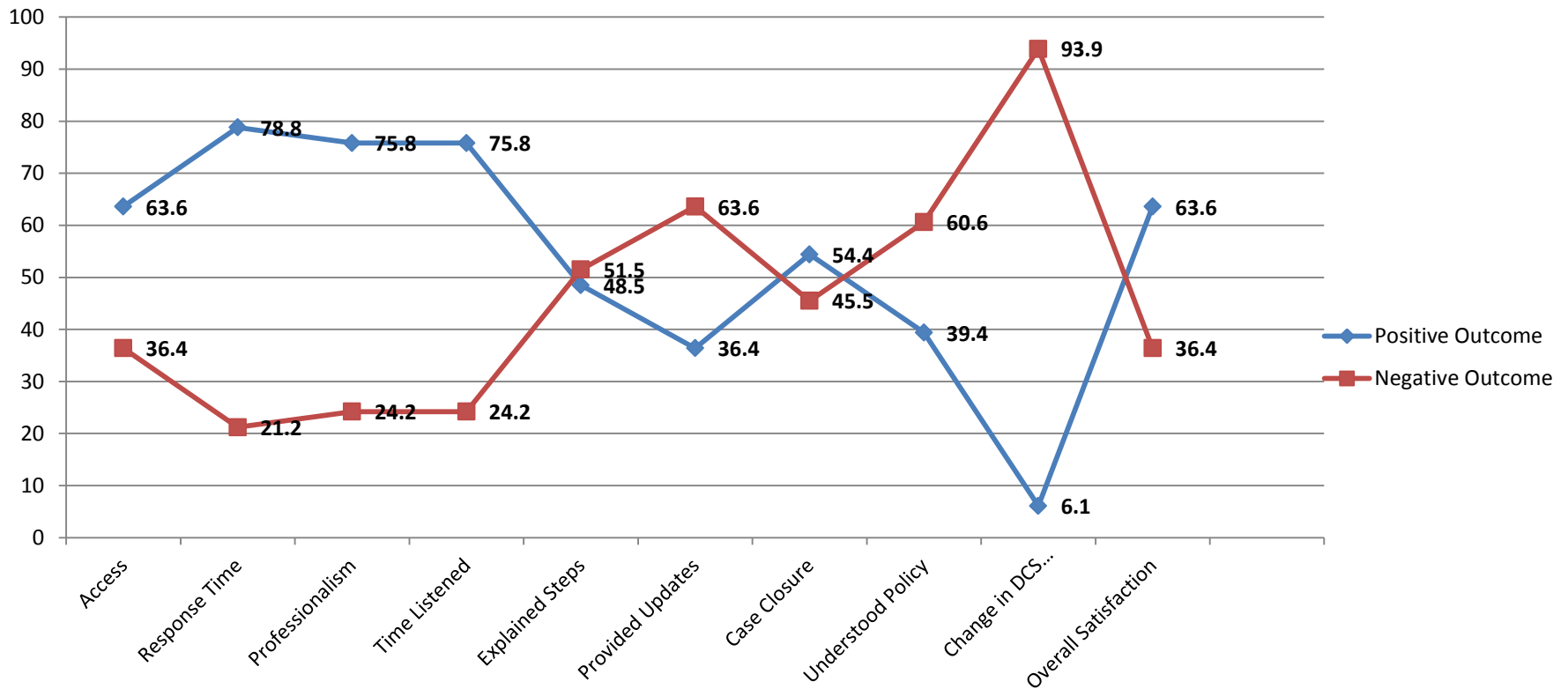
N=17

- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied



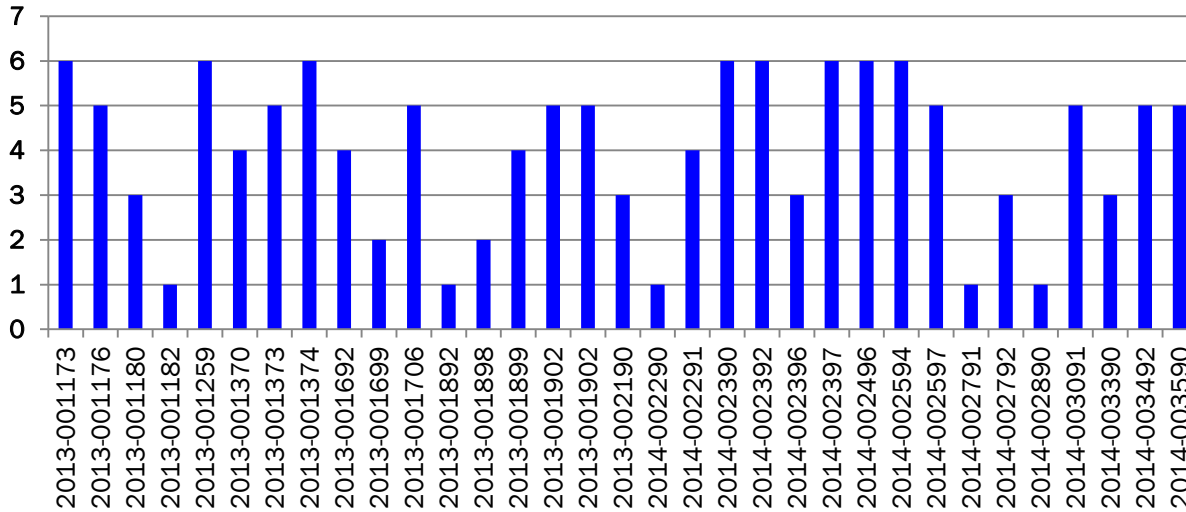
- Very happy with the program
- Do not understand what this program is
- Good program
- The program is frustrating and confusing
- For case #2014-002494, two interviews were made (.#2014-002494-1 and #2014-002494-2)
- Positive Outcomes: 70.6%**
- Negative Outcomes: 29.4%**

OMBUDSMAN PROGRAM - FY 2013-2014 REFERENT SATISFACTION SURVEY N=33



- For FY 2013-2014, a total of 156 cases were closed. Due to the 06/30/14 cut-off date, 18 closed cases were excluded from the survey. This resulted in 138 closed cases considered for the project.
- Out of 138 closed cases, 33 referents participated and completed the survey.
- Referent satisfaction surveys were not made to 105 cases due to: No response to e-mail/voice mail (56), Refused (17), Disconnected phone (14), Wrong number (7), Does not remember calling (3), Busy schedule (3), No contact number (2), No voice mail system (2), and Hanged-up (2).

Ombudsman Program: FY 2013-2014 Client Satisfaction Survey # 1



■ How easy was it to access or find the ombudsman?

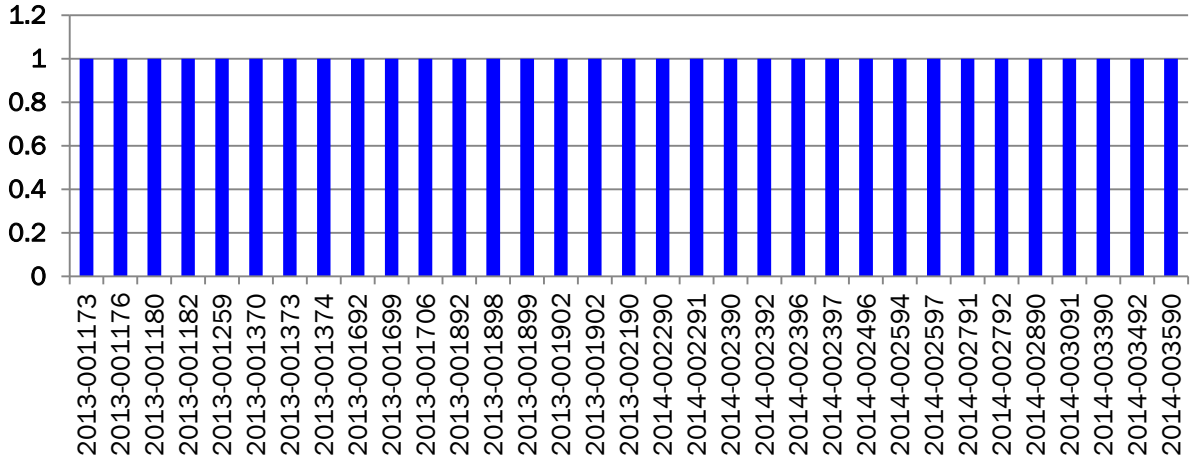
N = 33

- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied



- It was hard to find the program
- There should be more advertisements
- It took me 2 years to find this program
- Easy find
- **Positive Outcome: 63.6%**
- **Negative Outcome: 36.4%**

Ombudsman Program: FY 2013-2014 Client Satisfaction Survey # 2



■ How many cases have you referred to the ombudsman?

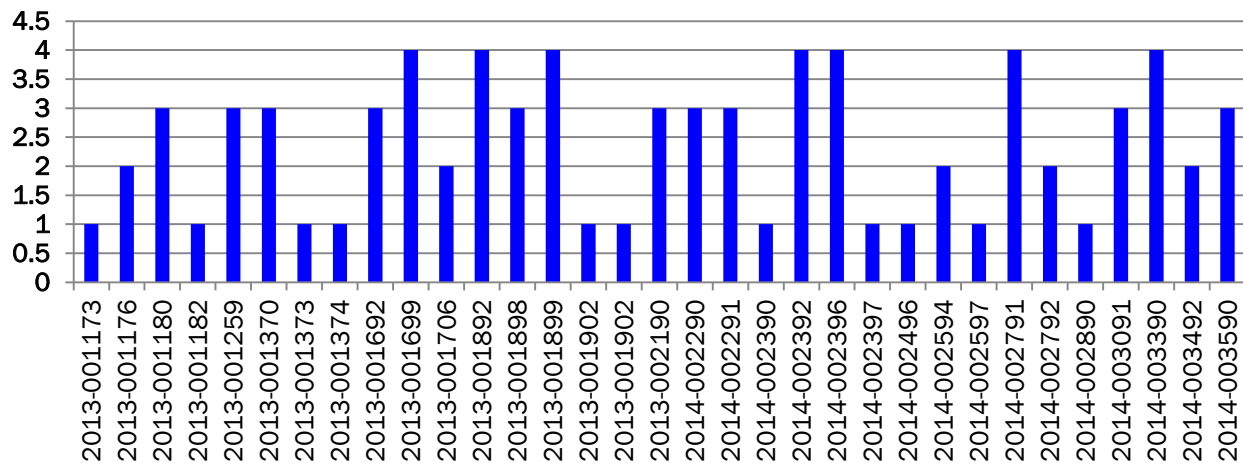
N= 33

- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five
- 6 Six



- Only referred one case
- **Outcome:** NA

Ombudsman Program: FY 2013-2014 Client Satisfaction Survey # 3



■ How long did it take before the ombudsman contacted you?

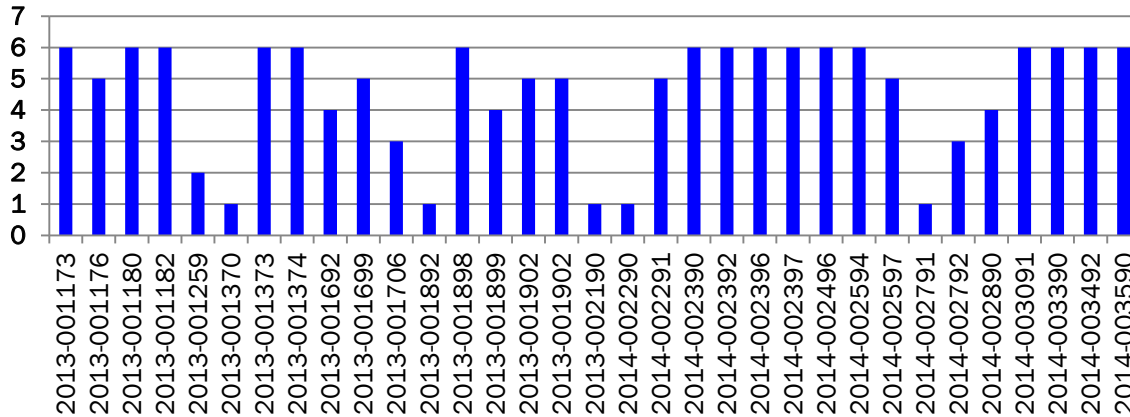
N= 33

- 1 Less than 24 hours
- 2 Less than 48 hours
- 3 Less than 72 hours
- 4 Greater than 72 hours



- He called me back the same day, very prompt
- Never heard from the Ombudsman Program
- **Positive Outcome: 78.8%**
- **Negative Outcome: 21.2%**

Ombudsman Program: FY 2013-2014 Client Satisfaction Survey # 4



■ How was the ombudsman's display of empathy and professionalism?

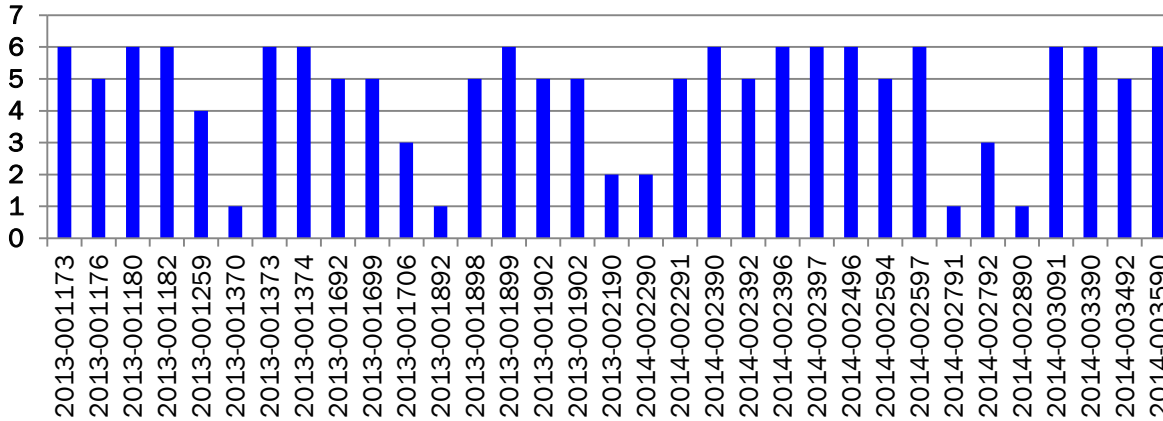
N= 33

- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied



- He was very compassionate and seemed concerned
- He seemed disengaged and unconcerned
- He did everything in his power to help
- He was rude and offensive
- Very nice and helpful
- **Positive Outcome: 75.8%**
- **Negative Outcome: 24.2%**

Ombudsman Program: FY 2013-2014 Client Satisfaction Survey # 5



■ Did the ombudsman allow enough time to listen to your concerns?

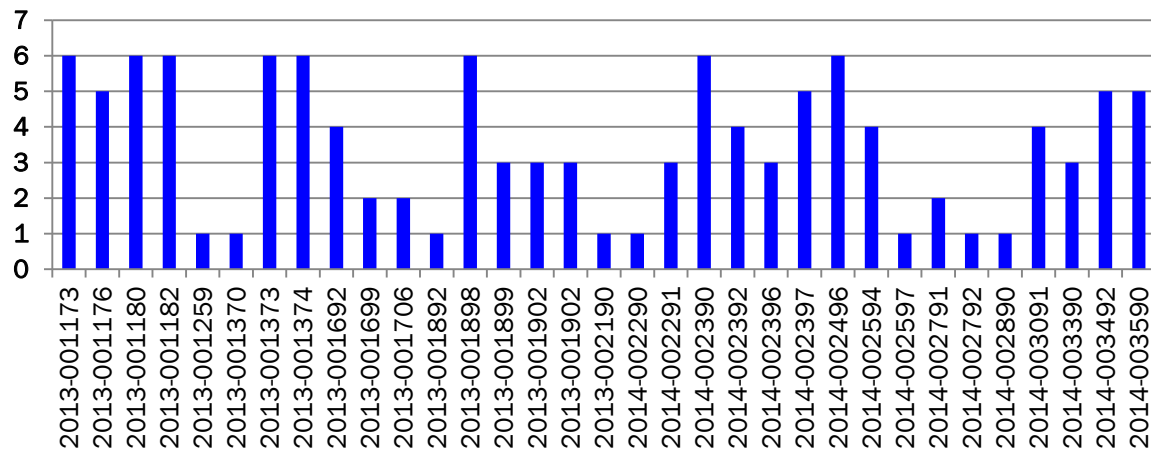
N= 33

- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied



- He listened thoroughly
- The ombudsman would ask follow-up questions to get clarification
- Not sure if he really listened
- **Positive Outcome: 75.8%**
- **Negative Outcome: 24.2%**

Ombudsman Program: FY 2013-2014 Client Satisfaction Survey # 6



■ Did the ombudsman explain the next steps in the process?

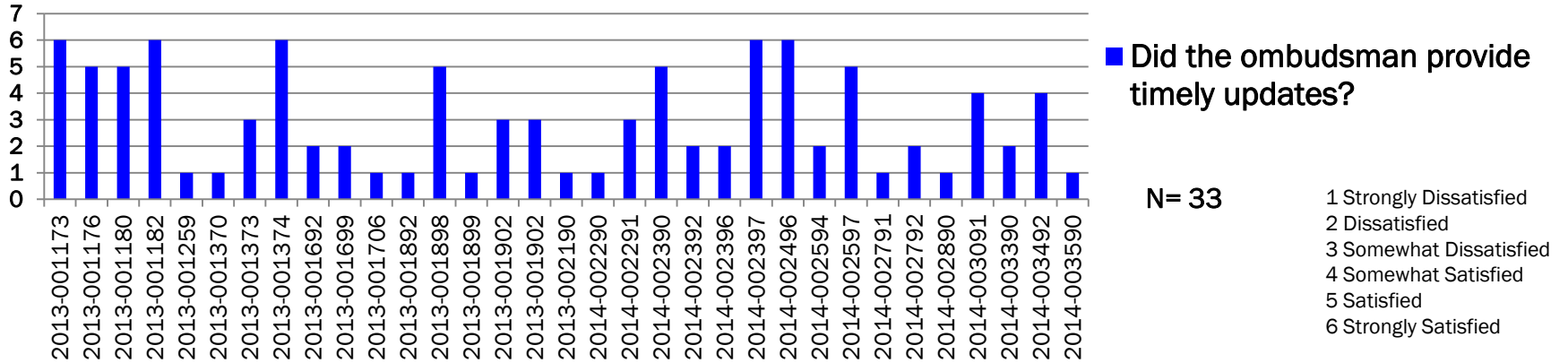
N= 33

- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied

- Explains in great detail
- He could be very vague
- **Positive Outcome: 48.5%**
- **Negative Outcome: 51.5%**

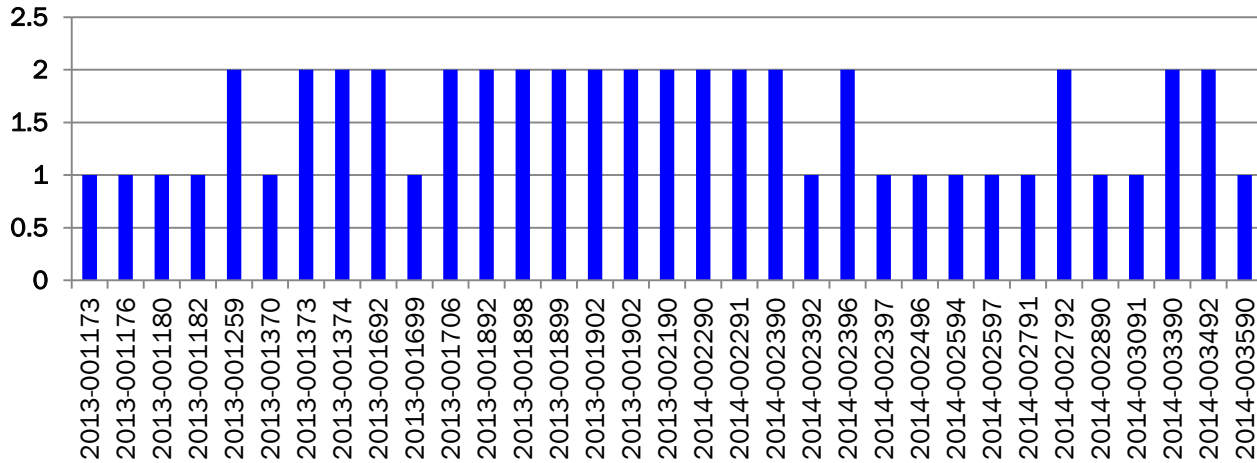


Ombudsman Program: FY 2013-2014 Client Satisfaction Survey # 7



- Individuals did not receive any updates
- Information provided was prompt
- Received updates within 2 – 3 days
- Never heard back from the Ombudsman Program
- **Positive Outcome: 36.4%**
- **Negative Outcome: 63.6%**

Ombudsman Program: FY 2013-2014 Client Satisfaction Survey # 8



■ Did the ombudsman make you aware of the case outcome?

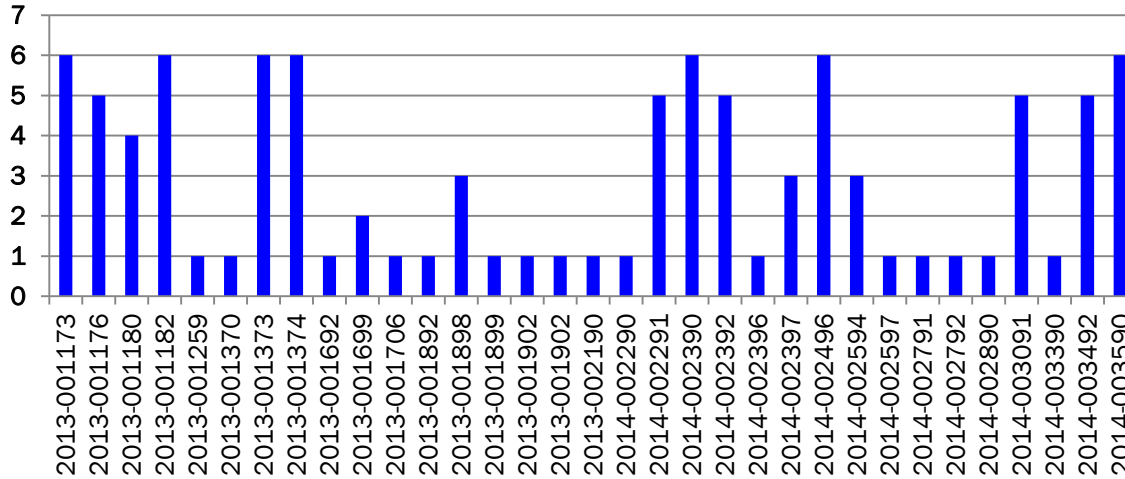
N= 33

1 Yes
2 No



- The cases were a long time ago and could not remember what happened
- The surveys should be done a couple months after the case was closed
- **Positive Outcome: 48.5%**
- **Negative Outcome: 51.5%**

Ombudsman Program: FY 2013-2014 Client Satisfaction Survey # 9



■ Did the conversations with the ombudsman help you understand better the DCS policy and procedure?

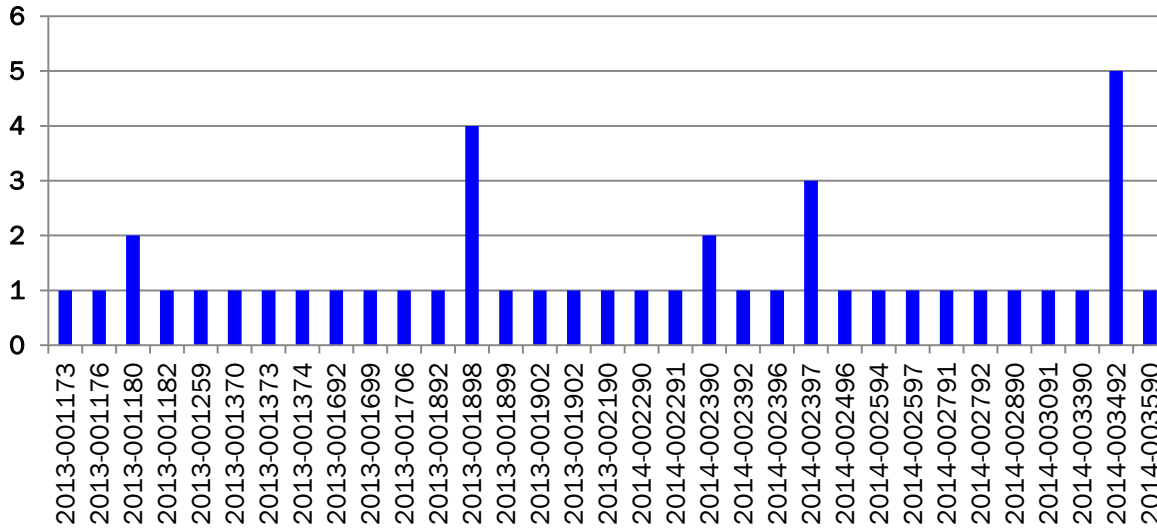
N= 33

- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied



- Talking with the ombudsman made things unclear
- Provides some clarification on DCS
- No one understands DCS
- **Positive Outcome: 39.4%**
- **Negative Outcome: 60.6%**

Ombudsman Program FY: 2013-2014 Client Satisfaction Survey # 10



■ Did you notice any change in the DCS practice?

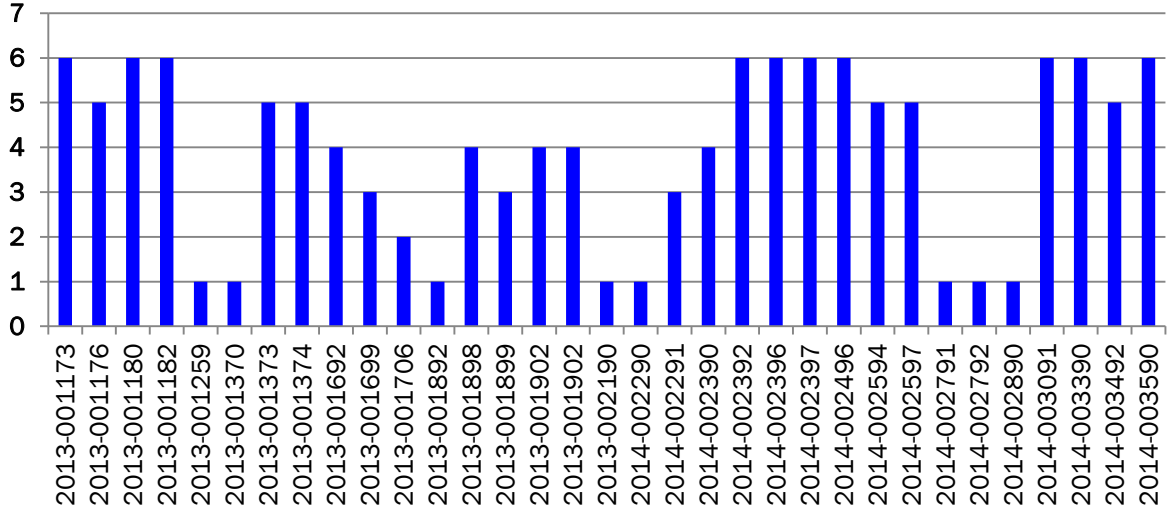
N= 33

- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied



- DCS is difficult to deal with and understand
- DCS should do better
- Many individuals had very negative comments about DCS
- **Positive Outcome: 6.1%**
- **Negative Outcome: 93.9%**

Ombudsman Program: FY 2013-2014 Client Satisfaction Survey # 11



■ Rate your overall satisfaction with the Ombudsman Program.

N= 33

- 1 Strongly Dissatisfied
- 2 Dissatisfied
- 3 Somewhat Dissatisfied
- 4 Somewhat Satisfied
- 5 Satisfied
- 6 Strongly Satisfied



- Individuals spoke highly of the Ombudsman Program
- Great source of information
- Difficult to understand because of the accent
- Explain and have more information on the Ombudsman Program
- **Positive Outcome: 63.3%**
- **Negative Outcome: 36.4%**