

2009 CHILD – YOUTH CLIENT SATISFACTION SURVEY

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INTRODUCTION

The Child-Youth Client Satisfaction Survey (CYCSS) provides the Maryland Infectious Disease and Environmental Health Administration (IDEHA) and the participating providers with a means to understand the experience of children and youth receiving HIV and AIDS services in Maryland. This report summarizes the results of the second round of the Child-Youth Client Satisfaction Survey that was conducted at the Johns Hopkins Intensive Pediatrics Clinic, Sinai Hospital, and the Pediatric AIDS Program and the STAR TRACK (Special Teens At-Risk, Together Reaching Access, Care and Knowledge) Adolescent program at the University of Maryland School of Medicine.

METHODS

The development of the CYCSS was a joint effort between IDEHA and the participating providers at the Pediatric AIDS Program at the University of Maryland School of Medicine and at the Johns Hopkins Intensive Pediatrics Clinic. The survey was intended for all clients with HIV or AIDS who were 7 through 18 years of age who received direct care at all participating agencies.

Two similar age appropriate surveys were created. A Child Satisfaction Survey was developed for clients ages 7 through 11 and a corresponding Youth Survey was prepared for clients ages 12 through 18. The survey was distributed to clients from August 1, 2009 through September 30, 2009, for a 2-month distribution period. All providers were instructed to distribute the survey to every client serviced during the distribution period. Clients were instructed to put the surveys into a plain envelope that was provided to them before handing the completed survey to a staff person. Stamped envelopes were provided for those clients concerned about confidentiality who preferred to mail the survey themselves. Client participation was voluntary. If respondents were not able to complete the survey without assistance, the items were read to them by either a parent or a staff person.

Though the CYCSS provides pertinent information regarding the clients' experiences, the survey is not without its limitations. In order to obtain maximum client participation, a non-probability convenience sample was utilized. This year, the survey was implemented at four sites that provide pediatric HIV/AIDS care. Therefore, the results are not considered to be representative of all clients who receive pediatric HIV and AIDS services in Maryland. The use of a self-report instrument with a predominantly forced-choice format also limits generalizability. Despite these limitations, the results from this survey provide valuable feedback regarding client satisfaction pediatric HIV and AIDS care.

RESPONSE GROUPS

The tables below present clients' responses by three groups, the Child Survey, the Youth Survey and the combined total of both groups. Percentages are calculated based on valid responses to the question (excluding not applicable and missing responses).

Response groups include:

- Clients from the Johns Hopkins Intensive Pediatrics Clinic.
- Clients from Sinai Hospital.
- Clients from the Pediatric AIDS Program at the University of Maryland School of Medicine.
- Clients from the STAR TRACK Program at the University of Maryland School of Medicine.

Surveys were intended for all clients within the age range of 7 through 18 with HIV or AIDS who received care at the participating sites, regardless of insurance or funding source. Therefore, it is unknown which particular funding stream participants were receiving when answering the survey.

RETURN RATES

Surveys were delivered to the agencies during the last week of July 2009. A total of 100 surveys (40 Child surveys and 60 Youth surveys) were distributed to the four participating agencies, of which 56 (56.0%) were distributed to clients. Agencies were instructed to return unused surveys in an effort to ascertain the number of surveys distributed and the distribution rate. Clients completed 10 of the Child surveys for a return rate of 100.0%. Clients completed 45 of the Youth surveys for a return rate of 97.8%. The survey distribution and return rates for the Child, Youth and both types combined are presented below.

DISTRIBUTION RATES AND CLIENT RETURN RATES

Survey Type	Total sent	Returned unused by Agencies	Distributed to clients	Overall distribution rate	Completed by clients	Client return rate
Child	40	30	10	25.0	10	100.0
Youth	60	11	46	76.6	45	97.8
Total	100	41	56	56.0	55	98.2

- **Total sent:** The total number of surveys sent to the participating Agencies.
- **Returned unused by Agencies:** The number of surveys returned by the participating Agencies to IDEHA that were not handed out to clients.
- **Distributed to clients:** The number of surveys handed out to clients. $[(Total\ sent) - (Returned\ unused\ by\ Agency)]$
- **Overall distribution rate:** The percent of surveys distributed by the participating Agencies. A low distribution rate shows non-compliance by the Agencies. $[(Distributed\ to\ clients)/(Total\ sent)]$
- **Completed by clients:** The number of surveys IDEHA received that had been completed by clients.
- **Client return rate:** The percent of surveys returned completed by clients. A high client return rate shows compliance by the clients. $[(Completed\ by\ clients)/(Distributed\ to\ clients)]$

ALL SITES SUMMARY

Of those who participated in the CYCSS, 52.7% were female, 90.9% Black, and 48.0% were between the ages of 16-18 years. Ten Child Surveys for clients ages 7-11, and 45 Youth Surveys for individuals ages 12-18 were completed. Two respondents to the Youth survey reported they were age 19 and one reported they were age 20.

90.9% of respondents agreed that staff members *always* were respectful of them and their families (Question 1), and 81.5% said staff *always* treated them like a person (kid on Child Survey) with their own needs and concerns (Question 2).

The majority of the clients surveyed were satisfied with the services provided to them. 100.0% reported that they were *very happy* or *happy* with the services they received (Question 5) and 92.7% said that the information provided by the staff (people in the clinic in Child Survey) was *excellent* or *good* (Question 6). Similarly, 100.0% were *very happy* or *happy* with the amount of time spent with staff (the people who work in the clinic in the Child Survey, Question 3), and 92.6% were *very happy* or *happy* with the availability of the staff to answer their questions (The amount of time people have to answer your questions on the Child Survey, Question 4). 92.7% rated the overall support of the staff (support from the people in the clinic) as *excellent* or *good* (Question 7).

When asked what was the best thing(s) about coming to the clinic, respondents reported they liked seeing the doctors and nurses, talking about their problems and getting their questions answered. Clients indicated they wished they could change having their blood drawn, the waiting time and the games in the waiting area.

TABLES FOR CLIENT RESPONSES

Question 1. Is staff respectful of you and your family? (Child and Youth)

Answers	Child Survey #	Child Survey%	Youth Survey #	Youth Survey %	Total #	Total %
Always	8	80.0	42	93.3	50	90.9
Most of the time	2	20.0	3	6.7	5	9.1
Sometimes	0	0.0	0	0	0	0.0
Rarely/Never	0	0.0	0	0	0	0.0
Not Applicable	0	0.0	0	0	0	0.0
Total	10	100.0	45	100.0	55	100.0

Question 2. How often are you treated like a kid with your own needs and thoughts? (Child)

How often are you treated like a person with your own needs and concerns? (Youth)

Answers	Child Survey #	Child Survey%	Youth Survey #	Youth Survey %	Total #	Total %
Always	6	60.0	38	86.4	44	81.5
Most of the time	3	30.0	5	11.4	8	14.8
Sometimes	1	10.0	1	2.3	2	3.7
Never (Child) Rarely/Never (Youth)	0	0.0	0	0.0	0	0.0
Not Applicable	0	0.0	0	0.0	0	0.0
Missing Answer	0	0.0	1	-	1	-
Total	10	100.0	45	100.0	55	100.0

Question 3. How happy are you with the amount of time spent with the people who work in the clinic? (Child)

How happy are you with the amount of time spent with staff? (Youth)

Answers	Child Survey #	Child Survey%	Youth Survey #	Youth Survey %	Total #	Total %
Very Happy	4	40.0	24	54.5	28	51.9
Happy	6	60.0	20	45.5	26	48.1
Not Really Happy	0	0.0	0	0.0	0	0.0
Not Happy	0	0.0	0	0.0	0	0.0
Not Applicable	0	0.0	0	0.0	0	0.0
Missing Answer	0	-	1	-	1	-
Total	10	100.0	45	100.0	55	100.0

Question 4. How happy are you with the amount of time people have to answer your questions? (Child)

How happy are you with the availability of staff to answer your questions? (Youth)

Answers	Child Survey #	Child Survey%	Youth Survey #	Youth Survey %	Total #	Total %
Very Happy	5	50.0	26	59.1	31	57.4
Happy	4	40.0	15	34.1	19	35.2
Not Really Happy	1	10.0	2	4.5	3	5.6
Not Happy	0	0.0	1	2.3	1	1.9
Not Applicable	0	0.0	0	0	0	0.0
Missing Answer	0	-	1	-	1	-
Total	10	100.0	45	100.0	55	100.0

Question 5. How happy are you with the services you receive here (like your medical care, your nurse, your social worker, your psychologist, your child life specialist)? (Child and Youth)

Answers	Child Survey #	Child Survey%	Youth Survey #	Youth Survey %	Total #	Total %
Very Happy	5	50.0	31	68.9	36	65.5
Happy	5	50.0	14	31.1	19	34.5
Not Really Happy	0	0.0	0	0.0	0	0.0
Not Happy	0	0.0	0	0.0	0	0.0
Not Applicable	0	0.0	0	0.0	0	0.0
Total	10	100.0	45	100.0	55	100.0

Question 6. How would you rate the information you get from the people in the clinic? (Child)

How would you rate the information provided to you by the staff? (Youth)

Answers	Child Survey #	Child Survey%	Youth Survey #	Youth Survey %	Total #	Total %
Excellent	5	50.0	28	62.2	33	60.0
Good	4	40.0	14	31.1	18	32.7
Fair	1	10.0	3	6.7	4	7.3
Poor	0	0.0	0	0.0	0	0.0
Not Applicable	0	0.0	0	0.0	0	0.0
Total	10	100.0	45	100.0	55	100.0

Question 7. How would you rate the overall support from the people in the clinic? (Child)

How would you rate the overall support of the staff? (Youth)

Answers	Child Survey #	Child Survey%	Youth Survey #	Youth Survey %	Total #	Total %
Excellent	8	80.0	30	66.7	38	69.1
Good	2	20.0	11	24.4	13	23.6
Fair	0	0.0	4	8.9	4	7.3
Poor	0	0.0	0	0	0	0.0
Not Applicable	0	0.0	0	0	0	0.0
Total	10	100.0	45	100.0	55	100.0

DEMOGRAPHICS

Gender

Answers	Child Survey #	Child Survey%	Youth Survey #	Youth Survey %	Total #	Total %
Boy	4	40.0	22	48.9	26	47.3
Girl	6	60.0	23	51.1	29	52.7
Total	10	100.0	45	100.0	55	100.0

Race /Ethnicity

Answers	Child Survey #	Child Survey%	Youth Survey #	Youth Survey %	Total #	Total %
White	0	0.0	3	6.7	3	5.5
Black	9	90.0	41	91.1	50	90.9
Hispanic or Latino/a	0	0.0	0	0.0	0	0.0
Other	1	10.0	1	2.2	2	3.6
N=	10	100.0	45	100.0	55	100.0

Age

Answers	Total #	Total %
7 Child Survey	2	4.0
9 Child Survey	3	6.0
10 Child Survey	1	2.0
11 Child Survey *	5	10.0
12 Youth Survey	1	2.0
13 Youth Survey	1	2.0
14 Youth Survey	5	10.0
15 Youth Survey	5	10.0
16 Youth Survey	7	14.0
17 Youth Survey	4	8.0
18 Youth Survey	13	26.0
19 Youth Survey	2	4.0
20 Youth Survey	1	2.0
Missing Answer	5	-
Total	55	100.0

* One respondent who completed a Youth survey reported that they were age 11.

CONCLUSION

The 2009 Child–Youth Client Satisfaction Survey results demonstrate that clients are pleased with the services provided from the participating providers at the Johns Hopkins Intensive Pediatrics Clinic, Sinai Hospital, and the Pediatric AIDS Program and the STAR TRACK Adolescent program at the University of Maryland School of Medicine.

IDEHA will continue to partner with pediatric providers to pursue the highest standard of service for children and youth receiving HIV and AIDS services in the State of Maryland.

APPENDIX A

Responses to Question 8. What are the best things about coming here? (From Child Surveys)

<p>"Doctors - like everybody." "Elevatur, the people." "I learn things about my body, I can tell my teachers in school." "If we have any concern they are will take time to explain."</p>	<p>"Listening good news." "The best things are having someone to talk to about problems." "The people" "To see if I'm OK." "To visit places were I've been when I was a baby."</p>
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Responses to Question 8. What is the best thing(s) about coming here? (From Youth Surveys)

<p>"Check ups." "Cumin and seein the doctor and like the social worker." "Drawing my blood." "Everyone you work will are very nice and care about you." "Everything." "Getting support and good info for the future." "Getting treatment for health care." "Good-everything." "Great doctors & nurses." "I'm being treated." "I am well respected." "I get to learn more about my health." "I get to see my doctor and nurse. I get to see if anything is wrong with me or anything else." "If they can help with anything needed they would." "In & Out." "It's very clean." "Knowing about how I'm doing as far as health." "None." "Respect Talks, information, care."</p>	<p>"Seeing all the happy faces." "Seeing everyone that I know & feeling welcomed." "Seeing Mary Joyner." "Spending time downtown. Going down town." "Staing healthy." "Talking about my concerns and problems that I have." "Talking to everyone and my doctor answering my questions." "Talking to the nurses, My health." "Talking to the staff." "The best thing about coming here is hearing well compliments." "The doctors." "The friendly staff." "The people I can talk to." "The staff are niceN and treat you well and with respect." "The staff members are very nice." "They help you with all your problems." "Very friendly people and you don't have to wait very long to be treated."</p>
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Responses to Question 9. What do you wish you could change? (From Child Surveys)

<p>"I wish I could change into a famous basketball player to make a lot of money." "I wish that I could change the questions." "I would not change anything. I enjoy the services rendered."</p>	<p>"No painful shouts." "No." "Nothing." "The games." "The questionares."</p>
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Responses to Question 9. What do you wish you could change? (From Youth Surveys)

<p>"I wish I could change me taking medicen taking. I wish I could also change me not eating before comming." "I wish to have a female doctor." "It could be quicker." "My height." "My illness so I can have kids." "My whole passed but as we all know that know bodies perfect." "No disease." "No." "None." "Nothin." "Nothing but the age range." "Nothing I love everything."</p>	<p>"Nothing." "Nuffin. I like to go everywhere and I can change stop setting down and not doing nuffin and I like to do stuff like havin fun everyday." "Playstation 3 or X Box 360 put in play room. Get the game back!" "The amount of time spent waiting." "The nurses who take blood. The staff give me a needle 4x times." "The waiting - sometimes we stay for a really long time ex: our appt is at 12:30 and we leave at four (4)." "The way the place looks." "There are way too many students doing the same thing as the doctor."</p>
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