



Examining Feedback Surveys from NCI Interviews in Florida

**What was the experience of people
being interviewed?**

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Agenda

- Purpose of feedback surveys
- Process for collecting feedback surveys
- What have we learned?



What is the purpose of asking for feedback?



A component of quality assurance/
quality improvement



Make improvements to process and
experiences of individuals



Ensure that people being interviewed
feel respected, and that they know the
survey is voluntary



FL process for collecting information

Interview



Feedback form left behind to be filled out



Individual mails form to HSRI



Delmarva can make changes as necessary and report back to the state



HSRI analyzes data and reports back to Delmarva (contractor for FL)



HSRI's Process



Feedback surveys are completed and mailed back to HSRI



Data is entered, names and personally identifying information is omitted



HSRI prepares quarterly reports for Delmarva



Recommendations are made based on the findings and NCI protocols



During data entry, HSRI communicates with Delmarva when necessary (for example: people leave questions and their name and number)





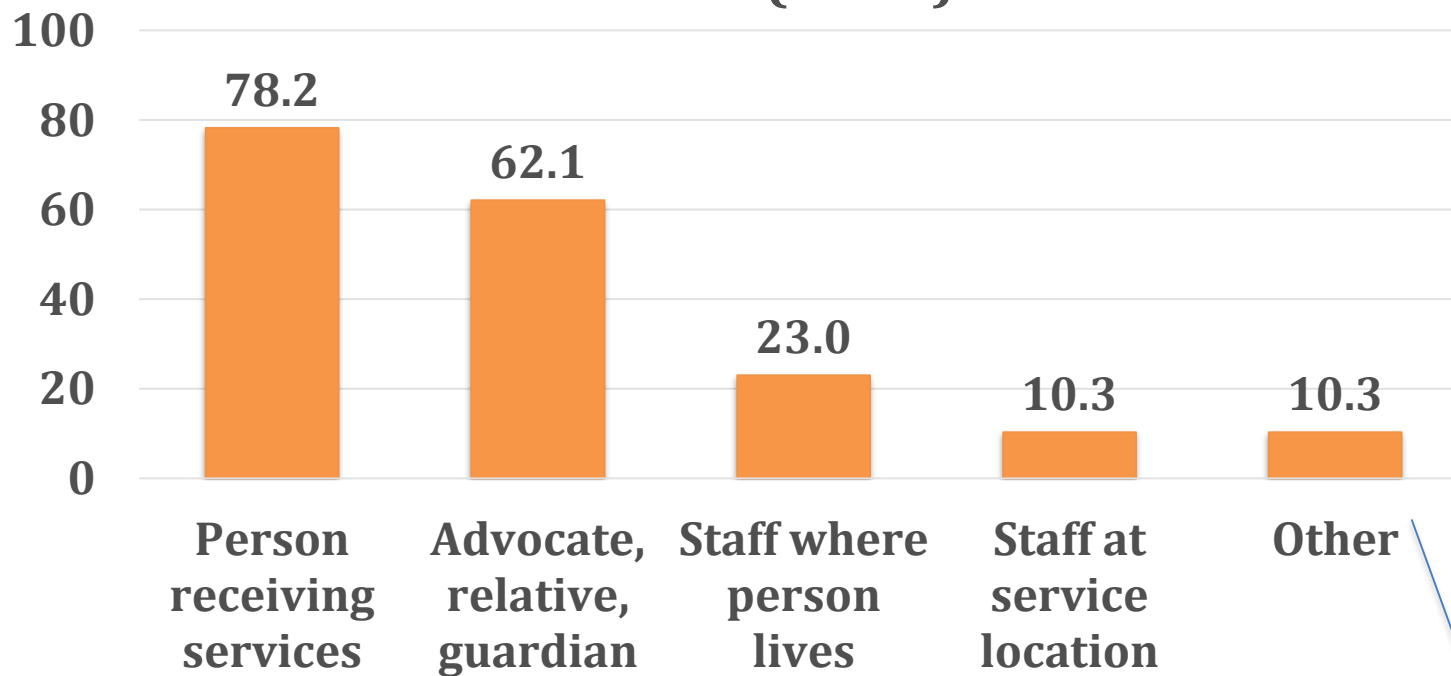
What Do 2016-17 FL NCI Feedback Survey Data Show?

Background

- Consumer Feedback form assesses:
 - Whether questions were unclear or hard to answer (validity)
 - Experience of person receiving survey
- Feedback form left with interviewee after survey, along with addressed, stamped envelope
- HSRI received 87 valid feedback forms
 - Period: January 1, 2017 through June 30, 2017
 - 2 of the feedback forms were in Spanish during this period



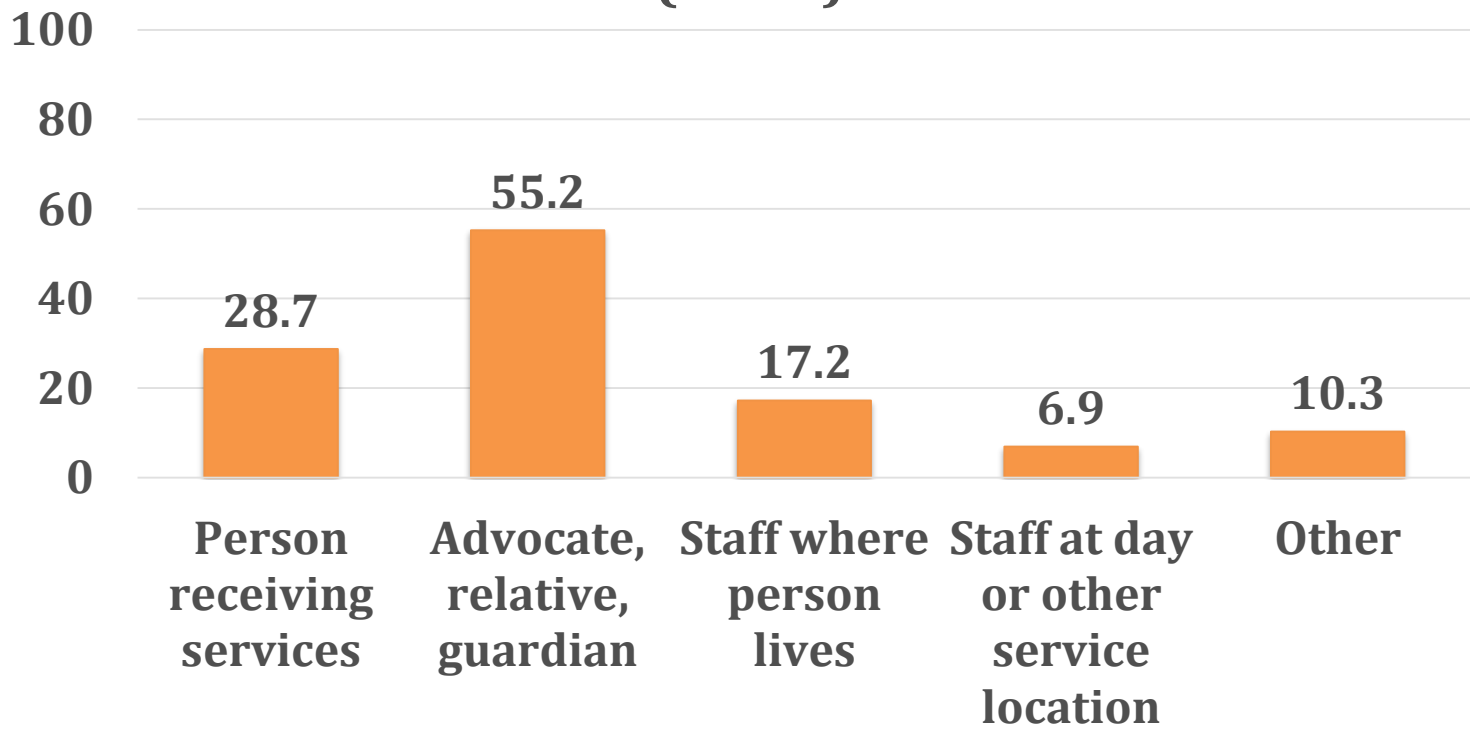
Who participated in the Consumer Survey? (N=87)



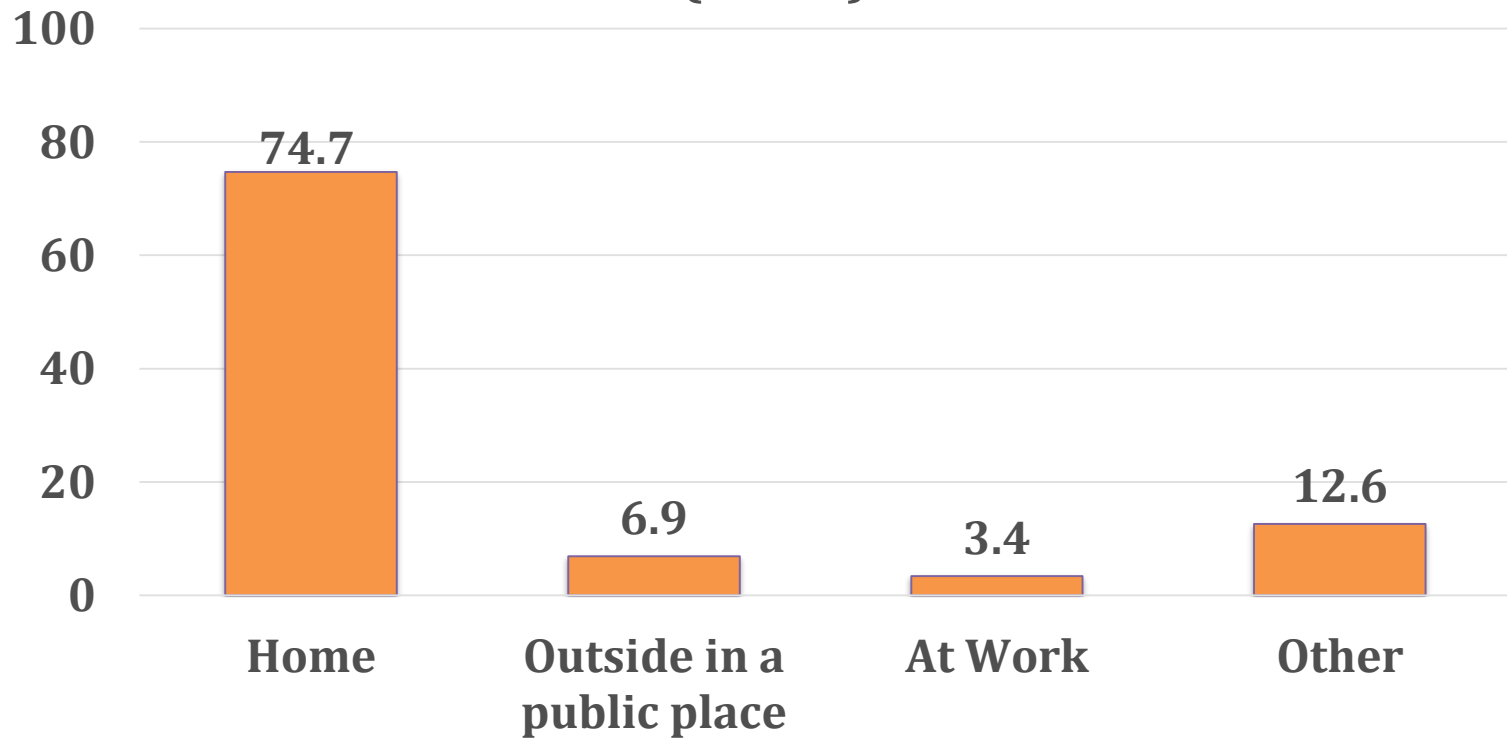
People wrote in responses to "Other." This is where support coordinators were listed.



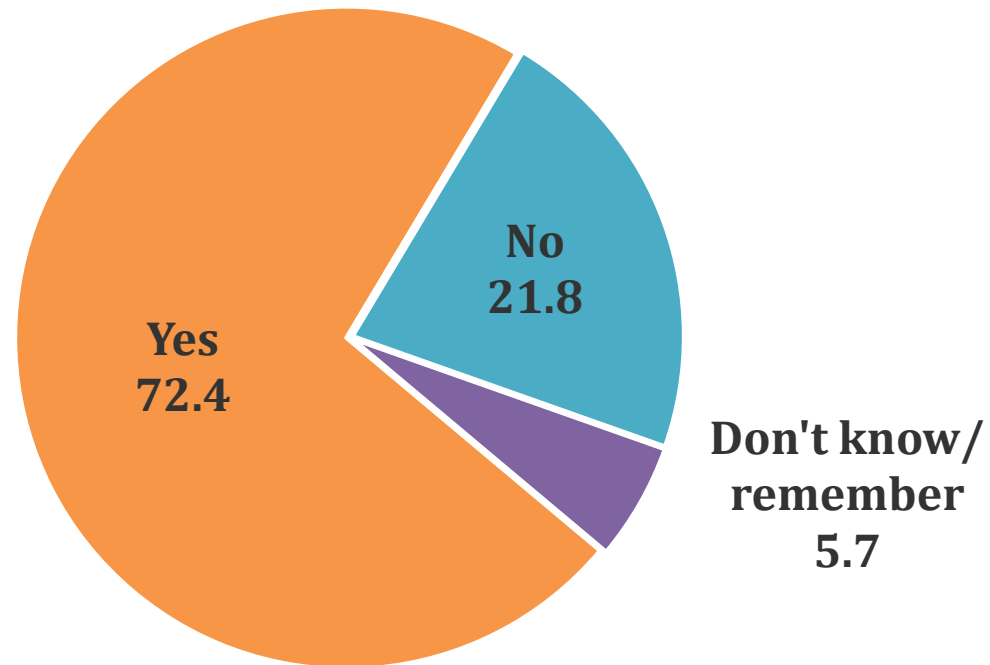
Who is filling out this form? (N=87)



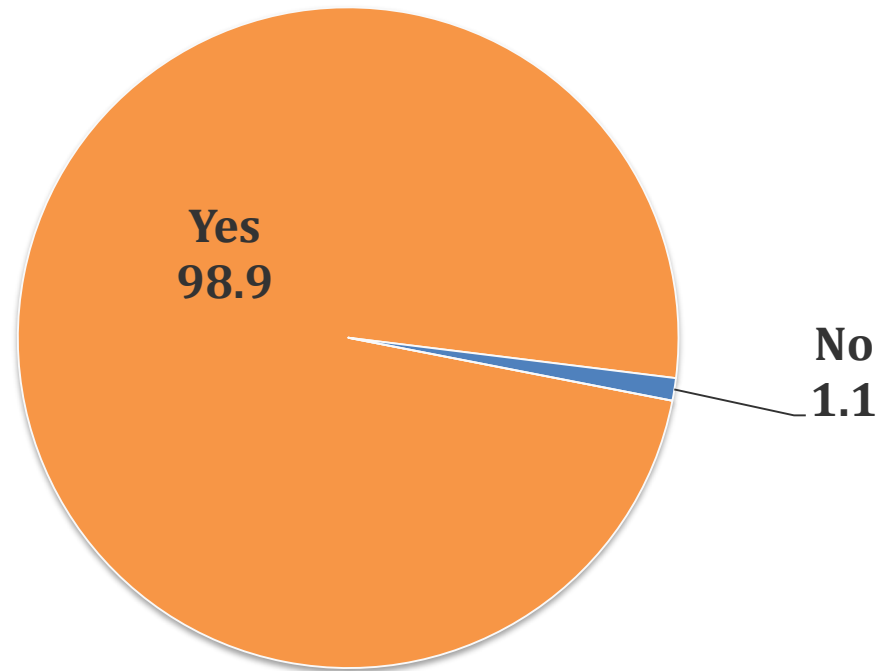
Where did the Consumer Survey take place? (N=87)



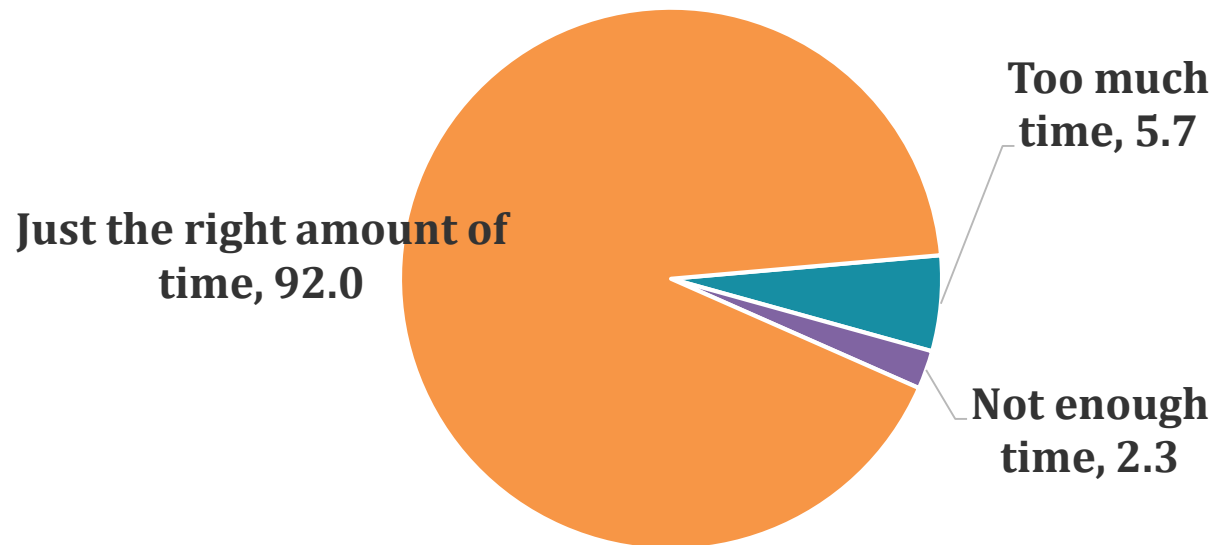
Did you choose where to meet? (N=87)



Was the conversation scheduled at a time that was convenient for you? (N=87)



Do you feel the conversation took... (N=87)



Question	Yes	No	Don't know
Was the interviewer respectful?	97.7% (N=87)	1.1%	1.1%
Did the interviewer explain what the survey was about?	100% (N=87)		
Were any of the questions difficult to answer?	1.2% (N=86)	94.2%	4.7%
Did the interviewer explain that you could decide not to answer?	84.9% (N=86)	5.8%	9.3%



People are given the opportunity to leave comments.

Here are some they left:

- [Name] was very professional in manner, attitude, and presentation. She questioned my daughter directly, listened and respected her as a client. As a caregiver of a 52 year old challenged person, I truly appreciated this.
- It was an informative and pleasant experience.
- Interviewer was respectful and informative.
- This is a strange interview, why all the questions? But [Name] made it more comfortable.



Recommendations

- Respondents indicated Support Coordinators were in attendance during the interview; this does not align with NCI administration protocols.
- To the extent possible, individuals should be given an opportunity to decide where the interview will take place.
- The comments received indicate that the interviewers are highly competent and respectful.

