



Alberta Adolescent Recovery Centre

Annual Data Analysis

Jan 1, 2014 to Dec 31, 2014

Satisfaction Surveys:

Specificity	High Quality Programming	Addressing Important Issues	Treatment Planning	Connection to Resources	Skills Training / Additional Knowledge	Treated Respectfully	Safe and Predictable Environment	Staff Demonstrate Genuine Concern	Felt Supported by Staff	Cultural / Spiritual / Religious Sensitivity	Other	Totals (n/50)
Client Report (18)	4.2	4.1	3.8	4.2	4.6	4.5	4.7	4.8	4.5	4.3	0	43.7/50
	84% (-12%)	82% (-8%)	76% (-12%)	86% (unch)	92% (-8%)	90% (+3%)	94% (unch)	96% (+6%)	90% (-8%)	87% (+5%)		87.4% (-2.6%)
Parent Report (17)	4.6	4.75	4.8	4.4	4.8	4.7	4.7	4.8	4.3	4.2	0	46.05/50
	92% (-3%)	95% (+5%)	96% (unch)	88% (-6%)	96% (unch)	94% (-7%)	94% (+2%)	96% (unch)	85% (-3%)	84% (-1%)		92% (-2%)
Overall (35)	4.4	4.4	4.3	4.3	4.7	4.6	4.7	4.8	4.4	4.25	0	44.85/50
	88% (-6%)	97% (+7%)	86% (-6%)	86% (-10%)	94% (-3%)	92% (+5%)	94% (unch)	96% (+2%)	88% (-2%)	85% (+1%)		89% (-3%)

Observations:

The data included in this reporting period pertains to the youth and the parent's feedback regarding various areas. At graduation, youth and their parents are asked to complete similar surveys indicating their satisfaction of topics such as safety, respect, fairness, cultural sensitivity, etc. The surveys are anonymous and based on a rating scale of 0 to 5 (being 0 as no comment and five being completely satisfied). Any score lower than 90% satisfaction will be addressed through recommendations and appropriate corrective action.

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| <p>A. Client Specific</p> <ul style="list-style-type: none"> - total number of surveys conducted = 22 - highest area of satisfaction is related to Skills Training and Additional Knowledge (98%) - lowest area of satisfaction related to Connection to Resources (86%) - average satisfaction among parents is 94% | <p>B. Family / Parent Specific</p> <ul style="list-style-type: none"> - total number of surveys conducted = 21 - highest area of satisfaction is related to Skills Training and Additional Knowledge (96%) - average satisfaction among clients is 90% |
| <p>C. Corrective Action</p> <ul style="list-style-type: none"> - client demographics demonstrating a higher number of male clients : recommend increase in male staffing ratio - client demographics demonstrating 50% of clients with diagnosed mental illness: recommend that "diversity training" be specific to this area - client demographics demonstrating large portion of clients with history of suicide attempt : recommend that training occur within three months of hire rather than six months - client satisfaction and overall satisfaction appears to be declining : recommend a review of programming, client issues and treatment planning - increase in recruitment of younger peer staff : recommend that training protocols include shadowing of treatment planning, etc. | |