

**In-Pact**

**Family**

**Satisfaction**

**Survey**

**For 2016**



## **Introduction**

In 2016, In-Pact, administered family satisfaction surveys for the families of the individuals who utilized services from the organization. The families were given voluntary surveys asking a variety of questions to help gain an understanding of the satisfaction levels of family members of individuals receiving surveys. The questions generally focused on services for the individual and communication between staff and the families of the individuals.

## **Analysis**

In terms of analysis, families generally seemed happy overall with all services provided and answered favorably in large numbers for all questions asked.

There were three questions asked by the survey where the family members seemed to be happiest. These questions covered the areas of how well staff kept regular contact with family with information pertaining to the individual. Questions from families were handled professionally and answered in positive and effective fashion. The satisfaction of care and safety being provided for the individual and how well individuals are treated with dignity and respect.

This survey provides insight into what the families think of the services being provided for their family. It also helps In-Pact evaluate their product they are delivering to individuals and allows them to improve in areas where family may have concerns that they feel In-Pact may be lacking or underperforming in.

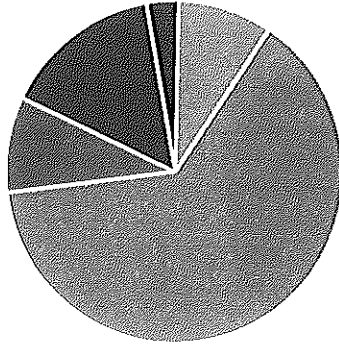
Question	Highly Agree	Somewhat Agree	Agree	Disagree	Highly Disagree
1	21	7			1
2	20	4	4		1
3	21	3	5		1
4	18	4	7		
5	21	4	4	1	
6	19	3	4		
7	19	1	8		
8	15	8	6	1	
9	17	7	6		
10	21	2	7		
11	17	7	4		1
12	15	5	5	1	
13	18	5	7		
Total	242	60	67	3	4

### Conclusion

Overall, the survey proved to be a quality indicator on gauging the perspective of families' who have relatives using In-Pact's services. The families seem to be content or extremely happy with the services being provided for their family members and lacked any major disagreements judging by this survey.

### Graphs

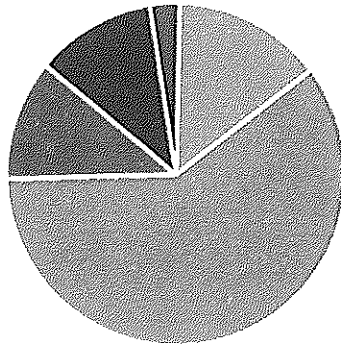
My Concerns and Questions are handled in a Professional Fashion.



3.

■ 1 ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 ■ 8 ■ 9 ■ 10 ■ 11 ■ 12

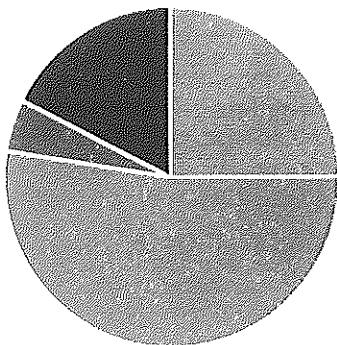
I am Satisfied with the Level of Safety and Supervision Provided by In-Pact



5.

■ 1 ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 ■ 8 ■ 9 ■ 10 ■ 11 ■ 12

## My Family Member is Treated with Dignity and Respect



# 1 # 2 # 3 # 4 # 5 # 6 # 7 # 8 # 9 # 10 # 11 # 12

10.