

Improving service delivery & client engagement at Casey House: Lessons in client satisfaction evaluation approaches

Emma Firsten-Kaufman, MPH
Soo Chan Carusone, PhD



CASEY HOUSE

Shaping Frontline Services to Meet Needs: Programs that Can Change Lives
November 18, 2013 – 3:05pm



OHTN 2013
RESEARCH
CONFERENCE

NOVEMBER 17-19, 2013

CHANGING THE COURSE OF THE
HIV PREVENTION, ENGAGEMENT AND
TREATMENT CASCADE



Outline

- Casey House introduction
- Impetus & procedure for new Client Satisfaction Evaluation method
- Challenges and lessons learned
- Next steps

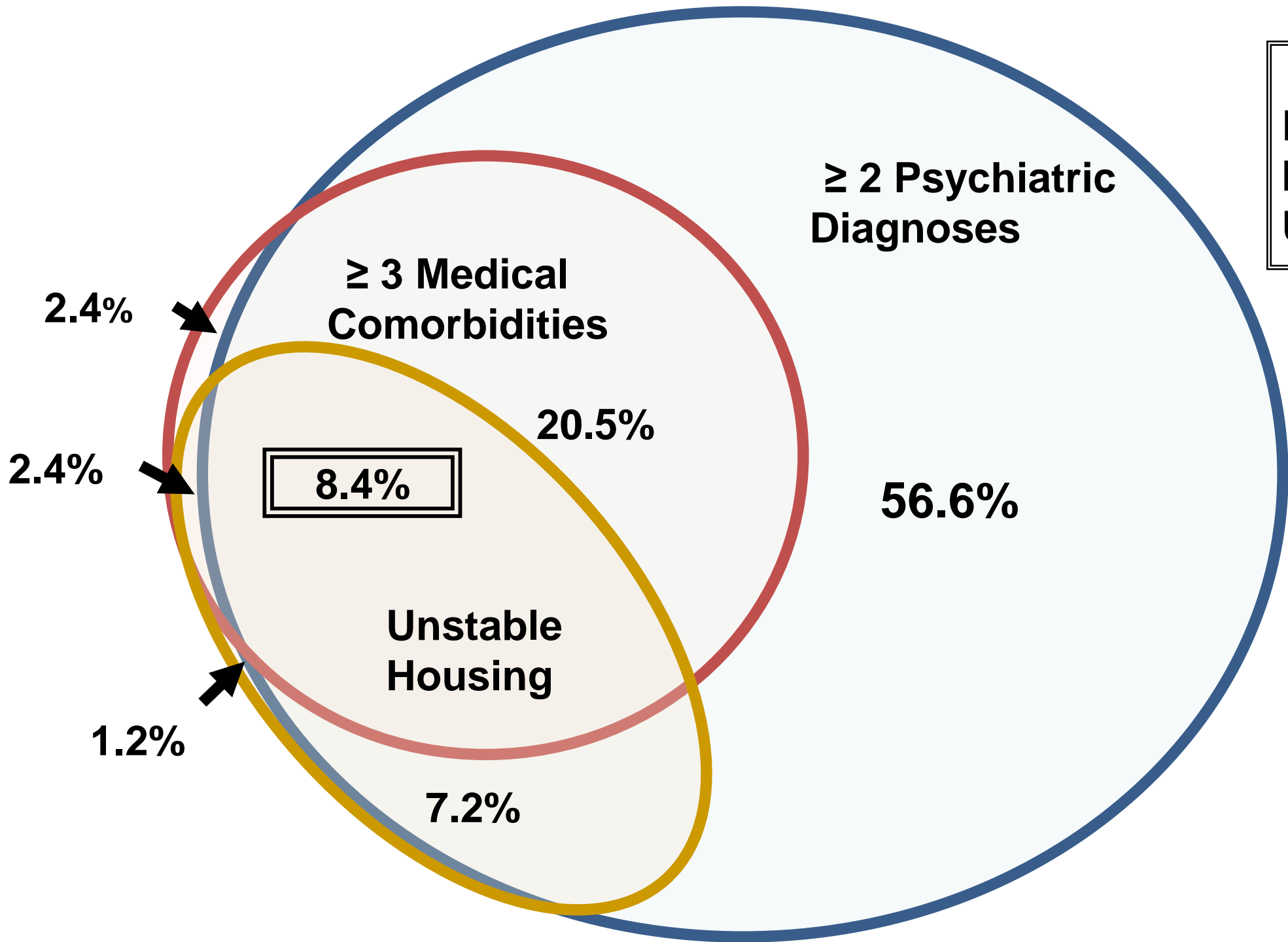


Casey House



- Est. 1988
- 13 hospital beds: medical, nursing, social work, rehabilitation therapists
- Community programs
 - Visiting nurse
 - Outreach

Complexity Variables
 Psychiatric complexity = 92.8% (n=77)
 Medical complexity = 33.7% (n=28)
 Unstable housing = 19.3% (n=16)



Patient complexity Venn diagram

This Venn diagram demonstrates the complex interaction of psychiatric history, medical morbidity and unstable housing in the 83 patients admitted to Casey House in 2008. Only 1.2% (n=1) did not have any of the complexity variables.

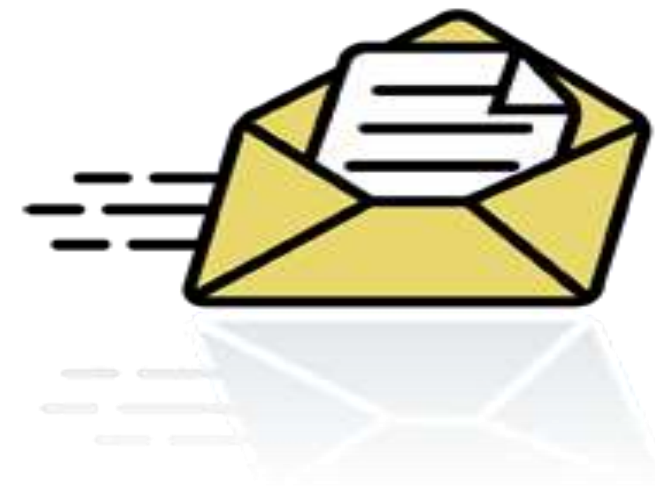


Impetus for New Approach to Client Satisfaction Evaluation

Former method: Mail-out survey

Issues:

- Low response rate
- Quantitative data only
- Bias against marginalized clients





Demonstrated commitment to...

- Capturing client voices
- Engaging clients in determining their care
- Understanding client experience
- Identifying opportunities for change



Current Client Satisfaction Interview Procedure

- Dedicated individual for client satisfaction data collection
(Emma Firsten-Kaufman)
- In-person or telephone interviews with clients
 - *Satisfaction with end-of-life care captured through interviews with significant others*
- Focus on understanding context and recommendations



Data Collected*

<i>Survey Type</i>	<i>Casey House Interviews Conducted</i>
In-patient client	42
Respite client	19
End-of-life care	6
Community client	43
<i>Total</i>	100

*Data collected from January 2012 to September 2013



What are clients saying?

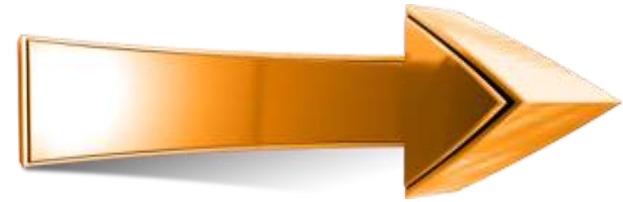
- *'Casey House saved my life... I feel like there is nowhere else in the world to get this kind of care'*
- *'The staff are fun, kind, and always there for me'*
- *'The planning for my discharge was done too late'*
- *'After discharge I went back to a home with no food'*

**Quotes are not transcribed verbatim but taken from interview notes.*



Remaining Challenges

- Communication and scheduling
- Occasional short time period between client discharges being planned and carried out
- Keeping in contact with some marginalized clients post-discharge



Next Steps

- Expand reach to connect with more marginalized and complex populations
- CIHR-funded qualitative research study
- Allow shorter, more frequent interviews
- Continue to revise interview guides based on client responses



Thank you!

Questions?

Want to know more?

Suggestions?

schancarusone@caseyhouse.on.ca

efkaufman@caseyhouse.on.ca