



Quality Matters

KidsAbility places the highest priority on the safety of our clients, staff and volunteers.

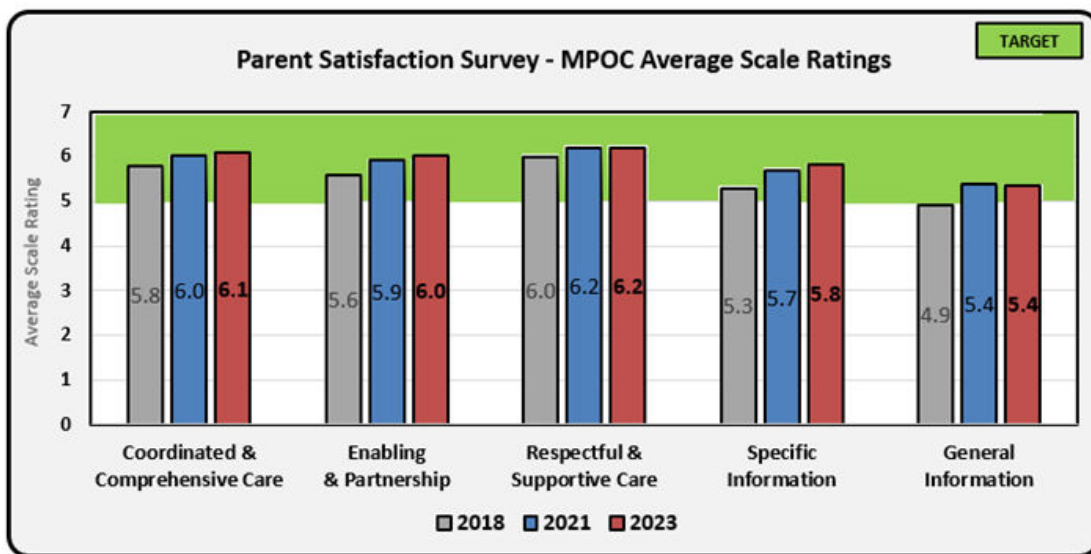
Quality Safety Accountability

How Did We Measure Parent Satisfaction This Year?

There were **640 families** who completed the 2023 KidsAbility Parent Satisfaction Survey in July 2023. This is an online, self-administered survey that contains 20 questions from the *Measures of Process of Care* (MPOC) survey and 9 additional questions added by KidsAbility. The questions measure overall satisfaction with different aspects of service, and the extent KidsAbility provides family-centered care.

Survey Results

- MPOC results show that we are doing an excellent job of providing family-centered care in all areas. Average scores for each MPOC scale were in the targeted 5-7 range, indicating that we are doing a great job of meeting the needs of our clients and families. Our scores were higher than our last two MPOC surveys in all areas (see graph below) 😊
- Our highest rated area was in providing **Respectful and Supportive Care**. Parents gave the highest ratings for providing a caring atmosphere, and for treating parents as equals and individuals. Year after year, we continue to shine in these areas. 😊
- High ratings were also given for **Coordinated and Comprehensive Care**. Parents report that we are doing a great job of looking at the needs of the whole child, giving consistent information, and planning care with clients and parents so everyone is working together in the same direction. 😊



- Our lowest rated area was in providing **General Information** to families. Although our average score in this area shows that we are doing a good job of meeting the information needs of our parents and families, we would still like to improve in this area. Parents reported wanting more general information and a way to connect with other parents.

Are families satisfied with their KidsAbility experience?

Yes! 88% of parents responded that they were satisfied or very satisfied with their KidsAbility experience. This is higher than the last three years. 😊

What else did the survey results tell us?

- Parents report their children are happy or very happy when they come to KidsAbility.
- We provide a very caring atmosphere for clients and families, in addition to providing effective services.
- We support parents, help them to feel competent, and treat them as equals.
- We give parents enough time to talk so they don't feel rushed.
- We provide information to families that is consistent from person to person.

The Work Ahead of Us

We use family feedback to guide decisions on all aspects of our work. This feedback is especially important now as we navigate the challenges of managing the growing demand for services with limited resources. The work ahead of us will focus on connection, and helping families stay informed and engaged over the course of their journey with us.

- We will work on providing parents with more general information and finding ways to connect them with other parents.
- We will identify and eliminate barriers that block the ability for families to participate fully in service.
- We will find innovative ways to reduce our wait times.
- We will continue to engage in frequent, open communication with our clients and families.
- We will provide more opportunities for families to be involved in decisions about service, strategic planning, and improvement initiatives.
- We will listen to family feedback from our annual satisfaction surveys, and from the 'How Did We Do Today?' survey on our website and use it to guide decisions.



Thank you to all families who participated in the 2023 survey!