

Satisfaction with staff courtesy, percentage of "always"

Client satisfaction with courtesy of staff calculated as a percentage of respondents who indicated that staff 'Always' treated them with courtesy and respect.

Additional indicators can be created using this measure - (a) ask about time periods, e.g., in the past week, year, in the time you have been going to the program, in this session, and (b) use different calculations, such as percentage saying sometimes or never.

Numerator description

One data element. Respondents select from the following options: Never Sometimes Usually Always

Indicator calculation

Numerator: A count of respondents who replied "always"

Denominator: A count of respondents who answered the question

Rationale

Client satisfaction (e.g., patient experience scores from HCAHPS) scores are correlated with better outcomes in hospitals, and may be an elegant way to measure quality in other human services also. The HCAHPS instruments are well validated, used across many countries including US and Canada to compare hospitals and health services, and accompanied by detailed instructions on administration, including telephone interview scripts in many languages. Furthermore, the construct of client satisfaction seems to be robust across different implementation methods. For example, online consumer ratings using Yelp predict certain HCAHPS scores in hospitals (see references).

References

Survey of patients' experiences (HCAHPS). Accessed August 16, 2017.

www.medicare.gov/hospitalcompare/About/Survey-Patients-Experience.html

Bardach, N. S., Asteria-Peñaloza, R., Boscardin, W. J., & Dudley, R. A. (2013). The relationship between commercial website ratings and traditional hospital performance measures in the USA. *BMJ Quality & Safety*, 22(3), 194–202. <http://doi.org/10.1136/bmjqs-2012-001360>

Logic model

Participant experience, Program quality, Organizational capacity, Access to services

Indicator registry URL

<http://www.indicatorregistry.net/item/3407/indicator/satisfaction-with-staff-courtesy-percentage-of-alw>