

Telethon Speech & Hearing



TSH Audiology

2016 Client Survey Findings

Published April 2017

For Audiology enquiries, please contact TSH Audiology on [08] 9387 9888.

Contents

2 Contents

3 Executive Summary

4 Participants & Procedures

5 Findings - TSH Paediatric Audiology

5 About Clients

5 Client Satisfaction with TSH Paediatric Audiology

8 Comments from Clients

9 Findings - TSH Adult Audiology

9 About Clients

9 Client Satisfaction with TSH Adult Audiology

12 Comments from Clients

13 About Telethon Speech & Hearing

Executive Summary

Telethon Speech & Hearing (TSH) Audiology offers infant diagnostic testing and audiology services to all children referred for private hearing assessment. In 2014, TSH Audiology expanded its services to adults, providing diagnostic audiology, hearing aid and other assistive listening device evaluation, fitting and management to pensioners, veterans and other private referrals.

TSH continually strives for excellence in service delivery. The survey was distributed to both paediatric and adult clients in late 2016. The outcomes of the survey guide us to ensure continuous improvement in all that we do.

Key findings

Overall data indicated that clients were satisfied with the experience about TSH Audiology. Clients were happy with the clinical and administrative services they received, and the professionalism of staff at TSH Audiology.

- 100% of survey respondents indicated they would recommend TSH Paediatric Audiology to other parents of children with a hearing problem.
- 92.6% of survey respondents indicated that they would recommend TSH Adult Audiology to a friend with a hearing problem.
- Overall, clients were highly satisfied with the services they received from TSH audiologists.

The comments provided by clients illustrated various positives identified by them. Each single comment was carefully examined by the Head of Hearing Services for further quality improvement, and a quality improvement action plan commenced.

Participants & Procedures

The survey was conducted from November to December 2016. For Adult Audiology, a questionnaire with a self-addressed envelope was mailed out to clients who attended Adult Audiology clinic as a new client between January and early November 2016. 86 clients met this criterion, and all of them (100%) were invited to the survey.

For Paediatric Audiology, an email with a web-based survey link was sent out to clients if an email address was made available to TSH. Of the 92 clients who received the Paediatric Audiology services during the target period, 70 clients were invited to the survey (76.1%). The administration procedure has been reviewed for future survey implementation.

Responses to the surveys were anonymous and data was always kept confidential to protect privacy. If respondents had either a compliment or complaint that they wished to take further, they were given the option of further contact. At the end of the survey, respondents were asked to indicate whether they gave permission to TSH to 'share and publish' their comments. The quotes included in this report were provided by those who had given TSH permission. The response rate was 25.7% for Paediatric Audiology, and 33.7% for Adult Audiology.



Findings - TSH Paediatric Audiology

About Clients

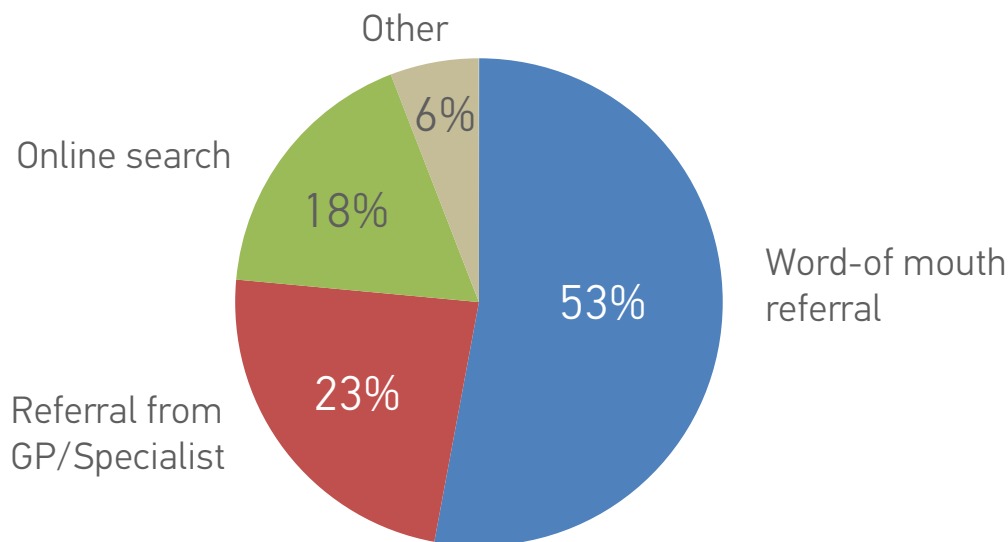


FIGURE 1. Paediatric Referral Sources

Figure 1 presents how clients first heard about TSH Paediatric Audiology. 'Word-of-mouth referral' and 'Referral from GP/Specialist' were the major referral sources for this respondent group, followed by 'Online Search'.

Client Satisfaction with TSH Paediatric Audiology

Clients were asked to indicate their level of agreement with the statements related to clinical and administrative aspects of the TSH Paediatric Audiology services using five options [strongly disagree, disagree, agree, strongly agree, and N/A].

As shown in Figure 2, all clients that responded to the survey agreed or strongly agreed the statements, indicating that clients were highly satisfied with the services they received from TSH audiologists.

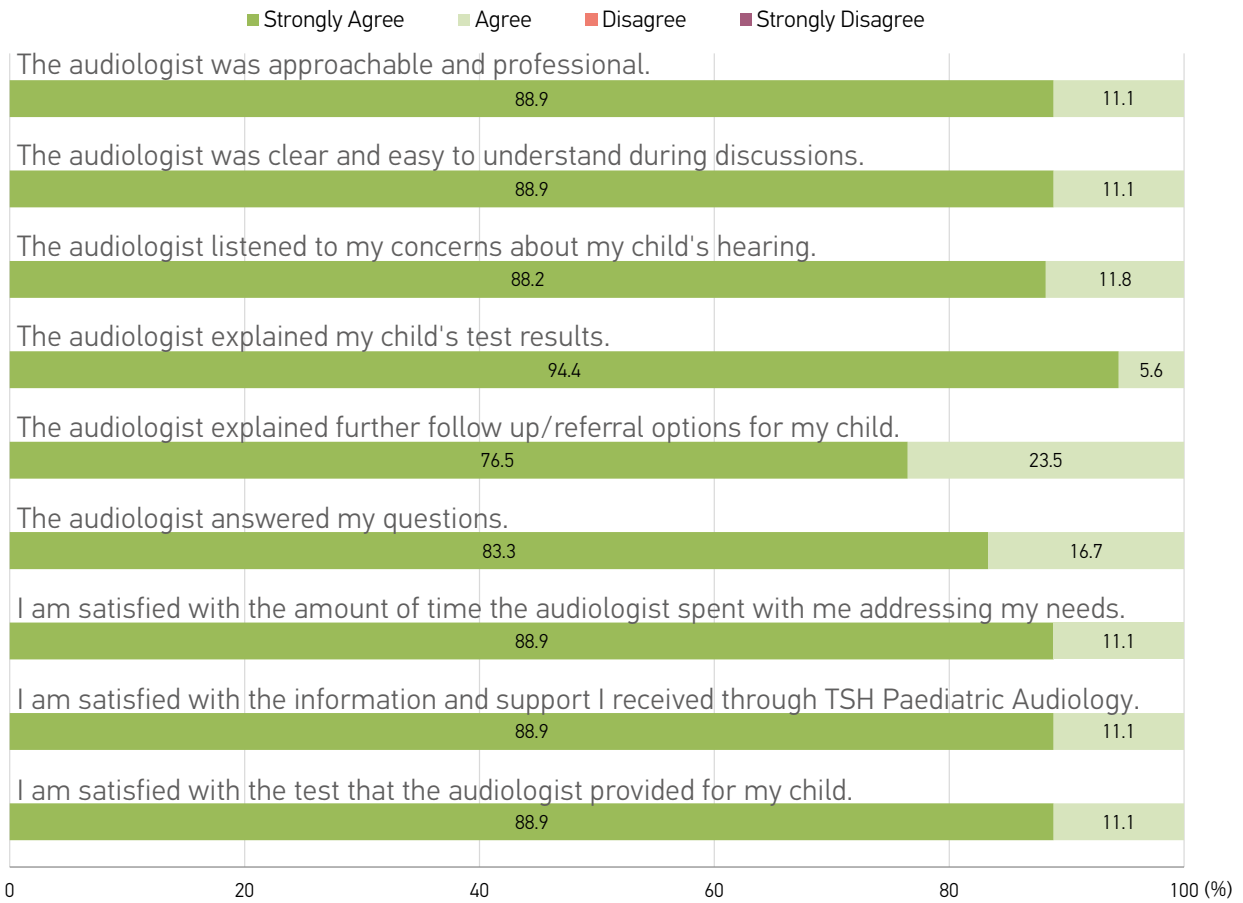


FIGURE 2. Client Experience About TSH Paediatric Audiology (Clinical)

Similarly, the vast majority of the clients agreed or strongly agreed with the statements shown in Figure 3, indicating that clients were satisfied with the administrative aspects of the services they received from TSH Paediatric Audiology.



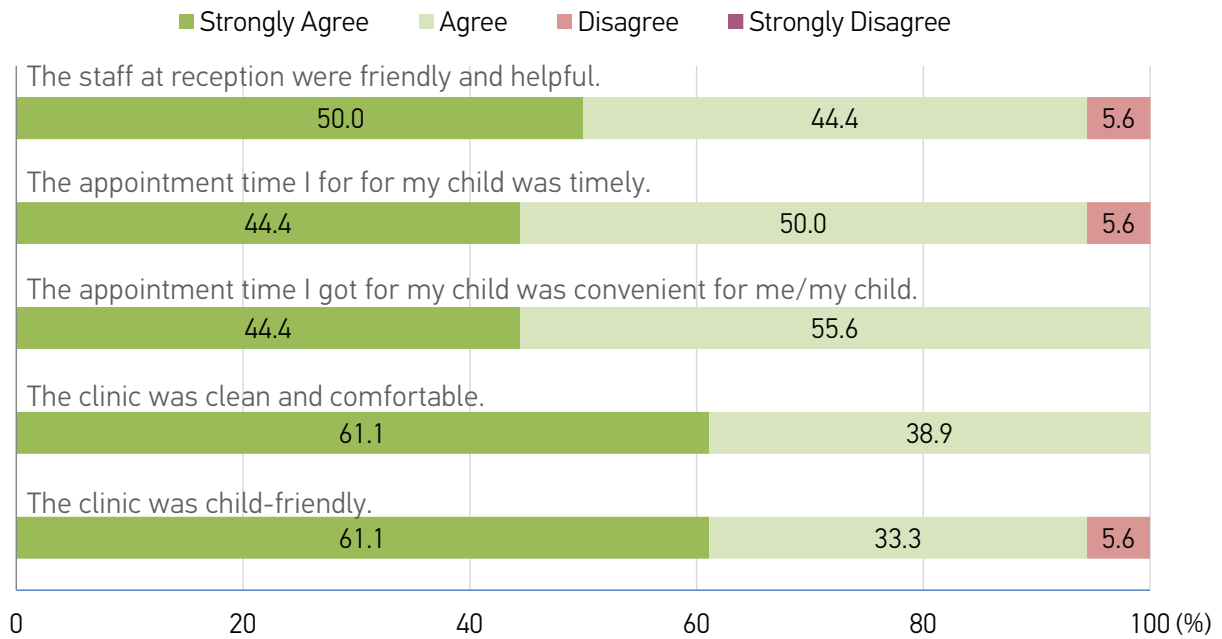


FIGURE 3. Client Experience About TSH Paediatric Audiology (Administrative)

Clients were asked to rate the overall service they received from TSH Paediatric Audiology using the five options (excellent, very good, good, fair, and poor). As shown in Figure 4, 66.7% rated the service as ‘excellent’ and the rest rated as ‘very good’ or ‘good’. All clients indicated that they would recommend TSH Paediatric Audiology to other parents of children with a hearing problem.

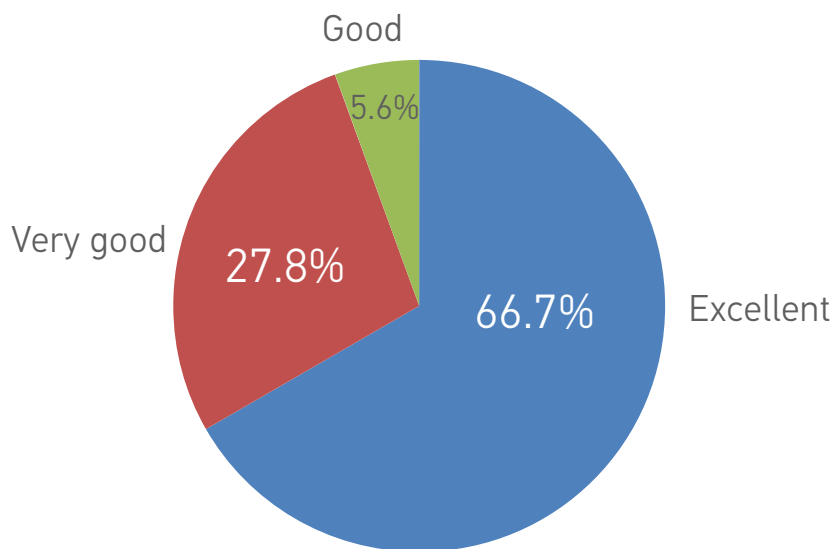


FIGURE 4. Client Overall Ratings About Their Paediatric Audiology Experience

Comments from Clients

Respondents were asked to make any comments about their experience with TSH Paediatric Audiology. Clients provided positive comments.

Comments include:

- “Service was fantastic. I feel that I was provided great advice on how to manage my son’s issues going forward.”
- “Thank you to the audiologist. She was fantastic putting us all at ease and took her time to go through the test information and ask any of my queries.”
- “Our daughter actually had fun at the appointment, which is a huge benefit, considering having a toddler sit still at the best of times is a mission....Our 2 year old has been demanding to go back to the “doctor” ever since! What a wonderful resource in Perth and staff that are an asset to the centre and community.”
- “The two audiologists were both very patient and kind toward our daughter particularly when she started to become upset and a little distressed.”
- “Staff were very understanding and patient with my child’s needs.”

The respondents were invited to make suggestions to improve the TSH Paediatric Audiology services. A few suggestions and comments were made. Each comment was carefully examined by the Head of Hearing Services for further improvement, and a quality improvement action plan commenced.

Findings - TSH Adult Audiology

About Clients

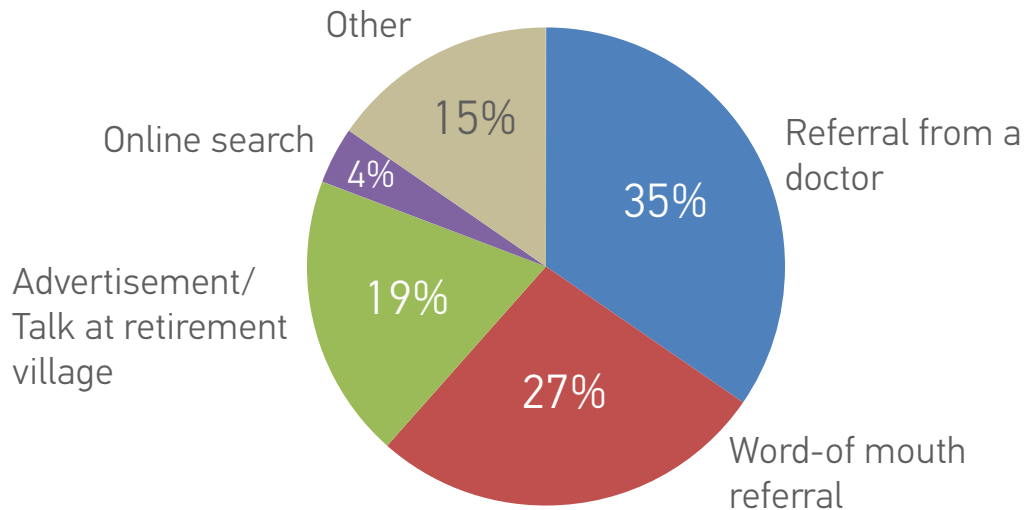


FIGURE 5. Adult Referral Sources

Figure 5 presents how clients first heard about TSH Adult Audiology. 'Referral from a doctor' and 'Word-of-mouth referral' were the major referral sources for this respondent group, followed by 'Advertisement/Talk at Retirement Village'.

Client Satisfaction with TSH Adult Audiology

Clients were asked to indicate their level of agreement with the statements related to clinical and administrative aspects of the TSH Adult Audiology services using the five options [strongly disagree, disagree, agree, strongly agree, and N/A]. As shown in Figure 6, the majority of clients agreed or strongly agreed with the statements, indicating that clients were highly satisfied with services they received from TSH audiologists.

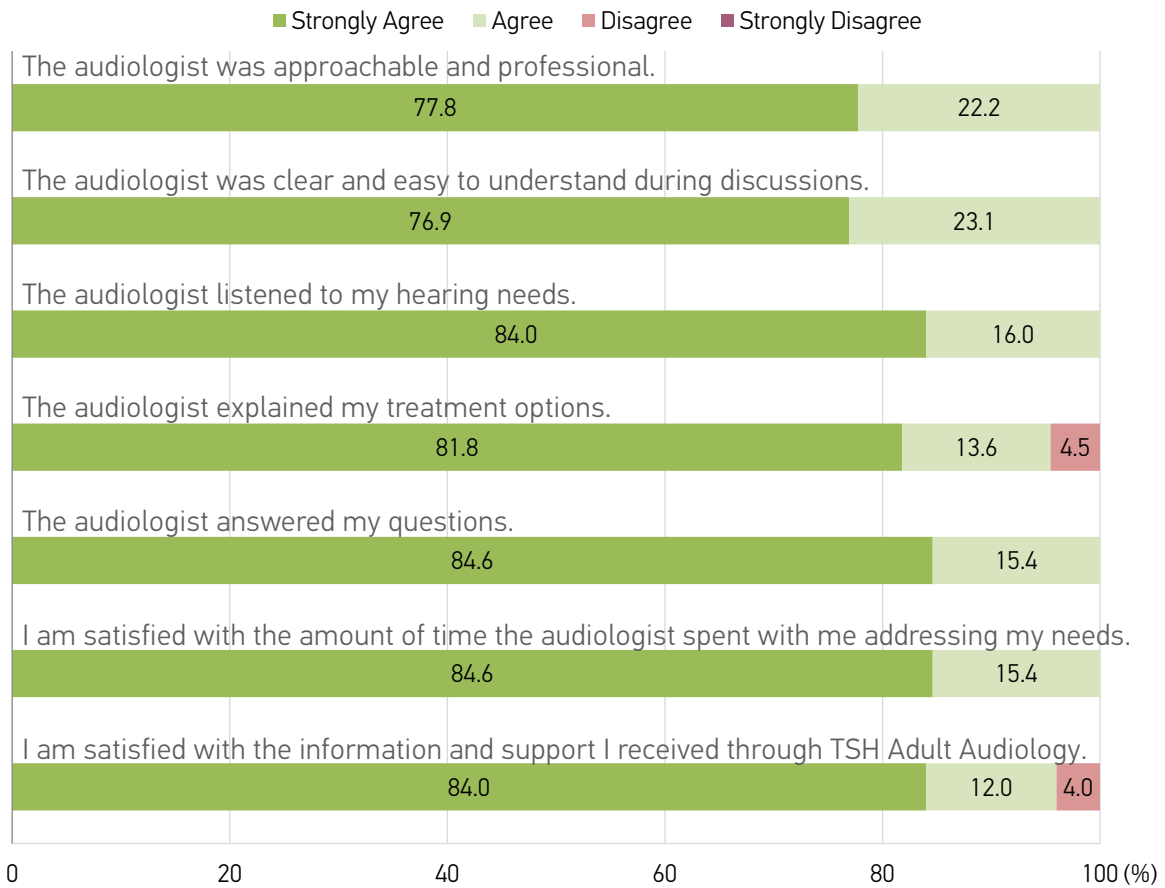


FIGURE 6. Client Experience with TSH Adult Audiology [Clinical]

Similarly, as shown in Figure 7, all clients agreed or strongly agreed with the statements, indicating that clients were satisfied with the administrative aspects of the services they received from TSH Adult Audiology.

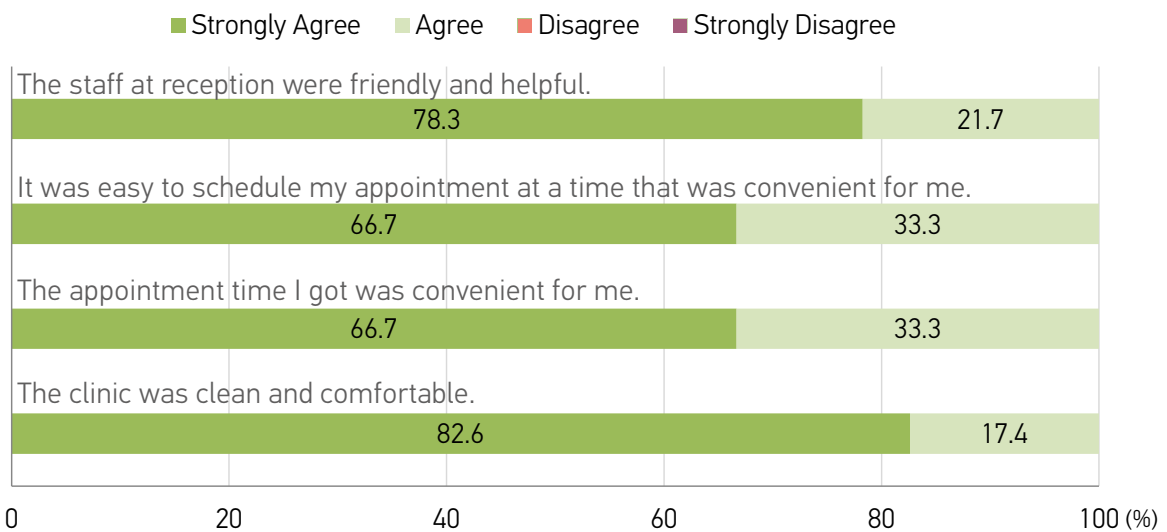


FIGURE 7. Client Experience About TSH Adult Audiology [Administrative]

Clients were asked to rate the overall service they received from TSH Adult Audiology using the five options [excellent, very good, good, fair, and poor]. As shown in Figure 8, the majority rated the service as 'excellent', 'very good' or 'good'. 92.6% indicated that they would recommend TSH Adult Audiology to a friend with a hearing problem.

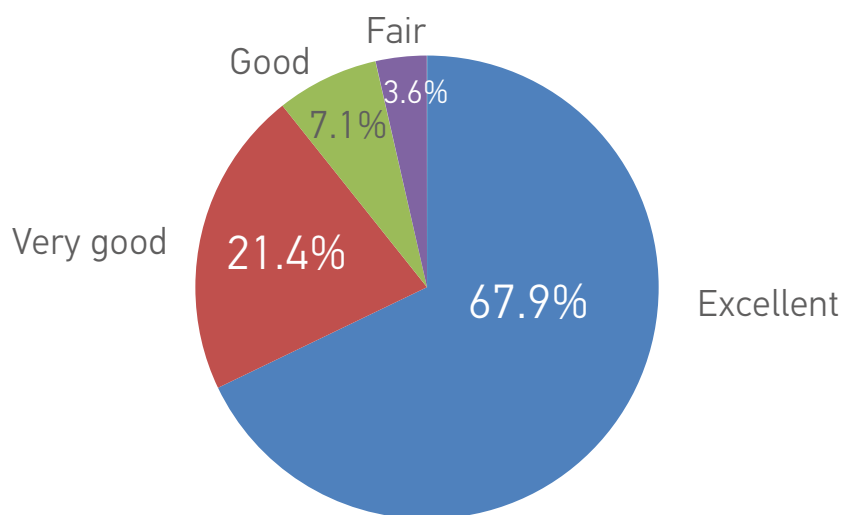


FIGURE 8. Client Overall Ratings About Their Adult Audiology Experience



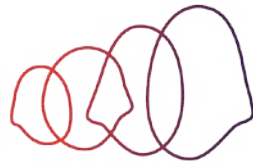
Comments from Clients

Respondents were asked to make any comments about their experience with TSH Audiology. Clients provided positive comments.

Comments include:

- “Everything was very very good. I was very very happy....I would come again.” [Client with profound hearing needs]
- “My experience with TSH Adult Audiology was good from the start with the receptionist and the audiologist, they both couldn’t help me enough.” [Client with severe hearing needs]
- “I found the help very satisfactory and appreciated the continuous help with batteries. I feel I would return for more advice and help when I need it.” [Client with moderate hearing needs]
- “Was happy with the service, got an appointment easily.” [Client with mild hearing needs]
- “Well informed, very helpful.” [Client with mild hearing loss]
- “Very pleasant with service overall.” [Client, did not indicate the level of hearing needs]

Respondents were invited to make suggestions to improve the TSH Adult Audiology services. Very few suggestions were made. Each comment was carefully examined by the Head of Hearing Services for further improvement, and a quality improvement action plan commenced.



Telethon Speech & Hearing



About Telethon Speech & Hearing

Telethon Speech & Hearing (TSH) is a Western Australian not-for-profit charity, registered NDIS provider and independent school assisting children and adults with hearing, speech, and/or language development. We provide programs and services to families in a professional and effective way that makes us the provider of choice in this field.

TSH originated with a group of parents who had great hopes for the future of their profoundly deaf children and refused to settle for what they thought was 'second best'. The parents decided to start a school of their own. With five students, no premises, little money and experience, they made a commitment to pursue the very best oral education for their children and opened a school in 1967.

Since then, TSH has grown into a centre of excellence for assisting children with hearing and speech/language impairments, with the tenacity of the founding group remaining a source of inspiration and motivation to the organisation to this day.

Our mission is to enable all children with hearing, speech, and/or language impairments to communicate.

To this aim, TSH provides a range of in-house services including audiology, speech pathology, psychology and occupational therapy combined with specialist education services from multiple disciplines -

all under one roof. We call this our “**whole of life**” approach, as TSH’s multidisciplinary range of onsite services gives families the convenience of one location and the comfort of dealing with one inclusive, professional organisation.

After 50 years of service, our early intervention programs have been finely tuned to ensure every child with hearing loss and/or speech/ language impairment are given the best possible chance in developing critical skills needed to succeed academically and socially in his or her community.

TSH supports children, families, adults and carers by offering:

- Early Intervention and School Support programs for hearing impaired children
- Early Intervention for children with speech and language delays or disorders
- Audiology services for newborns and children
- Audiology services for adults
- Support services for adults with hearing impairments.

Telethon Speech & Hearing is proud to be part of the Telethon family and fits its purpose of improving the health and well-being of all children.

To learn more about our support services and programs, visit www.tsh.org.au.



Help us, help them

Telethon Speech & Hearing (TSH) is committed to helping children reach their full potential in life despite the hurdles they face due to hearing loss or speech/language disorders or delays.

As a non-profit organisation, TSH has always relied on the generosity of our supporters to ensure we meet every child and families' needs on a yearly, weekly and daily basis.

Donate and make a difference. Your generosity gives us the opportunity to create a world where every hearing, speech and language impaired child can look forward to a future of limitless potential.

To learn more about how you can get involved with Telethon Speech & Hearing, visit www.tsh.org.au.

YES! I'll help give the gift of speech and hearing to a child in Western Australia.

I wish to donate: \$25 \$50 \$100 Other: _____

Organisation / School / Full Name: _____

Contact Number: _____ Email Address: _____

PAYMENT OPTIONS (Please select ONE payment option below)

VISA MASTERCARD NAME ON CARD: _____

CARD NUMBER:

EXPIRY DATE: / CCV: SIGNATURE: _____

CHEQUE OR MONEY ORDER TO TELETHON SPEECH & HEARING

Payable to Telethon Speech & Hearing

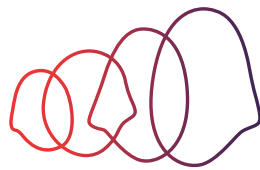
YES, I would like to know more about Sponsorship opportunities and the Benefactor program at TSH.

COMPLETE & RETURN TO: TELETHON SPEECH & HEARING LTD
PO BOX 186, WEMBLEY 6913
ABN 73 885 107 614 ACN 607129180 Registered Charity No. 17993

Telethon Speech & Hearing is an endorsed tax deductible gift recipient. All donations over \$2.00 are tax deductible.

You can also make a donation online at www.tsh.org.au or call (08) 9387 9888. Thank you for your support!

If you require this survey report in an alternative format, please contact TSH Research Coordinator, Yuriko Kishida at ykishida@tsh.org.au or **(08) 9387 9888**.



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Early Intervention • Hearing Impairment • Speech & Language • Audiology

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