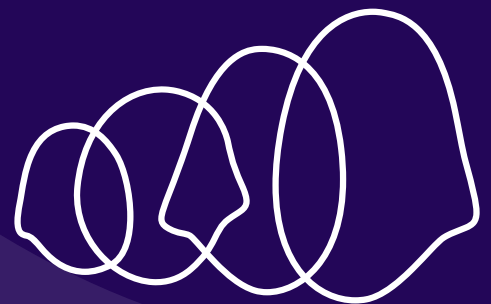


Annual Audiology Client Survey

Findings and Action Plan 2014

Telethon Speech & Hearing





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EXECUTIVE SUMMARY

Telethon Speech & Hearing (TSH) continually strives for excellence in service delivery. A client survey was introduced in TSH Audiology in 2014 to evaluate the services. The questionnaires were developed by TSH Audiology senior staff members and the research coordinator. The survey was distributed to both paediatric and adult clients in late 2014. The outcomes of the survey guide us to ensure continuous improvement in all that we do.

SUMMARY OF FINDINGS

The data indicated that the clients were highly satisfied with the experience about TSH Audiology. The clients were pleased with the clinical and administrative services they received, and the professionalism of the staff at TSH Audiology. The comments provided by the clients illustrated various positives identified by them. Each single comment was carefully examined by the managerial staff of TSH Audiology for further quality improvement.

PARTICIPANTS AND PROCEDURES

The survey was conducted from November to December 2014. For Adult Audiology, a questionnaire with a self-addressed envelope was mailed out to all clients who attended Adult Audiology clinic in 2014. For Paediatric Audiology, parents/caregivers were asked to complete a questionnaire at the end of their child's appointment. Clients were encouraged to complete and return it to a collection box at the audiology reception. If parents/caregivers wished to complete it later, a questionnaire and self-addressed envelope were provided. No paediatric survey was returned by mail.

Responses to the surveys were anonymous. The data was always kept confidential to protect privacy. If respondents had either a compliment or complaint that they wish to take further, they were given the option of further contact. At the end of the survey, the respondents were asked to indicate whether they permit 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 41.9% for Paediatric Audiology, and 22.6% for Adult Audiology.

FINDINGS

PAEDIATRIC AUDIOLOGY

The overall response rate was 41.9%.



Figure 1. Paediatric Referral Sources

Figure 1 presents how the clients first heard about TSH Paediatric Audiology. Referral from a GP or a specialist was the most common (38.5%), followed by referral from friend (26.9%), and online search (19.2%). No clients indicated parents' paper, news article or online forum/social media as a source.

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 the five options (strongly disagree, disagree, agree, strongly agree, and N/A). The data indicated that clients were extremely satisfied with the services they received.

All clients agreed that:

- The audiologist was approachable and professional (strongly agreed by 96.2% of the clients).
- The audiologist was clear and easy to understand during discussions (strongly agreed by 96.2%).
- The audiologist listened to their concerns about their child's hearing (strongly agreed by 96.2%).
- The audiologist explained their child's test results (strongly agreed by 100%).
- The audiologist explained further follow up/referral options for their child (strongly agreed by 88.5%. Remaining 11.5% indicated the statement was N/A).
- The audiologist answered their questions (strongly agreed by 96.2%).
- They were satisfied with the amount of time the audiologist spent with them addressing their needs (strongly agreed by 92.3%).
- They were satisfied with the information and support they received through TSH Paediatric Audiology (strongly agreed by all clients who indicated the statement was applicable to them).
- They were satisfied with the tests that the audiologists provided for their child (strongly agreed by 96.2%).

Similarly, all clients agreed that:

- The staff at reception were friendly and helpful (strongly agreed by 92.3%).
- The appointment time they got for their child was timely (strongly agreed by 80.8%).
- The appointment time they got for their child was convenient for me/my child (strongly agreed by 76.9%).
- The clinic was clean and comfortable (strongly agreed by 96.2%).
- The clinic was child-friendly (strongly agreed with 96.2%).

Clients were asked to rate the service they received from TSH Paediatric Audiology using the five options (excellent, very good, good, fair, and poor). 92.3% rated the service as 'excellent' and the rest rated as 'very good'. All clients indicated that they would recommend TSH Paediatric Audiology to other parents of children with a hearing problem.

COMMENTS FROM CLIENTS

The respondents were asked to make any comments about their experience with TSH Paediatric Audiology. 16 respondents made their comments. All feedback provided was positive.

Comments include:

"Great experience, no complaints. Appointment on time, lovely staff, nice surroundings. Audiologists really good with my daughter."

"Very helpful, lovely friendly staff. Very child friendly too."

"Process was easy, efficient, logical. Daughter was very comfortable with all the testing and especially with the audiologist."

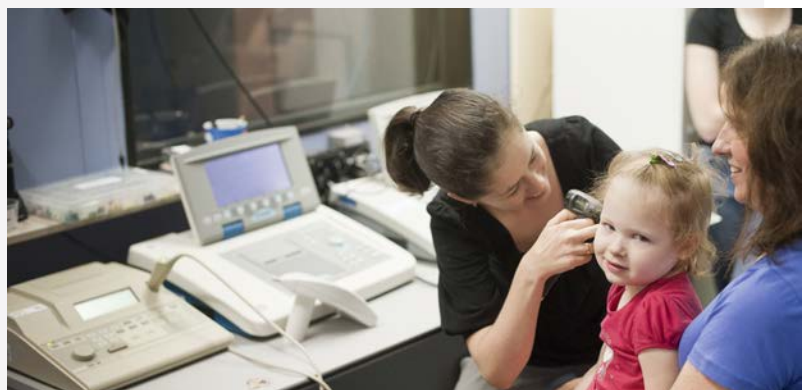
"Overall good experience & everything was explained and queries were answered."

"Great clinic. Lovely staff. Gentle and fun with the kids."

"Quick, clear, expert."

"Very non-traumatic for toddler, no stress."

The respondents were invited to make suggestions to improve the TSH Paediatric Audiology services. No suggestion was made. No issue or concern was raised. A response to this question by one client was 'None. Faultless'.



FINDINGS

TSH ADULT AUDIOLOGY

The overall response rate was 22.6%.



Figure 2. Adult Referral Services

Figure 2 presents how the clients first heard about TSH Adult Audiology. Nearly one-third of the clients heard about the TSH service from their network. No clients indicated online search, online forum/discussion board or social media. 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). The data indicated that clients were generally satisfied with the services they received.

SATISFACTION ABOUT HEARING AID/DEVICE(S)

Clients were asked about their experience with hearing aid/device(s). 57% of the respondents reported that they wore the hearing aid/device(s). The period that they were wearing the hearing aid/device(s) ranged from less than a month to 14 years. All clients who had been fitted with a hearing aid/device(s) at TSH Adult Audiology indicated that they were either very satisfied or somewhat satisfied with the hearing aid/device(s) that they were wearing at the time of the survey. 66.7% of the respondents felt that the hearing aid/device(s) had made their quality of life better.



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). The data indicated that clients were very satisfied with the services they received.

All clients agreed that:

- The audiologist was approachable and professional (strongly agreed by 85.7% of the clients).
- The audiologist was clear and easy to understand during discussions (strongly agreed by 92.3%).
- The audiologist listened to their hearing needs (strongly agreed by 71.4%).
- The audiologist explained their treatment options (strongly agreed by 71.4%).
- The audiologist answered their questions (strongly agreed by 71.4%).
- They were satisfied with the amount of time the audiologist spent with them addressing their needs (strongly agreed by 85.7%).
- They were satisfied with the information and support they received through TSH Adult Audiology (strongly agreed by 85.7%).

Similarly, all clients agreed that:

- The staff at reception were friendly and helpful (strongly agreed by 64.3%).
- It was easy to schedule their appointment at a time that was convenient for them (strongly agreed by 64.3%).
- The appointment time they got was convenient for them (strongly agreed by 64.3%).
- The clinic was clean and comfortable (strongly agreed by 64.3%).



Clients were asked to rate the service they received from TSH Adult Audiology using the five options (excellent, very good, good, fair, and poor). 85.7% rated as 'excellent' and the rest rated as 'very good'. All clients indicated that they would recommend TSH Adult Audiology to a friend with a hearing problem.

COMMENTS FROM CLIENTS

The respondents were asked to make any comments about their experience with TSH Adult Audiology. 8 respondents made their comments. All feedback provided was positive.

Comments include:

“I’m so pleased to have finally found an Audiology clinic that I feel comfortable attending.”

“The Audiologist was most professional and I felt very comfortable.”

“The service was very good.”

“I was impressed with everything about the clinic and the service I received. The Audiologist spent a lot of time explaining things. She was very thorough.”

“I have already recommended TSH Adult Audiology to a friend.”

“The Audiologist went out of her way to provide me with great service.”

The respondents were invited to make suggestions to improve the TSH Adult Audiology services. A few suggestions were made. Each single comment has been examined by the managerial staff of TSH Audiology for further improvement, and necessary actions have been taken.

