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Audiology Client Survey Findings 2015

Telethon Speech & Hearing



For further information, please contact
TSH Audiology on 9387 9888.

Telethon **Speech & Hearing**

EXECUTIVE SUMMARY

Telethon Speech & Hearing (TSH) continually strives for excellence in service delivery. A client survey was first 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 annual survey was distributed to both paediatric and adult clients in late 2015. 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 2015. For Adult Audiology, a questionnaire with a self-addressed envelope was mailed out to all clients who attended Adult Audiology clinic as a new client between March and September 2015. For Paediatric Audiology, parents/caregivers who attended Private Paediatric Audiology clinic in November and December 2015 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, they were offered either an online questionnaire or a paper-based questionnaire and self-addressed envelope.

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 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 22.1 % for Paediatric Audiology, and 43.4% for Adult Audiology.

FINDINGS

PAEDIATRIC AUDIOLOGY

ABOUT CLIENTS

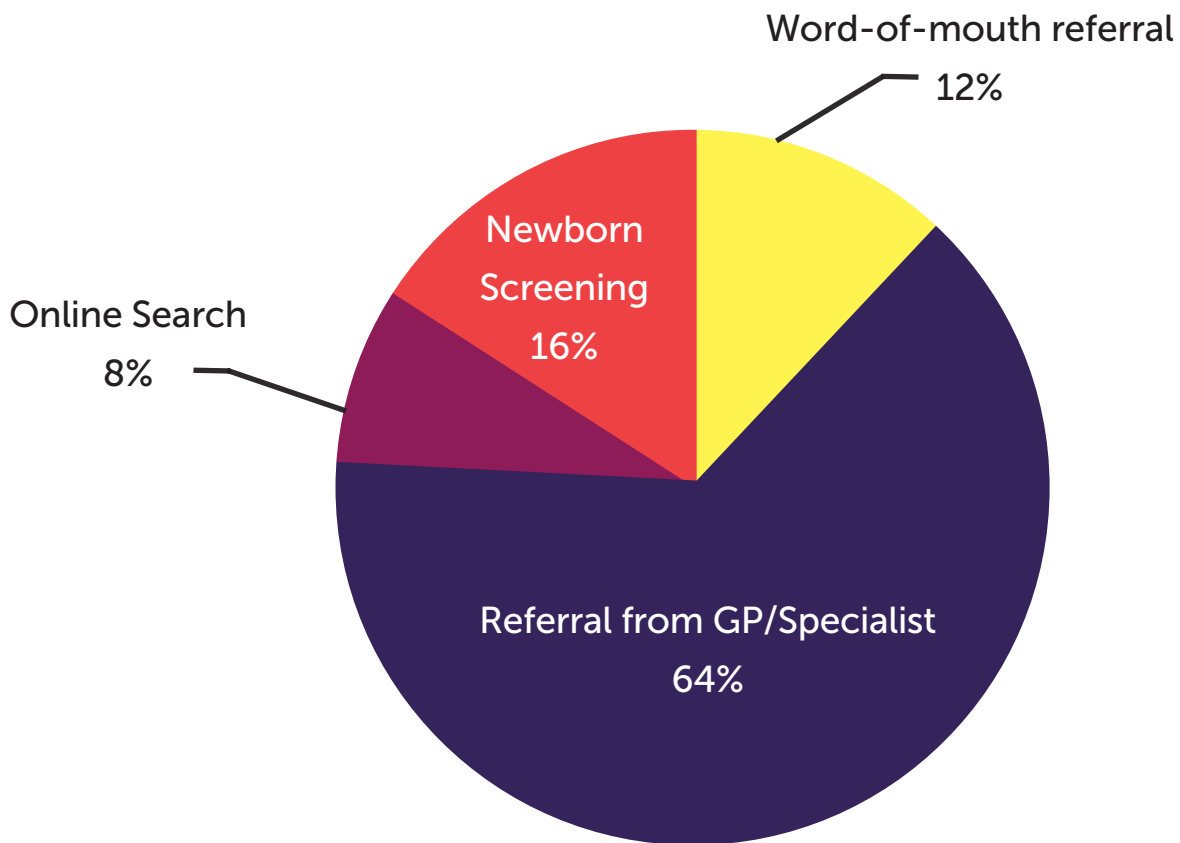


Figure 1: Paediatric Referral Sources

Figure 1 presents how the clients first heard about TSH Paediatric Audiology. Referral from a GP or a specialist was the majority.

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.

The vast majority of the clients agreed or strongly agreed that:

- The audiologist was approachable and professional (100%).
- The audiologist was clear and easy to understand during discussions (100%).
- The audiologist listened to their concerns about their child's hearing (100% of the clients who indicated the statement was applicable to them).
- The audiologist explained their child's test results (100%).
- The audiologist explained further follow up/referral options for their child (100% of the clients who indicated the statement was applicable to them).
- The audiologist answered their questions (100% of the clients who indicated the statement was applicable to them).
- They were satisfied with the amount of time the audiologist spent with them addressing their needs (96.3%).
- They were satisfied with the information and support they received through TSH Paediatric Audiology (100% of the clients who indicated the statement was applicable to them).
- They were satisfied with the tests that the audiologists provided for their child (100%).

Similarly, almost all clients agreed or strongly agreed that:

- The staff at reception were friendly and helpful (100%).
- The appointment time they got for their child was timely (96.3%).
- The appointment time they got for their child was convenient for them/their child (100%).
- The clinic was clean and comfortable (100%).
- The clinic was child-friendly (96.3%).

Clients were asked to rate the service they received from TSH Paediatric Audiology using the five options (excellent, very good, good, fair, and poor). 88.9% 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.

COMMENTS FROM CLIENTS

The respondents were asked to make any comments about their experience with TSH Paediatric Audiology. 63% of the respondents made their comments. All feedback provided was positive.

Comments include (Note. Spelling errors were corrected):

- *I have referred friends as I have seen a few audiologists with my child and the audiologist is the most "child friendly".*
- *The staff are very child friendly, professional and thorough. They made me and my child feel very comfortable with the whole process.*
- *Excellent experience. We have had a number of appointments and the service has always been exceptional. On this occasion when booking the admin staff assisted by moving some appointments around so that both my children could be seen together. This was great service. The audiologist was brilliant with both my boys which makes the whole experience easier.*
- *Thank you the audiologist - a talented lady to perform the necessary tests but also entertain my 11 month old to coerce her to cooperate! Multitasking at its best!*

The respondents were invited to make suggestions to improve the TSH Paediatric Audiology services. Very few suggestions and comments were made. Each comment was carefully examined by the senior staff of TSH for further improvement.

FINDINGS

ADULT AUDIOLOGY

ABOUT CLIENTS

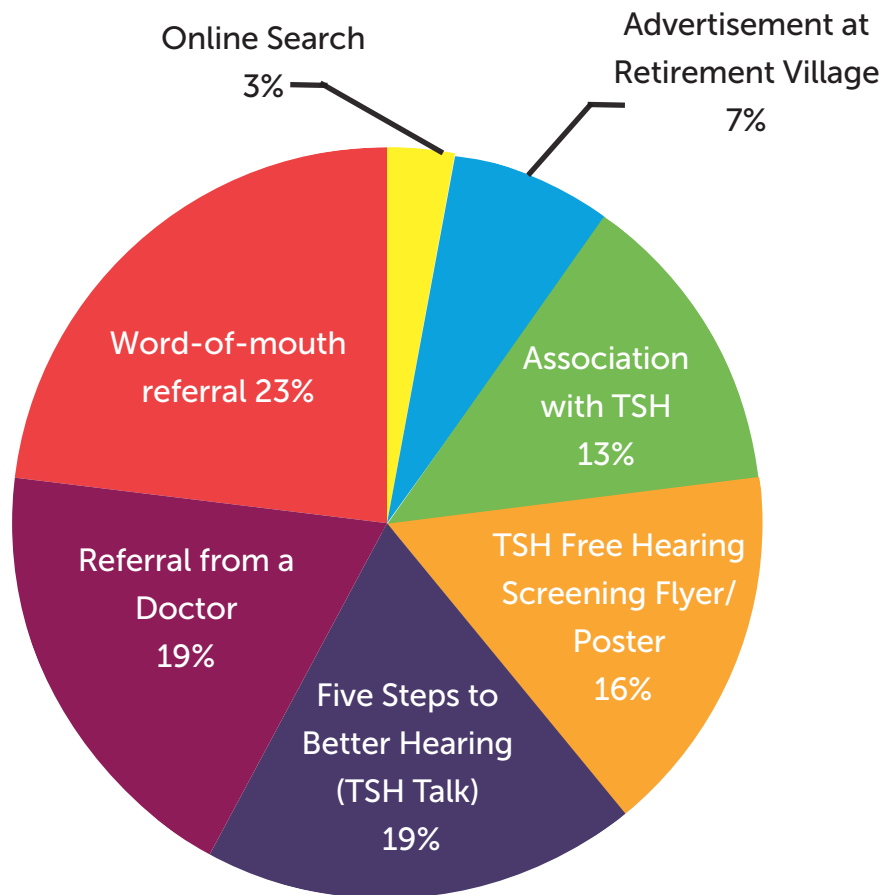


Figure 2: Adult Referral Sources

Figure 2 presents how the clients first heard about TSH Adult Audiology. Word-of-mouth was the most common followed by Referral from a doctor, TSH's Five Steps to Better Hearing and the Free Hearing Screening advertisements.

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). 47% 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 one month to 27 years. 66.7% of the clients who were wearing the hearing aid/device(s) at the time of the survey indicated that they were either very satisfied or somewhat satisfied with the hearing aid/device(s). It should be noted that not all clients had been fitted with the hearing aid/device(s) at TSH Adult Audiology. 64.3% 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.

The vast majority of the clients agreed that:

- The audiologist was approachable and professional (100%).
- The audiologist was clear and easy to understand during discussions (100%).
- The audiologist listened to their hearing needs (100%).
- The audiologist explained their treatment options (96.8%).
- The audiologist answered their questions (100%).
- They were satisfied with the amount of time the audiologist spent with them addressing their needs (100%).
- They were satisfied with the information and support they received through TSH Adult Audiology (100% of the clients who indicated the statement was applicable to them).

CLIENT SATISFACTION WITH TSH ADULT AUDIOLOGY CONTINUED...

Similarly, almost all clients agreed or strongly agreed that:

- The staff at reception were friendly and helpful (100% of the clients who indicated the statement was applicable to them).
- It was easy to schedule their appointment at a time that was convenient for them (100%).
- The appointment time they got was convenient for them (100%).
- The clinic was clean and comfortable (100% of the clients who indicated the statement was applicable to them).

Clients were asked to rate the service they received from TSH Adult Audiology using the five options (excellent, very good, good, fair, and poor). Nearly two-thirds of the respondents rated as 'excellent', one-third rated as 'very good', and the rest rated as 'good'. The vast majority of the 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. 42% of the respondents made their comments. All feedback provided was positive.

Comments include (Note. Spelling errors were corrected):

- *Quality of life is much, much better (with the hearing aid/device).*
- *The staff at TSH were extremely friendly, helpful and professional. I would have no hesitation in recommending TSH to anyone I know.*
- *The two audiologists who attended me were very nice. They were very polite and patient. They were not rushing through things. They were very understanding and helpful.*
- *I felt confident with the experience. Every effort was made to assist me. I wasn't wanting a hearing aid, however the explanations were extremely clear re each test and the outcome.*

The respondents were asked if there was anything TSH Audiology could have done to improve the services. No suggestion was made, with some positive comments such as "No, it was very comprehensive and personal" and "Very satisfied".