

Best Practices Quick Take on Satisfaction with MIHP Services

Indicator #66a.5) in the *MIHP Certification Tool* requires that the agency's Internal Quality Assurance Protocol: *Describes how staff works with the beneficiary to identify her needs at program entry and periodically asks beneficiary if services being provided are meeting her needs.*

This brief guidance document expands on why this is important in MIHP and provides a brief survey that providers may choose to use.

Why Asking about Satisfaction with Home Visiting Services is Important

The following section is excerpted from the *MIHP Operations Guide*:

The biggest hurdle to success in in-home visit programs is parents' reluctance to participate, and continue participating. It is very hard to keep families in programs. The drop-out rate for most programs is 50 to 60 percent. Deborah Daro, Chapin Hall at the University of Chicago

Studies indicate that what keeps a parent participating in a home visiting program depends on the particular combination of participant characteristics, home visitor characteristics, program and agency characteristics, and community characteristics.

The parent doesn't just make a "yes" decision at the time of enrollment; she makes an ongoing cost-benefit analysis at every visit – is this really worth it to me? She will remain engaged over time only if she feels encouraged to stay with the program or if she receives tangible benefits and meaningful assistance.

A string of no-show appointments often indicates that a parent has disengaged and is dropping out. Some MIHP providers have succeeded in decreasing the number of no-show appointments by collecting baseline data, implementing one or more of the strategies listed below, and collecting follow-up data to see if the strategy made a difference.

1. Remind the beneficiary about each upcoming MIHP appointment, as physicians and dentists do:
 - a. Text a reminder message the day before the appointment.
 - b. Have staff make reminder phone calls the day before the appointment. Research shows this is more effective than automated reminder phone calls.
2. Update contact info at every visit.
3. Thank beneficiaries for being available when they said they would be.
4. Thank beneficiaries for giving advance notice when they need to cancel.
5. Hold a gift card drawing for all beneficiaries who show up on time or keeps appointments in a given month.

6. At the end of every visit, ask: *How is MIHP working for you? How can we do a better job of meeting your needs?*
(MIHP Operations Guide)

The Quick Take on Satisfaction with MIHP Services Survey

Below is a brief survey demonstrating how you could more specifically operationalize #6 above. The main purpose is to have a conversation about how the beneficiary is experiencing MIHP in order to better meet her needs and keep her engaged in the program, as well as to strengthen the individual home visitor's practice and the MIHP as a whole. Ideally, the information collected from these surveys would be discussed between the home visitor and the supervisor during clinical or reflective supervision. Some home visitors may balk at this type of survey, fearing that the beneficiary will ask for things they cannot provide. However, simply stating that *I wish I had the ability to help you with that, I'm so sorry that I don't*, can make a beneficiary feel understood and respected.

The state MIHP office is not collecting information from this survey. However, if you do use this survey or an adaptation of it, we'd appreciate feedback on your experience with it.

Introducing the Survey to the Beneficiary

- Would it be ok if I asked you six quick questions about your experience with MIHP so far?
- Your answers will help me do a better job of working with you.
- They will also help me do a better job of working with other pregnant women and moms.
- Please be as honest as you can possibly be. Don't worry – you won't hurt my feelings no matter what you say. This isn't about my feelings – it's about making MIHP a better program for all the women and infants we serve now and in the future.
- If you don't feel like answering a particular question, just say so.
- Thanks so much for helping us out with this.

Survey Questions

1. How do you feel about how we spent our time together today?
 - Good
 - OK
 - Not so good
 - Not sure
2. Do you feel that I:
 - Listen to you enough
 - Don't listen to you enough
 - Not sure
3. Do you feel that you get enough support from me?

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- Yes
 - No
 - Not sure
4. Is there anything that I do that isn't helpful to you or that bothers you? Please tell me.
 5. What would be the most helpful thing we could do at this point in your pregnancy?
or
What would be the most helpful thing we could do to support you as the mom of an infant?
 6. Are you getting what you had hoped to get from MIHP?

Another Way to Use this Survey

As part of their internal QA process, some MIHP coordinators periodically call beneficiaries to determine whether or not they are satisfied with the MIHP services they are receiving. This survey could be modified for this purpose as well.