



Work Works Customer Satisfaction

Ongoing information about services provided by the state/federal rehabilitation system should include data regarding consumer satisfaction so that service delivery can be improved and priorities can be managed. Rehabilitation program managers must understand customer satisfaction along with other quality indicators in order to assure that consumers get the services they desire and need and which lead to the best outcome. If satisfaction with rehabilitation services can be maximized, ultimately fewer consumers may drop out and more consumers may be successful in reaching employment and other important goals.

The purpose of this project was two-fold;

- 1) to develop an instrument and methodology for the collection of data regarding consumer satisfaction with services provided by the state/federal rehabilitation agencies, and
- 2) to disseminate information about the use of the instrument and analysis of data that is provided by the instrument.

In order to assure that the process enables rehabilitation agencies to obtain valid and reliable information regarding consumer satisfaction with services, we began the instrument development process with consumer focus groups to obtain consumer views about characteristics of an agency that is ideal. During focus group discussions we gathered important information regarding potential methodologies for data collection and important areas of satisfaction with services. This is part of a paradigm of empowering those with disabilities rather than supporting a paternalistic system. We have validated the areas of service satisfaction with focus group members; the instrument was validated by again soliciting input from focus groups. Necessary revisions were made and the instrument was pilot tested. Pilot testing included surveys of individuals whose cases have been closed after service provision as well as individuals receiving services. We consulted with consumers, SRAC members, and knowledgeable others to find ways to increase the response rate. The project resulted in a consumer satisfaction survey instrument developed specifically for rehabilitation programs. This instrument is short and easy to administer. The project produced a survey methodology designed to generate the highest possible response rate in order to assure that the rehabilitation agency is getting an accurate assessment of satisfaction.