



# uSPEQ® Report: First Semester of 2008

Prepared for

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## Preface

This report provides statistical and graphical information about the uSPEQ® survey of your organization. It is about how your patients perceived the services being provided to them. Surveying patients for their perception of services is one important means for assessing the quality of services. Understanding varying levels of satisfaction by program, demographic characteristics, and across time can point to areas where services have been effective as well as areas for improvement. uSPEQ is intended to complement other outcome tools and administrative measures of quality. Our goal is to provide a report that is useful to you and supports your efforts to improve the quality of services at your organization.

This report begins with highlights from the survey; the strengths of your organization and areas for improvement. For each of the survey items, the percent of positive responses (“Strongly Agree” and “Agree”) is graphed by survey sections. These survey items include Tier 1 items, optional Tier 2 items selected, and custom Tier 3 items submitted by your organization. Whenever historical data are available for your organization, summary statistics for the current semester are compared to the preceding semester and/or the preceding calendar year. Further comparisons are made by program for each of the survey items. Demographic characteristics of the survey respondents are provided for your organization and by program. *Appendix A* contains the summary statistics for each item by rating category (e.g., “Strongly Agree”, “Agree”, “Neutral”, “Disagree” and “Strongly Disagree”) on a Likert-type scale. Please note that percentages may not add to 100 due to the effect of rounding. *Appendix B* provides a listing of comments by respondents during the current reporting period. Due to the potential length of respondent comments, *Appendix B* is provided in an electronic file on a CD. Custom reports may be produced at additional cost. If you are interested in having other types of reports tailored for the specific needs of your organization, please contact uSPEQ staff to discuss options, pricing, and availability.

For more information about the uSPEQ reporting service, please contact the uSPEQ Research and Reporting team at:

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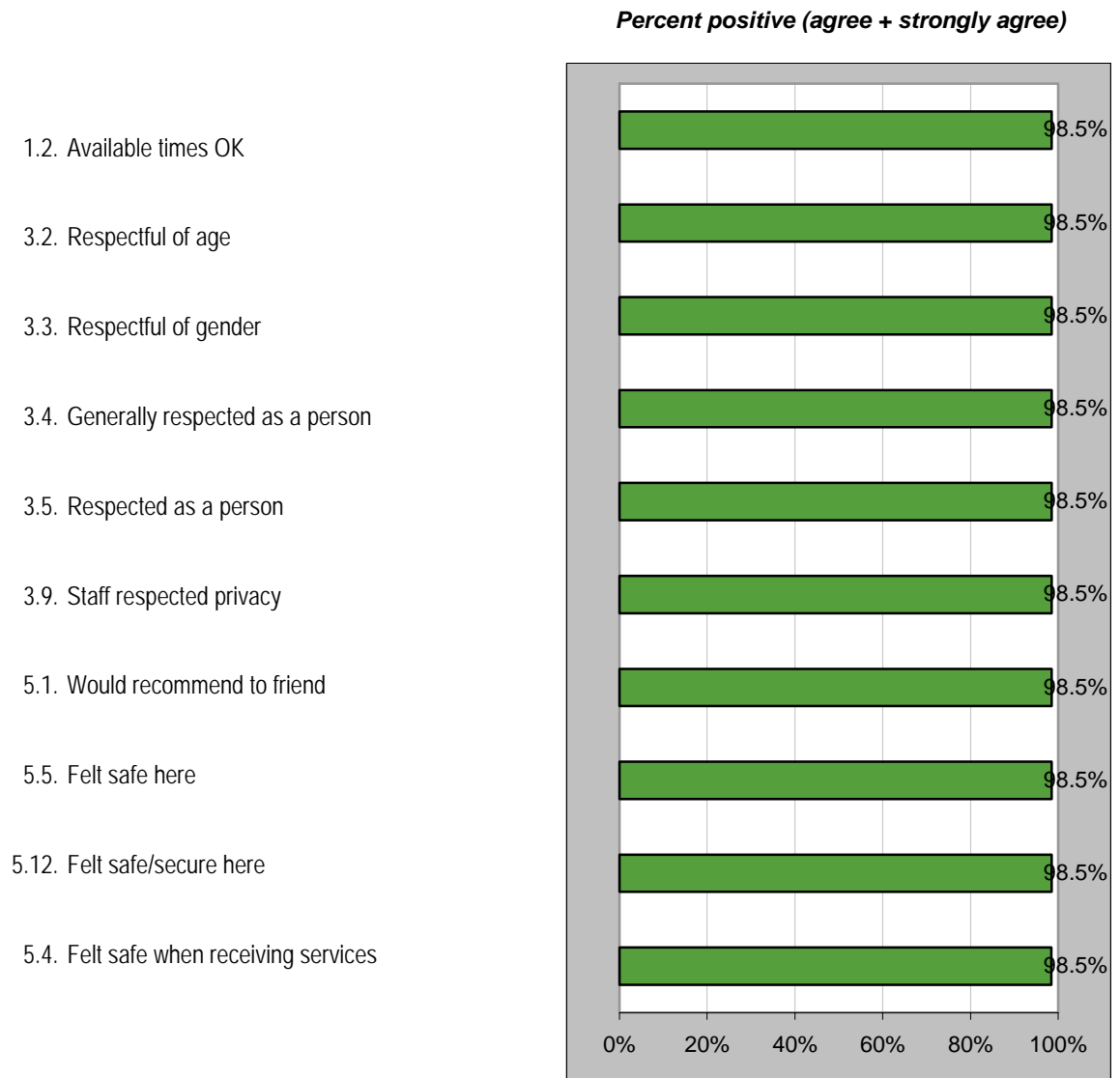


# 1. Organizational Survey Overview

## 1.1. Survey results highlights

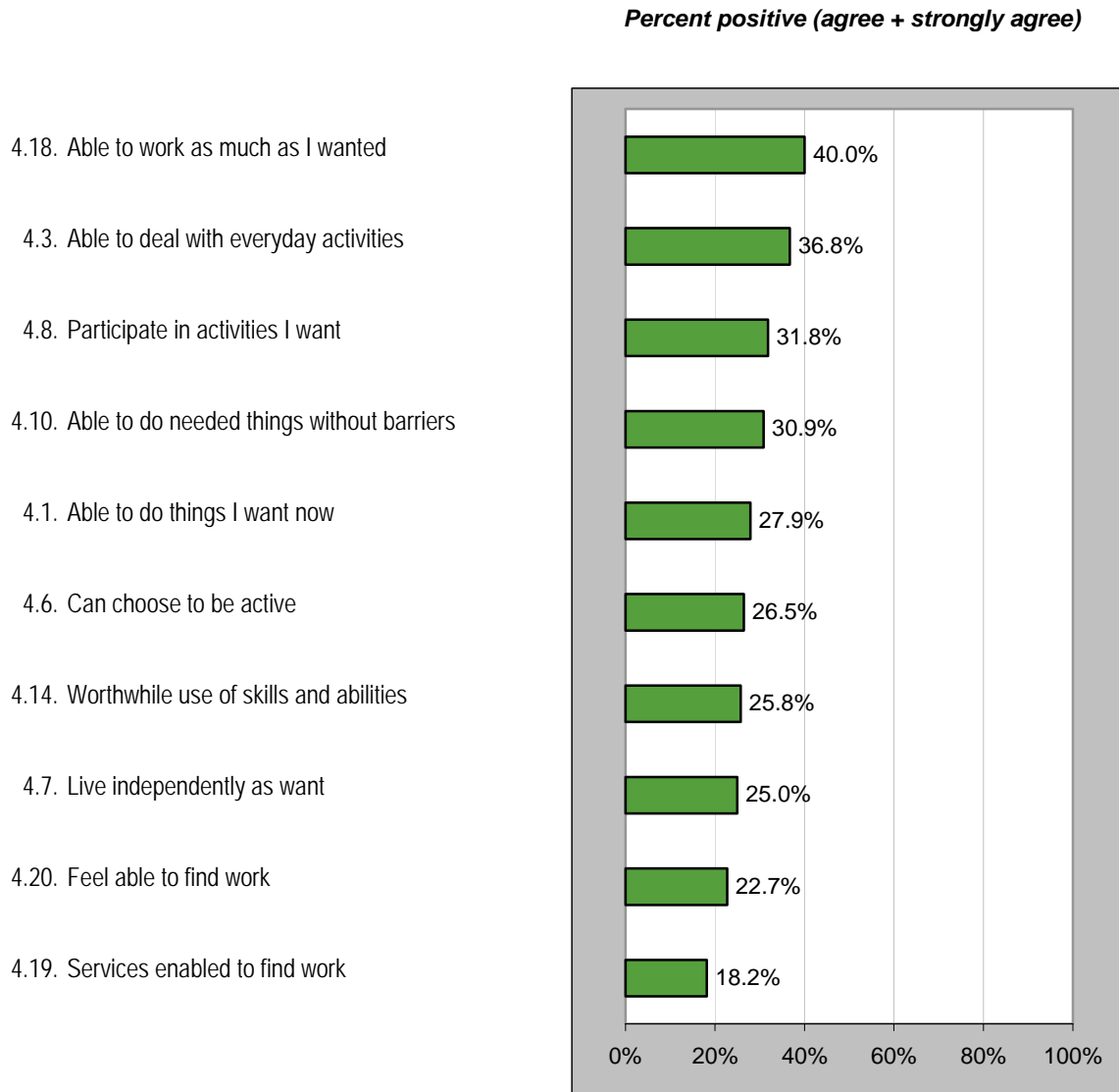
### 1.1.1. Top ten survey items with positive responses

This section presents the top ten items for the entire survey. Responses for the current reporting period are summarized at the organizational level.



### 1.1.2. Top ten survey items for improvement

This section examines the top ten items for improvement. Responses for the current reporting period are summarized at the organizational level.

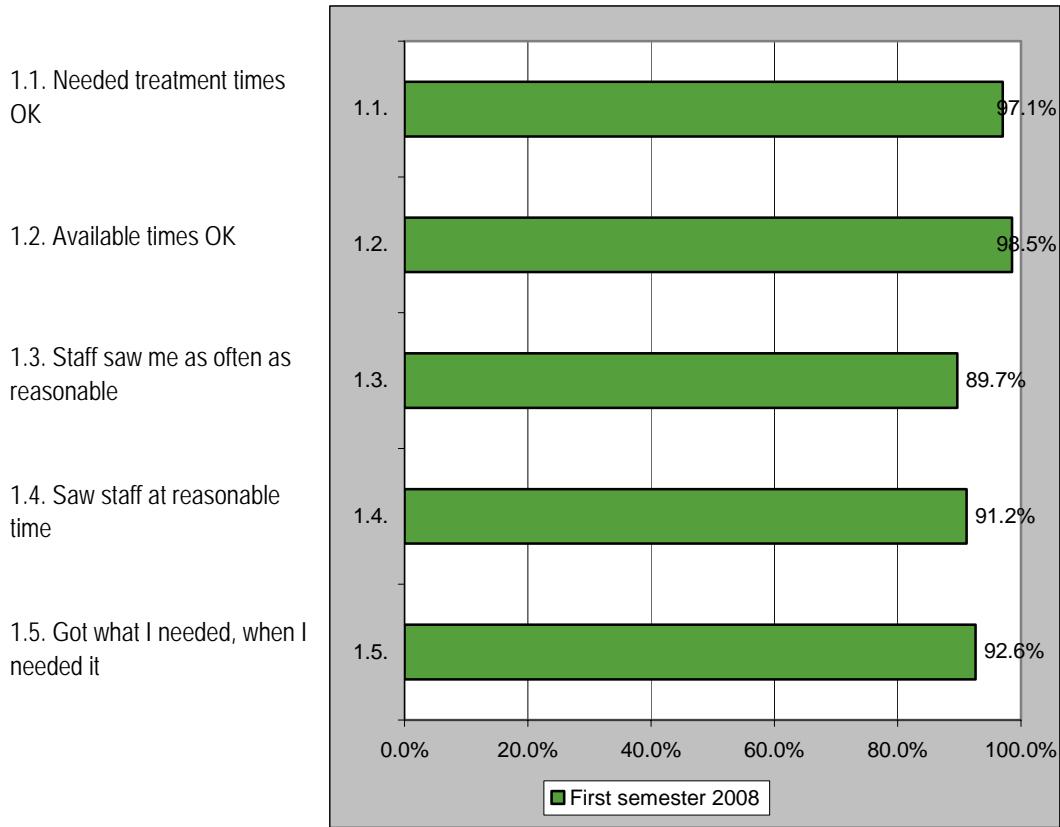


## 1.2. Survey results by section

This section reports results for each survey section. The graphs represent percent positive (agree + strongly agree) responses for each item for the current semester as compared to the previous semester and the previous year; the data are summarized at the organizational level. The following tables provide frequency distributions for each item for the current semester, summarized at the organizational level.

1.2.1. Service responsiveness (items 1.—5.)

*Percent positive (agree + strongly agree)*



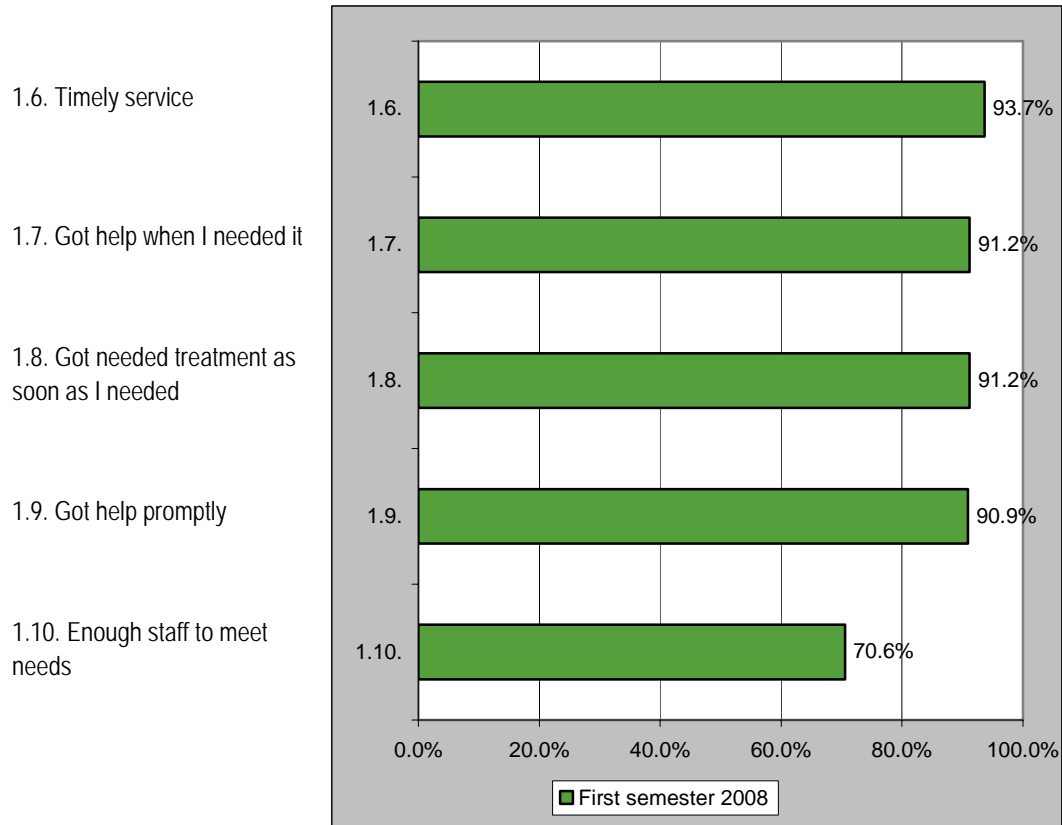
*Response by rating category for current quarter*

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
1.1. Needed treatment times OK	68		1.5%	1.5%	42.6%	54.4%
1.2. Available times OK	68		1.5%		44.1%	54.4%
1.3. Staff saw me as often as reasonable	68		1.5%	8.8%	45.6%	44.1%
1.4. Saw staff at reasonable time	68	1.5%		7.4%	42.6%	48.5%
1.5. Got what I needed, when I needed it	68			7.4%	36.8%	55.9%

\* *Blank cells represent no response.*

1.2.1. Service responsiveness (items 6.–10.)

*Percent positive (agree + strongly agree)*



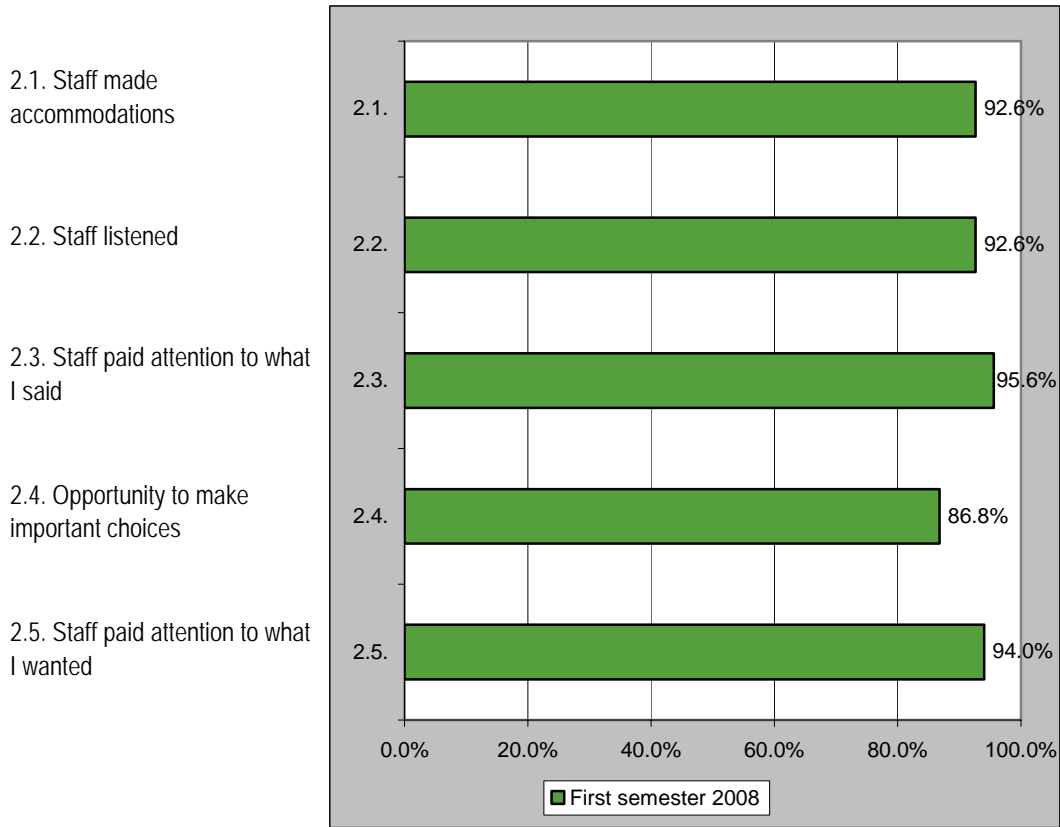
*Response by rating category for current quarter*

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
1.6. Timely service	63			6.3%	47.6%	46.0%
1.7. Got help when I needed it	68	1.5%		7.4%	48.5%	42.6%
1.8. Got needed treatment as soon as I needed	68	1.5%		7.4%	41.2%	50.0%
1.9. Got help promptly	66			9.1%	47.0%	43.9%
1.10. Enough staff to meet needs	68	1.5%	16.2%	11.8%	38.2%	32.4%

\* *Blank cells represent no response.*

1.2.2. Informed choice (items 1.—5.)

*Percent positive (agree + strongly agree)*

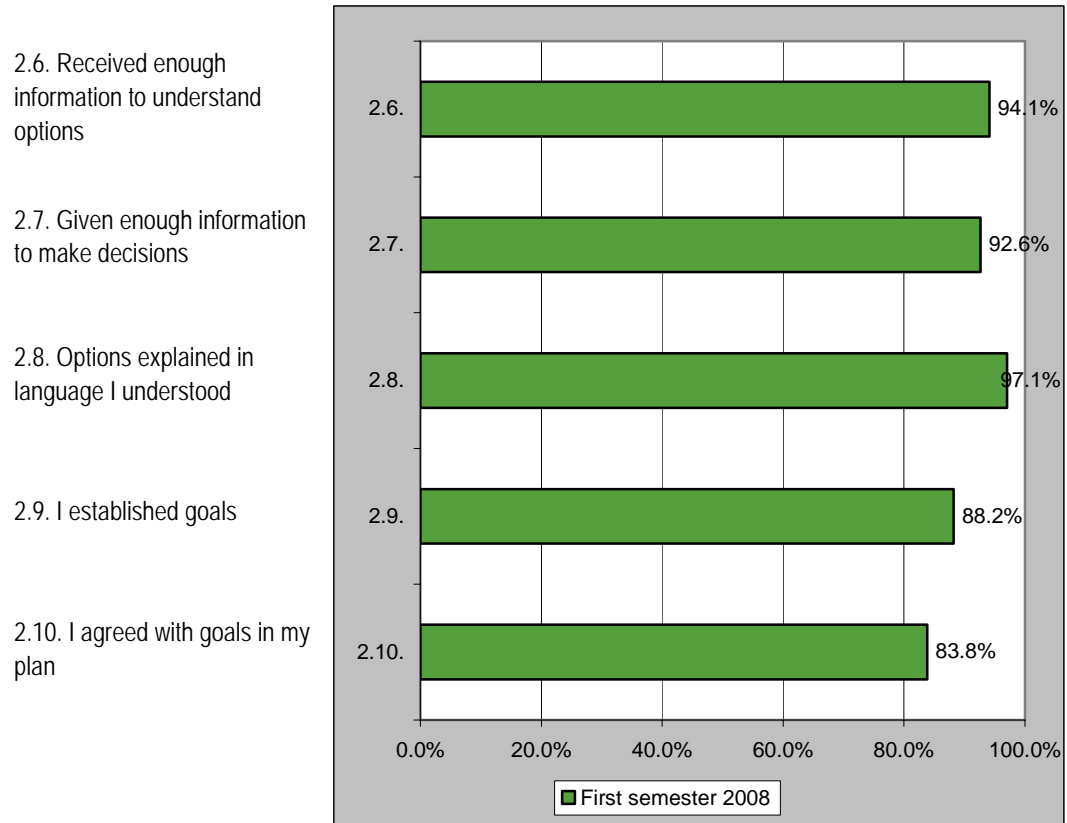


*Response by rating category for current quarter*

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
2.1. Staff made accommodations	68		1.5%	5.9%	52.9%	39.7%
2.2. Staff listened	68		1.5%	5.9%	38.2%	54.4%
2.3. Staff paid attention to what I said	68			4.4%	42.6%	52.9%
2.4. Opportunity to make important choices	68		2.9%	10.3%	52.9%	33.8%
2.5. Staff paid attention to what I wanted	67			6.0%	46.3%	47.8%

\* *Blank cells represent no response.*

## 1.2.2. Informed choice (items 6.–10.)

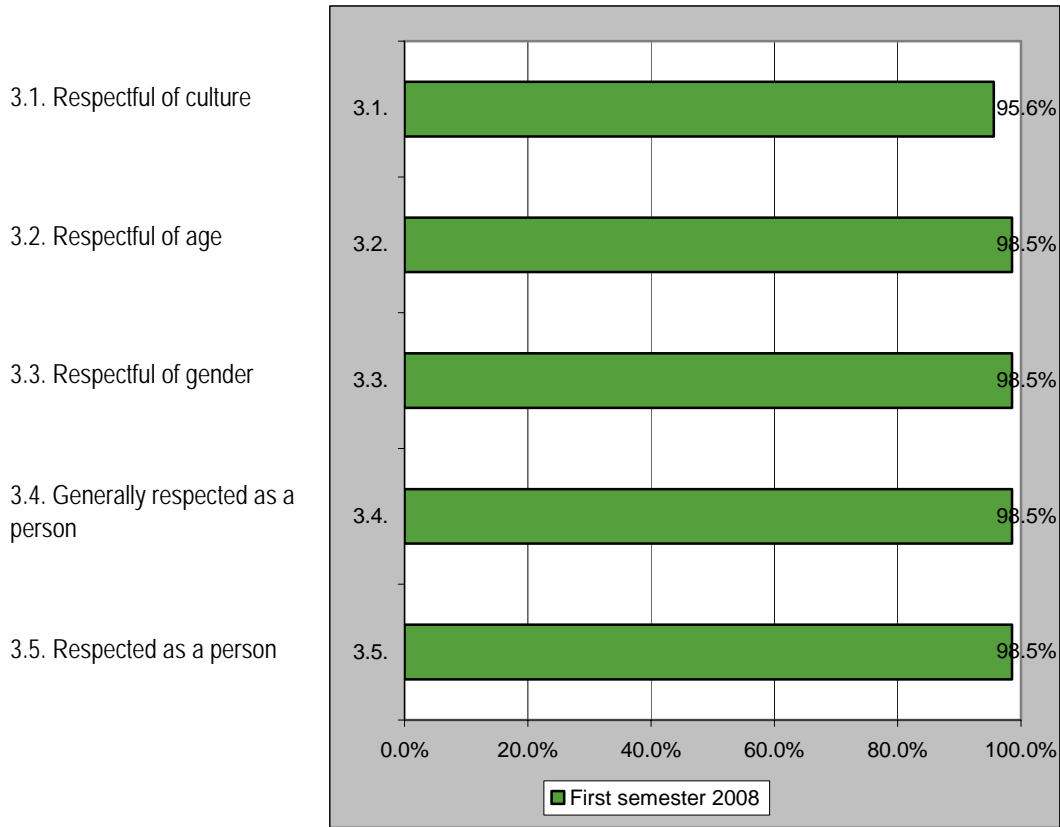
*Percent positive (agree + strongly agree)**Response by rating category for current quarter*

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
2.6. Received enough information to understand options	68		1.5%	4.4%	51.5%	42.6%
2.7. Given enough information to make decisions	68			7.4%	54.4%	38.2%
2.8. Options explained in language I understood	68			2.9%	51.5%	45.6%
2.9. I established goals	68		1.5%	10.3%	50.0%	38.2%
2.10. I agreed with goals in my plan	68		1.5%	14.7%	39.7%	44.1%

\* *Blank cells represent no response.*

1.2.3. Respect (items 1.—5.)

*Percent positive (agree + strongly agree)*



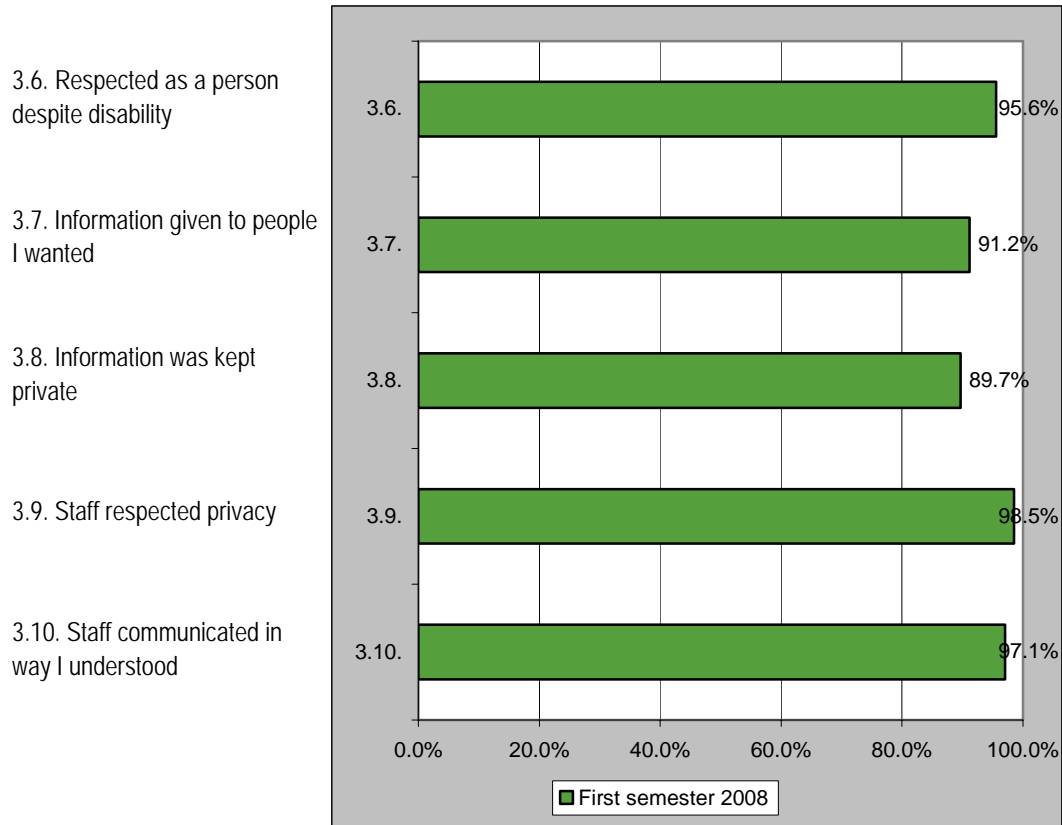
*Response by rating category for current quarter*

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
3.1. Respectful of culture	68			4.4%	41.2%	54.4%
3.2. Respectful of age	68			1.5%	42.6%	55.9%
3.3. Respectful of gender	68			1.5%	42.6%	55.9%
3.4. Generally respected as a person	68			1.5%	36.8%	61.8%
3.5. Respected as a person	68			1.5%	36.8%	61.8%

\* *Blank cells represent no response.*

1.2.3. Respect (items 6.–10.)

*Percent positive (agree + strongly agree)*



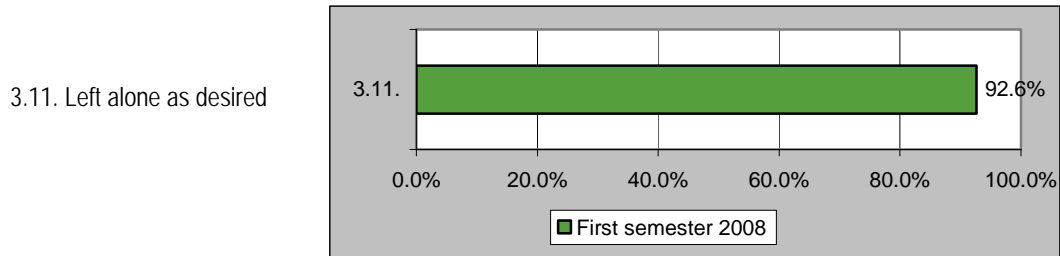
*Response by rating category for current quarter*

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
3.6. Respected as a person despite disability	68			4.4%	36.8%	58.8%
3.7. Information given to people I wanted	68			8.8%	41.2%	50.0%
3.8. Information was kept private	68			10.3%	38.2%	51.5%
3.9. Staff respected privacy	68			1.5%	47.1%	51.5%
3.10. Staff communicated in way I understood	68		1.5%	1.5%	39.7%	57.4%

\* *Blank cells represent no response.*

1.2.3. Respect (item 11.)

*Percent positive (agree + strongly agree)*

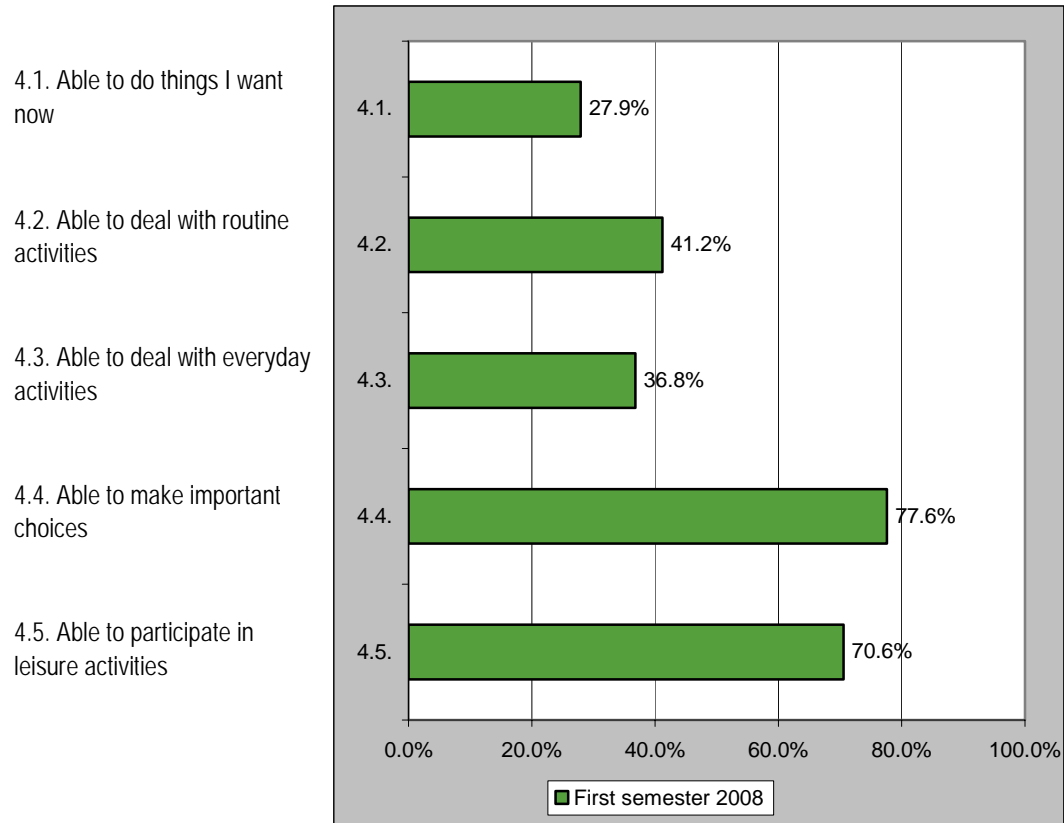


*Response by rating category for current quarter*

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
3.11. Left alone as desired	68		1.5%	5.9%	45.6%	47.1%

*\* Blank cells represent no response.*

## 1.2.4. Participation (items 1.–5.)

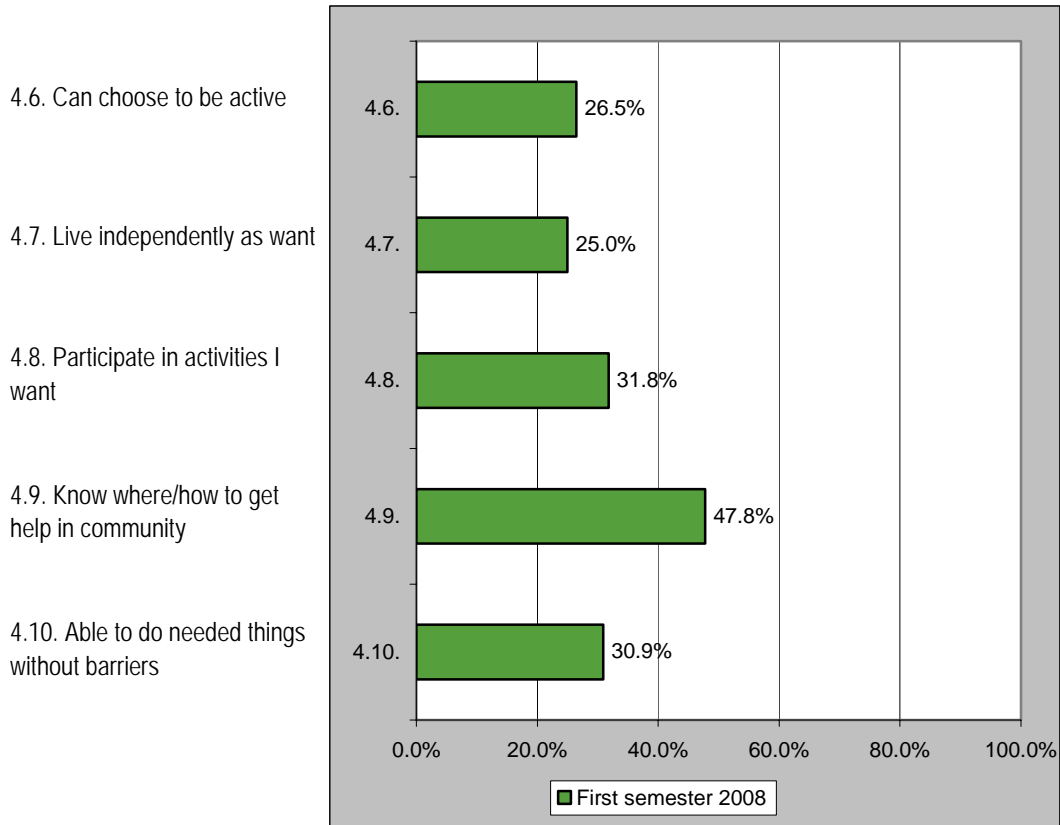
*Percent positive (agree + strongly agree)**Response by rating category for current quarter*

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
4.1. Able to do things I want now	68	2.9%	50.0%	19.1%	19.1%	8.8%
4.2. Able to deal with routine activities	68	5.9%	36.8%	16.2%	32.4%	8.8%
4.3. Able to deal with everyday activities	68	7.4%	35.3%	20.6%	25.0%	11.8%
4.4. Able to make important choices	67	4.5%	9.0%	9.0%	52.2%	25.4%
4.5. Able to participate in leisure activities	68	1.5%	7.4%	20.6%	57.4%	13.2%

\* *Blank cells represent no response.*

1.2.4. Participation (items 6.–10.)

Percent positive (agree + strongly agree)



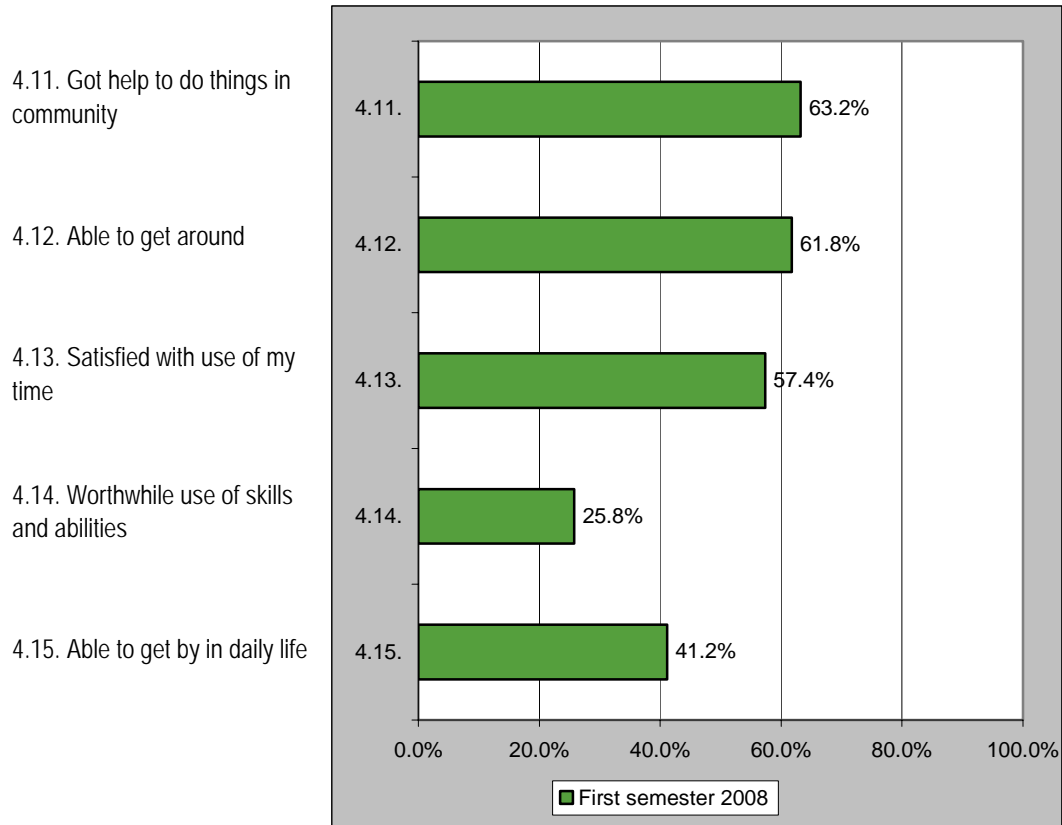
Response by rating category for current quarter

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
4.6. Can choose to be active	68	10.3%	33.8%	29.4%	22.1%	4.4%
4.7. Live independently as want	68	13.2%	38.2%	23.5%	17.6%	7.4%
4.8. Participate in activities I want	66	10.6%	33.3%	24.2%	21.2%	10.6%
4.9. Know where/how to get help in community	67	3.0%	13.4%	35.8%	40.3%	7.5%
4.10. Able to do needed things without barriers	68	10.3%	29.4%	29.4%	23.5%	7.4%

\* Blank cells represent no response.

1.2.4. Participation (items 11.–15.)

Percent positive (agree + strongly agree)



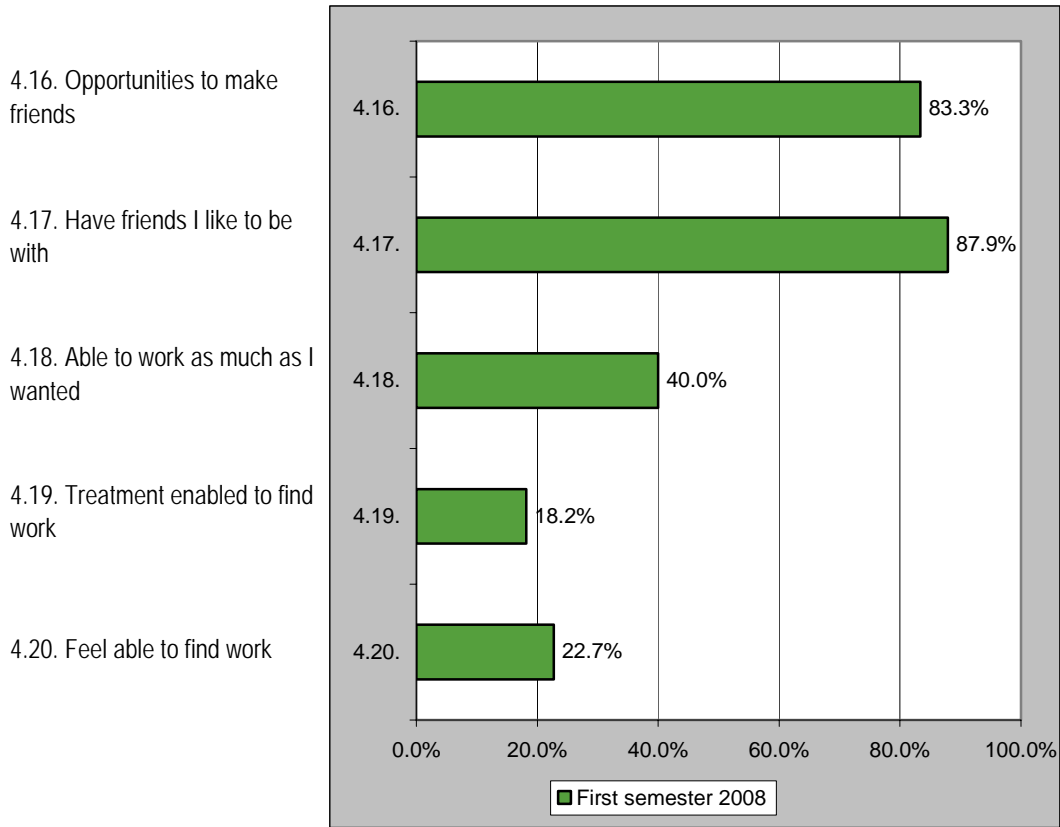
Response by rating category for current quarter

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
4.11. Got help to do things in community	68		11.8%	25.0%	51.5%	11.8%
4.12. Able to get around	68	4.4%	17.6%	16.2%	44.1%	17.6%
4.13. Satisfied with use of my time	68	2.9%	17.6%	22.1%	48.5%	8.8%
4.14. Worthwhile use of skills and abilities	66	19.7%	22.7%	31.8%	21.2%	4.5%
4.15. Able to get by in daily life	68	10.3%	26.5%	22.1%	32.4%	8.8%

\* Blank cells represent no response.

1.2.4. Participation (items 16.–20.)

Percent positive (agree + strongly agree)



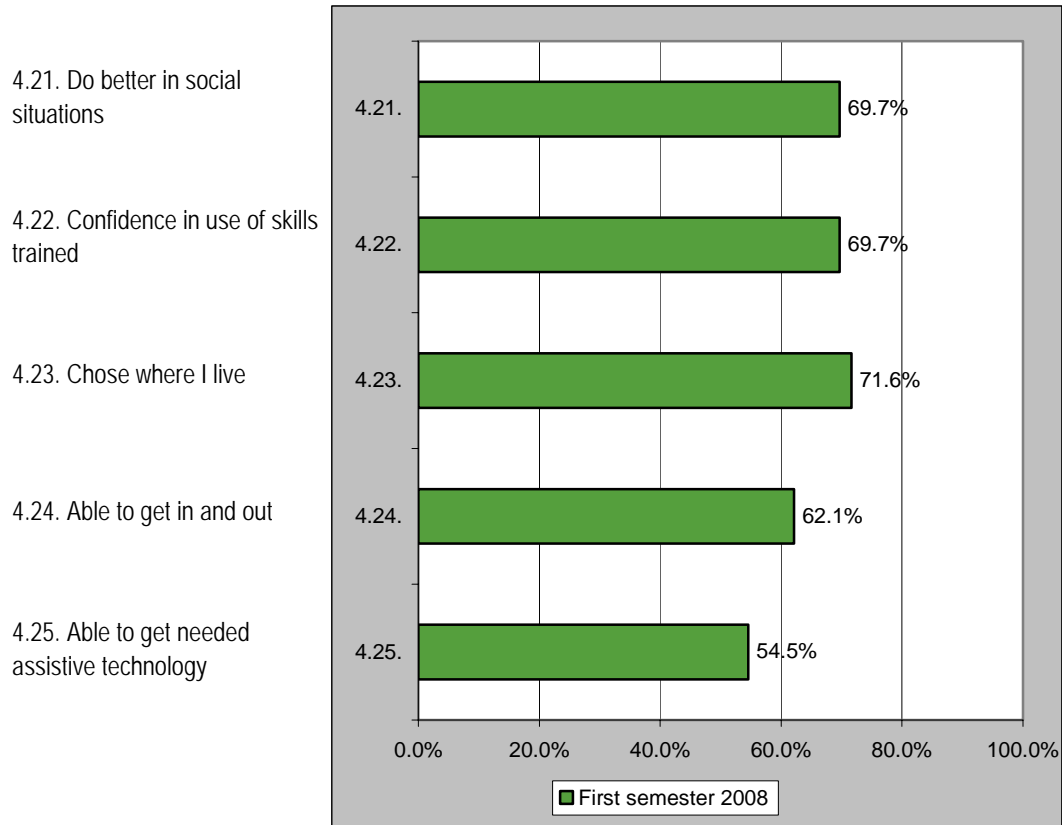
Response by rating category for current quarter

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
4.16. Opportunities to make friends	66	4.5%	6.1%	6.1%	60.6%	22.7%
4.17. Have friends I like to be with	66	1.5%	1.5%	9.1%	53.0%	34.8%
4.18. Able to work as much as I wanted	65	18.5%	27.7%	13.8%	21.5%	18.5%
4.19. Treatment enabled to find work	66	25.8%	39.4%	16.7%	10.6%	7.6%
4.20. Feel able to find work	66	25.8%	33.3%	18.2%	16.7%	6.1%

\* Blank cells represent no response.

1.2.4. Participation (items 21.—25.)

*Percent positive (agree + strongly agree)*



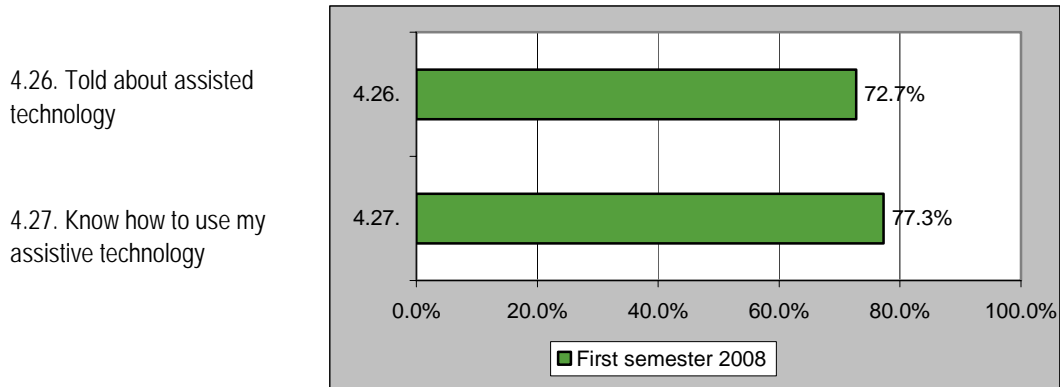
*Response by rating category for current quarter*

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
4.21. Do better in social situations	66	1.5%	6.1%	22.7%	54.5%	15.2%
4.22. Confidence in use of skills trained	66	4.5%	7.6%	18.2%	62.1%	7.6%
4.23. Chose where I live	67	4.5%	9.0%	14.9%	47.8%	23.9%
4.24. Able to get in and out	66	15.2%	15.2%	7.6%	37.9%	24.2%
4.25. Able to get needed assistive technology	66	7.6%	13.6%	24.2%	42.4%	12.1%

\* *Blank cells represent no response.*

1.2.4. Participation (items 26.—27.)

*Percent positive (agree + strongly agree)*



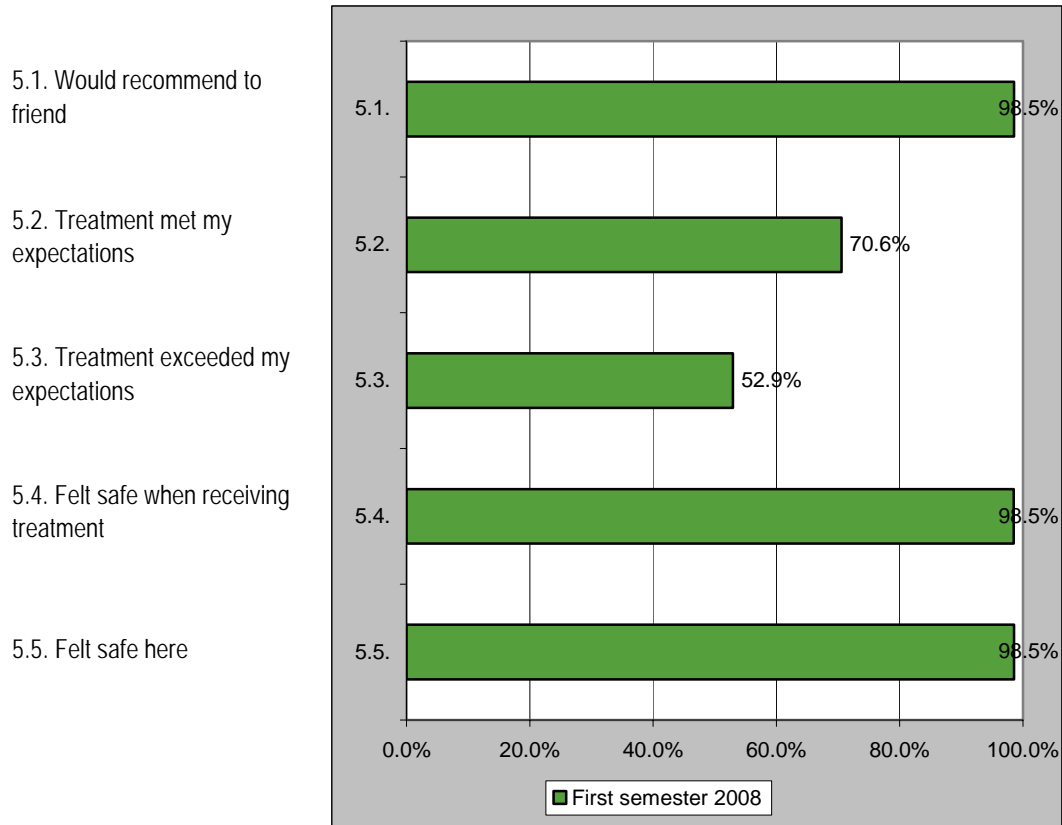
*Response by rating category for current quarter*

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
4.26. Told about assisted technology	66	3.0%	3.0%	21.2%	50.0%	22.7%
4.27. Know how to use my assistive technology	66	1.5%	3.0%	18.2%	54.5%	22.7%

*\* Blank cells represent no response.*

1.2.5. Overall value (items 1.–5.)

*Percent positive (agree + strongly agree)*



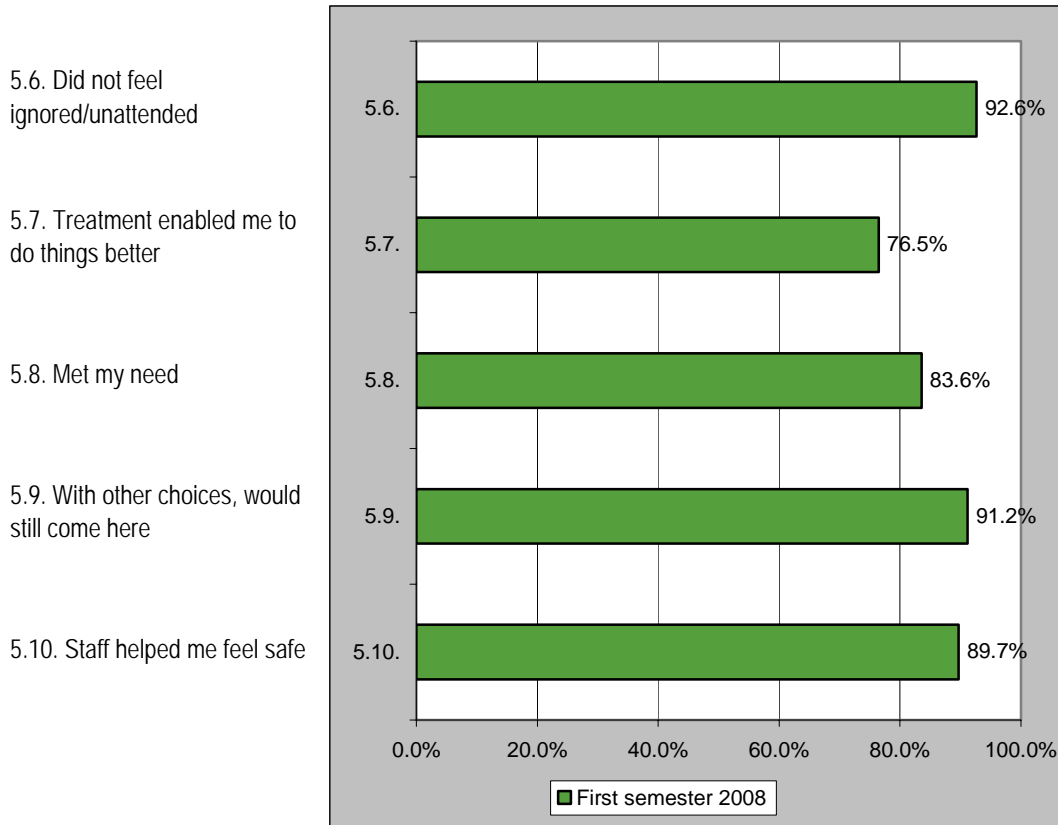
*Response by rating category for current quarter*

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
5.1. Would recommend to friend	68			1.5%	23.5%	75.0%
5.2. Treatment met my expectations	68	2.9%	11.8%	14.7%	44.1%	26.5%
5.3. Treatment exceeded my expectations	68	5.9%	19.1%	22.1%	33.8%	19.1%
5.4. Felt safe when receiving treatment	66		1.5%		45.5%	53.0%
5.5. Felt safe here	68			1.5%	39.7%	58.8%

\* *Blank cells represent no response.*

1.2.5. Overall value (items 6.–10.)

*Percent positive (agree + strongly agree)*



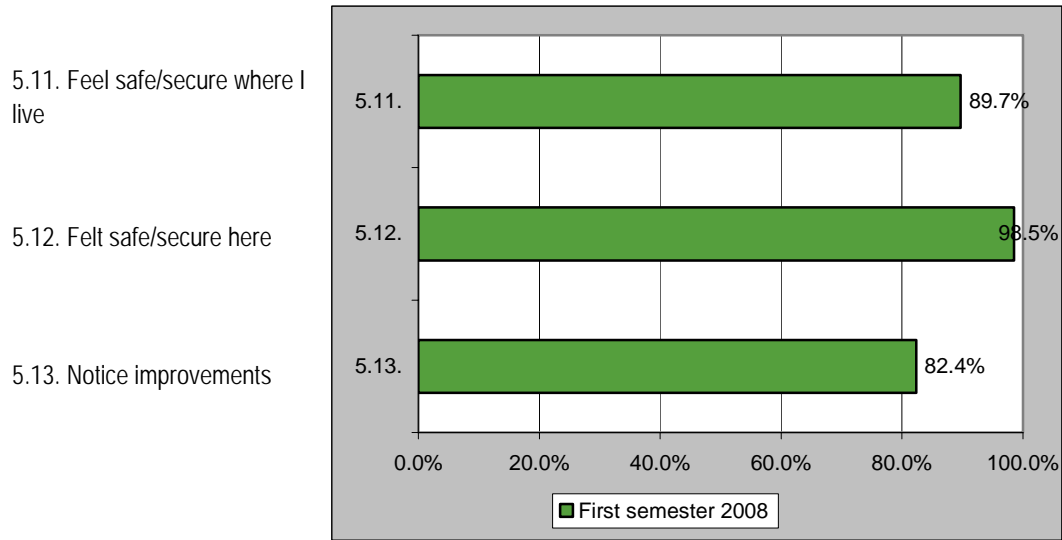
*Response by rating category for current quarter*

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
5.6. Did not feel ignored/unattended	68		5.9%	1.5%	45.6%	47.1%
5.7. Treatment enabled me to do things better	68	1.5%	5.9%	16.2%	55.9%	20.6%
5.8. Met my need	67		4.5%	11.9%	62.7%	20.9%
5.9. With other choices, would still come here	68		1.5%	7.4%	45.6%	45.6%
5.10. Staff helped me feel safe	68		1.5%	8.8%	61.8%	27.9%

\* *Blank cells represent no response.*

1.2.5. Overall value (items 11.–13.)

*Percent positive (agree + strongly agree)*



*Response by rating category for current quarter*

	n	Strongly disagree %	Disagree %	Neutral %	Agree %	Strongly Agree %
5.11. Feel safe/secure where I live	68		2.9%	7.4%	47.1%	42.6%
5.12. Felt safe/secure here	68			1.5%	44.1%	54.4%
5.13. Notice improvements	68	1.5%	1.5%	14.7%	58.8%	23.5%

*\* Blank cells represent no response.*



## 2. Survey Results by Program

This section presents percent positive ratings by program for the current semester.

*Frequency distribution by rating category for each program can be found in Appendix A.*

This section intentionally left blank as no program breakouts were available.

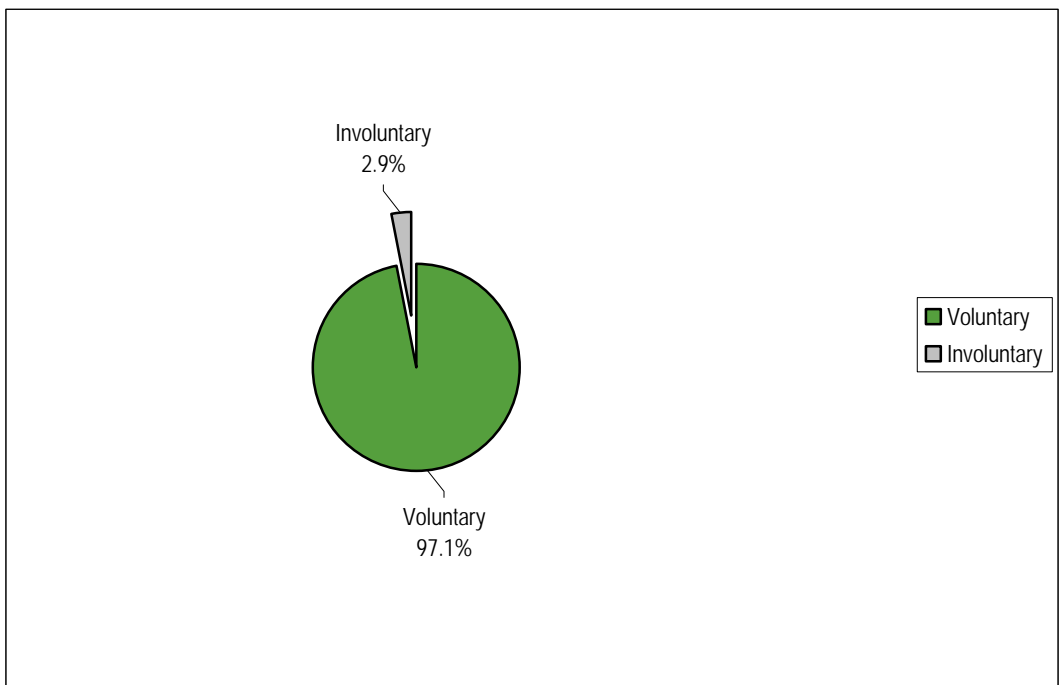


### 3. Demographic Characteristics of Respondents

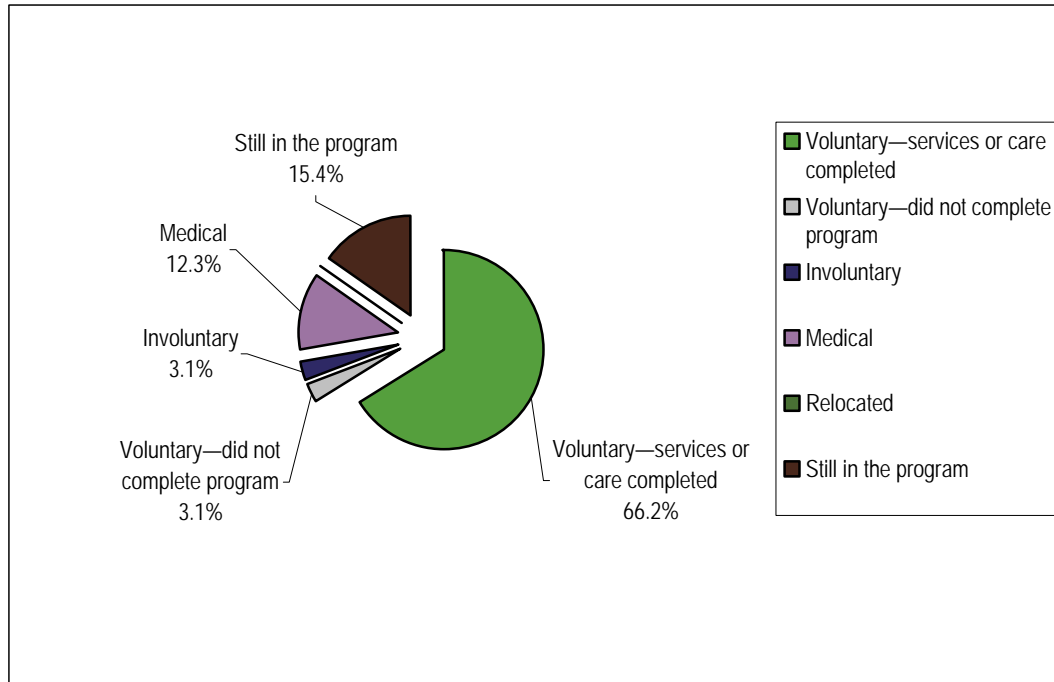
#### 3.1. All respondents for current semester

This section provides a summary of demographic characteristics for the respondents for the current semester at the organizational level.

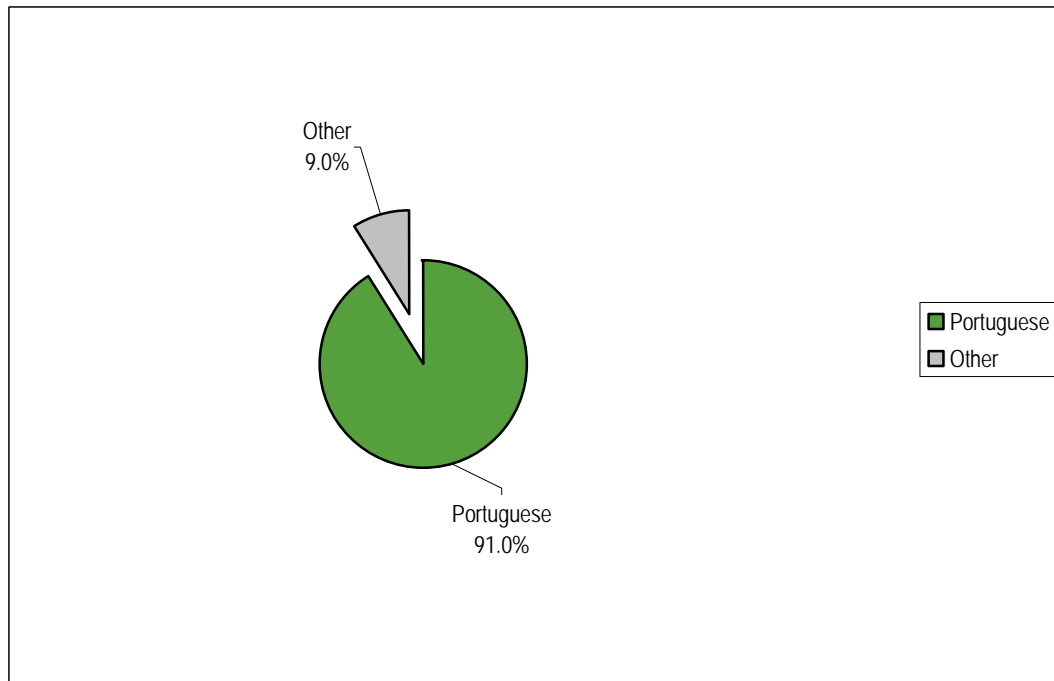
##### 3.1.1. Admission status (n=68)



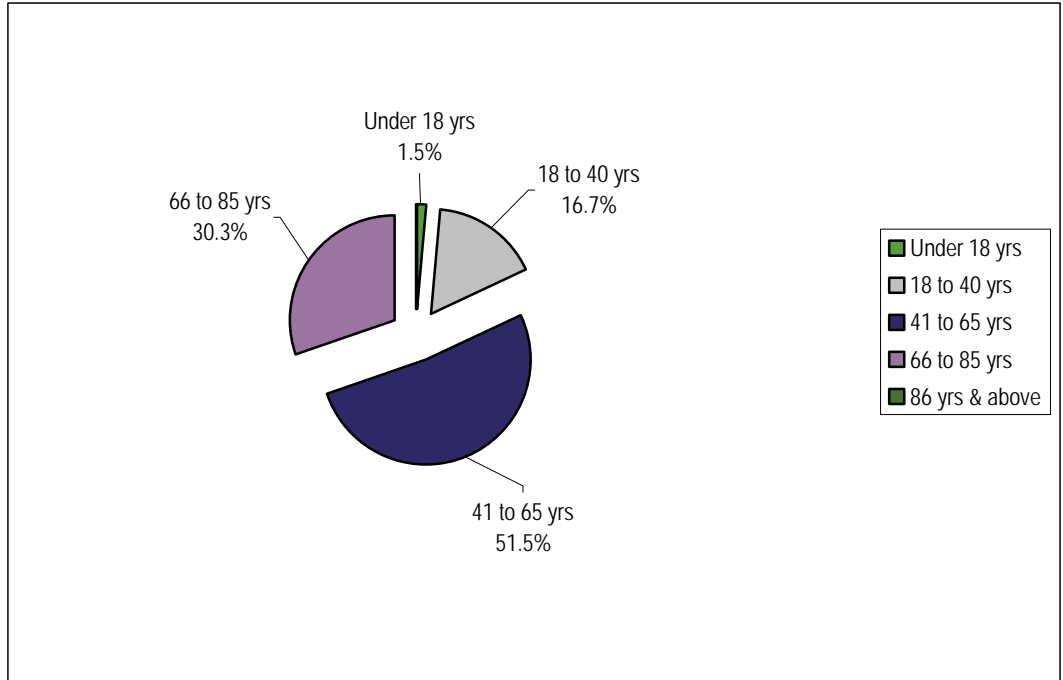
### 3.1.2. Reason for leaving (n=65)



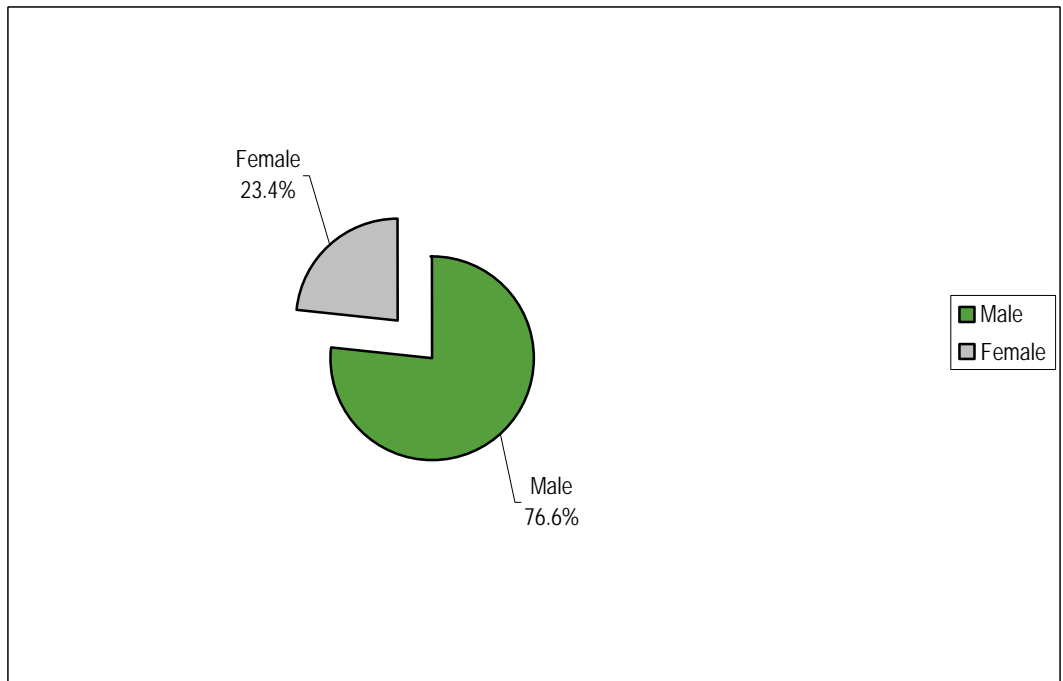
### 3.1.3. Race (n=67)



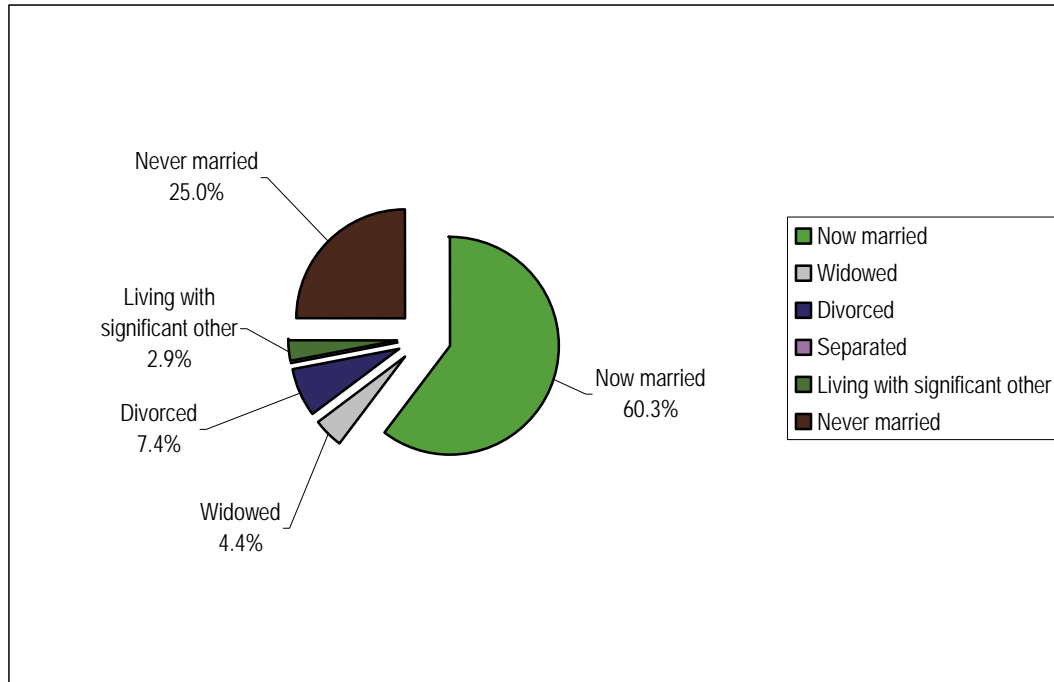
3.1.4. Age group (n=66)



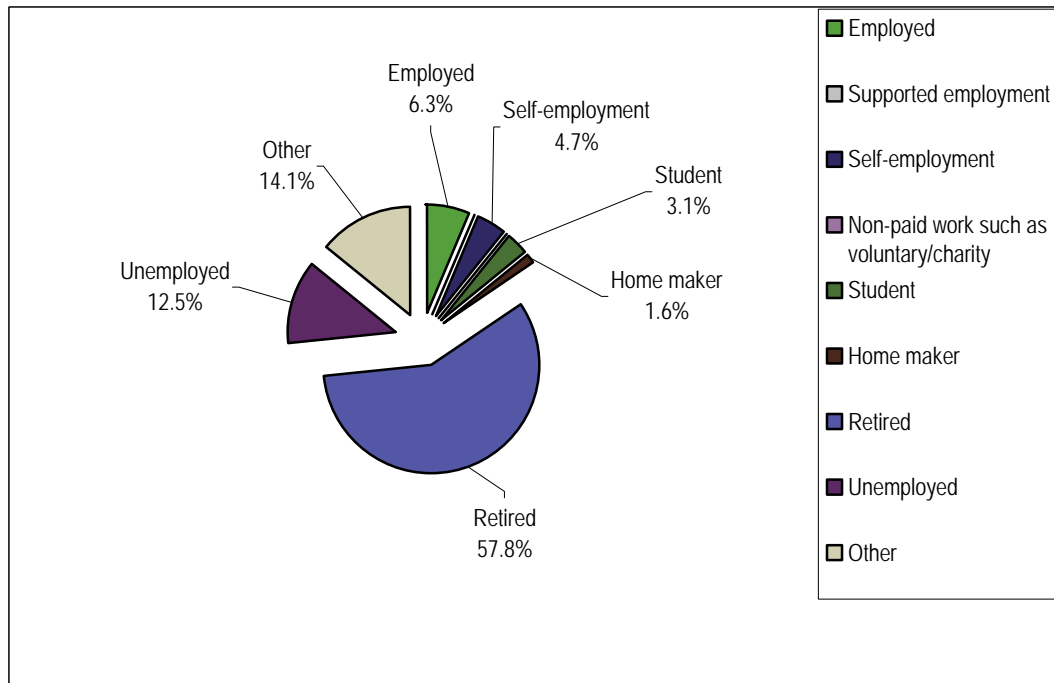
3.1.5. Gender (n=64)



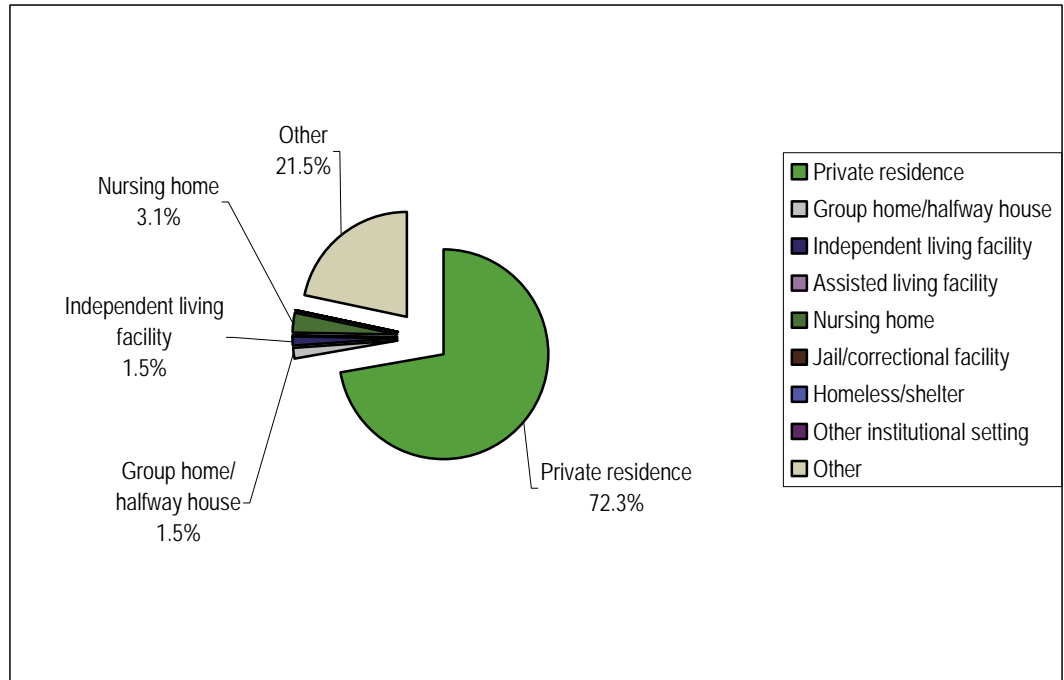
3.1.6. Marital status (n=68)



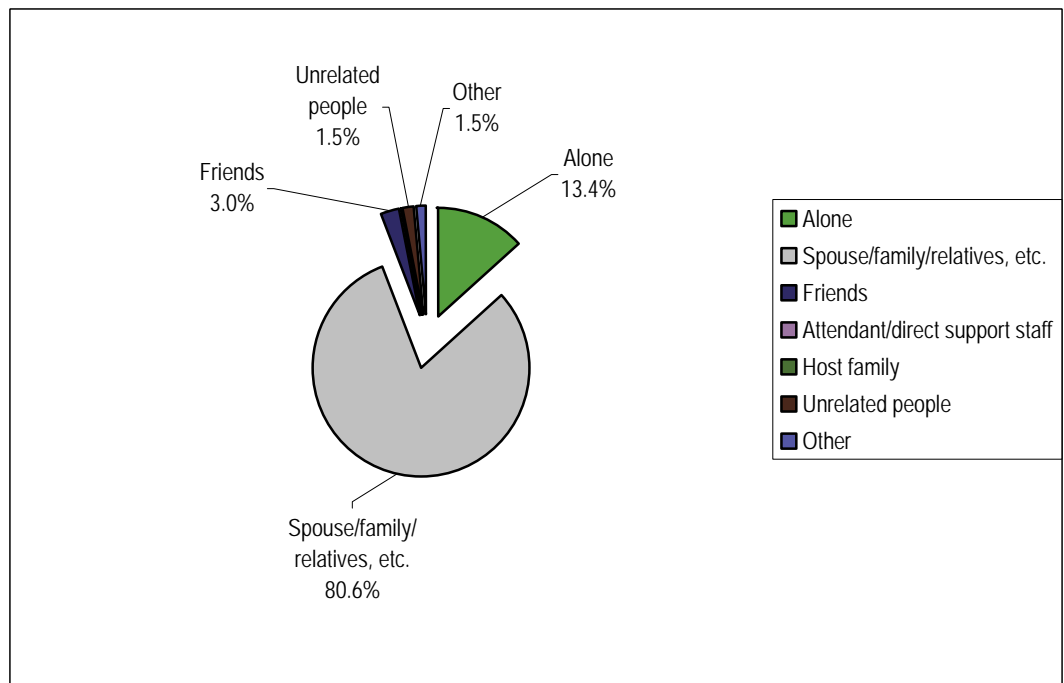
3.1.7. Primary occupational status (n=64)



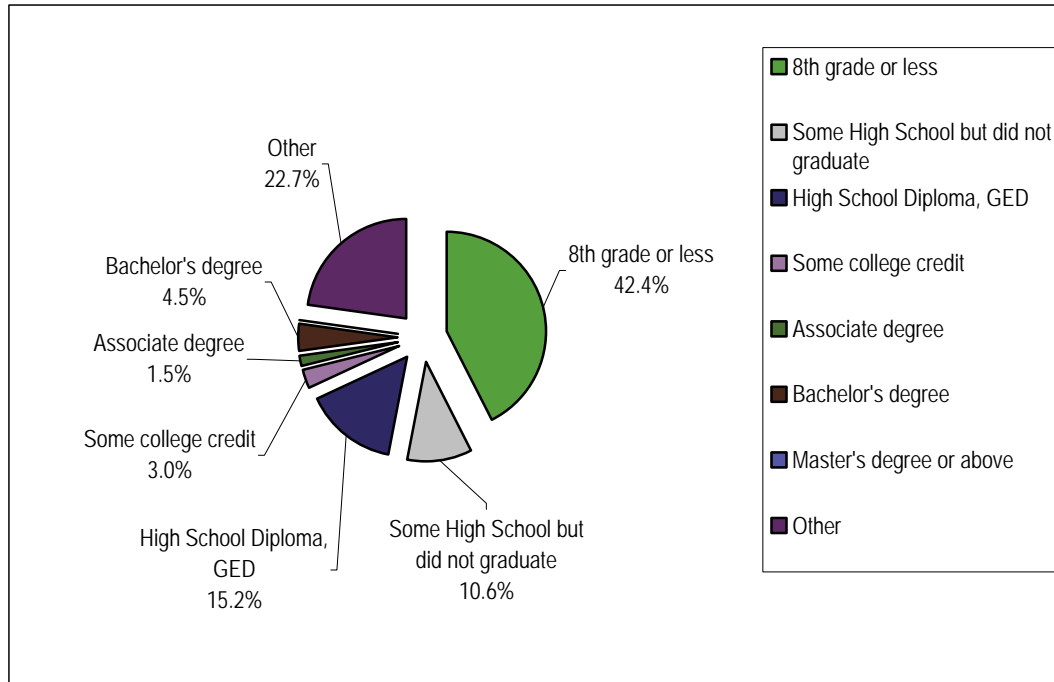
3.1.8. Residence prior to admission (n=65)



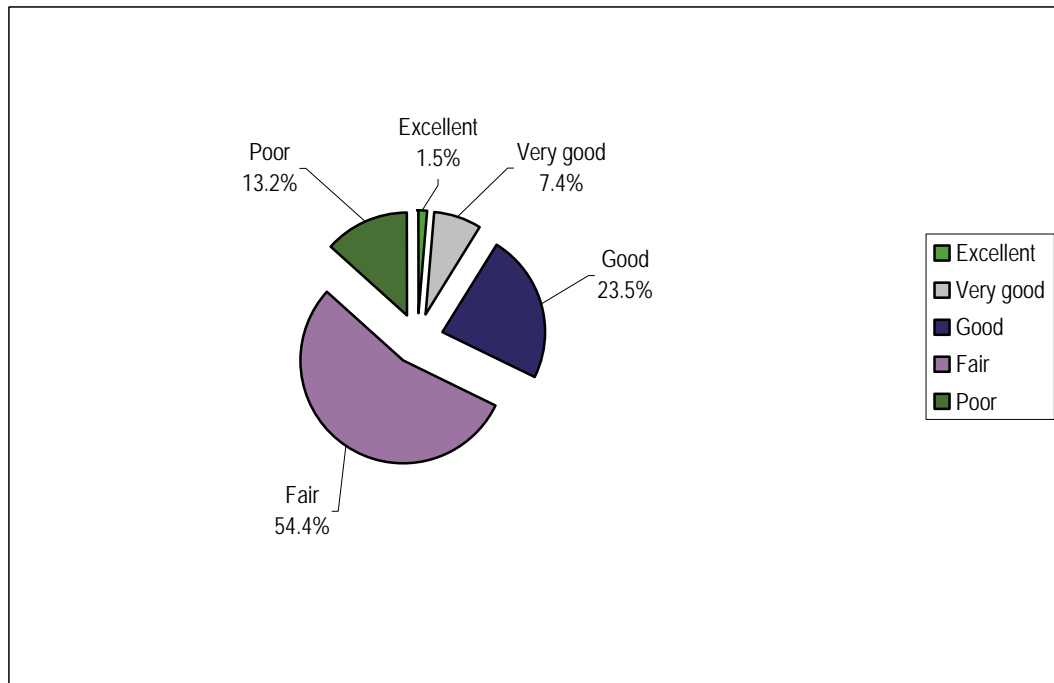
3.1.9. Person lived with prior to admission (n=67)



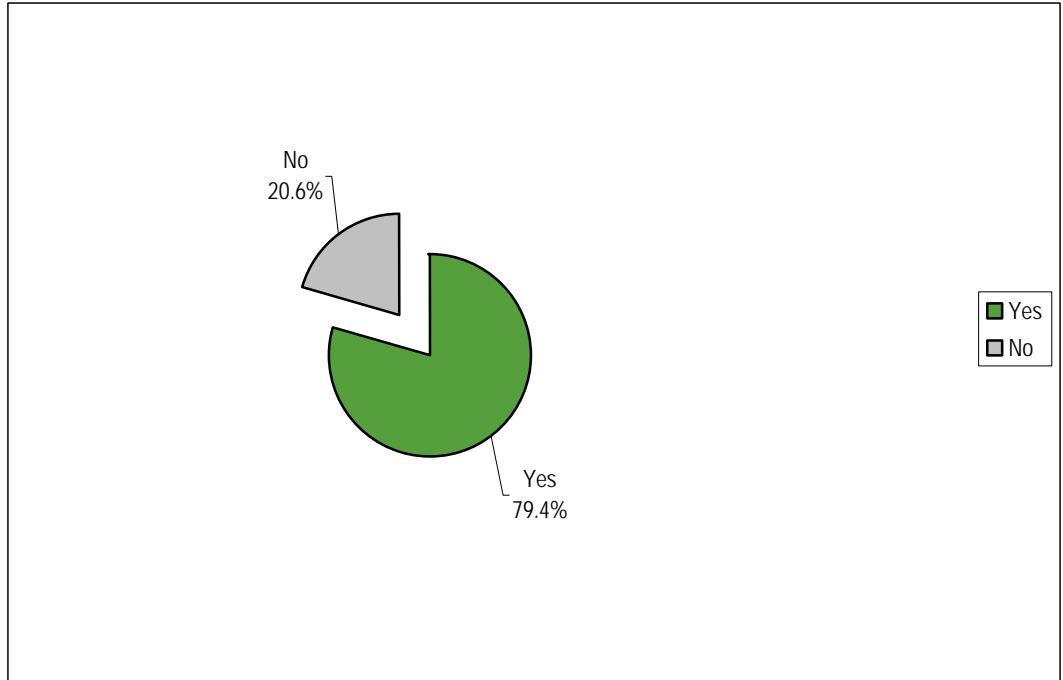
3.1.10. Educational level (n=66)



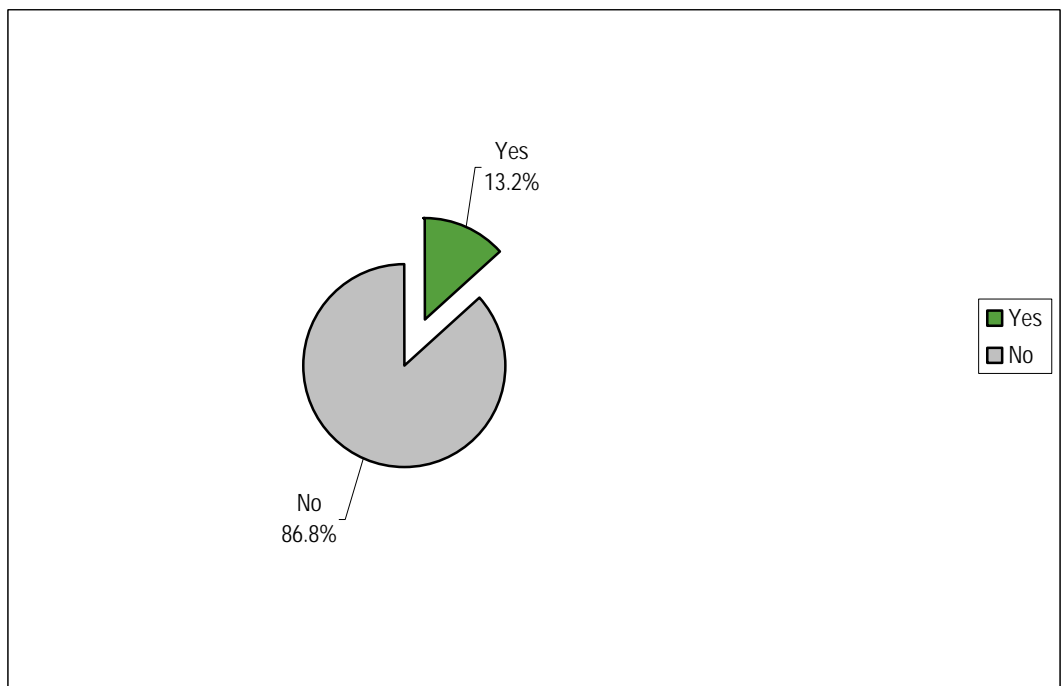
3.1.11. Health status (n=68)



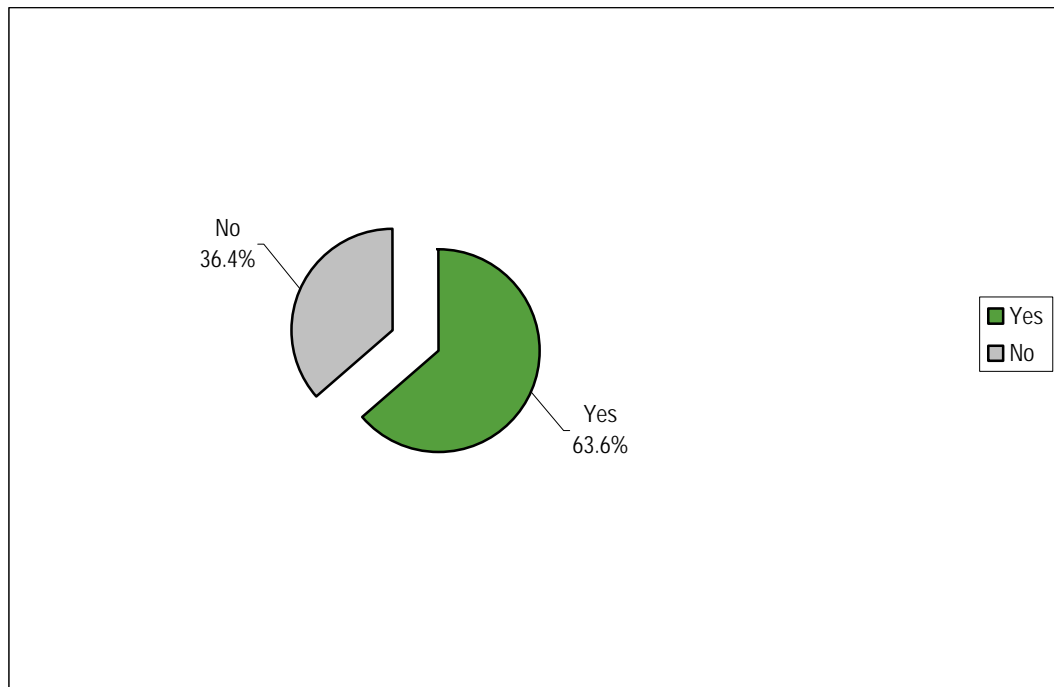
3.1.12. Limiting physical condition (n=68)



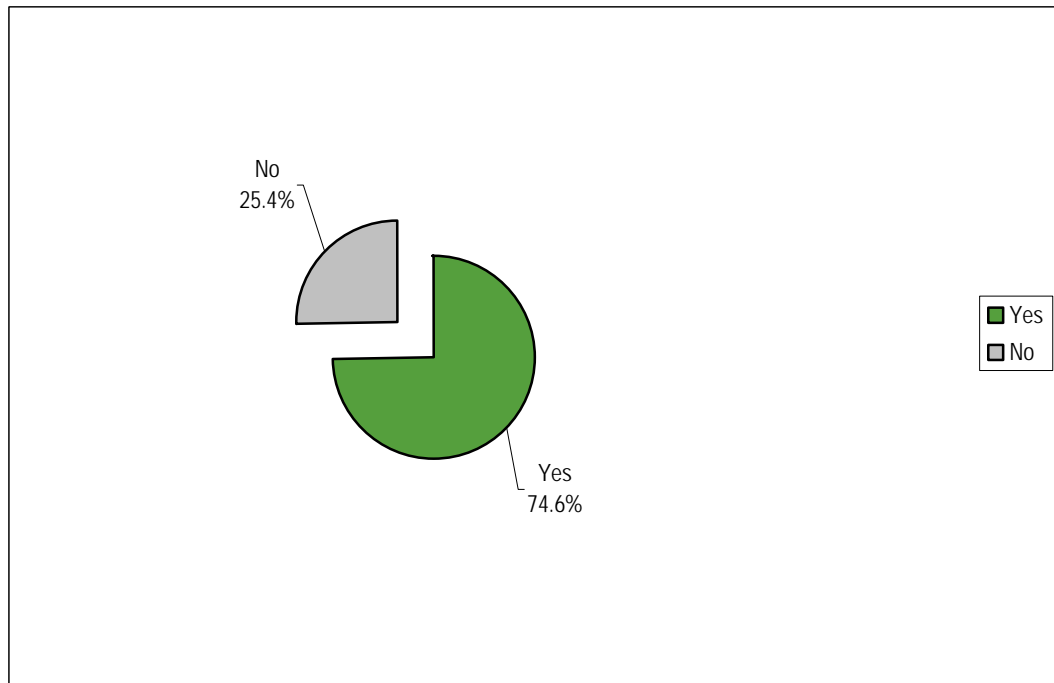
3.1.13. Limited activities: difficulty learning/remembering/concentrating (n=68)



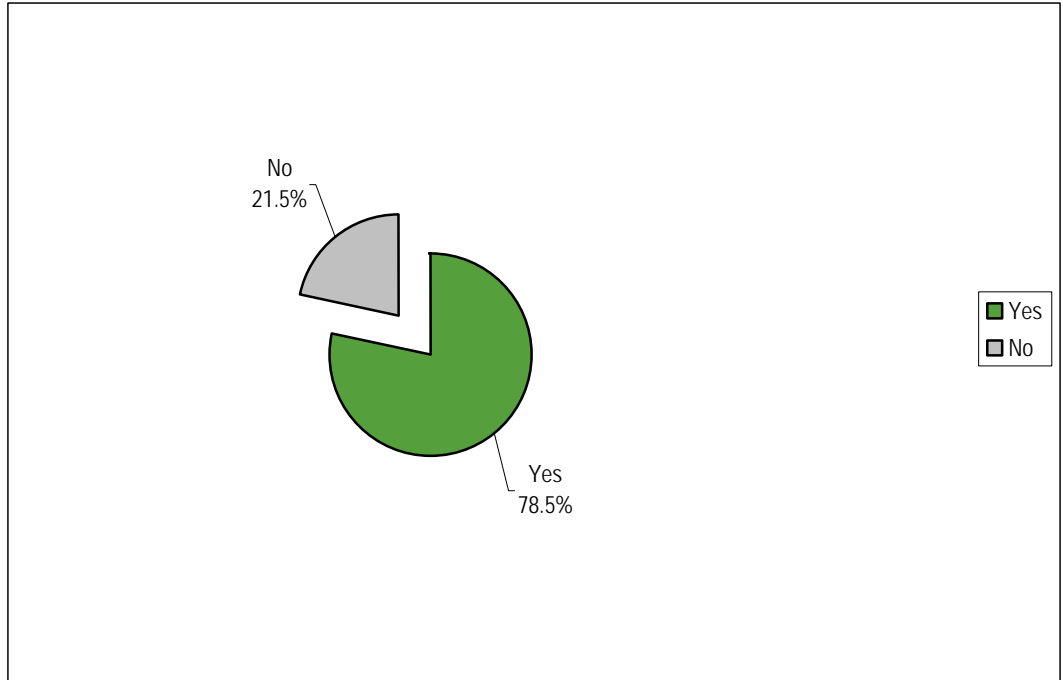
3.1.14. Limited activities: difficulty dressing/bathing/getting around house (n=66)



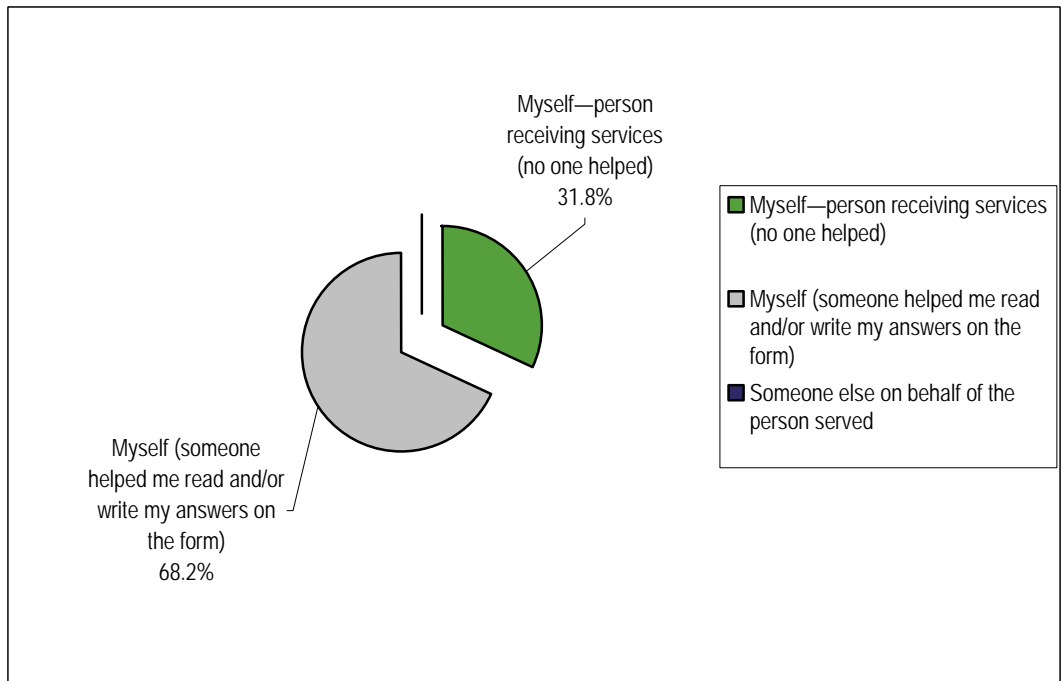
3.1.15. Limited activities: difficulty going outside alone/shopping/visiting doctor (n=67)



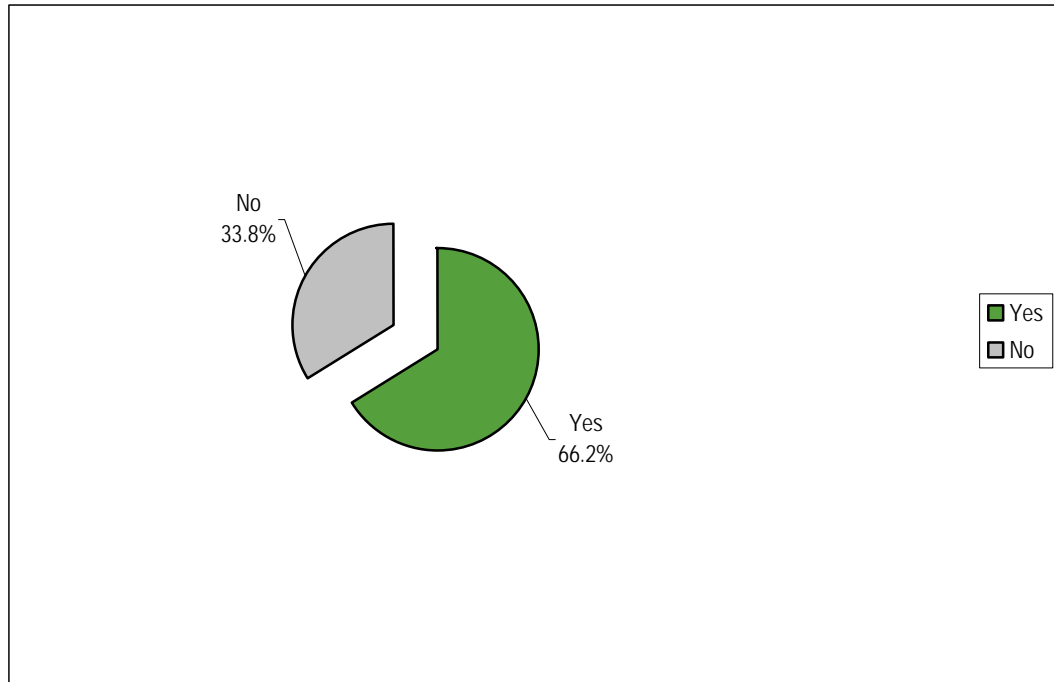
3.1.16. Limited activities: difficulty working (n=65)



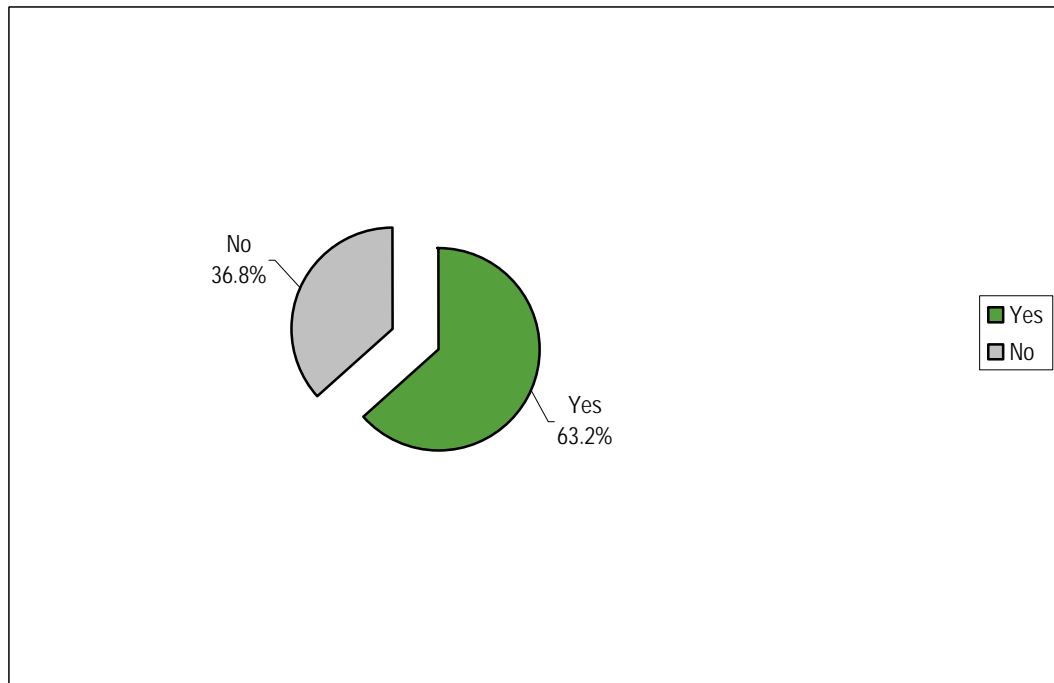
3.1.17. Who answered questions? (n=66)



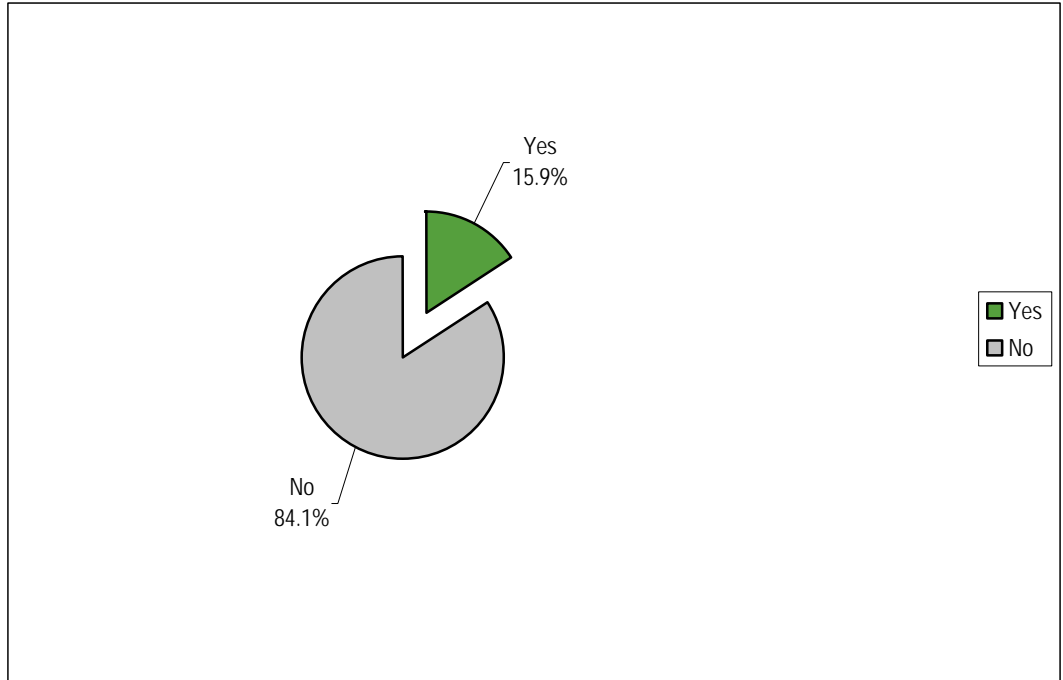
3.1.18. Helped by: questions read aloud (n=68)



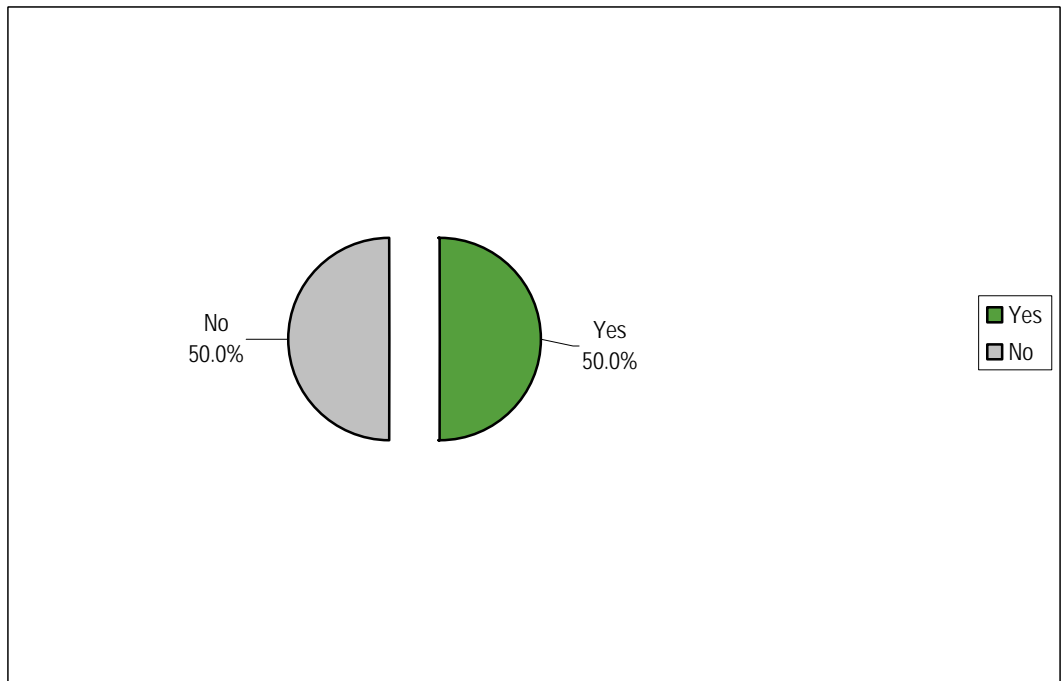
3.1.19. Helped by: answers written down (n=68)



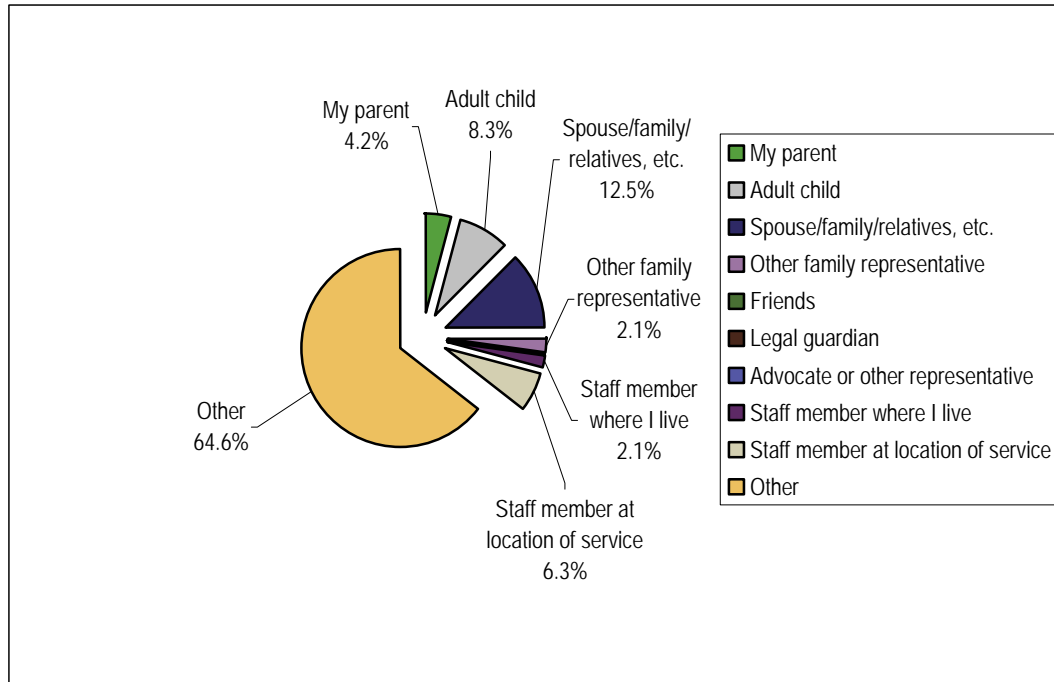
3.1.20. Helped by: questions translated (n=63)



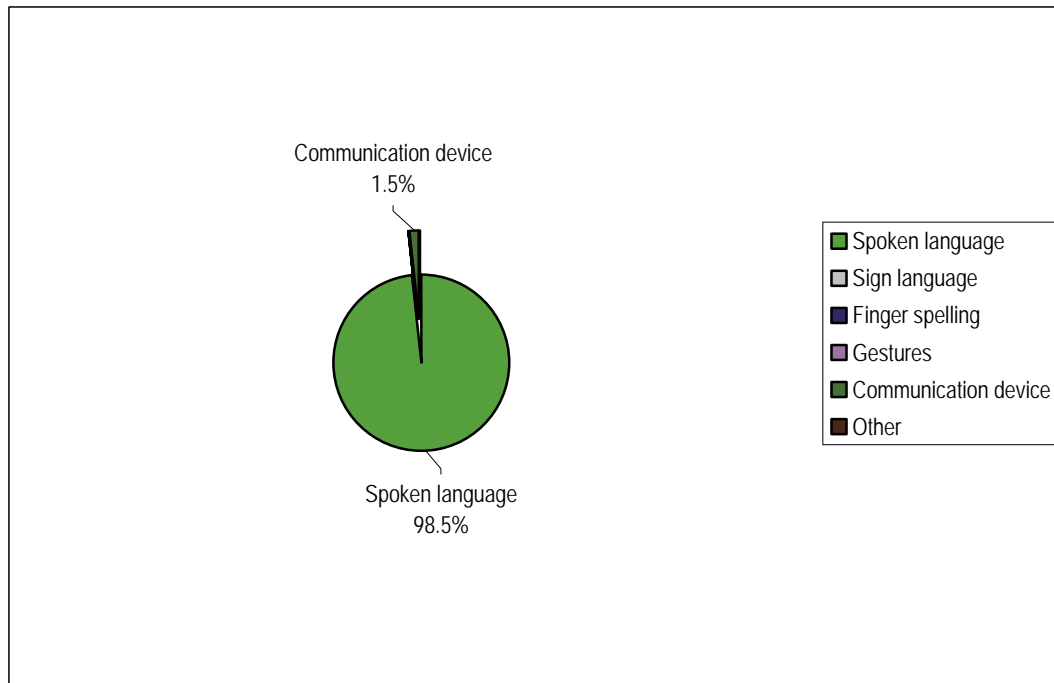
3.1.21. Some other help (n=66)



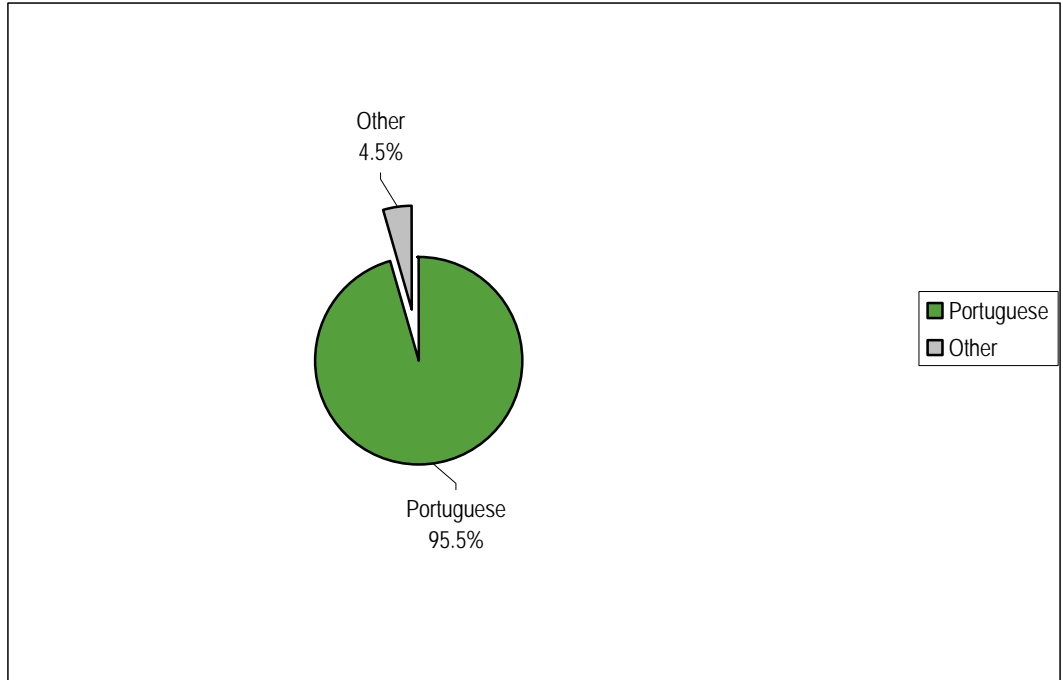
3.1.22. If someone helped, who helped? (n=48)



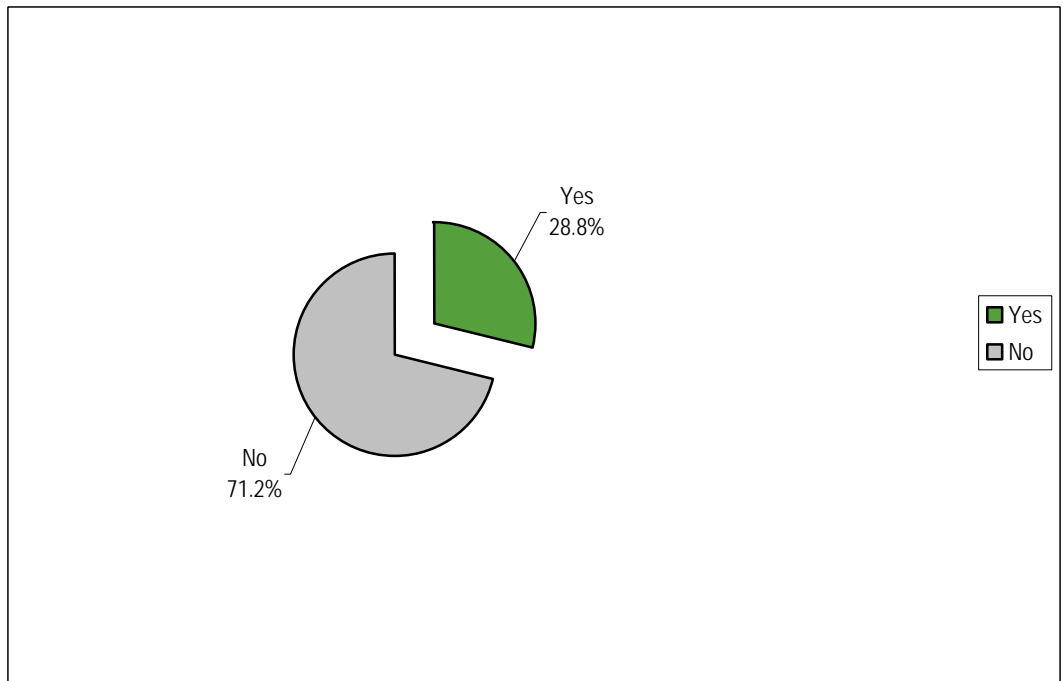
3.1.23. Primary means of communication (n=65)



3.1.24. Primary spoken language (n=67)



3.1.25. Participated in other rehab programs (n=66)



## 3.2. Demographics for respondents by program

This section reports survey results for each demographic characteristic. It provides percentages of items for the current semester, by program. (Blank cells represent no response)

This section intentionally left blank as no program breakouts were available.

## 4. Custom Items (if applicable)

This section reports results for each custom item provided by your organization. It provides descriptive statistics for the current semester, summarized by program and at the organizational level.

	n	%
<b>1. I am satisfied with the services rendered by the Therapy team.</b>		
Strongly Disagree		
Disagree		
Neutral	3	4.4%
Agree	31	45.6%
Strongly Agree	34	50.0%
<b>Total</b>	<b>68</b>	<b>100.0%</b>

	n	%
<b>2. I am satisfied with the services rendered by the Nursing team.</b>		
Strongly Disagree		
Disagree		
Neutral	3	4.4%
Agree	32	47.1%
Strongly Agree	33	48.5%
<b>Total</b>	<b>68</b>	<b>100.0%</b>

	n	%
<b>3. I am satisfied with the services rendered by the Medical team.</b>		
Strongly Disagree		
Disagree		
Neutral	1	1.5%
Agree	32	47.1%
Strongly Agree	35	51.5%
<b>Total</b>	<b>68</b>	<b>100.0%</b>

	n	%
<b>4. I assess the results as adequate, considering the information received in my clinical and functional diagnosis.</b>		
Strongly Disagree		
Disagree		
Neutral	5	7.4%
Agree	42	61.8%
Strongly Agree	21	30.9%
<b>Total</b>	<b>68</b>	<b>100.0%</b>

		n	%
<b>5. The rotation scheme of the therapists contributes towards my rehabilitation process.</b>			
	Strongly Disagree	4	6.0%
	Disagree	11	16.4%
	Neutral	9	13.4%
	Agree	27	40.3%
	Strongly Agree	16	23.9%
	<b>Total</b>	<b>67</b>	<b>100.0%</b>

		n	%
<b>6. I am satisfied with the services rendered by the Reception team.</b>			
	Strongly Disagree		
	Disagree		
	Neutral	5	7.4%
	Agree	42	61.8%
	Strongly Agree	21	30.9%
	<b>Total</b>	<b>68</b>	<b>100.0%</b>

## 5. Technical Notes

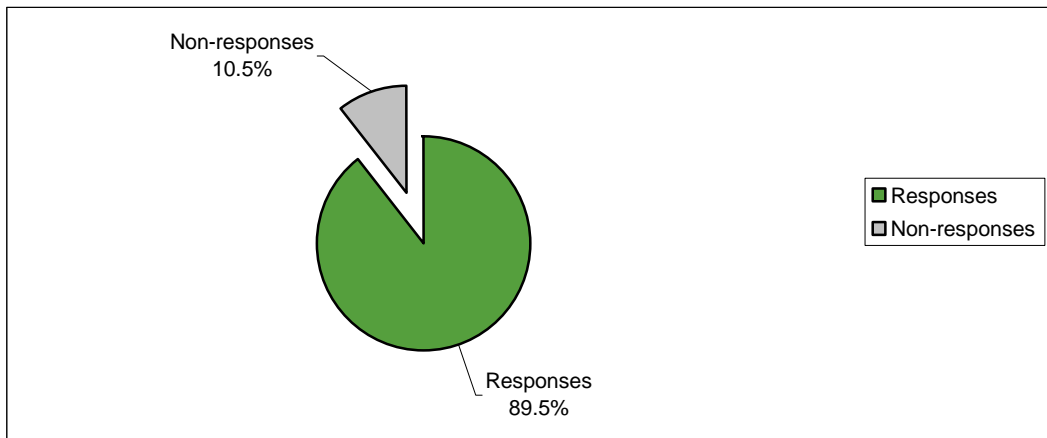
### 5.1. Survey instrument

uSPEQ is a consumer survey questionnaire designed to capture common concerns and domains across varied settings and diverse populations. Consisting of 50 cross-cutting “Tier 1” items, optional “Tier 2” program-specific items, and custom “Tier 3” items, the primary purpose of uSPEQ is to gather feedback from persons served regarding their perceptions of the quality of service they are currently receiving or have received in the past. The “Tier 1” items reflect five quality-related domains: service responsiveness, informed choice, respect, participation, and overall value. uSPEQ has undergone vigorous psychometric testing and independent expert assessment. For information concerning its psychometric properties, please contact uSPEQ staff.

### 5.2. Response rate

The graph shows the response rate for the current semester. The table below shows the number of questionnaires distributed, the number of questionnaires received and response rate for the current semester, year-to-date (YTD), and previous year.

Response rate for first semester 2008



	Number distributed	Number received	Response rate
First semester 2008	76	68	89.5%



# Appendix A. Survey Item Response Summary by Program by Rating Category

The following tables show the frequency distribution for each item for the current semester, broken out by program.

This section intentionally left blank as no program breakouts were available.



## Appendix B. Respondent Comments by Program

This section lists all respondent comments, grouped by program.

*Due to the potential volume of respondent comments, Appendix B is provided in an electronic file on a CD.*