

# CQI Community Meeting

April 21, 2016

9:30 am - 11:30 am

Metropolitan Family Services

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# Survey Monkey Introduction

Web-based Tool  
For  
Data Collection

# Survey Monkey Introduction

- Survey monkey overview (Candace)
  - Uses
  - Caveats and disclaimers
  - PHI and HIPAA
- Getting Started (Candace)
- Building A Survey (Candace)
- Collecting Data (Becky)
  - How a built survey looks
  - Sending via links, email, etc.
- Sharing Results (Becky)
  - Built in tools
  - Exporting
- Examples
  - Reviews (Jackie)
  - Satisfaction surveys (Candace)
  - Employee engagement (Becky)
- Lessons Learned and Q & A

# How Can Survey Monkey Help with CQI?



Process evaluation



Employee appraisal and satisfaction



Stakeholder surveys

# Survey Monkey Pricing

HIPAA



BASIC Free	SELECT \$19 / month / user Billed \$228 annually	GOLD \$25 / month / user Billed \$300 annually <span>BEST VALUE</span>	PLATINUM \$85 / month / user Billed \$1,020 annually
		Create Team	Upgrade
-	✓	NEW! Team collaboration ?	✓
-	✓	NEW! Add users ?	✓
10 questions	✓	Unlimited questions	✓
100 responses	✓	Unlimited responses	✓
Standard email support	✓	Priority 24/7 email support	✓
	✓	Custom logos, colors, & more ?	✓
	✓	Skip logic ?	✓
	✓	Data export & reports ?	✓
		Statistical significance ?	✓
		Text analysis ?	✓
		Question & answer piping ?	✓

# Getting Started

[My Surveys](#) [Examples ▾](#) [Survey Services ▾](#) [Plans & Pricing](#)

[+ Create Survey](#)

Own your brand with our white label surveys. [Upgrade to PLATINUM →](#)

## Create

### THE SETUP

*How do you want to get started?*

#### ☒ Build a New Survey from Scratch ?

Title \*

You're good up to 250 characters.

Category

[Let's Go! →](#)

#### ☐ Edit a Copy of an Existing Survey ?

#### ☐ Start from an Expert Template ?

## Joint DCFS-POS CQI Summit

[Summary](#)
[Design Survey](#)
[Collect Responses](#)
[Analyze Results](#)

### DESIGN SUMMARY



#### Joint DCFS-POS CQI Summit

Created on 3/4/2016

✓ Questions: 21, Pages: 2

✓ Survey language: English

✓ Theme: Ocean

No logo added ?

No logic added ?

[Edit Design](#)
[Preview Survey](#)

### SEE HOW YOUR RESULTS STACK UP

Use benchmarks to see how your results compare to industry leaders and get the context you need to:

- ✓ Assess performance metrics more accurately
- ✓ Set realistic goals
- ✓ Make targeted improvements



### RESPONSE SUMMARY

🔔 SURVEY ALERTS: ON

# 70

Total  
Responses

# OPEN

Overall Survey  
Status

#### Collectors



[Web Link - Manual Entry 1](#)

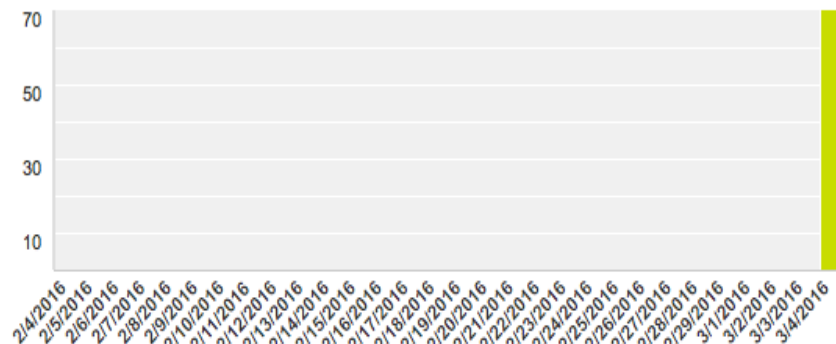
Responses: 70

Since 3/4/2016

OPEN

#### Responses Volume

2/4/2016 - 3/4/2016


[Analyze Results](#)

# Design Your Survey

🏠 > test

Summary

Design Survey

Collect Responses

Analyze Results

🔗 Preview & Test

🖨️ Print

Next ➔

## ▼ BUILDER ?

- Multiple Choice
- Dropdown
- Matrix / Rating Scale
- Matrix of Dropdown Menus
- Ranking
- Net Promoter® Score
- Single Textbox
- Multiple Textboxes
- Comment Box

## ▶ QUESTION BANK ?

## ▶ THEMES ?

## ▶ LOGIC ?

## ▶ OPTIONS ?

PAGE 1

Page Logic ▼

More Actions ▼

🖼️ + Add Logo

test

+ Add Page Title

➕ Add a new question ▼

Or simply click or drag a new question from the Builder.

Done

# Select Question Design

🏠 > Joint DCFS-POS CQI Summit

Summary

Design Survey

Collect Responses

Analyze Results

🖨️ Preview & Test

🖨️ Print

Next ➔

## ▼ BUILDER

☰ Multiple Choice

⬆️ Dropdown

☐ Matrix / Rating Scale

☐ Matrix of Dropdown Menus

☐ Ranking

👤 Net Promoter® Score

☐ Single Textbox

☐ Multiple Textboxes

💬 Comment Box

▶ QUESTION BANK

▶ THEMES

▶ LOGIC

▶ OPTIONS

PAGE 1

Page Logic ▼

More Actions ▼

P1

🖼️ + Add Logo

## Joint DCFS-POS CQI Summit

+ Add Page Title

1. Increased my knowledge and understanding of the federal Information Memorandum (IM-12-07).

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

☐☐☐☐☐

2. Helped me understand the five (5) essential elements of CQI, as laid out in the IM-12-07.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

☐☐☐☐☐

3. Provided me with an understanding of the current state of CQI in Illinois.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

☐☐☐☐☐



EditOptionsLogicCopy

Multiple Choice

Show Suggested Questions

B

U

I

A

Q1:

Don't you love CQI?!

Insert response from...

Answer Choices

Add Answers in Bulk

Yes!

No!

IDK Y?

Allow more than one answer to this question (use checkboxes).

Use previous answer choices (carry forward responses)

Add an "Other" Answer Option or Comment Field

Add Next Question

Save

Cancel

Skip Logic

EditOptionsLogicMoveCopy

If answer is ...

Then skip to ...

Clear All

Yes

-- Choose Page --

Clear

No

-- Choose Page --

Clear

IDK Y?

P1

End of survey

Disqualification Page

Clear

Add Next Question

Save

Cancel

2. Imagine you couldn't do CQI despite how much you love it. What would you do instead?

Top Choice

Second Choice

Third Choice

Finance

Casework

Eat pizza

Other (please specify)

Add a new question

Or simply click or drag a new question from the Builder.

# Choose Collector


## Joint DCFS-POS CQI Summit

[Summary](#)[Design Survey](#)[Collect Responses](#)[Analyze Results](#)

### Survey Collectors

[+ New Collector](#)

COLLECTORS: 1 of 1

	NICKNAME	STATUS	RESPONSES	DATE MODIFIED	
	<b>Web Link - Manual Entry 1</b> Created 3/4/2016	<b>OPEN</b>	70	Friday, March 04, 2016 2:54 PM	▼

COLLECTORS: 1 of 1

#### ADD A NEW COLLECTOR



##### Web Link

Ideal for sharing via email,  
social media, etc.



##### Email

Ideal for tracking your  
survey respondents



##### Buy Responses

Find people who fit your  
criteria



##### Social Media

Post your survey on  
Facebook, LinkedIn, or  
Twitter



##### Website

Embed your survey on your  
website



##### Manual Data Entry

Manually enter responses

### Nexus Referral Agent Satisfaction Survey (Discharge)

\* 4. How familiar are you with the services the child received?

☐ Very Little
 ☐ Somewhat
 ☐ Very Familiar

\* 5. Please rate the following:

	Terrible	Poor	OK	Good	Very Good	Outstanding	Don't Know	Not Applicable
1. The overall daily care and support of the child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The child's recreation opportunities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The program's food service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The bedrooms/sleeping arrangements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The knowledge and skills of staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff ability to identify the child's needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Staff ability to identify and share the child's strengths with me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Staff support of the child's education needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Finished Survey

6. I would refer clients to this program again.

☐ Yes
 ☐ No
 ☐ Not Applicable

7. I would consider this facility to be a trauma informed agency.

☐ Yes
 ☐ No

8. From your experience with this facility and its programs, please tell us anything that would help us improve service to children and families. (to protect confidentiality, please don't use last names; contact the facility directly with specific issues)

9. Please tell us the strengths of our program: what was beneficial to your client and his/her family.

10. Name:

11. County:

12. Agency:

Some items used with MOCCA permission

Prev

Next

# Collecting Data



## Ways to Collect Data

- **Email**
- **Send a web link**
- **Website\***
- **Manual Data Entry\***

Send via Email

- **Pros:**

- Good for sending directly to respondents
- Allows tracking, scheduling
- Nice design

- **Cons:**

- Limited to account owner
- Not useful for internal data entry
- Can invite misuse of PHI

Family Involvement Rating

Summary

Design Survey

Collect Responses

Analyze Results

← OVERVIEW

COMPOSE MESSAGE (Step 1 of 3)

SEND TO:

+ Add Recipients ?

☐ Save as new group (Optional)

SUBJECT:

We want your opinion

MESSAGE:

Edit ▼

## Family Involvement Rating

We're conducting a survey and your input would be appreciated. Click the button below to start the survey. Thank you for your participation!

Begin Survey

Please do not forward this email as its survey link is unique to you.  
[Opt out](#) of receiving surveys from this sender

Powered by  SurveyMonkey

By using SurveyMonkey, you agree to our [Anti-Spam Policy](#)

Resume Later

Next →

## ▼ Sender Email Address:

mlewis@nexustreatment.org

[Change](#)

## ▼ Custom URL:

- ☐ On, show a custom URL for survey
- ☒ Off, show a standard SurveyMonkey URL

## ▼ Response Editing:

- ☒ On, respondents can change their answers on any survey page until they complete the survey
- ☐ On, respondents can change their answers even after they complete the survey
- ☐ Off, respondents can't change their answers once they leave a survey page

## ▼ Anonymous Responses:

- ☐ On, your respondents will be anonymous
- ☒ Off, include respondents' names, emails, and IP addresses in your survey results

## ▼ Instant Results:

- ☐ On, show results to respondents.  
NOTE: Some questions, such as open-ended questions, will not be displayed.
- ☒ Off, do not show results to respondents

## ▼ Cutoff Date and Time:

Set a cutoff date and time when this collector will close and stop accepting responses. [Edit "survey closed" message.](#)

- ☐ On, close this collector on a specified date and time
- ☒ Off, accept responses until you manually close this collector

## ▼ Response Limits:

Set the maximum number of responses that this collector will accept. [Edit "survey closed" message.](#)

- ☐ On, close this collector after a specified number of responses
- ☒ Off, accept responses until you manually close this collector

## ▼ IP Restrictions:

Control who can take your survey by either allowing or blocking specific IP addresses. [Edit "survey closed" message.](#)

- ☐ On, block computers at specified IP addresses from taking your survey
- ☐ On, allow computers at specified IP addresses to take your survey
- ☒ Off, no IP addresses are restricted from taking your survey

## ► Password Protection: Off

## ► Custom Thank You: Off

## ► Custom Disqualification: Off

## ▼ Survey End Page:

- ☒ On, show the standard end page upon survey completion
- ☐ On, show a custom end page upon survey completion

Send via Email

ig

[Summary](#)[Design Survey](#)[Collect Responses](#)[Analyze Results](#)

## SCHEDULE (Step 3 of 3)

## Send Now / Send Later

- ☐ Send now.
- ☒ Schedule a later date and time to send.

4/20/2016



12

00

AM

Time Zone: GMT-0500 (Central Daylight Time)

## Summary

1

People total

Sender Email Address: mlewis@nexustreatment.org via surveymonkey.com

- Respondents are not anonymous
- Respondents can edit responses during the survey only
- Survey link domain is surveymonkey.com
- Custom thank you page is off
- After survey, respondents go to [www.surveymonkey.com](http://www.surveymonkey.com)
- Disqualification message on
- Instant results are off
- No cutoff date and time
- No maximum response count
- No IP access
- No password protection

[← Back](#)[Resume Later](#)[Test Email](#)[Done](#)

# Web Links

- Easiest option for multiple users and data entry
- Can be sent directly to respondents or used for data entry
- **Important:** Beware of multiples!

Summary Design Survey Collect Responses Analyze Results

WEB LINK 1 + Manual Data Entry

WEB LINK OPEN

Customize

Multiple Responses:

- ☐ On, allow the survey to be taken more than once from the same device
- ☒ Off, only allow the survey to be taken once from the same device

Response Editing:

- ☒ On, respondents can change their answers on any survey page until they complete the survey
- ☐ On, respondents can change their answers even after they complete the survey
- ☐ Off, respondents can't change their answers once they leave a survey page

Anonymous Responses:






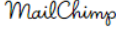
- ☐ On, your respondents will be anonymous
- ☒ Off, include respondents' IP addresses in your survey results

Instant Results:

- ☐ On, show results to respondents.  
NOTE: Some questions, such as open-ended questions, will not be displayed.
- ☒ Off, do not show results to respondents

Show advanced options

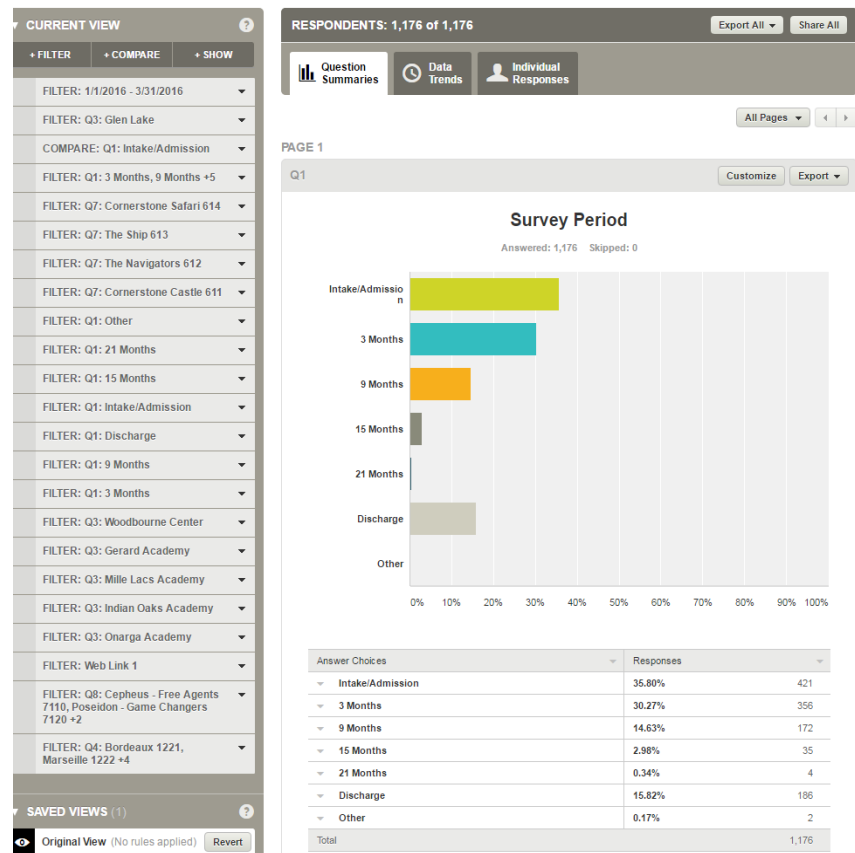
MORE WAYS TO SEND

 <b>Email</b> Ideal for tracking your survey respondents	 <b>Buy Responses</b> Find people who fit your criteria	 <b>Social Media</b> Post your survey on Facebook, LinkedIn, or Twitter	 <b>Website</b> Embed your survey on your website	 <b>Manual Data Entry</b> Manually enter responses	 <b>MailChimp</b> Use your MailChimp account
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# Sharing and Analyzing Results

- **Dashboard View**  
(for account owners only)
- Share with a link
- Export data

## Family Involvement Rating





Customizable views



Filter and compare



## Dashboard View

PAGE 8: Family Involvement

Q13

Chart Type

Display Options

Colors

Labels



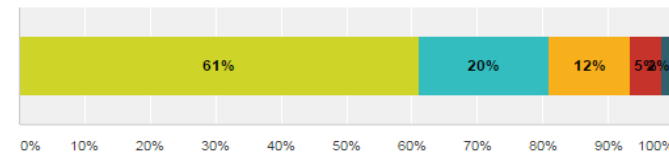
☐ Apply to all (Some may not change) ?

Cancel

Save

### Level of Family Involvement

Answered: 211 Skipped: 1



- 0 Family is actively involved in planning and/or implementation of services and is able to be an effective advocate on behalf of the child.
- 1 Family is actively involved in planning and/or implementation of services for the child.
- 2 Family is only somewhat involved in the care of the child or has divisive attitudes towards treatment. May consistently visit child but not involved in service planning and implementation or may show ambivalence and/or lack of support for treatment approaches.
- 3 Family is uninvolved with care of child or involved but attempts to actively undermine or sabotage treatment.
- NA Youth has no known family.

Answer Choices	Responses
0 Family is actively involved in planning and/or implementation of services and is able to be an effective advocate on behalf of the child.	61% 129
1 Family is actively involved in planning and/or implementation of services for the child.	20% 42
2 Family is only somewhat involved in the care of the child or has divisive attitudes towards treatment. May consistently visit child but not involved in service planning and implementation or may show ambivalence and/or lack of support for treatment approaches.	12% 26
3 Family is uninvolved with care of child or involved but attempts to actively undermine or sabotage treatment.	5% 10
NA Youth has no known family.	2% 4
Total	211

## Family Involvement Rating

Summary

Design Survey

Collect Responses

Analyze Results

CURRENT VIEW

+ FILTER

+ COMPARE

+ SHOW

Filter by Question and Answer

Filter by Collector

Filter by Completeness

Filter by Time Period

Filter by Respondent Metadata

Filter by A/B Test

Cancel

FILTERED: 212 of 1,176 respondents

Export All

Share All

Question Summaries

Data Trends

Individual Responses

All Pages

PAGE 1

Q1

Customize

Export

### Survey Period

Answered: 212 Skipped: 0

Intake/Admission

# Dashboard View

## Joint DCFS-POS CQI Summit

[Summary](#)[Design Survey](#)[Collect Responses](#)[Analyze Results](#)

### ▼ CURRENT VIEW ?

[+ FILTER](#)[+ COMPARE](#)[+ SHOW](#)

### No rules applied ?

Rules allow you to **FILTER**, **COMPARE** and **SHOW** results to see trends and patterns. [Learn more »](#)

### ▼ SAVED VIEWS (1) ?

 **Original View** (No rules applied) ▼

[+ Save as...](#)

### ► EXPORTS ?

### ▼ SHARED DATA ?

### No shared data

Sharing allows you to share your survey results with others. You can share all data, a saved view, or a single question summary. [Learn more »](#)

[Share All](#)**RESPONDENTS: 70 of 70**[Export All ▼](#)[Share All](#)

 **Question Summaries**

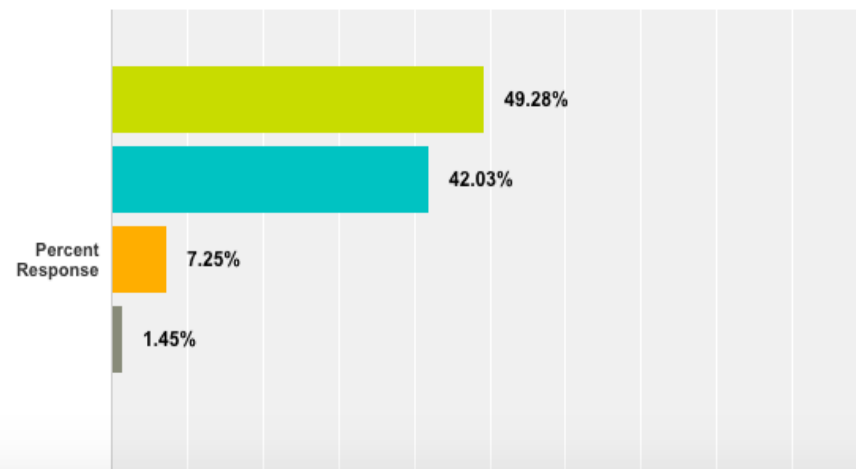
 **Data Trends**

 **Individual Responses**

[All Pages ▼](#)**PAGE 1****Q1**[Customize](#)[Export ▼](#)

## Increased my knowledge and understanding of the federal Information Memorandum (IM-12-07).

Answered: 69 Skipped: 1



Q17

Export ▾

## What did you like MOST about the Summit?

Answered: 58 Skipped: 12

Responses (58)

Text Analysis

My Categories (8)



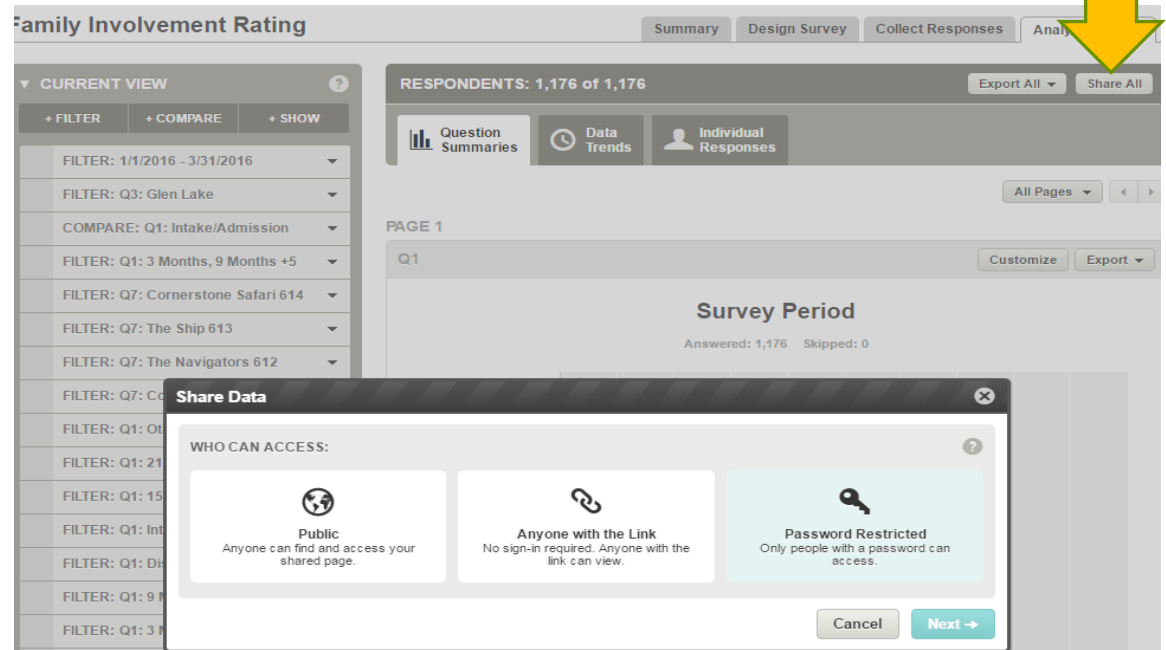
Search responses



Showing 14 words and phrases

Groups Inclusion Sharing Meeting Collaboration  
Planning POS Ideas Networking Summit  
CQI Education Opportunity Staff

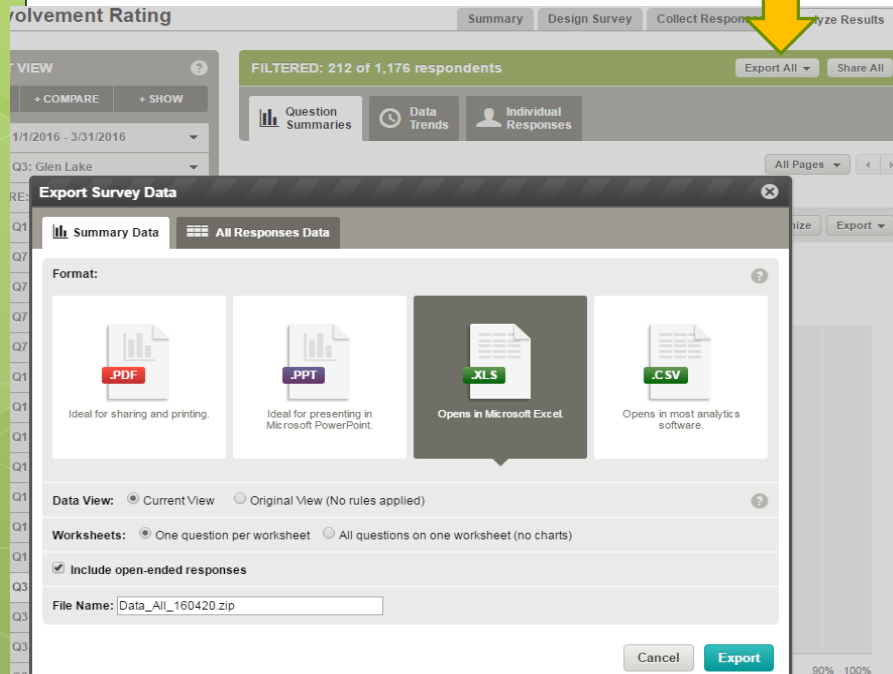
- Great for sharing with non-account owners
- Can send filtered views and selected questions
- Can be password protected



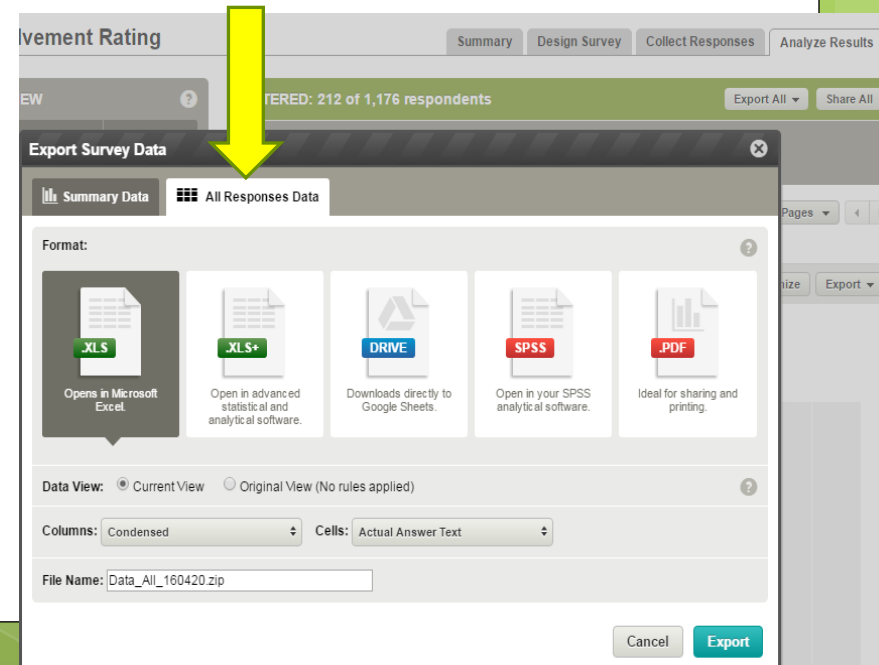
## Export Data

- Export to Excel, .CSV, PPT, PDF, SPSS, Google Drive
  - Basic graphs and tables (summary data)
  - (Precious, often ugly) Raw data (all responses)
    - Best for data exploration and analysis

Summary Data



All responses data



# Example: Reviews



**Pilot a review**

**Trained Reviewers**

**Equipment Needed**

**CQI's Role**



## Compliance & Quality Standard\_FY16

### \* 1. Review date

Date  /  /

### \* 2. Review Period

### \* 3. Program Number

### \* 4. Client's Name

### \* 5. Case Status

☐ Open ☐ Closed

### \* 6. Open/Closed Date

Date  /  /



**\* 18. (12) Is the current service/treatment/case plan signed and dated by the client and parent/guardian? (Children 12 and above sign only tasks specific to their services/treatment)**

☐ Yes

☐ No

☐ N/A

☐ Inc

☐ Unc

☐ RE

Comments (if No, Inc, or RE)

**\* 19. (13) Case note documentation reflects the level of client contact per program requirements? (Review the case documentation from four months prior to the date of review to the month prior to the date of review)**

☐ Yes

☐ No

☐ Unc

Comments (if No, Inc, or RE)

**\* 20. (14) Is there required documentation of current client progress (or lack there of) towards their service goals in the case record? (Per program contract within the past three months. Evidence of progress can be through case notes, service plan review, court reports and/or a required progress report.12**

☐ Yes

☐ No

☐ Unc

Comments (if No, Inc, or RE)

**\* 21. Is the file being reviewed a "CLOSED" file?**

☐ Yes

☐ No

Next



Exit this survey

## Compliance & Quality Standard\_FY16

\* 22. (18) Is there evidence of quarterly case supervision in which the case is reviewed at least quarterly and includes an evaluation of the client's progress toward achieving his/her service goals? (Such as evidence in the record that the Supervisor has reviewed & signed off on the quarterly reports and/or a case note reflecting review of the case in the past 3 months.)

☐ Yes ☐ No ☐ N/A ☐ Unc

Comments (if No, Inc, or RE)

\* 23. Does this review require a "QUALITY" review? (ask CQIR staff if uncertain)

☐ Yes ☐ No

Prev

Next

• 50. Identified strengths in service delivery/documentation:

• 51. Are there any other services that the client/family need that are not currently being provided?

• 52. Additional Comments / Recommendations:

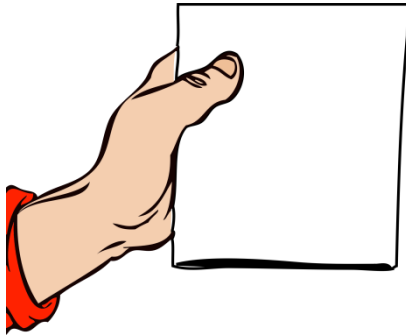
• 53. Has CQIR verified that the above is accurate and complete?

☐ Yes

☐ No

Prev

Done



# PEER REVIEW MATTERS

## **Sample of Completed Record Review Form**

### **Instructions:**

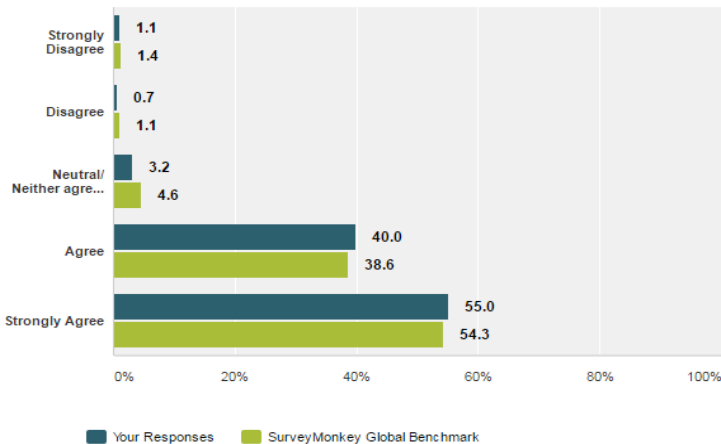
- **How to Print Record Review Forms**
- **Editing Record Reviews**

# Example: Satisfaction Surveys

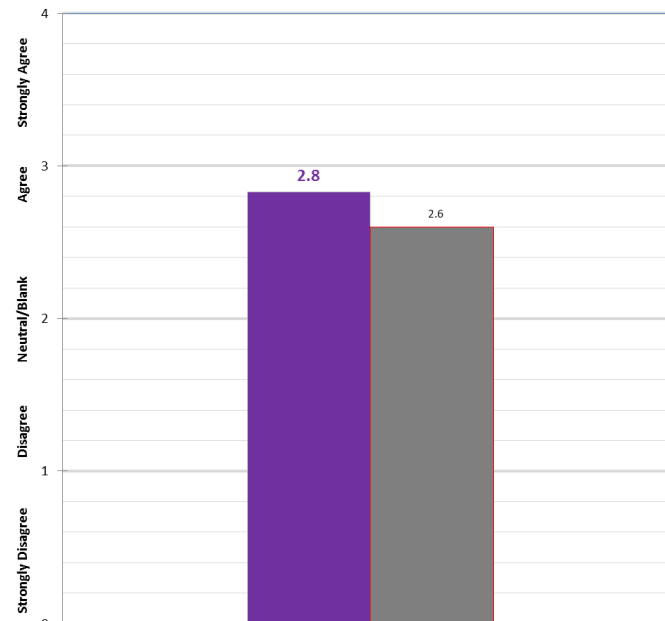
# Example: Employee Engagement

I am determined to give my best effort at work each day.

Compared to [SurveyMonkey Global Benchmark](#)   
 1,724 Organizations   
 4/1/2015 - 3/31/2016



Answer Choices	Your Responses	SurveyMonkey Global Benchmark 1,724 Organizations
Strongly Disagree	1.1% 9	1.4%
Disagree	0.7% 6	1.1%
Neutral/Neither agree nor disagree	3.2% 27	4.6%
Agree	40.0% 335	38.6%
Strongly Agree	55.0% 461	54.3%
Total	838	94,306



Where I work, employees adapt quickly to difficult situations.

Nexus Employee Engagement Survey  
Average Scores  
Work Engagement Responses

■ Nexus average (n=857)  
■ Survey Monkey Global Benchmark Median

# Lessons Learned and Q&A

- Explore and experiment
  - Good online resources available
- Learn the “quirks”
- Educate teams
- Avoid duplicity
- Watch out for PHI

**Questions?**