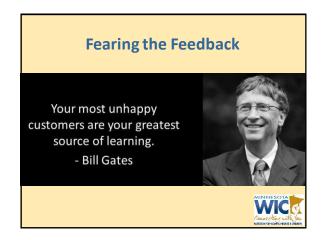


Asking for Feedback: Reasons

- Being participant-centered
- Program improvements
- · Respond to changes
- · Identifying barriers to participation
- Encouraging inclusion





Majority Do Not Complain





Program Shifts

- · Big messages
 - Focus on weight vs behaviors
 - Tailoring the conversation
 - Options for nutrition education
 - Options for WIC appointments
 - Staff impact experience



WIC Participants





Wide Range of Feedback

- Annually
- Bi-annually
- Quarterly
- As needed
- Rarely
- · No-formal system; anecdotal



Examples of Type of Feedback

- · Hours of operation
- Convenience of location
- Phone services
- Customer service
- Shopping experience
- Barriers
- Program suggestions

- Nutrition topics
- Type of education style
- Appointment reminders
 Impact: behavior change

 - Effectiveness of services
 - Breastfeeding perceptions
 - · Food security



Ways to Collect Participant Feedback

- Surveys: paper, electronic, phone
- Participant Interviews
- Focus groups
- Listening sessions/town halls
- Feedback forms
- · Suggestion/Feedback boxes



Benefits of Surveys



- People are used to them
- Quick
- Fairly easy to analyze
- Can use open-ended questions
- · Many ways to administer:
- Paper
- Tablet
- Email
- Text
- PhoneMail
- Sources



Tips for Surveys

- Length
- · Focus on purpose
- Explain purpose
- Open-ended vs. closed ended
- Rating scales
- Notification
- Languages
- Incentives
- Testing



Mistakes to Avoid

- · Balance responses:
 - How would you rate them in each of the following areas?
 Would you say it is Excellent, Very Good, Good, Fair or Poor?
 - − □ Excellent
 - − □ Very Good
 - □ Good
 - □ Fair– □ Poor
 - □ Don't Know / Unsure
- Ask only one question:
 - How was the class? Was the instructor knowledgeable?
 What could they have done differently?



Poll Question Survey Survey Sansae Sansae

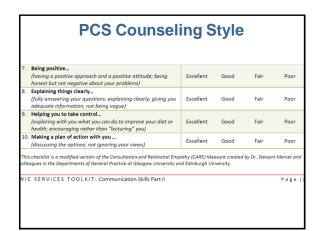
Electronic Survey Tools

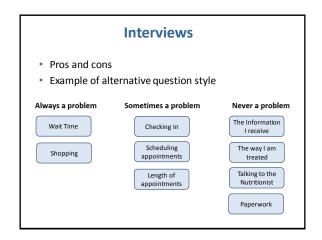


- SurveyMonkey
- SurveyGizmo
- GetFeedback
- QuestionPro
- Hively
- Typeform
- mPoll.me



PCS Counseling Style INSTRUCTIONS Please circle excellent, good, fair, or poor for each statement.					
	How was the nutritionist at	Circle One			
1.	Making you feel at ease (being friendly and warm; respectful; not cold or abrupt)	Excellent	Good	Fair	Poor
2.	Letting you tell your "story" (giving you time to fully describe your situation in your own words; not interrupting or diverting you)	Excellent	Good	Fair	Poor
3.	Really listening (paying close attention to what you were saying; not looking at the notes or computer as you were talking)	Excellent	Good	Fair	Poor
4.	Being interested in you as a whole person (asking/knowing relevant details about your life/situation; not treating you as "just a number")	Excellent	Good	Fair	Poor
5.	Fully understanding your concerns (communicating that he/she had accurately understood your concerns; not overlooking or dismissing anything)	Excellent	Good	Fair	Poor
6.	Showing care and compassion (seeming genuinely concerned, connecting with you on a human level; not being indifferent or "detached")	Excellent	Good	Fair	Poor









Using Feedback from Participants

- Look for areas of opportunities to change to meet customer needs from open ended comments.
- · discuss with staff @ staff meeting.
- Share with staff/team, what's going well? what's not? brainstorm what can be changed. compare information collected from previous surveys, identify trend; share the results with the state staff.
- Individually in peer reviews and training and in reports given to MDH and in quotes for program brochure.
- program changes or reinforcement that we are meeting needs of clients, to determine outcomes.



Feedback from Staff - Types

- Training needs; items to be included in staff meetings; process or overall quality improvement.
- What works, what doesn't work, change suggestions.
- Information on appointment times, documentation, policy needs.
- feedback on how meetings are run, challenges with nutrition ed, breastfeeding, PCS services, individual situations.



Feedback from Staff - How

- Verbally
 - Individually, group
- Surveys: paper, electronic
 - Formal, informal
 - Anonymous
- Open-door policy
- · Focus groups, listening sessions
- Proxy: mentors, supervisors



Feedback from Staff - How

- Ask for feedback at staff meetings have an envelope for suggestions or topics for staff meetings; open door for staff to talk individually
- Participatory unit meeting where areas of concern are discusses and solutions are identified along with formal QI projects.
- We discuss many things at our monthly WIC meetings and if all in agreement to include something in our practice, we attempt to do so.



Types of Information to Collect

- · Program ideas
- · Management feedback
- · Working environment
 - Areas of strengths and interests
- · Areas training needed
- Feedback from participants



Tips for Surveys/Feedback Forms

- Anonymity
- Advertise in advance
- · Give enough time/Timing
- Include everyone (skip patterns)
- · Contextual follow-up questions
- Not too many
- · Act on them





Using Staff Feedback

- Sometimes use it to make changes sometimes listen and evaluate what needs to be done.
- To try and make things easier for staff, more consistent charting.
- We do reflective practice with CPA's for an hour a month to discuss challenging situations/PCS with clients, suggest alternative ideas and do trainings.
- I believe we would use it to formulate a standard of care within our agency as well as offer some options in regard to how to handle different scenarios.
- To formulate approaches to services.







