

Student Health

Peace Country Student Health Partnership

Summary Report on 2009 2010 Annual Surveys

Completed by Don Thompson, Regional Coordinator

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Attached to this summary report are the data summaries for:

- Annual Partner Survey – 6 responses were received
- Annual Classroom Teacher Survey – 110 responses were received
- Annual Parent Survey – 78 responses were received
- Annual Service Provider Survey – 16 responses were received

Successes

Referral Process

The results indicate success with the referral process. 82.5 percent of Classroom Teacher respondents agreed or strongly agreed “it is easy to refer students for student health services”. 93.6 percent of Parents agreed “the referral process was easy”. 100 percent of Service Provider respondents agreed or strongly agreed that “referral information I receive provides me what I need to provide student health services to students”.

Parental Satisfaction

Our Service Plan targets for Parent responses were met or exceeded for every question but one. The low result (76.9 percent – target is 80 percent) was for contact and communication with the health service provider. This was still close to target.

Main Issues

Collaborative Service Plan and Coordination

The results are below target from Classroom Teachers and Service Providers with respect to the presence of a clear service plan and goals. Classroom Teachers, Service Providers and Partner results are below target with respect to coordination/teamwork. These results speak to the challenge of providing cross-agency planning for students.

Reasonable Response Time and Service Availability

Only 51 percent of Classroom Teachers agreed that services are provided within a reasonable time after referral. Only 67 percent of Service Provider respondents felt service was provided in a reasonable time. Similarly, Classroom Teachers and Service Providers rated availability as low. Interestingly, Parent respondents agreed that response time was reasonable and services were available. Parents did express concern about not having enough communication with the health provider.

The overall need and limited number of staff that can be hired combine to make response time and availability an issue. Classroom Teacher and Service Provider expectations are higher than is achievable. Service Providers experience stress that is too high, and Classroom Teachers are frustrated.

Recommendations

Response Time and Availability

Options

- Establish more defined service target populations – ie certain grade levels. This will allow teachers and providers to have a smaller population to service and a better chance to meet needs for the defined group.
- Maintain existing target populations. Provide more support to Service Providers and clarity to Classroom Teachers about service provision “do-ables”.
- Stay the same, but set a lower agreement target for these annual survey questions.

Collaborative Service Planning and Coordination

- Ensure front line staff and supervisors/principals/managers are included in the Wrap Around training being made available by the Province and in the Northwest Region 8 Complex Needs training.
- Agencies ensure that policies and procedures encourage coordination

Submitted by:

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