

VANTAGE Meals on Wheels of Northern Ohio
Client Satisfaction Survey Results and
Continuous Improvement Plan

2018



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VANTAGE Meals on Wheels conducted a satisfaction survey in January 2018. The surveys were reviewed and compared to the previous year's results. The findings were then used to determine if quality improvement goals during the past year were achieved and develop new annual goals. This report presents the survey results and summarizes the progress towards meeting and developing goals.

2017- 2018 Performance Review

Home-Delivered Meals (HDM)

HDM Client Survey Results Percentage of Clients Satisfied	2017	2018	Increased	Reason
The friendliness of delivery driver	90%	95%	5%	Provided employee customer service training
The professional appearance of delivery driver	89%	92%	3%	Enacted a dress code policy
The taste of meals	83%	85%	2%	Development and used standardized recipes

Congregate Meals

Congregate Client Survey Results Percentage of Clients Satisfied	2017	2018	Increased	Reason
The variety of menu choices	71%	75%	4%	Conducted Food Shows and invited attendees to taste menu options and vote on their favorites
The taste of meals	79%	80%	2%	Developed and used standardized recipes
The temperature of meals	80%	80%	1%	Transported meals in hot hold units

2017 performance goals were achieved.

2018 Client Survey Process

The purpose of this continuous quality improvement plan is to assess VANTAGE Aging meal service quality and to identify problems and improvement strategies. Based on the review of client satisfaction surveys,

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VANTAGE Aging meal service quality was defined and the VANTAGE Aging Meals on Wheels continuous quality improvement plan was developed. The client satisfaction surveys were conducted in two parts.

Home Delivered Meals (HDM)

We invited 671 home-delivered meal clients to participate in the survey. Of those invited, 151 clients returned surveys resulting in a 22% response rate. The Home-Delivered survey results are outlined in the chart below.

How satisfied are you with	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied
The freshness of your meal	2%	7%	91%
The quality of your meal	3%	9%	87%
The taste of your meal	3%	10%	85%
The temperature of your meals	2%	9%	86%
The variety of menu choices	8%	20%	70%
The friendliness of your delivery driver	1%	3%	95%
The professional appearance of your delivery driver	0%	7%	92%
Please rate your overall satisfaction	1%	10%	88%
	YES	No	
Would you recommend VANTAGE Aging HDM to others?	94%	4%	

Part 1

The home-delivered meal program: Clients were surveyed in areas such as quality of meals, the taste of meals, the variety of menu choices, friendliness of the driver, professional appearance of the driver, and overall satisfaction with VANTAGE Aging Meals on Wheels. 88% of the clients surveyed were satisfied in all areas. Quality problems identified: 8% of the clients surveyed were dissatisfied with the variety of menu choices; 3% of the clients surveyed were dissatisfied with the taste of the meals; and 3% of the clients surveyed were dissatisfied with the quality of the meals. A corrective action plan was proposed to include developing new recipes, adding a suggestion box on the client choice menu, and inviting clients to participate in choosing the next month's menu option. This will allow clients to have a voice in our menu development.

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Congregate Meals

To participate in the survey, we invited 195 clients at four dining centers, White Pond Villa, Saferstein Towers I, Collinson and Mayflower Manor. Of those invited 51 clients returned surveys resulting in a 26% response rate. The Congregate survey results are outlined in the chart below.

How satisfied are you with	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied
The freshness of your meal	4%	12%	82%
The quality of your meal	6%	14%	80%
The taste of your meal	8%	12%	80%
The temperature of your meals	6%	14%	80%
The variety of menu choices	6%	20%	75%
The friendliness of your delivery driver	2%	12%	86%
The professional appearance of your delivery driver	2%	8%	90%
Please rate your overall satisfaction	8%	10%	78%
	Yes	No	
Would you recommend VANTAGE Meals on Wheel to others?	92%	8%	

Part 2

Congregate meal program clients were surveyed in areas such as freshness of meals, quality of meals, the taste of meals, the variety of menu choices, friendliness of servers, professional appearance of servers, and overall satisfaction with VANTAGE Aging Meals on Wheels. 78% of the clients surveyed were satisfied in all areas. Quality problems identified: 8% of the clients surveyed were dissatisfied with the taste of the meal. 6% of the clients surveyed were dissatisfied with the variety of menu choices. And, 6% of the clients surveyed were dissatisfied with the quality of their meal. A corrective action plan was proposed to include developing new recipes, adding a suggestion box at the dining center, and inviting clients to participate in choosing the next month's menu option. This will allow clients to have a voice in our menu development.

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Rationale: VANTAGE Aging cares about all of our clients' opinions and concerns.

Objective: Ongoing commitment to providing the best meal service possible to our clients.

Time Frames for Improvements:

- Adding menu item suggestion box on home-delivered client choice menu starting on the September 2018 menu
- Adding suggestion box at dining centers starting on September 4, 2018
- Developing new standardized recipes starting on September 10, 2018

Responsible Group:

- Kitchen Supervisors and the Congregate Cook will be responsible for developing and testing new recipes
- Director of Meals on Wheels, delivery drivers, and dining center staff will be collectively responsible for ensuring client suggestions are removed from the box and transferred to Meals on Wheels office.
- Dining center staff will be responsible for ensuring suggestion boxes are out during meal service.
- The Director of Meals on Wheels will be responsible for adding a menu item suggestion box to home-delivered client choice menu.
- Director of Meals on Wheels, Kitchen Supervisor, and Congregate Cook will be responsible for acting upon client feedback.

Potential Obstacle	How We'll Overcome
Being able to provide more variety on the menu.	Allow clients to have a voice in our menu development.
Being able to meet all client standards in terms of taste and quality of the meals.	Test different standardized recipes to determine if they meet client standards.

Communicating the Improvement Effort: The Director of Nutrition will communicate the respective roles to the groups responsible, and the expectation of their roles.

Monitoring Plan Progress: Continue to use client satisfaction surveys to chart our progress.

Budget and Resource Implications: The cost of developing new recipes and adding suggestion box on home-delivered meals menu and in dining centers is minimal.

Improvement Plan Goals:

- Continuing to find ways to improve the overall variety, taste and quality of the meal.
- Striving to provide the best meal service possible.
- Receiving 100% customer satisfaction survey results.

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