

# EVALUATING SATISFACTION AND MEASURING OUTCOMES

INTEGRATES WITH THE QUIZ FEATURE IN NEVER TOO OLD

CENTER FOR HEALTH MANAGEMENT  
*Skills and Systems to Improve Health Outcomes*

## Want to learn more from your surveys?

### The most helpful evaluations will:

- **pinpoint the factors that add up to satisfaction:**
  - The *service* your agency provides (e.g., courtesy, promptness, materials)
  - *Consumer* needs, knowledge and behavior
  - The *demographics* (e.g., age, health status) of your consumers
  - *Barriers* to receiving service (e.g., eligibility, access, cost)
- **Distinguish between the factors you can control** (e.g., service) **and those you can't** (e.g., eligibility)
- **Create learning opportunities** to improve satisfaction, effectiveness and outcomes

Service Factors  
Consumer Factors  
Demographics  
+ Barriers  

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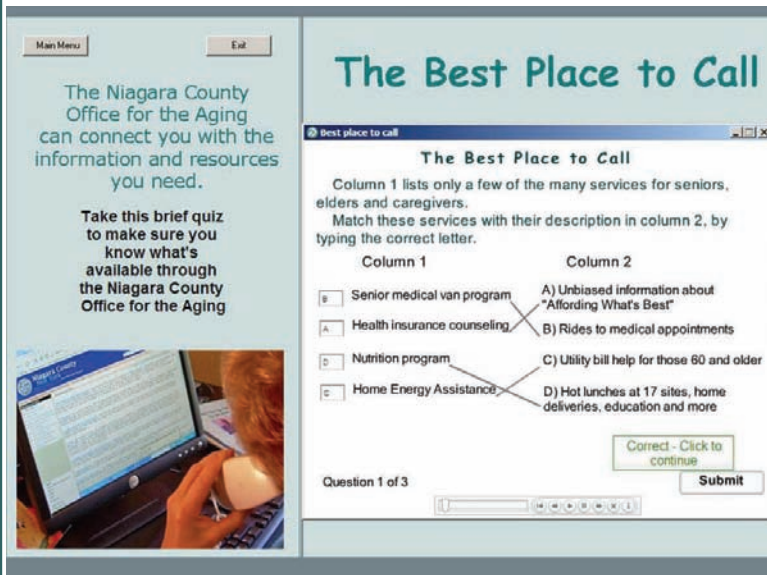
Satisfaction

*Four types of factors add up to satisfaction.  
We'll help you pinpoint problems and opportunities.*

## Here's how we can help...

The Center for Health Management offers services that include:

- **Creation of survey items** drawn from your goals and objectives, as well as the needs and experience of well seniors, frail elders and their caregivers
- **Development of data collection strategies**, such as:
  - Paper surveys that are scannable by computer
  - Online surveys or collected from the *Never Too Old* CD
- **Analysis** that reports which factors are most important so that managers can **focus efforts where they will have the greatest benefit**



*The quiz feature in "Never Too Old" can be programmed to collect data about needs, knowledge or other factors that impact satisfaction.*

### TO LEARN MORE, CONTACT:

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