

Community Care Solutions, Inc. 2019 Stakeholder Survey Results

Background

Community Care Solutions, Inc. (CCS) conducted an online survey of its stakeholders January 1-December 31, 2019. The highest percentage of stakeholders that responded to the survey identified themselves as advisory committee members, local health departments, health practitioners, contractors/providers, licensees, professional associations, and consumers. Other categories of respondents included state agencies, academia, faith-based and community organizations, local government, and K-12 education. 42 responses were received.

Stakeholder Confidence in CCS

When asked about their confidence in CCS to improve the health, safety, and well-being of a citizens of Louisiana, based on the past two years, most (55 percent) reported consistently high or increasing confidence and 6 percent had no change in confidence level.

Figure 1 – Confidence in CCS
55% consistently high confidence
33% increasing confidence
6% no change in confidence level
3% declining confidence
3% consistently low confidence

Key Public Health Functions

Stakeholders were asked to rate how well CCS performs six key public health functions:

- Implements programs and policies to improve health outcomes,
- Uses science and data to drive decision-making and best practices,
- Responds to disasters and disease threats and outbreaks,
- Supports local entities in the delivery essential public health services,
- Develops standards and ensures compliance to protect consumers, and
- Partners and collaborates with stakeholders.

Most stakeholders (79-82 percent) rated CCS as “good” or “very good” in their performance of these key functions.

Agency Public Health Functions	Good/ Very Good	Neutral	Fair/Poor	Don't Know
Implements programs and policies to improve health outcomes	82%	7%	4%	7%
Uses science and data to drive decision-making and best practices	82%	6%	6%	6%

Responds to disasters and disease threats and outbreaks	81%	4%	7%	8%
Supports local entities in the delivery essential public health services	79%	6%	8%	7%
Develops standards and ensures compliance to protect consumers	79%	5%	5%	11%
Partners and collaborates with stakeholders	79%	4%	8%	9%

Communication of Public Health Information

Considerable variation exists in how stakeholders rate the way CCS communicates public health information. CCS got the highest ratings for communicating via the Internet, news releases, brochures, and other printed material, with 64-74 percent of stakeholders rating those “good” or “very good.” A significant number of stakeholders reported that they do not know how CCS is communicating through social media, billboards, and, to a lesser degree, public meetings, television, and radio. These are areas where CCS can improve. For example, CCS can improve how it communicates about public meetings through the Internet and social media.

Figure 2 - Communication of Public Health Information				
Method of Communication	Good/ Very Good	Neutral	Fair/Poor	Don't Know
Internet	68%	18%	7%	7%
Social Media	69%	11 %	10%	10%
News Releases	64%	16%	10%	10%
Television and/or Radio	65%	7%	20%	8%
Billboards	69%	11%	10%	10%
Public Meetings	67%	23%	11%	9%
Brochures and other printed material	74%	12%	7%	77%

CCS Staff Interactions

The most favorable responses in this survey were towards CCS staff. Stakeholders were asked if they agree or disagree that staff are respectful, knowledgeable, responsive, collaborative, honest, reliable, and accessible. 71-80 percent of stakeholders agree or strongly agree that staff exhibit these essential qualities. The highest negative scores were still low averaging at neutral 14%.

Figure 3- Impressions of CCS Staff Based on Interactions with Staff				
Essential Quality	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Don't Know
Respectful	81%	7%	8%	4%
Knowledgeable	80%	9%	7%	4%

Responsive	72%	11%	12%	5%
Collaborative	73%	18%	5%	4%
Honest	79%	10%	6%	5%
Reliable	74%	13%	10%	3%
Accessible	71%	14%	12%	3%

Input from Stakeholders in Decision-making

Stakeholders provided feedback about how receptive CCS is to their input in decision-making. More than three quarters of the respondents agreed or strongly agreed that CCS considers their input, that they can provide input at the appropriate time in the process, and that the process for providing input is clearly communicated. Stakeholders were neutral on average 10% of the time, 5% strongly disagreed, and on average 4.5% didn't know.

Involvement in Decision-making	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Don't Know
I feel CCS considers my input in decision-making.	79%	11%	5%	5%
I can provide input at the appropriate time in the process.	83%	10%	4%	3%
The process for providing input is clearly communicated.	81%	9%	5%	5%

CCS in Public Health Roles

Stakeholders were asked how they rated CCS' performance in its four public health roles:

- Leader in establishing health priorities for the state.
- Convener partnering to address public health issues.
- Provider of public health programs and services
- Distributor of data to inform public health decision making.

Most stakeholders rated CCS as "good" or "very good" in how it performs these public health roles. The strongest area is "providing public health programs and services." The areas that could use the most improvement is "convening partners to address public health issues" and "disseminating data to inform decision making."

CCS Role in Public Health	Much/Somewhat Better	Same	Much/Somewhat Worse	Don't Know
Leads in establishing health priorities for the state	49%	42%	4%	5%
Convenes partners to address public health issues	49%	42%	5%	5%

Provides public health programs and services	40%	40%	8%	12%
Disseminates data to inform public health decision-making	39%	39%	10%	15%

Change in Past Two Years

Stakeholders were asked how CCS’ performance in the same areas as mentioned above has changed in the past two years. Around 40 percent of stakeholders report that CCS is doing better in all the areas, and 39-42 percent report that CCS is doing the same. The two areas showing the greatest improvement are “leading in establishing health priorities” and “convening partners to address public health issues.”

CCS Role in Public Health	Much/Somewhat Better	Same	Much/Somewhat Worse	Don’t Know
Leads in establishing health priorities for the state	42%	34%	10%	14%
Convenes partners to address public health issues	42%	35%	9%	14%
Provides public health programs and services	40%	40%	8%	12%
Disseminates data to inform public health decision-making	39%	39%	10%	15%

Next Steps

CCS is conducting further analysis of the responses and using the results to inform future initiatives. CCS is in the process of developing an agency-level strategic engagement plan that promotes opportunities for collaboration on public health issues with stakeholders and partners. The survey results provide helpful feedback as the agency addresses gaps in a prioritized manner to build a sustainable and productive stakeholder engagement plan. These results provide a baseline that will allow the agency to measure engagement efforts, as the survey is repeated in coming years.