

UTAH CANCER ACTION NETWORK (UCAN)

MEMBER SATISFACTION RESULTS FISCAL YEAR 2011 (JULY 2010-JUNE 2011)

Results completed and analyzed by UDOH in August 2011
For questions or comments about this report please contact:

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The Utah Cancer Action Network (UCAN) is a group of organizations and individuals working together to reduce cancer incidence and mortality in Utah. UCAN consists of seven implementation teams and four special interest groups and is governed by a Chair and Chair-elect who are elected by general members of UCAN. In addition, an executive board comprised of the committee chairs, the Chair and Chair-elect, and the Utah Department of Health's Utah Comprehensive Cancer Control (CCC) Program staff, formulates priorities and monitors progress. UCAN has general meetings quarterly and implementation teams/special interest groups meet as needed. To learn more about UCAN's implementation teams and projects please visit <http://www.UCAN.cc>

In June 2011, CCC Program staff finalized and delivered a survey to UCAN members to determine how satisfied they are with their participation in UCAN. Surveys were drafted by CCC staff, formatted into Google Surveys, and the link was sent to the 152 UCAN members. CCC staff received 47 completed surveys for a response rate of 30.9 percent. This report contains the results of the completed surveys.

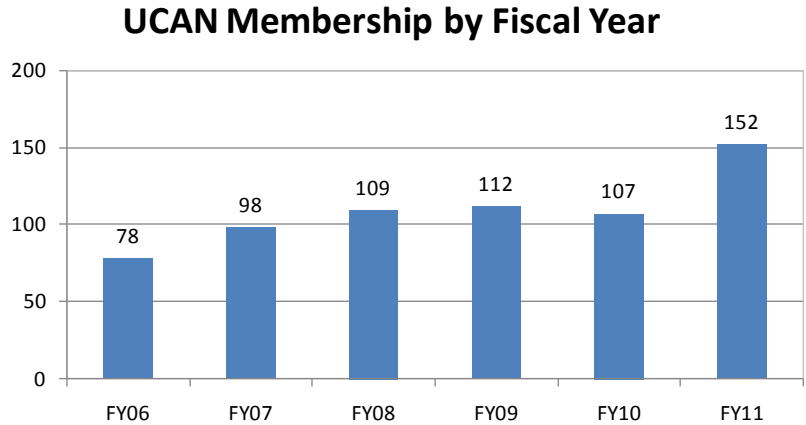


ucan
do something
about cancer
Utah Cancer Action Network

UCAN MEMBERSHIP

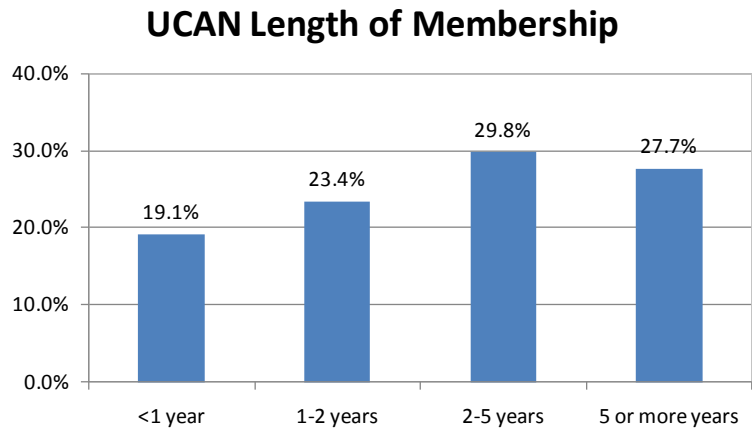
NUMBER OF UCAN MEMBERS BY FISCAL YEAR

UCAN membership increased substantially in fiscal year 2011. Fifty-three members joined UCAN in fiscal year 2011, bringing the total number of members to 152.



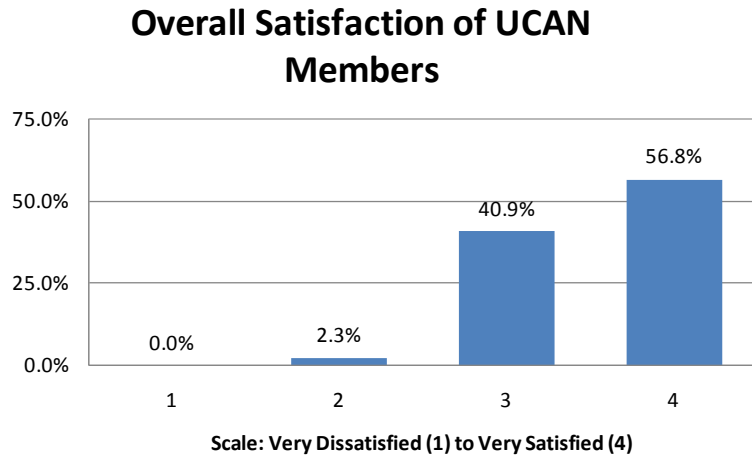
LENGTH OF MEMBERSHIP

The majority of survey respondents indicated that they had been involved in UCAN for two or more years.



OVERALL MEMBER SATISFACTION WITH UCAN

The majority of survey respondents indicated that they were satisfied with membership in UCAN, with 56.8 percent indicating they were very satisfied and 40.9 percent somewhat satisfied.



ORGANIZATIONS/SECTORS

UCAN ORGANIZATION/SECTOR REPRESENTATION

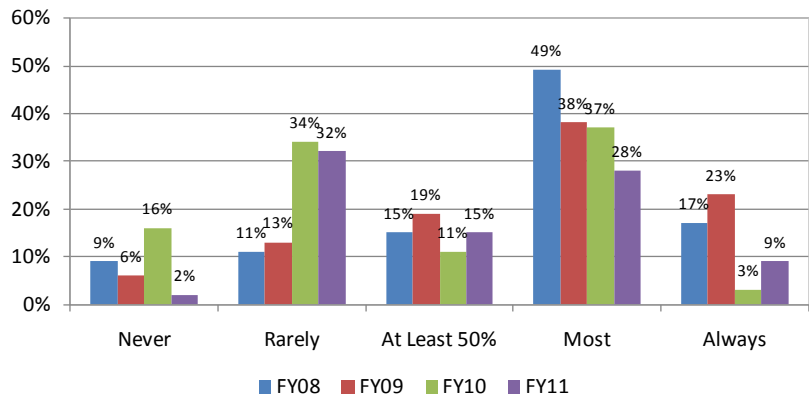
SECTOR	COUNT*
Breast/Cervical Cancer Screening	18
Comprehensive Cancer Control	8
Comprehensive Cancer Centers	7
501c3/Non-profit	6
Nutrition	6
Survivor Groups	6
Physical Activity	5
Tobacco Control	5
Maternal and Child Health	4
Clinical Research	3
Community Medical Practice/Physicians Group	3
SEER/National Cancer Registry	3
Utah Public Health Association	3
American Cancer Society	2
Central Cancer Registry	2
Community Cancer Centers	2
Department of Environmental Quality	2
Dermatology Society	2
Environmental Epidemiology	2
Minority Organizations	2
American College of Surgeons	1
Gastroenterology Nurses and Associates	1
Health Plans/Insurance Companies	1
Home Health	1
Hospital Associations	1
Huntsman Cancer Institute	1
Local Health Department	1
Marketing	1
Massage Therapy	1
Nurses Association	1
Pediatric Cancer	1
Primary Care Association	1
Prostate Cancer	1
Radon Professional	1
State Office of Minority Health	1
State/Territory Medical Associates	1
TOTAL	107

*Survey respondents were allowed to choose multiple sectors.

ATTENDANCE AT UCAN GENERAL MEETINGS BY FISCAL YEAR

Only 9 percent of survey respondents always attended UCAN general meetings in fiscal year 2011. Twenty-eight percent attend most meetings, 15 percent attend at least half the time, 17 percent rarely attend, and 2 percent never attend.

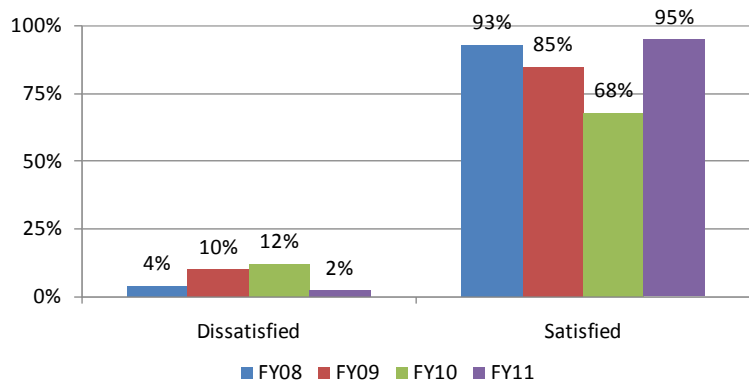
UCAN General Meeting Attendance by Fiscal Year



SATISFACTION WITH UCAN GENERAL MEETINGS BY FISCAL YEAR

Satisfaction with UCAN general meetings decreased in previous years but increased between fiscal year 2010 and fiscal year 2011. Similarly, dissatisfaction increased in previous years, but decreased from fiscal year 2010 to fiscal year 2011.

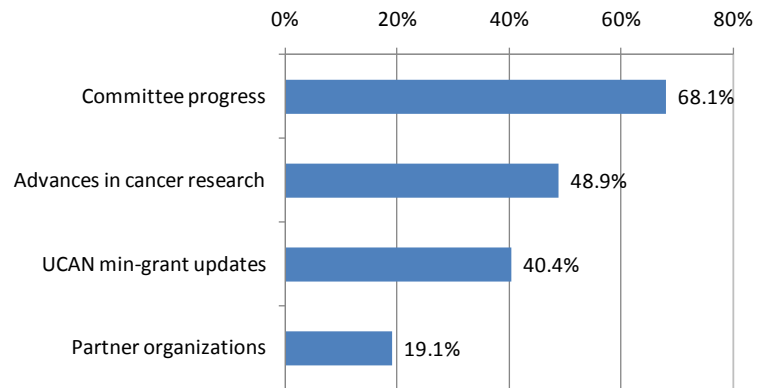
UCAN General Meeting Satisfaction by Fiscal Year



UCAN GENERAL MEETING TOPICS

Those surveyed were asked which topics they would like covered at UCAN General Meetings. Approximately 68 percent of respondents said they would like to hear about committee progress.

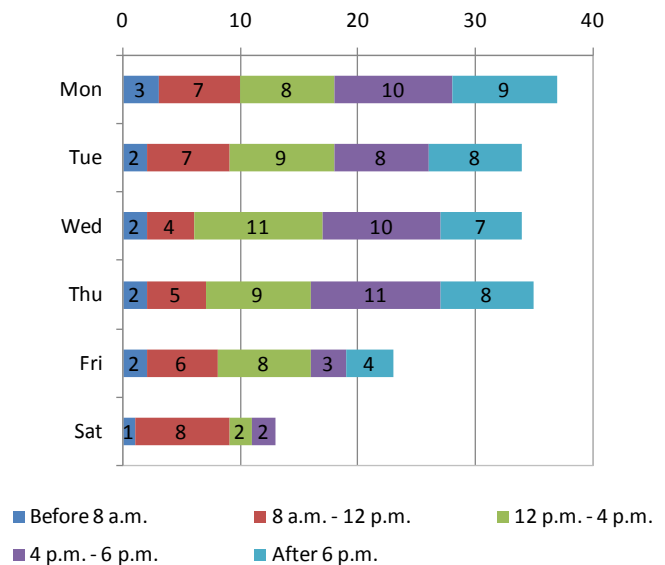
Topics UCAN members would like to see addressed



MEMBER AVAILABILITY BY DAY AND TIME

While 70.5 percent of respondents reported that they can attend UCAN meetings during work time, the majority indicated the most convenient times for meetings are Wednesday or Thursday afternoons.

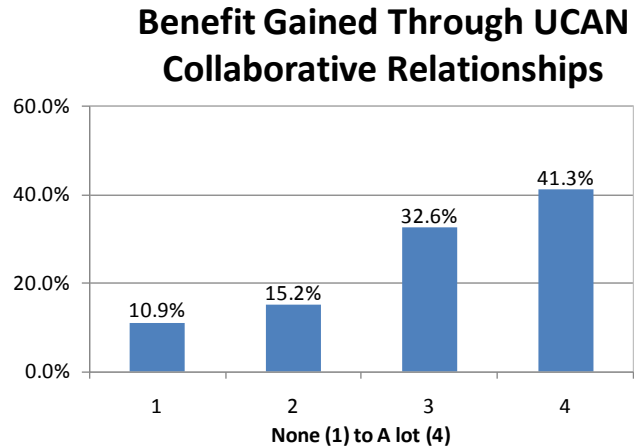
Member Availability by Day and Time



COMMENTS ON RECOMMENDATIONS FOR IMPROVING UCAN MEETINGS	
#1	More interaction, less lecture.
#2	Shorter presentations, more networking.
#3	More sharing from UCAN members. I think that having one or two organizations present each meeting may spark ideas for future collaborations.
#4	Better prepared presentations, participation etiquette from other members during presentations and comments, healthy snacks or meals provided during meetings, proactive discussions.
#5	Best to have meetings during the work day, not after work.
#6	More information needs to be presented for Primary Care Physicians and their role and resources for the uninsured.
#7	I think there needs to be some time for sharing positive things going on in each organization.

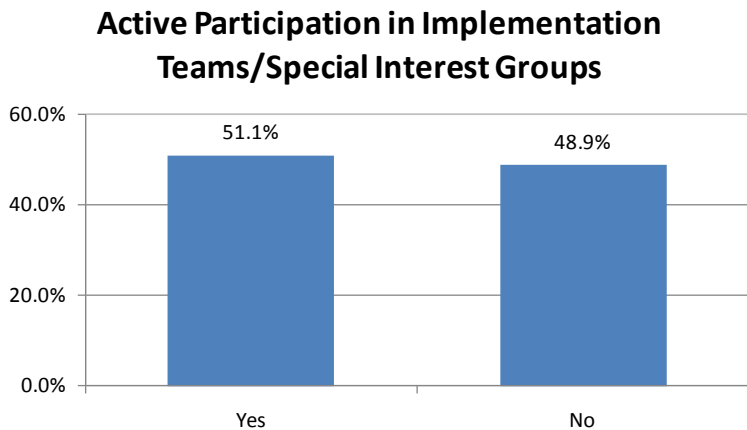
BENEFIT RECEIVED IN DEVELOPING COLLABORATIVE RELATIONSHIPS

More than 41 percent of survey respondents indicated that they gained a lot of benefit through UCAN collaborative relationships.



ACTIVE PARTICIPATION IN ANY IMPLEMENTATION TEAM/SPECIAL INTEREST GROUP

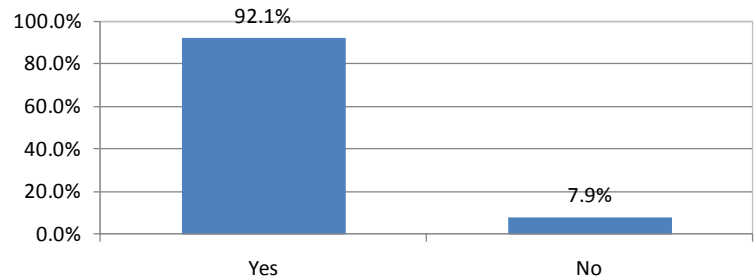
More than half of survey respondents indicated that they actively participated in implementation teams or special interest groups in fiscal year 2011.



BENEFIT OF IMPLEMENTATION TEAM/SPECIAL INTEREST GROUP ACTIVITIES

Ninety-two percent of those who participated in implementation teams or special interest groups believed their group's activities were beneficial.

Benefit of Implementation Team/Special Interest Group Activities

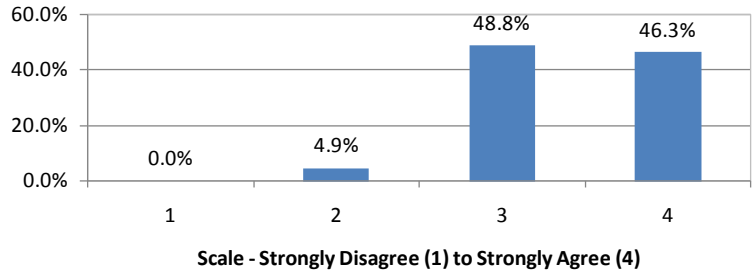


COMMENTS ON WHAT PREVENTS MEMBERS FROM ACTIVELY PARTICIPATING IN ANY IMPLEMENTATION TEAMS OR SPECIAL INTEREST GROUPS	
#1	Not enough time for everything.
#2	Meetings are all held during day of work - not able to attend.
#3	I have very limited time and I am not encouraged to participate in extra activities during work time.
#4	Work and school schedule.
#5	Lack of time.
#6	Only a matter of time and the finite number of causes I can support.
#7	Time, not sure what the role is.
#8	Not enough time.
#9	Time
#10	I don't remember seeing an invitation for a team meeting lately.
#11	I am a very new member and I am currently in the process of deciding which group I would like to join.
#12	Shortage of staff and competing interests
#13	Time is the biggest barrier.
#14	I haven't been able to attend any of the general meetings due to time conflicts. I would prefer meetings during the day.
#15	Meetings are usually during my work day, or involve a long drive.
#16	Lack of time and energy.

OPPORTUNITIES TO PROVIDE INPUT AND VOICE CONCERNS ABOUT UCAN

More than 46 percent of survey respondents strongly agree that there are opportunities to provide input and voice concerns about UCAN.

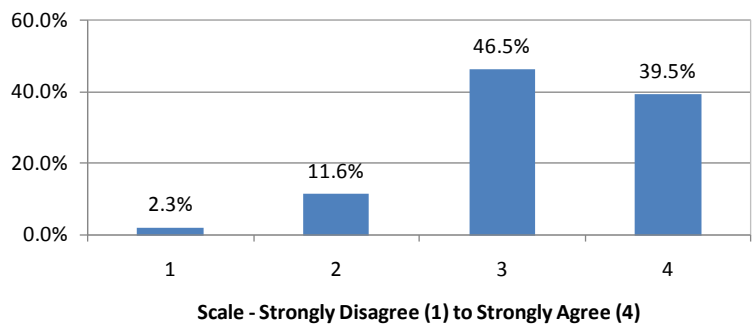
Opportunities for Members to Provide Input and Voice Concerns about UCAN



VALUE OF MEMBER PARTICIPATION IN UCAN

Eighty-six percent of survey respondents agree or strongly agree that their participation in UCAN is valued. Nearly 14 percent disagree or strongly disagree.

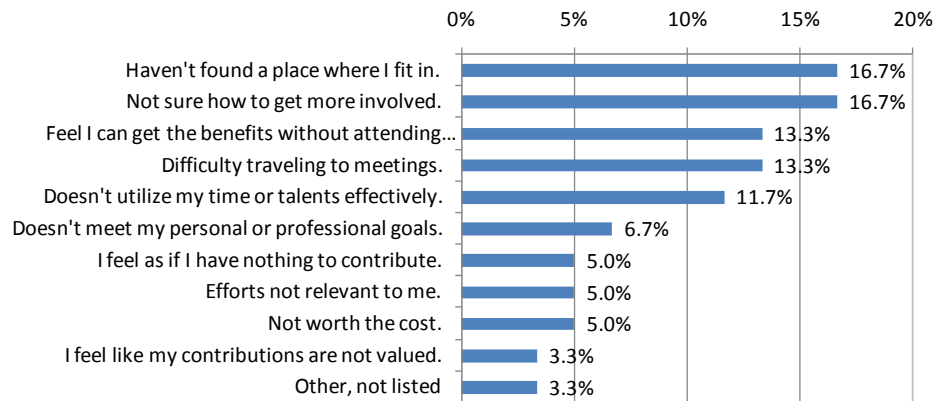
Value of Member Participation in UCAN



REASONS FOR LIMITED INVOLVEMENT WITH UCAN

Thirty-three percent of survey respondents stated that none of the listed reasons limited their involvement.

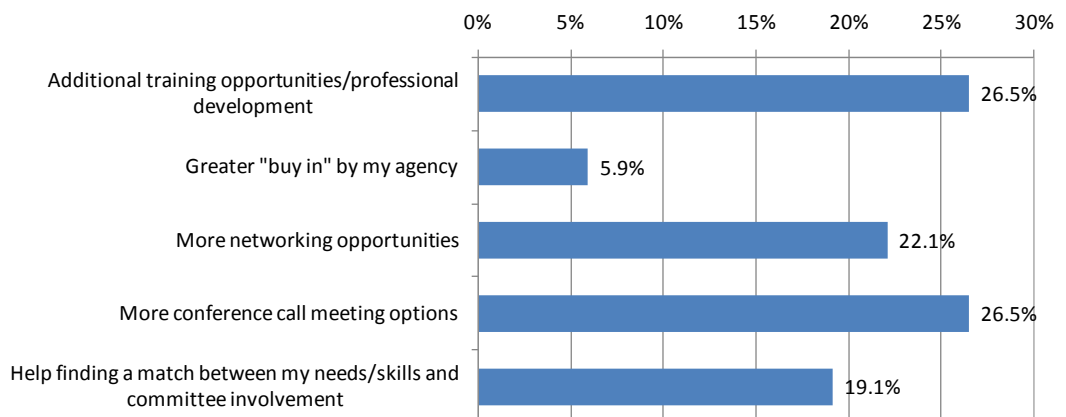
Reasons for Limited Involvement in UCAN



OPTIONS TO IMPROVE UCAN PARTICIPATION

Those surveyed were asked what would motivate them to be more involved with UCAN.

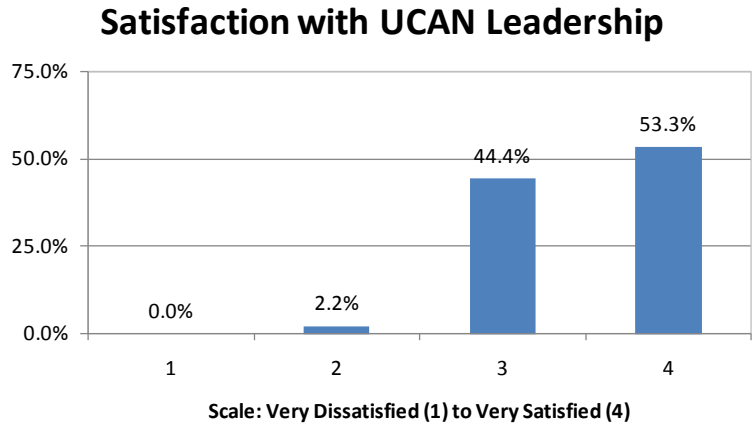
Options to Improve UCAN Participation



LEADERSHIP

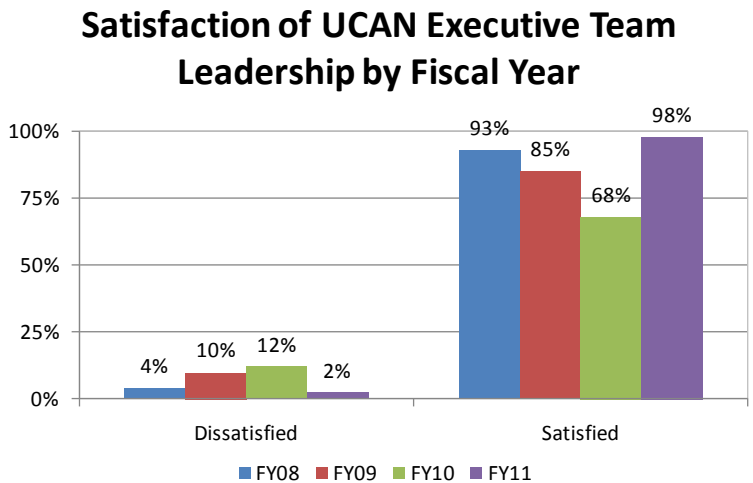
SATISFACTION WITH UCAN LEADERSHIP

The majority of survey respondents were somewhat or very satisfied with UCAN leadership.



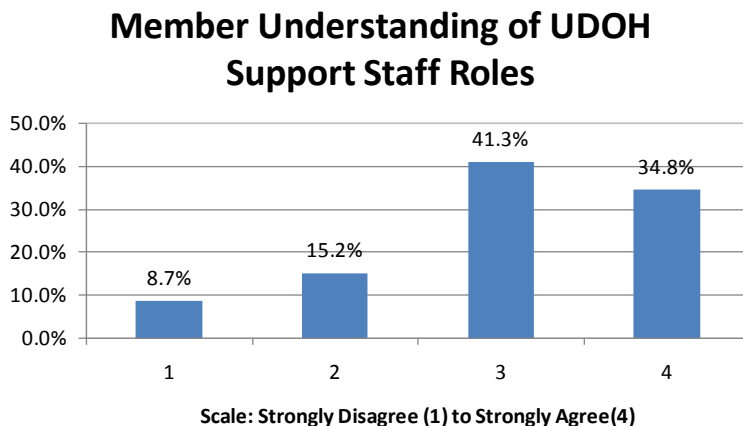
SATISFACTION WITH UCAN LEADERSHIP BY FISCAL YEAR

Satisfaction with leadership of the UCAN Executive Team has increased during the past year. In fiscal year 2010, 79 percent of survey respondents indicated that they were satisfied with UCAN leadership, whereas in fiscal year 2011, 98 percent reported satisfaction. Dissatisfaction slowly increased from fiscal year 2008 through 2010, but decreased during fiscal year 2011.



UNDERSTANDING OF UTAH DEPARTMENT OF HEALTH SUPPORT STAFF ROLES

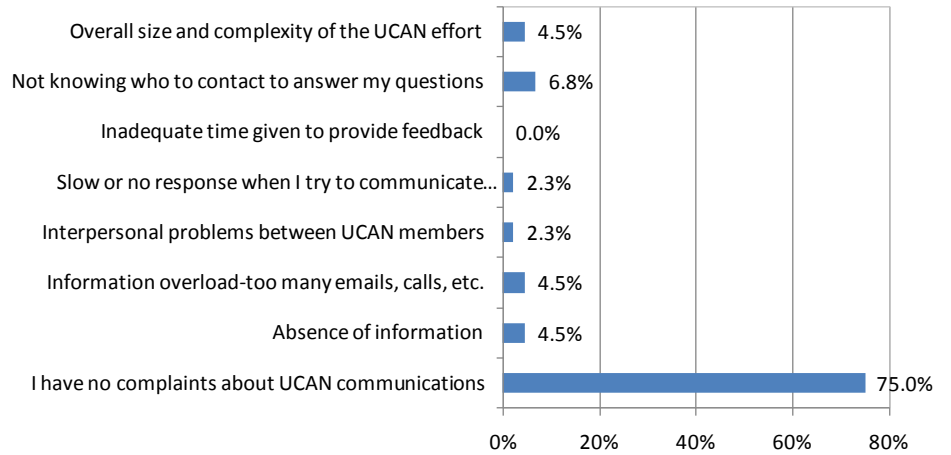
Approximately 76 percent of survey respondents agreed or strongly agreed that they had understanding of Utah Department of Health support staff roles. Approximately 24 percent disagreed or strongly disagreed that they understand the role of Utah Department of Health support staff.



POSSIBLE BARRIERS TO COMMUNICATION FOR UCAN

Seventy-five percent of survey respondents had no complaints about UCAN communications.

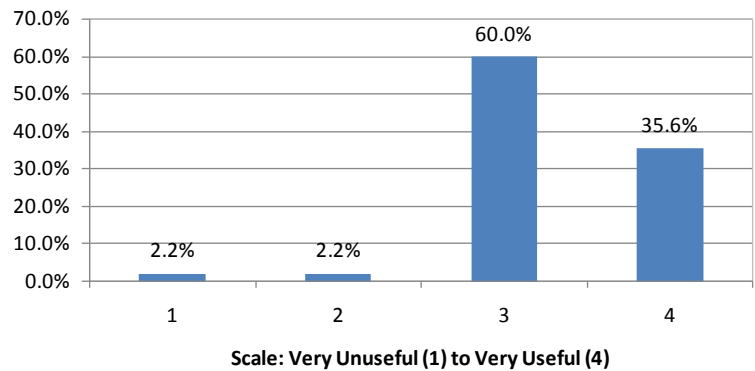
Possible Barriers to Communication



USEFULNESS OF UCAN SEMI-MONTHLY EMAILS

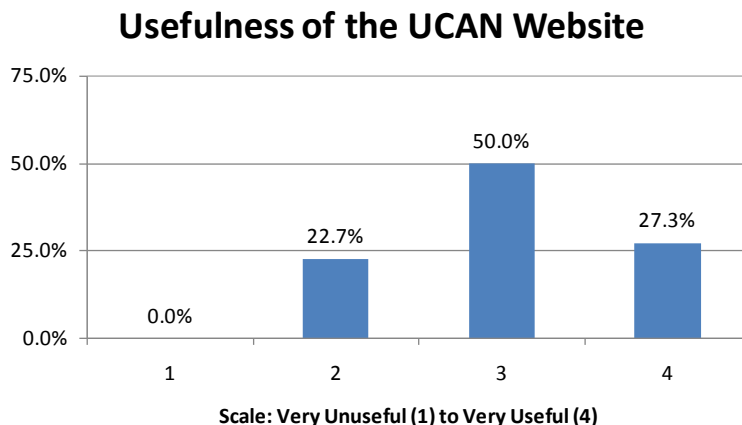
Over 95 percent of survey respondents believe that UCAN semi-monthly emails are useful.

Usefulness of UCAN Emails



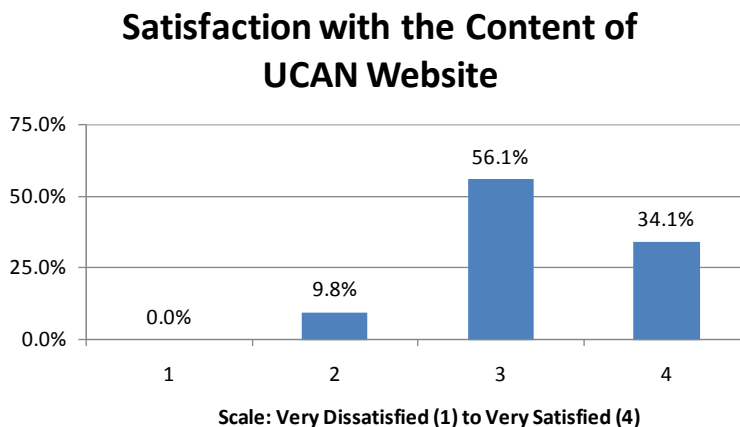
USEFULNESS OF THE UCAN WEBSITE

Among survey respondents, 77 percent felt that the UCAN website was useful or very useful. Twenty-three percent felt that the UCAN website was unuseful.



SATISFACTION WITH THE CONTENT OF THE UCAN WEBSITE

Approximately 90 percent of survey respondents said they were satisfied or very satisfied with the content of the UCAN website. Only 9.8 percent said they were dissatisfied with the content.



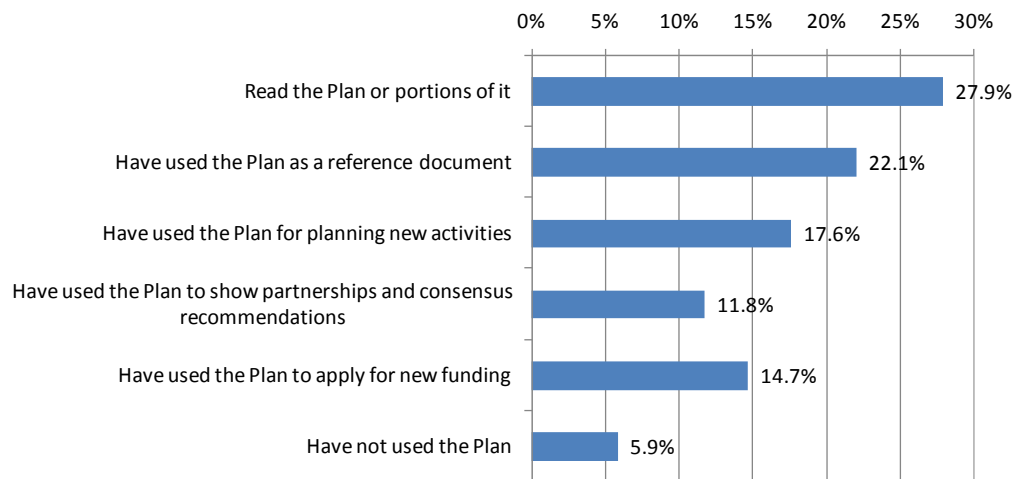
COMMENTS ON HOW TO IMPROVE THE UCAN WEBSITE

#1	Feature local events on the home page.
#2	I struggle finding the colon cancer screening page.

ORGANIZATION USE OF THE PLAN

Among survey respondents, 19 UCAN members reported that they have at least read the Plan, while only four reported that they have not used the plan.

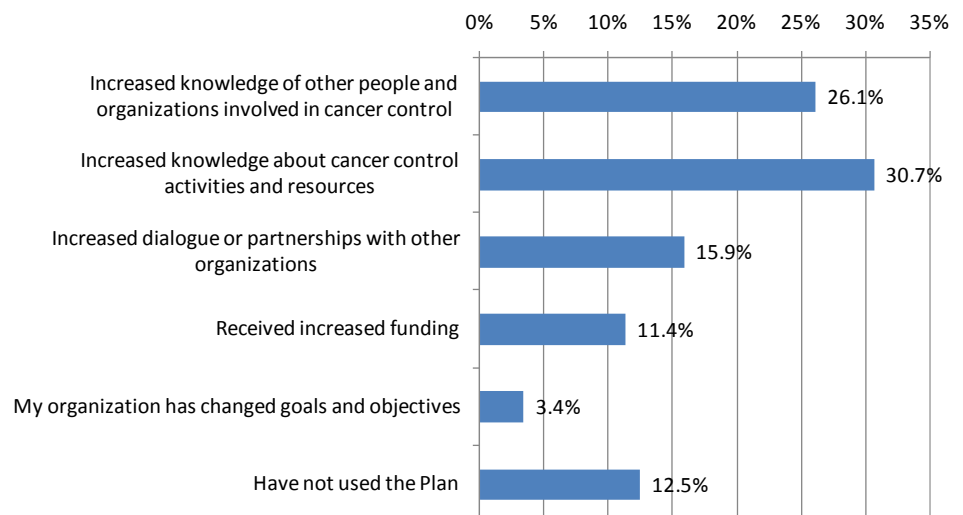
Organization Use of the Plan



RESULT OF USING THE PLAN

Among survey respondents, 27 UCAN members reported that use of the Plan has lead to increased knowledge about cancer control activities and resources.

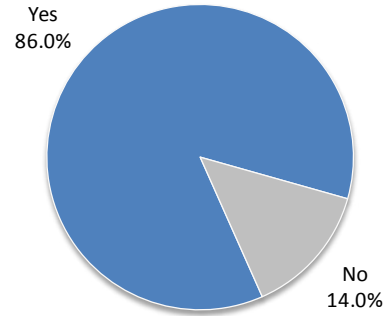
Result of Using the Plan



PROGRAMS OR ACTIVITIES AS A RESULT OF UCAN

Survey respondents were asked if UCAN was responsible for programs or activities that otherwise would not have occurred. Eighty-six percent stated that there were programs or activities that resulted from UCAN work.

Programs or Activities



COMMENTS ON ONE CHANGE THAT CAN IMPROVE EFFECTIVENESS OF UCAN'S COLLABORATIVE EFFORT

#1	Bringing our expansive resources together at meetings.
#2	If everyone in UCAN actually participated.
#3	Make the most of meetings. Stick to solid agenda, move through agenda items, and include agenda items that promote dialogue amongst participants.
#4	Meeting times.
#5	Understanding each organization's efforts and how we can all work together for the greater good.