

**Table 1 [from full report]: Results of Statistical Analysis of Likert Scale Survey Questions at the “Somewhat Satisfied”/ “Very Satisfied” Level**

Survey Question	95% Confidence Interval of the Proportion of Stakeholders	Was the Goal of 85% Stakeholder Satisfaction Met?
<b>General Communications. How satisfied are you...</b>		
1. with your understanding of the role of the Program?	86 – 98%	✓
2. that the Program listens to the opinions of all stakeholder groups equally?	85.6 – 99%	✓
3. with the efforts made by the Program to understand your requirements?	87 – 99%	✓
4. with the clarity of the information you receive from the Program?	96 – 100%	✓
5. with the relevance of the information you receive from the Program?	93 – 100%	✓
6. with the length of time taken for Program staff to return your <i>e-mails</i> ?	96 – 100%	✓
7. with the length of time taken for Program staff to return your <i>phone calls</i> ?	95 – 100%	✓
8. with how you are treated when you communicate with Program staff?	100%*	✓
9. that the information you receive from the Program is up to date?	96 – 100%	✓
10. with the accuracy of information that you receive from the Program?	100%*	✓
11. with the transparency of the Program’s decision making processes?	78 – 96%	
12. that the information generated by the Program reaches those who should have it in order to make informed decisions about health care delivery?	78 – 96%	
13. with the clarity of graphs presented in Program reports or presentations?	83 – 97%	
14. with the time taken for the Program to communicate relevant decisions to you?	88 – 100%	✓
<b>Newsletter. How satisfied are you with...</b>		
15. the overall style and presentation of the newsletter?	88 – 100%	✓
16. the overall length of the newsletter?	86 – 99%	✓
17. the relevance of the newsletter content to you?	76 – 94%	
18. the readability of the newsletter?	86 – 99%	✓
19. how it keeps you updated of general Program news and happenings?	84 – 98%	
20. the frequency of publication (twice per year)?	79 – 95%	

Survey Question	95% Confidence Interval of the Proportion of Stakeholders	Was the Goal of 85% Stakeholder Satisfaction Met?
<b>Program Website. How satisfied are you...</b>		
21. with the overall visual presentation of the website?	76 – 96%	
22. with the organization of the information on the website?	72 – 93%	
23. that finding the information you seek requires minimal effort?	74 – 95%	
24. that the website has a natural or intuitive organization?	68 – 91%	
25. with the overall usefulness of the website?	72 – 91%	
26. with the applicability of the information on the website to your job?	66 – 90%	
<b>Meetings. How satisfied are you...</b>		
28. with how well the Program <i>prepares for</i> meetings it hosts?	92 – 100%	✓
29. with how well the Program <i>conducts</i> meetings it hosts?	92 – 100%	✓
30. with the timeliness of the circulation of meeting agendas?	87 – 100%	✓
31. with the time provided to review documents prior to meetings?	82 – 98%	
32. with the timeliness of the circulation of meeting minutes?	92 – 100%	✓
33. with the relevance of discussions held at meetings?	92 – 100%	✓
34. with the amount that is accomplished in a given amount of time at meetings?	90 – 100%	✓
35. with the completion of action items from prior meetings?	87 – 100%	✓
36. that all participants have equal opportunity to be heard at meetings?	100%*	✓
37. with the location of meetings?	87 – 100%	✓
38. that teleconferencing/telehealth allows suitable participation from remote sites?	78 – 96%	
39. with the availability of Program staff for meetings hosted by other groups outside the NSPBCP?	91-100%	✓
<b>Coordination. How satisfied are you that the Program...</b>		
40. considers your needs when planning initiatives?	79 – 96%	
41. considers your current resources when planning initiatives?	74 – 92%	
42. helps stakeholders act together in a smooth concerted way?	79 – 96%	
<b>Overall Impressions. How satisfied are you with...</b>		
43. the Program's overall efforts in <i>communication</i> with its stakeholders?	91 – 100%	✓
44. the Program's overall efforts in <i>coordination</i> with its stakeholders?	91 – 100%	✓

\* All respondents' answers were either "somewhat satisfied" or "very satisfied" and so the confidence interval does not extend below 100%.