



Client Satisfaction Survey

Summary Report

by

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SURVEY ADMINISTRATION. The Client Satisfaction Survey was developed and administered using an on-line survey tool, Survey Monkey. The survey administrator was Brenda Rohren. The survey opened at 9:00 a.m. on Monday, June 1, 2015 and closed at 5:00 p.m. on Friday, June 26, 2015. Client in the adolescent and adult dual diagnosis outpatient treatment programs were asked to participate in the survey during therapy sessions held in June 2015. The survey was completed at the beginning of the therapy session. (Only active clients were invited to participate. At the time of the survey, there were no adolescents participating in the program.)

RESPONSE RATES. The response rate was 100% (i.e., 10 of 10).

SUMMARY OF RESPONSES. A 5-point Likert scale was used for all questions (strongly disagree, disagree, neutral, agree, and strongly agree). The satisfaction ratings indicated below are for the percentage of individuals who responded either “agree” or “strongly agree” to the questions. Questions were asked regarding accessibility in the areas of Architecture, Environment, Attitude, Finances, and Transportation. (Employment, Communication, and Community Integration were not addressed in this survey.) Cultural diversity questions were also asked.

- **Accessibility of Location.** Satisfaction on the 6 questions was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Accessibility of Therapist’s Office.** Satisfaction on the 5 questions was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Interactions with Therapist.** Satisfaction on the 7 questions was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Treatment Process.** Satisfaction on the 7 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.

- **Scheduling Sessions and Communication.** Satisfaction on the 3 questions was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **As a direct result of therapy services at BHR ____.** Satisfaction on the 5 questions was 100% with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Financial and Billing.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Overall Satisfaction.** Satisfaction on the 4 was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.

COMMENTS:

1. "I have been able to make many positive changes in my life."
2. "I have recommended her [Brenda Rohren] to family members."
3. "The bathroom has been a little messy a couple of times."

RECOMMENDATIONS:

1. Communicate the results of this Client Satisfaction Survey to all clients, personnel, and other stakeholders.
2. When changes are made that directly relate to the outcome of this Client Satisfaction Survey, communicate this to clients, personnel, and other stakeholders.
3. Re-administer the Client Satisfaction Survey in December 2015.
4. Add selected targets to the Strategic Plan, Accessibility Plan, Cultural Competency and Diversity Plan, and/or Performance Analysis and Improvement Plan from the results of this satisfaction survey using identified benchmarks and identify priorities.

Attachments: 1) BHR Client Satisfaction Survey Results of June 2015 (PDF document of 8 pages with 8 questions, responses with percentages, and comments)
2) BHR Client Satisfaction Survey Questions of June 2015 (PDF document of 10 pages)

References: 1) CARF 2014 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N