



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, August 12, 2013 and closed at 5:00 p.m. on Friday, August 23, 2013. Client were asked to participate in the survey during therapy sessions held the week of August 12. They were provided the option of receiving the on-line survey link via e-mail or to receive a paper copy that would be returned by mail. All chose to complete the on-line version. Only active clients were invited to participate. For one client, that session was the last session as she was being discharged that day.

RESPONSE RATES. The response rate was 100% (i.e., 3 of 3).

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 ranged from 67% to 100%, with an average of 89% satisfaction.
 - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) adequate signs by the elevators and other locations directing to the therapist’s office (Neutral); and 2) the restrooms are clean and comfortable (Disagree).
- **Accessibility of Therapist’s Office.** Satisfaction on the 5 questions was 100% on all five questions, with an average of 100% satisfaction.
 - Areas for improvement: All responses were Strongly Agree with the exception of one which was rated as Agree: “The office is quiet and without noise distractions.”
- **Interactions with Therapist.** Satisfaction on the 7 questions was 100%, with an average of 100% satisfaction. (One third of the responses for each question were rated as Agree.)
 - Areas for improvement: None identified at the present time.
- **Treatment Process.** Satisfaction on the 6 questions was 100%, with an average of 100% satisfaction. (One third of the responses for each question were rated as Agree.)
 - Areas for improvement: None identified at the present time.

- **Scheduling Sessions and Communication.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction. One third of the responses for two questions were rated as Agree and 67% of responses for one question was rated as Agree (i.e., "Sessions are scheduled at times that are convenient for me").
 - Areas for improvement: Obtain more information about client needs regarding scheduling appointments and make appropriate changes.
- **As a direct result of therapy services at BHR ____.** Satisfaction on the 4 questions ranged from 67% to 100%, with an average of 92% satisfaction. One third of responses were Neutral regarding the statement: "____ I do things that are meaningful to me."
 - Areas for improvement: Obtain more information about client needs and make appropriate changes.
- **Financial and Billing.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction. One third of the responses for each question were rated as Agree.
 - Areas for improvement: None identified at the present time.
- **Overall Satisfaction.** Satisfaction on the 4 questions ranged from 67% to 100%, with an average of 92% satisfaction. One third of responses were Neutral regarding "If I had other choices, I would still get services from this agency."
 - Areas for improvement: Obtain more information about client needs and make appropriate changes.

RECOMMENDATIONS:

1. Update the **Accessibility Plan** to include the following.
 - a. adequate signs by the elevators and other locations directing individuals to the BHR offices
 - b. improve the cleanliness and comfort of the restroom on the third floor of the SCC Entrepreneurship Center building
 - c. reduce noise level and auditory distractions in the proximity of Suite 306
 - d. improve client satisfaction with scheduling appointments at convenient times
2. Communicate the results of this satisfaction survey to all clients, personnel, and other stakeholders.
3. When changes are made that directly relate to the outcome of this satisfaction survey, communicate this to clients, personnel, and other stakeholders.
4. Re-administer the Client Satisfaction Survey in November 2013.
 - a. Establish benchmarks for each of the 8 core areas of the survey prior to administration.
5. 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 of August 2013 (PDF document of 6 pages with 8 questions, responses with percentages, and comments)

References: 1) CARF 2013 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N