



## **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 Wednesday, June 18, 2014 and closed at 5:00 p.m. on Monday, June 30, 2014. Client were asked to participate in the survey during therapy sessions held the week of June 23. The survey was completed at the beginning of the therapy session. Only active clients were invited to participate.

**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 ranged from 90% to 100%, with an average of 97% satisfaction.
  - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) The building is well marked with signs that identify the name of the building (Neutral); and 2) parking is convenient (Neutral).
- **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 ranged from 90% to 100%, with an average of 99% satisfaction.
  - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) My therapist encourages me to take responsibility for how I live my life (Neutral).
- **Treatment Process.** Satisfaction on the 6 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 ranged from 90% to 100%, with an average of 97% satisfaction.
  - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) My therapist returns my calls within one business day or within a reasonable time (Neutral).
- **As a direct result of therapy services at BHR \_\_\_\_.** Satisfaction on the 5 questions was 100% on all five questions, 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 questions ranged from 90% to 100%, with an average of 98% satisfaction
  - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) As a result of therapy, I am better able to make healthy decisions in my life (Neutral).

#### **RECOMMENDATIONS:**

1. The BHR offices will move to the Corporate Centre office park on July 18, 2014. This is a medical and professional building that has improved internal and external signage, parking, and accessibility.
2. Communicate the results of this Client Satisfaction Survey to all clients, personnel, and other stakeholders.
3. When changes are made that directly relate to the outcome of this Client Satisfaction Survey, communicate this to clients, personnel, and other stakeholders.
4. Re-administer the Client Satisfaction Survey in December 2014.
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.

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**Attachments:** 1) BHR Client Satisfaction Survey Results of June 2014 (PDF document of 8 pages with 8 questions, responses with percentages, and comments)  
2) BHR Client Satisfaction Survey Questions of June 2014 (PDF document of 10 pages)

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