



## **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 1, 2016 and closed at 5:00 p.m. on Thursday, June 30, 2016. Clients in the adult dual diagnosis outpatient treatment program were asked to participate in the survey during therapy sessions held in June 2016. (Only active clients were invited to participate. At the time of the survey, there were no adolescents participating in the program during June. Three adult clients were recently admitted, but not invited to participate because they had not yet received any services other than the intake and assessment. This practice will be re-evaluated during future surveys.)

**RESPONSE RATES.** The response rate was 100% (i.e., 14 of 14).

**SUMMARY OF RESPONSES.** A 5-point Likert scale was used for all questions (Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree). The satisfaction ratings indicated below are for the percentage of individuals who responded either “Strongly Agree” or “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 86% to 100% on all questions, with an average of 93% satisfaction.
  - Areas for improvement: 1) The location of BHR was easy to find the first time I came here (14% Neutral); 2) The building is well marked with signs that identify the name of the building (14% Neutral); 3) There are adequate signs by the elevators and other locations directing me to my therapist’s office (14% Neutral); and 4) The restrooms are clean and comfortable (7% Disagree).
- **Accessibility of Therapist’s Office.** Satisfaction on the 5 questions ranged from 93% to 100% on all questions, with an average of 97% satisfaction.
  - Areas for improvement: 1) The office is quiet and without noise distractions (7% Neutral); 2) There are no unpleasant odors such as fragrances (7% Neutral).
- **Interactions with Therapist.** Satisfaction on the 7 questions 100%, 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 4 questions ranged from 93% to 100% on all questions, with an average of 98% satisfaction.
  - Areas for improvement: 1) Manage crises in positive ways (7% Neutral).
- **Financial and Billing.** 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.
- **Overall Satisfaction.** Satisfaction on the 4 questions was 100% on all questions, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time.

**COMMENTS:**

1. Many more comments were provided by clients than in previous surveys. Selected comments (with no names or PHI) were added to the BHR website as Testimonials.
2. Accessibility regarding signage continues to be the main area identified for improvement.

**RECOMMENDATIONS:**

1. Contact the landlord regarding the areas for improvement identified regarding 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 (e.g., posted on the website and social media such as Facebook).
4. Re-administer the Client Satisfaction Survey in December 2016.
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 2016 (PDF document of 8 pages with 8 questions, responses with percentages, and comments)  
2) BHR Client Satisfaction Survey Questions of June 2016 (PDF document of 10 pages)

**References:** 1) CARF 2016 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N