



Client Satisfaction Survey

Summary Report

by

Brenda Rohren, M.A., MFS, LIMHP, LADC, MAC

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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, December 9, 2013 and closed at 5:00 p.m. on Thursday, December 26, 2013. Client were asked to participate in the survey during therapy sessions held the week of December 9. 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 but two chose to complete the on-line version. Only active clients were invited to participate.

RESPONSE RATES. The response rate was 67% (i.e., 4 of 6).

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 75% to 100%, with an average of 96% satisfaction. (This was an improvement of 7% from the August 2013 survey.)
 - 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)
- **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: None identified at the present time; all responses were Strongly Agree.
- **Interactions with Therapist.** Satisfaction on the 7 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time; all responses were Strongly Agree.
- **Treatment Process.** Satisfaction on the 6 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time; all responses were Strongly Agree.
- **Scheduling Sessions and Communication.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time; all responses were Strongly Agree.

- **As a direct result of therapy services at BHR ____.** Satisfaction on the 4 questions ranged from 75% to 100%, with an average of 88% satisfaction. (This was a decrease of 4% from the August 2013 survey.) One fourth of responses were Disagree regarding the statement: “I do things that are meaningful to me” and “I am better able to take care of my needs.”
 - 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.
 - Areas for improvement: None identified at the present time; all responses were Strongly Agree.
- **Overall Satisfaction.** Satisfaction on the 4 questions was 100%, with an average of 100% satisfaction. (This was an improvement of 8% from the August 2013 survey.)
 - Areas for improvement: None identified at the present time; all responses were Strongly Agree.

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.
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 June 2014.
 - a. Establish benchmarks for each of the 8 core areas of the survey prior to administration.
 - b. To increase the response rate, administer the survey on-line to all clients at the beginning of a therapy session by allowing the client to have access to an agency computer that allows for privacy during completion of the survey.
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 December 2013 (PDF document of 7 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