



## **Stakeholder Satisfaction Survey**

### **Summary Report**

by

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**SURVEY ADMINISTRATION.** The Stakeholder 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. Stakeholders were asked to participate in the survey via an e-mail which was sent on December 11.

**RESPONSE RATES.** The response rate was 92% (i.e., 11 of 12). The specific breakdown is as follows:

- **Business Coaches:** 100% (i.e., 4 of 4)
- **Referral Sources:** 100% (i.e., 4 of 4)
- **Vendors / Technical Support:** 75% (i.e., 3 of 4)

**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 Architectural, Environment, Attitudes, Transportation. (Finances, Employment, Communication, and Community Integration were not addressed in this survey.) Cultural diversity questions were also asked. Responses that were marked as “N/A” were not used for statistical analysis.

- **Communication.** 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.
- **Accessibility.** Satisfaction on the 6 questions ranged from 91% to 100%, with an average of 97% 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 BHR website provides adequate information about services, eligibility criteria, and fees (Neutral).
- **Cultural Competency.** Satisfaction on the 4 questions ranged from 91% to 100%, with an average of 98% satisfaction.
  - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) the physical environment not being warm and inviting to individuals of diverse cultures and disabilities (Strongly Disagree).

**Business Coaches:**

- **Engagement in the Coaching Process.** Satisfaction on the 4 questions was 100%, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time.

**Referral Sources:**

- **Efficiency and Effectiveness of Services.** 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.
- **Confidentiality.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time.

**Vendors / Technical Support:**

- **Requests for Services and Payment.** Satisfaction on the 2 questions was 100%, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time; all responses were Strongly Agree.

**Miscellaneous Comments:**

- “The communication between the place that I work and Behavioral Health Resources, LLC is good. Always quick responses to any questions.”
- “Ms. Rohren’s professionalism is high and she is very thorough and organized in her communications.”
- “She asks great questions and thinks strategically.”
- “The staff are very professional in every way.”

**RECOMMENDATIONS:**

1. Update the **Cultural Competency and Diversity Plan** and **Accessibility Plan** to include the following:
  - a. Increase the number of signs and posters promoting awareness and acceptance of culture and diversity.
  - b. Ensure that all promotional and informational material adequately addresses culture and diversity.
  - c. Increase the amount of signage that provides directions to the BHR offices.
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 Stakeholder Satisfaction Survey in June 2014.
  - 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.

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**Attachments:** 1) BHR Stakeholder Satisfaction Survey of December 2013 (PDF document of 8 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