



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 Saturday, December 27, 2014 and closed at 5:00 p.m. on Friday, January 2, 2015. (Due to unavailability of some clients, the time frame was extended until January 19.) Client were asked to participate in the survey during therapy sessions held primarily during the week of December 29. 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 70% to 100%, with an average of 82% satisfaction.
 - **Areas for improvement:** The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) the location was easy to find (Neutral); 2) the building is well marked with signs that identify the name of the building (Neutral); and 3) there are signs by the elevators or other locations directing to the therapist’s office (Neutral).
- **Accessibility of Therapist’s Office.** Satisfaction on the 5 questions ranged from 90% to 100% on all questions, with an average of 98% satisfaction.
 - **Areas for improvement:** The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) the office is quiet and without distraction (Neutral).
- **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) I feel comfortable about voicing dissatisfaction about the services I’m receiving (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 6 questions was 100%, 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 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 ranged from 80% to 100%, with an average of 90% satisfaction.
 - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) My monthly statements are clear and easy to read (Neutral); and 2) My billing statements are accurate (Neutral).
- **Overall Satisfaction.** Satisfaction on the 4 questions ranged from 90% to 100%, with an average of 98% satisfaction
 - Areas for improvement: None identified at the present time.

RECOMMENDATIONS:

1. The BHR offices moved 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.
 - a. The landlord was notified that it would be helpful to add a sign to the building that identifies it as the Corporate Centre.
2. Regarding the billing statements, no changes can be made at this time due to the format used by the billing service. All clients receive copies of their statements, even if they do not have a balance due.
3. Communicate the results of this Client Satisfaction Survey to all clients, personnel, and other stakeholders.
4. When changes are made that directly relate to the outcome of this Client Satisfaction Survey, communicate this to clients, personnel, and other stakeholders.
5. Re-administer the Client Satisfaction Survey in June 2015.
6. 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 Results of December 2015 (PDF document of 8 pages with 8 questions, responses with percentages, and comments)
2) BHR Client Satisfaction Survey Questions of December 2015 (PDF document of 10 pages)

References: 1) CARF 2014 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N