



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, November 30, 2015 and closed at 5:00 p.m. on Friday, January 15, 2016. Clients in the adolescent and adult dual diagnosis outpatient treatment programs were asked to participate in the survey during therapy sessions held primarily in December 2015. The survey was completed at the beginning of the therapy session. (Only active clients were invited to participate. At the time of the survey, there was one adolescent participating in the program. Therefore, in order for the identify of all responses to remain anonymous, a separate survey for the adolescent was not conducted.)

RESPONSE RATES. The response rate was 100% (i.e., 19 of 19).

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 84% to 100% on all questions, with an average of 94% satisfaction.
 - Areas for improvement: 1) The building is well marked with signs that identify the name of the building (11% Neutral); 2) There are adequate signs by the elevators and other locations directing me to my therapist’s office (11% Neutral, 5% Disagree); and 3) The restrooms are clean and comfortable (11% 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 95% to 100% on all questions, with an average of 99% satisfaction.
 - Areas for improvement: 1) I feel comfortable about voicing dissatisfaction about the services I’m receiving (5% Neutral).

- **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 5 questions was 95% with an average of 95% satisfaction.
 - Areas for improvement: One client responded Neutral to each of these five areas: deal more effectively with daily problems; manage crises in positive ways; do things that are meaningful for me; and take care of my needs. The client’s comments about his or her responses was “I feel as though I have much more work to be done in this area.” (The client’s therapist is Brenda Rohren).
- **Financial and Billing.** Satisfaction on the 3 questions ranged from 95% to 100%, with an average of 97% satisfaction.
 - Areas for improvement: 1) My monthly statement is clear and easy to read (5% Neutral); and 2) My billing statements are accurate (5% Neutral).
- **Overall Satisfaction.** Satisfaction on the 4 questions ranged from 89% to 100%, with an average of 97% satisfaction.
 - Areas for improvement: 1) As a result of therapy, I am better able to make healthy decisions in my life (11% Neutral).

COMMENTS:

1. “I really like my therapist [Brenda Rohren]. She listens and provides great ideas that are helpful to me. I highly recommend her!”
2. “Men’s restroom, for clarification” (regarding a Neutral rating for the survey item “The restrooms are clean and comfortable.”)

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 June 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.

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 2015 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N