



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 Thursday, December 8, 2016 and closed at 5:00 p.m. on Friday, December 30, 2016. Adult clients in the Dual Diagnosis Outpatient Treatment program were asked to participate in the survey during therapy sessions held in December 2016. (Only active clients were invited to participate. At the time of the survey, there were no adolescents participating in the program during December.)

RESPONSE RATES. The response rate was 100% (i.e., 20 of 20).

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, Attitude, Communication, Environment, Finances, and Transportation. (Employment 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 95% on all questions, with an average of 86% satisfaction.
 - Areas for improvement: 1) The location of BHR was easy to find the first time I came here (5% Strongly Disagree); 2) The building is well marked with signs that identify the name of the building (20% Neutral, 15% Strongly Disagree); 3) Parking is convenient (5% Disagree); 4) The restrooms are clean and comfortable (20% Neutral, 5% Disagree).
- **Accessibility of Therapist’s Office.** Satisfaction on the 5 questions ranged from 95% to 100% on all questions, with an average of 98% satisfaction.
 - Areas for improvement: 1) The office suite is physically accessible (i.e., no problems physically entering the therapist’s office (5% Neutral); 2) The furnishings in my therapist’s office are comfortable and help me to feel at ease (5% Neutral).
- **Interactions with Therapist.** Satisfaction on the 7 questions ranged from 90% to 100% on all questions, with an average of 95% 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 95% on all questions, with an average of 95% 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 90% to 95% on all questions, with an average of 93% satisfaction.
 - Areas for improvement: 1) None identified at the present time.
- **Financial and Billing.** Satisfaction on the 3 questions ranged from 92% to 95% on all questions, with an average of 94% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Overall Satisfaction.** Satisfaction on the 4 questions was 95% on all questions, with an average of 95% satisfaction.
 - Areas for improvement: 1) I would recommend the therapists to a friend or family member (5% Disagree). The client's comment was that s/he would feel uncomfortable with someone whom s/he knows receiving services at the same organization where s/he is receiving treatment.

COMMENTS:

1. Many more comments were provided by clients than in previous surveys. A new section was added to the Testimonials page of the BHR website titled, "Feedback from out therapy clients: In compliance iwth professional ethical codes of conduct, testimonials from our therapy clients are not published on our website. Summary reports from our Client Satisfaction Surveys can be found on the Communication & Feedback page of our website."
2. Accessibility regarding signage continues to be the main area identified for improvement. There are also problems with the faucet spray in the restrooms.

RECOMMENDATIONS:

1. Contact the landlord regarding the areas for improvement identified regarding accessibility (e.g, external signage and faucet spray in restrooms).
2. Develop a Financial Account Statements form for clients to complete regarding their preference about receiving their account statements.
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 (e.g., posted on the website and social media such as Facebook).
5. Re-administer the Client Satisfaction Survey in June 2017.
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 2016 (PDF document of 9 pages with 8 questions, responses with percentages, and comments)
2) BHR Client Satisfaction Survey Questions of December 2016 (PDF document of 11 pages)

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