



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 on Friday, January 1, 2016 and closed on Saturday, December 31, 2016. Only referral sources who are professionals were invited to participate. (The majority of referrals are initiated by clients using an Internet search or referred by a friend or family member.) If the client signed an authorization for the referral source, s/he was first contacted by letter to provide notification of the client's admission. About one week later, the referral source was contacted by e-mail and invited to participate in the survey. (No PHI was indicated in the e-mail.)

RESPONSE RATES. The response rate was 40% (i.e., 4 of 10).

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 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; all responses were Strongly Agree.
- **Accessibility.** Satisfaction on the 6 questions ranged from 50% to 100%, with an average of 75% satisfaction.
 - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) the building, offices, and restrooms are clean and well maintained (Neutral); and 2) The building and offices are accessible to persons with disabilities (Neutral); and 3) adequate exterior and interior signs that direct individuals to the BHR offices (Neutral). No comments regarding improvements were provided.
- **Cultural Competency.** Satisfaction on the 4 questions ranged from 50% to 100%, with an average of 75% satisfaction.
 - Areas for improvement: The lowest levels of satisfaction (Neutral, Disagree, or Strongly Disagree) were for: 1) regarding the physical environment, BHR offices are warm and inviting to individuals of diverse cultures and disabilities (Neutral). No comments regarding improvements were provided.

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; all responses were Strongly Agree.

Miscellaneous Comments:

- None

RECOMMENDATIONS:

1. The BHR offices are located in the Corporate Centre. This is a medical and professional building that does not have any signage on the building that identifies it as the Corporate Centre. The building landlord was contacted in July 2016 and it was requested that a sign “Corporate Center” be placed above the doors at the front of the building. This is being considered; however, no action has yet been taken.
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 throughout 2017.
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 2016 (PDF document of 6 pages with 6 sets of questions, responses with percentages, and comments)
2) BHR Stakeholder Satisfaction Survey Questions of December 2016 (PDF document of 8 pages)

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