



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, 2017 and closed on Saturday, December 31, 2017. Only referral sources who are professionals were invited to participate; many of the referral sources referred more than one client for services. (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.) No family members or clinical consultant were invited to participate in the survey in FY 2017.

RESPONSE RATES. The response rate was 30% (i.e., 3 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, Communication, Technology, and Transportation. (Finances, Employment, 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.

- **Efficiency and Effectiveness of Services.** Satisfaction on the 3 questions ranged from 67% to 100%, with an average of 78% satisfaction.
 - Areas for improvement: 1) promptly screening for services; 2) waiting period for services.
- **Confidentiality.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **BHR website.** All respondents stated that they visit the website 1-3 times per month.
- **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.

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- **Accessibility.** Satisfaction on the 6 questions was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: Respondents answered “N/A” to some of the questions as they have not visited the BHR offices.
- **Cultural Competency.** 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.
- **Overall Satisfaction.** Satisfaction on the 2 questions was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.

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. Due to additional critical feedback from clients, personnel, and other stakeholders, the landlord was contacted again in August and October 2017. Signage has not improved. In addition, due to remodeling of the first floor, pre-existing signage was removed and has not yet been replaced. The Property Manager was contacted on December 29, 2017 and a meeting was requested to discuss identified accessibility barriers.
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 2018 and to include family members and clinical consultants.
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 Stakeholder Satisfaction Survey of December 2017 (PDF document of 8 pages with 8 sets of questions, responses with percentages, and comments)
2) BHR Stakeholder Satisfaction Survey Questions of December 2017 (PDF document of 10 pages)

References: 1) CARF 2017 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N