



## Client Satisfaction Survey

### Summary Report

by

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December 2017

**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 am on Saturday, December 9, 2017 and closed at 12:00 pm on Saturday, January 20, 2018. Adolescent and adult clients in the Dual Diagnosis Outpatient Treatment program were asked to participate in the survey during therapy sessions held primarily in December 2017. Only active clients were invited to participate. At the time of the survey, there were no adolescents participating in the program.

**RESPONSE RATES.** The response rate was 100% (i.e., 18 of 18).

**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 7 questions ranged from 64% to 100% on all questions, with an average of 85% satisfaction.
  - Areas for improvement: 1) The location of BHR was easy to find the first time I came here (6% Neutral); 2) The building is well marked with signs that identify the name of the building (17% Neutral, 6% Disagree); 3) There are adequate signs by the elevators and other locations directing me to my therapist’s office (17% Neutral, 6% Disagree); 4) The main lobby is clean, welcoming, and inviting (2% Neutral, 6% Disagree); 5) The women’s restrooms are clean and comfortable (36% 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 94% to 100% on all questions, with an average of 98% satisfaction.
  - Areas for improvement: None identified at the present time.

- **Treatment Process.** Satisfaction on the 7 questions ranged from 88% to 100% on all questions, with an average of 97% satisfaction.
  - Areas for improvement: 1) I am actively involved with developing transition plans that are updated every two or three months (6% Neutral, 6% Disagree); 2) My therapist respects confidentiality and does not share any information about me to others without my written consent (6% Neutral).
- **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 4 questions ranged from 89% to 94% on all questions, with an average of 92% satisfaction.
  - Areas for improvement: 1) None identified at the present time. The reason for several Neutral ratings were clarified by client's comments indicating that they had not been participating in treatment very long, so were not able to yet evaluate their progress and related improvements in their lives.
- **Financial and Billing.** 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.
- **Overall Satisfaction.** Satisfaction on the 4 questions ranged from 94% to 100% on all questions, with an average of 99% satisfaction.
  - Areas for improvement: None identified at the present time.

#### **COMMENTS:**

1. Many clients provided specific narrative comments indicating that services have been beneficial and they have good rapport with their therapists.
2. Accessibility regarding internal and external signage continues to be the main area identified for improvement. There are also concerns about cleanliness of the women's restroom located on the first floor. Several conversations with the landlord's Property Manager indicate that they are not concerned about the lack of external or internal signage and do not have plans to make any changes with the exception of possibly moving the building directory from the lobby to the hallway between the lobby and elevators.

#### **RECOMMENDATIONS:**

1. Communicate the results of this Client Satisfaction Survey to all clients, personnel, and other stakeholders.
2. 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).
3. Re-administer the Client Satisfaction Survey in June 2018.
4. 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 Client Satisfaction Survey Results of December 2017 (PDF document of 9 pages with 8 questions, responses with percentages, and comments)  
2) BHR Client Satisfaction Survey Questions of December 2017 (PDF document of 11 pages)

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