



## **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 am on Monday, June 5, 2017 and closed at 7:00 pm on Monday, July 10, 2017. Adolescent and adult clients in the Dual Diagnosis Outpatient Treatment program were asked to participate in the survey during therapy sessions held primarily in June 2017. Only active clients were invited to participate. At the time of the survey, there was one adolescent participating in the program. Therefore, in order to maintain anonymity, that client's responses are included in the overall results.

**RESPONSE RATES.** The response rate was 100% (i.e., 16 of 16).

**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 81% to 100% on all questions, with an average of 90% satisfaction.
  - Areas for improvement: 1) The location of BHR was easy to find the first time I came here (12% Neutral); 2) The building is well marked with signs that identify the name of the building (12% Neutral, 6% Strongly Disagree); 3) There are adequate signs by the elevators and other locations directing me to my therapist's office (12% Neutral); 4) The women's restrooms are clean and comfortable (25% Neutral, 6% Disagree).
- **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 88% to 100% on all questions, with an average of 97% satisfaction.
  - Areas for improvement: 1) My therapist understands my problems and concerns (6% Neutral); 2) I feel comfortable about voicing dissatisfaction about the services I'm receiving (12% Neutral).

- **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) My questions about treatment are answered to my satisfaction (6% Neutral); 2) I am actively involved with developing transition plans that are updated every two or three months (6% Neutral, 6% Strongly Disagree); 3) 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 88% to 94% on all questions, with an average of 93% 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 88% to 100% on all questions, with an average of 96% satisfaction.
  - Areas for improvement: 1) As a result of therapy, I am better able to make healthy decisions in my life (12% Neutral); I would recommend the therapists to a friend or family member (6% Neutral). 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.

#### **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 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.
3. As a result of feedback received from the Client Satisfaction Survey of December 2016, a Financial Account Statements form was developed on December 30, 2016. Completing the form allows clients to indicate their preference about receiving their account statements. This new process was implemented on January 3, 2017 and has resulted in an increase in client satisfaction as indicated by the 100% client satisfaction for the current period.

#### **RECOMMENDATIONS:**

1. Contact the landlord regarding the areas for improvement identified regarding accessibility (e.g, external signage and cleanliness of women's restroom).
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 December 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 Client Satisfaction Survey Results of June 2017 (PDF document of 9 pages with 8 questions, responses with percentages, and comments)  
2) BHR Client Satisfaction Survey Questions of June 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