



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 11:00 am on Tuesday, November 13, 2018 and closed at 5:00 pm on Wednesday, January 9, 2019. 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 2018. 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., 17 of 17).

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 70% to 100% on all questions, with an average of 94% 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 (12% Neutral, 18% Disagree); and 3) There are adequate signs in the lobby, by the elevators, and other locations directing me to my therapist’s office (12% Disagree).
- **Accessibility of Therapist’s Office.** Satisfaction on the 5 questions ranged from 94% to 100%, with an average of 99% 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 99% satisfaction.
 - Areas for improvement: None identified at the present time.

- **Treatment Process.** Satisfaction on the 7 questions ranged from 94% to 100% on all questions, with an average of 99% satisfaction.
 - Areas for improvement: 1) I am actively involved with developing transition plans that are updated every two or three months (6% Neutral).
- **Scheduling Sessions and Communication.** Satisfaction on the 3 questions ranged from 94% to 100% on all questions, with an average of 98% satisfaction.
 - Areas for improvement: 1) My therapist returns my calls (or encrypted e-mails within one business day or within a reasonable time (6% Disagree).
- **As a direct result of therapy services at BHR ____.** Satisfaction on the 4 questions ranged from 88% to 95% on all questions, with an average of 91% satisfaction.
 - Areas for improvement: 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 82% to 100% on all questions, with an average of 94% satisfaction.
 - Areas for improvement: None identified at the present time. Several Neutral ratings were due to the short period of time in treatment at the time that the survey was completed. All comments were positive with no critical feedback provided about the treatment process or therapists.

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. Previous contact with the landlord's Property Manager indicate that they continue to not be concerned about the lack of external or internal signage. Results of the June and December 2018 surveys will be provided.

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 2019.
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.

Attachments: 1) BHR Client Satisfaction Survey Results of December 2018 (PDF document of 9 pages with 8 questions, responses with percentages, and comments)
2) BHR Client Satisfaction Survey Questions of December 2018 (PDF document of 11 pages)

References: 1) CARF 2018 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N