



Client Satisfaction Survey

Summary Report

by

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December 2019

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 10:00 am on Monday, December 2, 2019 and closed at 10:30 am on Saturday, January 4, 2020. 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 2019. 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, Environment, Attitude, Finances, Communication, Technology, Transportation, and Community Integration. (Employment was not addressed in this survey.) Cultural diversity questions were also asked.

- **Accessibility of Location.** Satisfaction on the 8 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 (18% Neutral, 12% 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 88 to 100% on all questions, with an average of 96% satisfaction.
 - Areas for improvement: 1) The office is quiet and without significant noise and distractions (12% Neutral); and 2) The furnishings in my therapist’s office are comfortable and help me to feel at ease (6% Neutral). One respondent indicated that the sound of the air conditioning was “a bit distressing due to sound sensitivity.” Another respondent indicated that it was distracting to hear phones ringing. Other respondents said that the office is “very relaxing . . . I like how quiet it is.”
- **Interactions with Therapist.** Satisfaction on the 7 questions was 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 8 questions was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Scheduling Sessions and Communication.** Satisfaction on the 5 questions ranged from 94% to 100% on all questions, with an average of 99% satisfaction.
 - Areas for improvement: None identified at the present time.
- **As a direct result of therapy services at BHR, I am learning to _____.** 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.
- **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.
- **Strategic Planning.** One client stated that s/he would like to have more interactive options on the Client Portal such as information, videos, and aids for coping strategies.
- **Overall Satisfaction.** 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.

COMMENTS:

1. Many clients provided specific narrative comments indicating that services have been beneficial, they are actively involved in their treatment planning, and they have good rapport with their therapist.
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 2019 survey was again 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 2020.
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 2019 (PDF document of 10 pages with 9 questions, responses with percentages, and comments)
2) BHR Client Satisfaction Survey Questions of December 2019 (PDF document of 12 pages)

References: 1) CARF 2019 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N