



## **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 Wednesday, January 2, 2019 and closed on Tuesday, December 31, 2019. Stakeholders included Referral Sources, Clinical Consultants, and family members. 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.)

**RESPONSE RATES.** The response rate was 38% (i.e., 3 of 8). Respondents were: Referral Source (1); and Family Member (2). The majority of referrals in 2019 were self referrals (Internet search), insurance companies, family, friends, or re-admissions.

**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 was 100% on all questions, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time.
- **Confidentiality.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
  - Areas for improvement: None identified at the present time.
- **Case Presentations - Clinical Consultant.** This category was not completed as no Clinical Consultants responded to the survey request.
- **BHR website.** Most respondents (67%) indicated that they had never visited the BHR website.
- **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.

- **Accessibility.** Satisfaction on the 5 questions ranged from 33% to 100% on all questions, with an average of 73% satisfaction.
  - Areas for improvement: 1) The BHR offices are conveniently located (33% Neutral) ; 2) The building and offices are accessible to persons with disabilities (33% Neutral); and 3) The BHR website provides adequate information about services, eligibility criteria, and fees (67% Neutral). Regarding the latter, it appears that the respondents should have indicated “N/A” as in the previous question, they indicated that they had never visited the BHR website.
- **Cultural Competency.** Satisfaction on the 4 questions ranged from 67% to 100% on all questions, with an average of 92% satisfaction.
  - Areas for improvement: 1) Regarding the physical environment, BHR offices are warm and inviting to individuals of diverse cultures and disabilities (33% Neutral). No specific suggestions for improvement were provided.
- **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:**

- “I was very impressed with the entire experience. Everything felt very personal, and welcoming.”
- “I have made several referrals there recently due to their knowledge of complex trauma.”

**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 on several occasions; however, no changes have been made. In addition, due to remodeling of the first floor, pre-existing signage was removed and has not yet been replaced. It is recommended that the BHR President meet with the new Property Manager to discuss concerns about internal and external signage.
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 2020 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.

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**Attachments:** 1) BHR Stakeholder Satisfaction Survey of December 2019 (PDF document of 10 pages with 8 sets of questions, responses with percentages, and comments)  
2) BHR Stakeholder Satisfaction Survey Questions of December 2019 (PDF document of 10 pages)

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