



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 12:00 pm on Wednesday, June 3, 2020 and closed at 9:00 pm on Sunday, July 19, 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 June 2020. 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., 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, Environment, Attitudes, Finances, Employment, Communication, Technology, Transportation, and Community Integration. Cultural diversity questions were also asked.

- **Accessibility of Location.** Satisfaction on the 8 questions ranged from 86% 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 (6% Neutral, 6% Disagree); and 3) There are adequate signs in the lobby, by the elevators, and other locations directing me to my therapist’s office (13% Disagree).
- **Accessibility of Therapist’s Office.** Satisfaction on the 7 questions was 94% on all questions, with an average of 94% satisfaction.
 - Areas for improvement: None identified at the present time. One client rated all items as “Neutral,” perhaps to due only participating in telehealth services since admission.
- **Safety and Professional Boundaries.** 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.
- **Interactions with Therapist.** Satisfaction on the 7 questions was 100% on all questions, with an average of 100% 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 87% to 100% on all questions, with an average of 97% satisfaction.
 - Areas for improvement: 1) The telehealth system is a good alternative when it's not possible to attend office-based sessions, e.g., due to the coronavirus pandemic (13% Neutral).
- **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.** All respondents indicated that they do not have additional services or programs that they would like to be offered in the future at BHR.
- **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 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 2020 survey will be 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 December 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 June 2020 (PDF document of 11 pages with 9 questions, responses with percentages, and comments)
 2) BHR Client Satisfaction Survey Questions of June 2020 (PDF document of 13 pages)

References: 1) CARF 2020 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N