



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 10:00 am on Monday, November 30, 2020 and closed at 5:00 pm on Thursday, January 7, 2021. 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 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., 15 of 15).

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 83% to 100% on all questions, with an average of 97% satisfaction.
 - Areas for improvement: 1) There are adequate signs in the lobby, by the elevators, and other locations directing me to my therapist’s office (7% Disagree).
- **Accessibility of Therapist’s Office.** 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.
- **Safety and Professional Boundaries.** Satisfaction on the 4 questions ranged from 93% to 100% on all questions, with an average of 97% satisfaction.
 - Areas for improvement: None identified at the present time. One person responded “Strongly Disagree” to the questions about feeling emotionally and physically safe in the therapist’s office; however, she had only participated in telehealth services. (It is possible that she would have responded “N/A” if that had been an option for the responses.)
- **Interactions with Therapist.** Satisfaction on the 7 questions ranged from 93% 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 ranged from 93% to 100% on all questions, with an average of 97% satisfaction.
 - Areas for improvement: None identified at the present time.
- **Scheduling Sessions and Communication.** 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.
- **As a direct result of therapy services at BHR, I am learning to _____.** Satisfaction on the 4 questions ranged from 93% to 100% on all questions, with an average of 98% 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.** Regarding additional services or programs that they would like to be offered in the future at BHR, one responded stated, “Child sexual assault survivor group would be something I would be interested in.”
- **Overall Satisfaction.** Satisfaction on the 4 questions ranged from 93% to 100% on all questions, with an average of 98% 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 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 December 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 June 2021.
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 2020 (PDF document of 12 pages with 10 questions, responses with percentages, and comments)
 2) BHR Client Satisfaction Survey Questions of December 2020 (PDF document of 14 pages)

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