



## 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 9:00 am on Friday, December 9, 2022 and closed at 5:00 pm on Monday, January 9, 2023. Adult clients in the Dual Diagnosis Outpatient Treatment program were asked to participate in the survey during therapy sessions held in June 2022. Only active clients were invited to participate.

**RESPONSE RATES.** The response rate was 100% (i.e., 22 of 22).

**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 89% to 100% on all questions, with an average of 97% satisfaction.
  - Areas for improvement: 1) The building is not well marked with external signs that identify the name of the building; 2) There are not adequate signs in the lobby, by the elevators, and other locations directing me to my therapist’s office and/or Physicians Laboratory Services.
- **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.
- **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.
- **Interactions with Therapist.** Satisfaction on the 7 questions was 100% on all questions, with an average of 100% satisfaction.
  - Areas for improvement: None identified.

- **Treatment Process.** Satisfaction on the 8 questions ranged from 95% to 100% on all questions, with an average of 99% satisfaction.
  - Areas for improvement: None identified. (There was one Neutral response with no comments for improvement. One person stated that s/he has not had a need for community services as yet.)
- **Scheduling Sessions, Communication, and Client Portal.** Satisfaction on the 6 questions ranged from 94% to 100% on all questions, with an average of 99% satisfaction.
  - Areas for improvement: None identified.
- **As a direct result of therapy services at BHR, I am learning to \_\_\_\_\_.** Satisfaction on the 4 questions ranged from 95% to 100% on all questions, with an average of 96% satisfaction.
  - Areas for improvement: One person suggested that the survey be completed with reduced frequency. Another person commented that s/he is a new client and has not yet made progress on doing things that are meaningful for him/her. (For each of the four questions, there were two Neutral responses and one Disagree response; all other responses were either Strongly Agree or Agree.)
- **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, two respondents provided comments:
  - “Mediation courses or group therapy for individuals dealing with mental illness in the family would be helpful.”
- **Overall Satisfaction.** Satisfaction on the 4 questions was 100% on all questions, with an average of 100% satisfaction.
  - Areas for improvement: None identified based on clients comments.

#### **COMMENTS:**

1. Many clients provided specific narrative comments indicating that services have been beneficial and they have good rapport with their therapist. Other comments were about the desire to continue with telehealth sessions.

#### **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 2023
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.

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**Attachments:** 1) BHR Client Satisfaction Survey Results of December 2022 (PDF document of 12 pages with 10 questions, responses with percentages, and comments)  
 2) BHR Client Satisfaction Survey Questions of December 2022 (PDF document of 14 pages)

**References:** 1) CARF 2022 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N