



## **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 Monday, December 4, 2023 and closed at 11:00 pm on Saturday, January 20, 2024. Adult clients in the Dual Diagnosis Outpatient Treatment program were asked to participate in the survey during therapy sessions held in December 2023. Only active clients were invited to participate. (The survey closed several weeks later than planned due to unavailability of two clients until mid-January 2024.)

**RESPONSE RATES.** The response rate was 100% (i.e., 21 of 21).

**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 90% 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; 3) the main lobby is not clean, welcoming, and inviting.
- **Accessibility of Therapist’s Office.** Satisfaction on the 5 questions ranged from 90% to 100% on all questions, with an average of 97% satisfaction.
  - Areas for improvement: 1) one respondent commented that the natural lighting in the therapist’s office at times seems too bright, but it didn’t negatively impact his/her treatment.
- **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 90% to 100% on all questions, with an average of 98% satisfaction.
  - Areas for improvement: None identified. (There was one Strongly Disagree response with no comments for improvement. It is not clear why the respondent provided this rating as all clients have been provided at least one referral for community resources when needs for additional services are identified.)
- **Scheduling Sessions, Communication, and Client Portal.** Satisfaction on the 6 questions was 100% on all questions, with an average of 100% satisfaction.
  - Areas for improvement: None identified.
- **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.
- **Financial and Billing.** Satisfaction on the 3 questions was 100% on all questions, with an average of 100% satisfaction.
  - Areas for improvement: None identified.
- **Strategic Planning.** Regarding additional services or programs that they would like to be offered in the future at BHR, two respondents provided comments:
  - No comments or suggestions were provided.
- **Overall Satisfaction.** Satisfaction on the 4 questions ranged from 95% to 100% on all questions, with an average of 100% satisfaction.
  - Areas for improvement: One respondent stated that although telehealth is more convenient for him/her, the client did not like the cost of the \$15 copay. The client also did not like the questions about substance use on the Session Check-In sheet that is used for all clients at the beginning of each therapy session, although s/he understood the rationale for asking about this.

#### **COMMENTS:**

1. Many clients provided specific narrative comments indicating that services have been beneficial and they have good rapport with their therapist.

#### **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 2024.
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 2023 (PDF document of 12 pages with 10 questions, responses with percentages, and comments)  
2) BHR Client Satisfaction Survey Questions of December 2023 (PDF document of 14 pages)

**References:** 1) CARF 2023 BH Standards Manual, sections 1.C.2, 1.D, 1.L., 1.M., 1.N