



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 Saturday, January 21, 2023 and closed on Sunday, December 31, 2023. 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, family member, co-worker, or supervisor.) 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. The referral source was later 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 80% (i.e., 4 of 5). Respondents were: Referral Source (1); Clinical Consultants (2); and Family Member (1). The majority of referrals in 2023 were: self referrals (Internet search); behavioral health and medical providers; friend, family, or co-worker; and re-admission.

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, Finances, Employment, Communication, Technology, Transportation, and Community Integration. 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.
- **Confidentiality – Referral Source & Family Member (Significant Other, Friend).** Satisfaction on the 4 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified.
- **Case Presentations - Clinical Consultant.** Satisfaction on the 4 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified.
- **Confidentiality – Clinical Consultant.** Satisfaction on the 3 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified.

- **BHR website.** Respondents indicated that they had visited the BHR website at the following frequencies:
 - daily – 0%
 - 1+ times per week – 25%
 - 1-3 times per month – 0%
 - 4-12+ times per year – 25%
 - Never – 50%
- **Communication.** Satisfaction on the 4 questions was 100% on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified.
- **Accessibility.** Satisfaction on the 8 questions was 100%, with an average of 100% satisfaction.
 - Areas for improvement: None identified. Of note is that many of the respondents rated several items as “N/A” because they had not visited the BHR offices.
- **Cultural Competency.** Satisfaction on the 4 questions was 100 on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified.
- **Trauma-Informed Services.** Satisfaction on the 4 questions was 100 on all questions, with an average of 100% satisfaction.
 - Areas for improvement: None identified.
- **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:

- None.

RECOMMENDATIONS:

1. Communicate the results of this satisfaction survey to all clients, personnel, and other stakeholders.
2. When changes are made that directly relate to the outcome of this satisfaction survey, communicate this to clients, personnel, and other stakeholders.
3. Re-administer the Stakeholder Satisfaction Survey throughout 2024 and to include family members and clinical consultants.
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 Stakeholder Satisfaction Survey of December 2023 (PDF document of 11 pages with 11 sets of questions, responses with percentages, and comments)
2) BHR Stakeholder Satisfaction Survey Questions of December 2023 (PDF document of 11 pages)

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