



## **Client Satisfaction Survey**

### **Summary Report**

by

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June 2024

**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, June 3, 2024 and closed at 5:00 pm on Friday, June 28, 2024. Adult clients in the Dual Diagnosis Outpatient Treatment program were asked to participate in the survey during therapy sessions held in June 2024. Only active clients who had completed the admission and assessment process were invited to participate. (There were three clients who were recently admitted who were still in the assessment process; therefore, they did not complete the survey.)

**RESPONSE RATES.** The response rate was 100% (i.e., 18 of 18).

**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 94% to 100% on all questions, with an average of 97% satisfaction.
  - Areas for improvement: None identified. (There were four Neutral responses.)
- **Accessibility of Therapist’s Office.** Satisfaction on the 5 questions ranged from 94% to 100% on all questions, with an average of 98% satisfaction.
  - Areas for improvement: None identified. (There were two Neutral responses.)
- **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 94% to 100% on all questions, with an average of 99% satisfaction.
  - Areas for improvement: None identified. (There was one Neutral response.)
- **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:
  - “In person every now and then would be nice.”
  - “Conflict resolution.”
- **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.

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

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