



Treatment Satisfaction Survey Report - Spring 2014
BBHS Market PHC Methadone Maintenance

This report covers surveys returned for program codes (RUs): 86124. There were surveys returned for 4 clients. The satisfaction score (items 1-10) for this program, was **4.72** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for BBHS Market PHC Methadone Maintenance was **4.73** the mean for all other programs was **4.46**.

Global Satisfaction 100.0%

Satisfaction by Program / Other SA

Satisfaction	BBHS Market PHC Methadone Maintenance	Other SA	Total
Not Satisfied	0 0 %	191 7.4 %	191 7.4 %
Satisfied	4 100 %	2394 92.6 %	2398 92.7 %
Total	4 100.0 %	2585 100.0 %	2589 100.0 %

Fisher's p=1.000 · df=1 · Φ=0.011

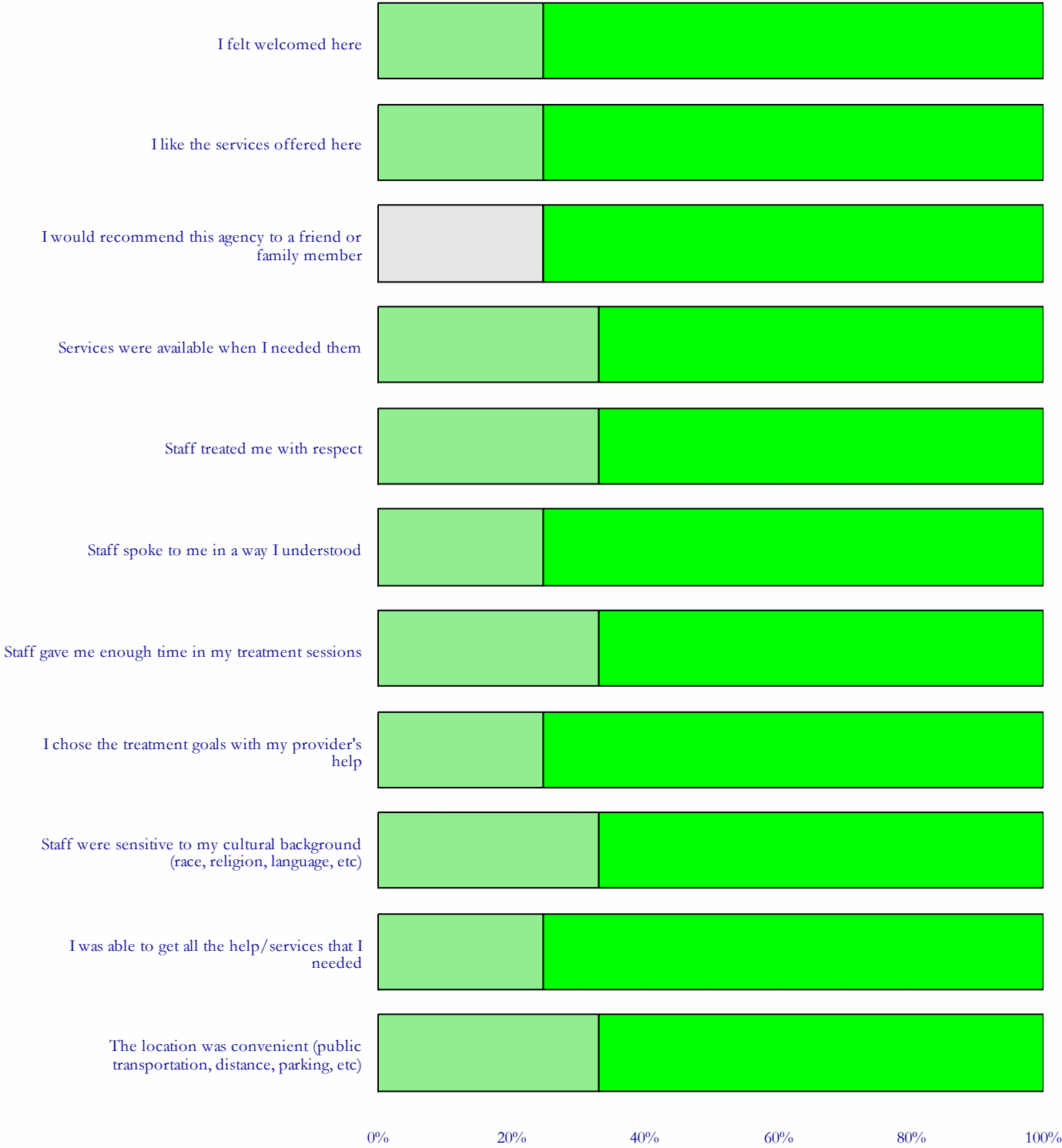
Survey Compliance

Survey Completion by Program / Other SA

Completion	BBHS Market PHC Methadone Maintenance	Other SA	Total
Refused	0 0 %	123 4.6 %	123 4.6 %
Impaired	0 0 %	5 0.2 %	5 0.2 %
Language	0 0 %	11 0.4 %	11 0.4 %
Other	0 0 %	22 0.8 %	22 0.8 %
Missing w/o Reason	0 0 %	30 1.1 %	30 1.1 %
Completed Survey	4 100 %	2502 92.9 %	2506 92.9 %
Total	4 100.0 %	2693 100.0 %	2697 100.0 %

Fisher's p=1.000 · df=5 · Φ=0.011

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	0 0 %	1 25 %	3 75 %	0 0 %
I like the services offered here	0 0 %	0 0 %	0 0 %	1 25 %	3 75 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	1 25 %	0 0 %	3 75 %	0 0 %
Services were available when I needed them	0 0 %	0 0 %	0 0 %	1 33 %	2 67 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	1 33 %	2 67 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	0 0 %	1 25 %	3 75 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	0 0 %	1 33 %	2 67 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	0 0 %	1 25 %	3 75 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	0 0 %	1 33 %	2 67 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	0 0 %	0 0 %	1 25 %	3 75 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	0 0 %	1 33 %	2 67 %	0 0 %

