



**Treatment Satisfaction Survey Report - Spring 2014**  
**BP Joe Healy Medical Detox**

This report covers surveys returned for program codes (RUs): 38442. There were surveys returned for 37 clients. The satisfaction score (items 1-10) for this program, was **4.45** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for BP Joe Healy Medical Detox was **4.47** the mean for all other programs was **4.46**.

**Global Satisfaction 91.4%**

**Satisfaction by Program / Other SA**

<b>Satisfaction</b>	<b>BP Joe Healy Medical Detox</b>	<b>Other SA</b>	<b>Total</b>
Not Satisfied	3 8.6 %	188 7.4 %	191 7.4 %
Satisfied	32 91.4 %	2366 92.6 %	2398 92.6 %
<b>Total</b>	35 100.0 %	2554 100.0 %	2589 100.0 %

*Fisher's p=0.741 · df=1 · Φ=0.005*

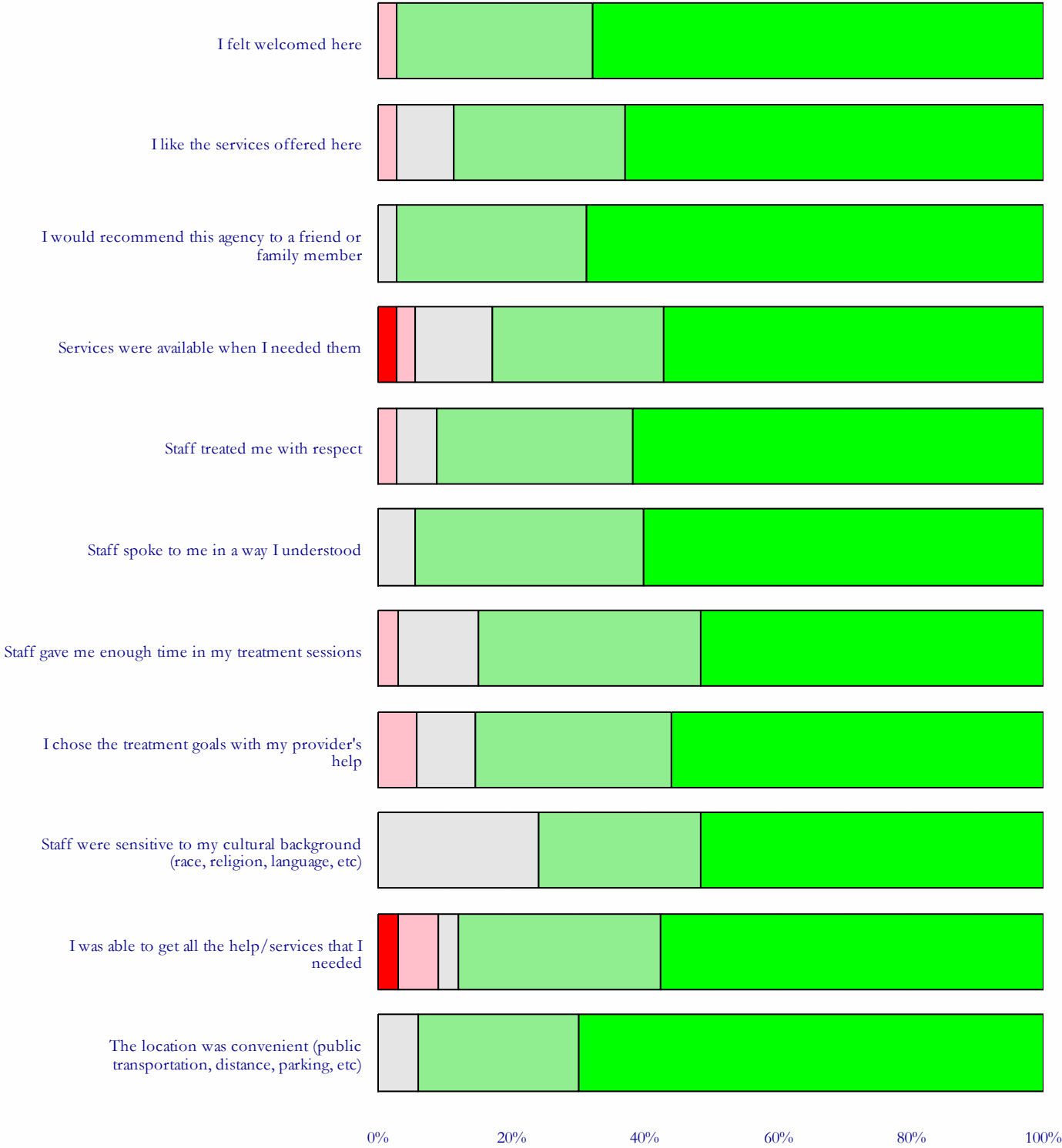
**Survey Compliance**

**Survey Completion by Program / Other SA**

<b>Completion</b>	<b>BP Joe Healy Medical Detox</b>	<b>Other SA</b>	<b>Total</b>
Refused	2 5.4 %	121 4.5 %	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	35 94.6 %	2471 92.9 %	2506 92.9 %
<b>Total</b>	37 100.0 %	2660 100.0 %	2697 100.0 %

*Fisher's p=0.873 · df=5 · Φ<sub>c</sub>=0.019*

# Satisfaction Survey



# Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	1 3 %	0 0 %	10 29 %	23 68 %	0 0 %
I like the services offered here	0 0 %	1 3 %	3 9 %	9 26 %	22 63 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	1 3 %	10 29 %	24 69 %	0 0 %
Services were available when I needed them	1 3 %	1 3 %	4 11 %	9 26 %	20 57 %	0 0 %
Staff treated me with respect	0 0 %	1 3 %	2 6 %	10 29 %	21 62 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	2 6 %	12 34 %	21 60 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	1 3 %	4 12 %	11 33 %	17 52 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	2 6 %	3 9 %	10 29 %	19 56 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	8 24 %	8 24 %	17 52 %	0 0 %
I was able to get all the help/services that I needed	1 3 %	2 6 %	1 3 %	10 30 %	19 58 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	2 6 %	8 24 %	23 70 %	0 0 %

