



Treatment Satisfaction Survey Report - Spring 2014
CBHS Pharmacy

This report covers surveys returned for program codes (RUs): 38CXRX. There were surveys returned for 56 clients. The satisfaction score (items 1-10) for this program, was **4.67** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for CBHS Pharmacy was **4.65** the mean for all other programs was **4.46**.

Global Satisfaction 98.1%

Satisfaction	Satisfaction by Program / Other SA		Total
	CBHS Pharmacy	Other SA	
Not Satisfied	1 1.9 %	190 7.5 %	191 7.3 %
Satisfied	52 98.1 %	2346 92.5 %	2398 92.6 %
Total	53 100.0 %	2536 100.0 %	2589 100.0 %

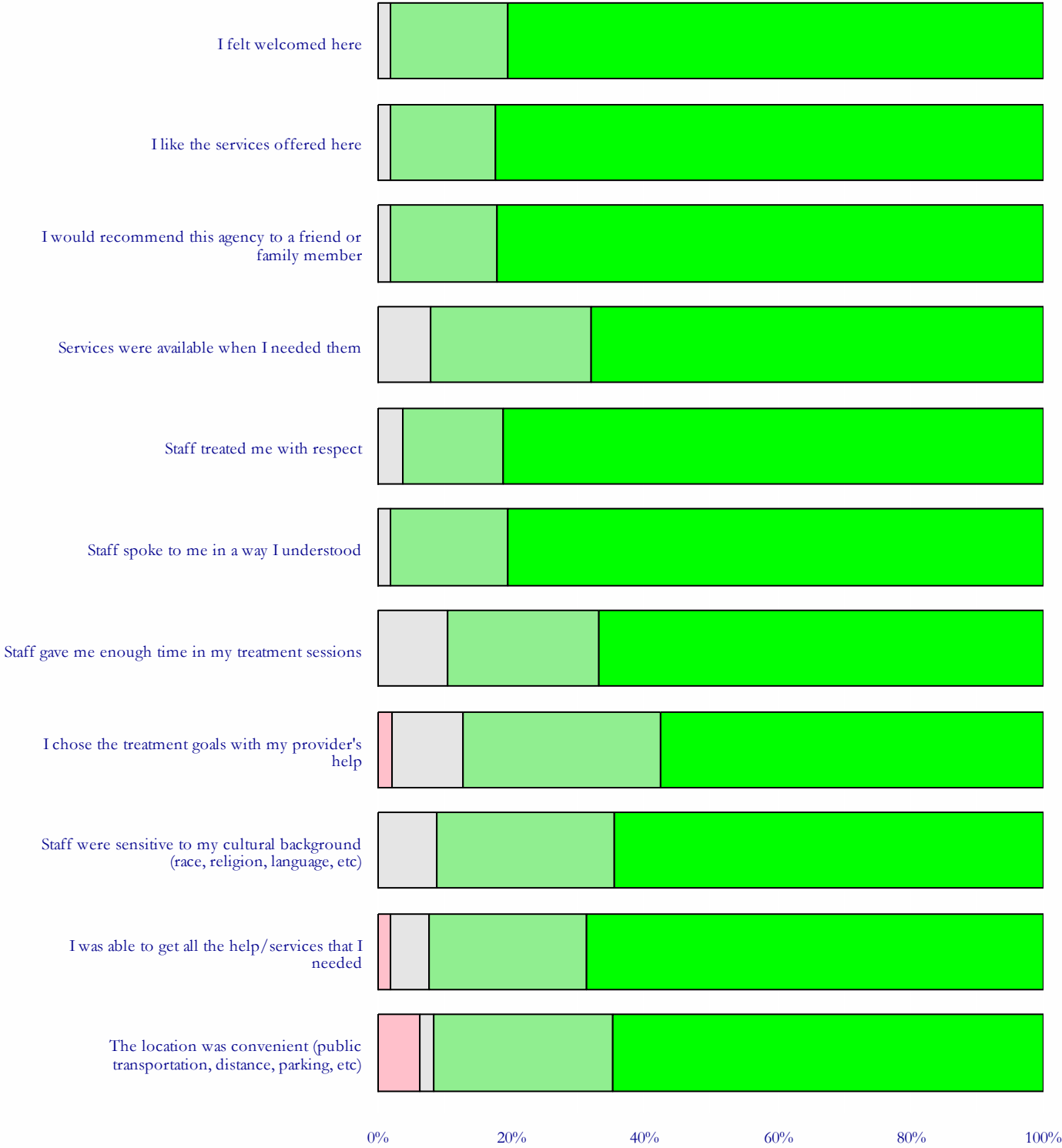
Fisher's p=0.179 · df=1 · Φ=0.030

Survey Compliance

Completion	Survey Completion by Program / Other SA		Total
	CBHS Pharmacy	Other SA	
Refused	3 5.4 %	120 4.5 %	123 4.5 %
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	2 3.6 %	28 1.1 %	30 1.1 %
Completed Survey	51 91.1 %	2455 93 %	2506 92.9 %
Total	56 100.0 %	2641 100.0 %	2697 100.0 %

Fisher's p=0.441 · df=5 · Φ_c=0.039

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	1 2 %	9 18 %	41 80 %	0 0 %
I like the services offered here	0 0 %	0 0 %	1 2 %	8 16 %	42 82 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	1 2 %	8 16 %	41 82 %	0 0 %
Services were available when I needed them	0 0 %	0 0 %	4 8 %	12 24 %	34 68 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	2 4 %	8 15 %	43 81 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	1 2 %	9 18 %	41 80 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	5 10 %	11 23 %	32 67 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	1 2 %	5 11 %	14 30 %	27 57 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	4 9 %	12 27 %	29 64 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	1 2 %	3 6 %	12 24 %	35 69 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	3 6 %	1 2 %	13 27 %	31 65 %	0 0 %

