



Treatment Satisfaction Survey Report - Spring 2014
FSA Geriatric Outpatient Services

This report covers surveys returned for program codes (RUs): 38223. There were surveys returned for 8 clients. The satisfaction score (items 1-10) for this program, was **4.19** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for FSA Geriatric Outpatient Services was **4.25** the mean for all other programs was **4.46**.

Global Satisfaction 85.7%

Satisfaction by Program / Other SA

Satisfaction	FSA Geriatric Outpatient Services	Other SA	Total
Not Satisfied	1 14.3 %	190 7.4 %	191 7.3 %
Satisfied	6 85.7 %	2392 92.6 %	2398 92.6 %
Total	7 100.0 %	2582 100.0 %	2589 100.0 %

Fisher's p=0.416 · df=1 · Φ=0.014

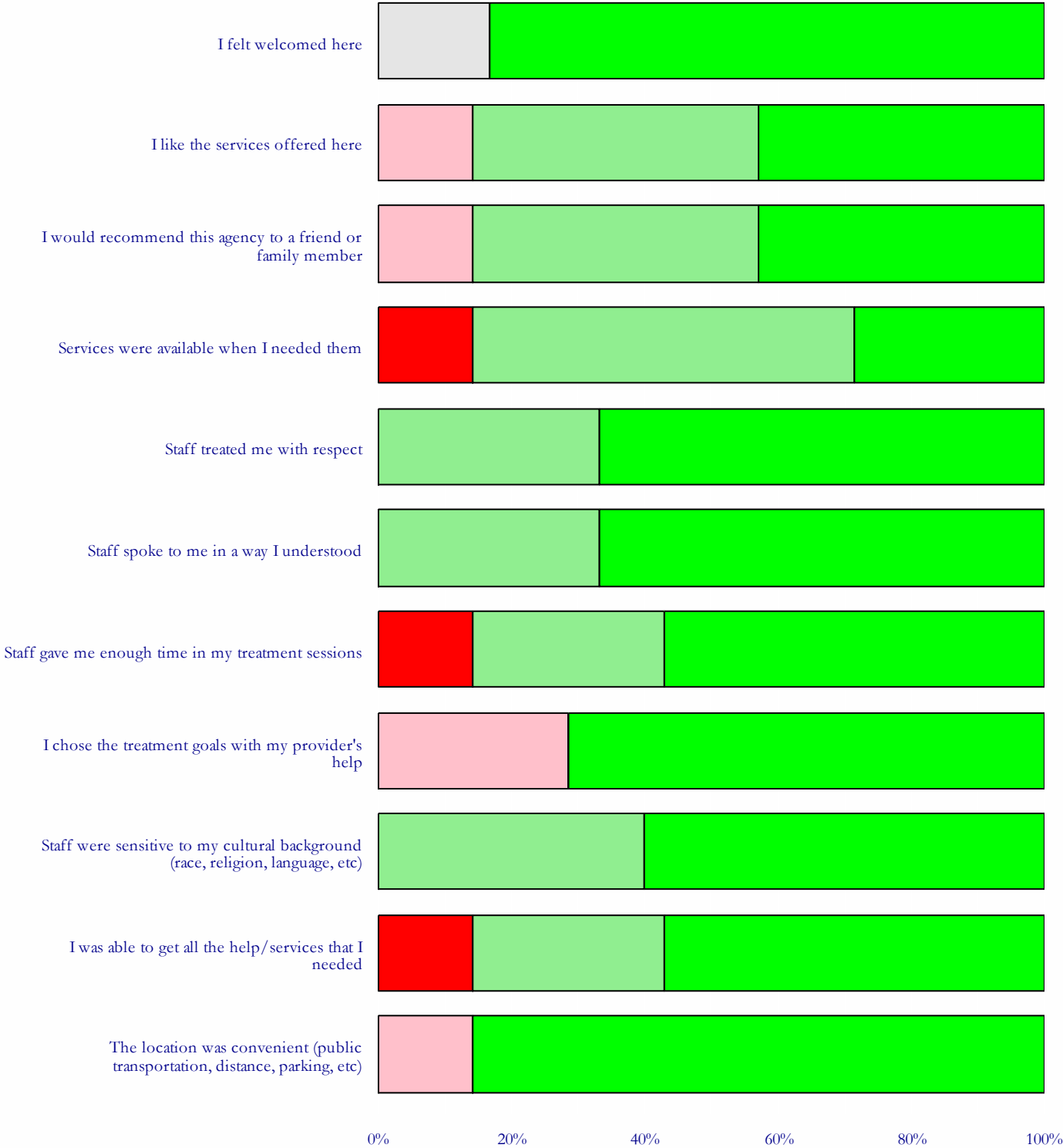
Survey Compliance

Survey Completion by Program / Other SA

Completion	FSA Geriatric Outpatient Services	Other SA	Total
Refused	1 12.5 %	122 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	0 0 %	30 1.1 %	30 1.1 %
Completed Survey	7 87.5 %	2499 92.9 %	2506 93 %
Total	8 100.0 %	2689 100.0 %	2697 100.0 %

Fisher's p=0.434 · df=5 · Φ_c=0.022

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	1 17 %	0 0 %	5 83 %	0 0 %
I like the services offered here	0 0 %	1 14 %	0 0 %	3 43 %	3 43 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	1 14 %	0 0 %	3 43 %	3 43 %	0 0 %
Services were available when I needed them	1 14 %	0 0 %	0 0 %	4 57 %	2 29 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	2 33 %	4 67 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	0 0 %	2 33 %	4 67 %	0 0 %
Staff gave me enough time in my treatment sessions	1 14 %	0 0 %	0 0 %	2 29 %	4 57 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	2 29 %	0 0 %	0 0 %	5 71 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	0 0 %	2 40 %	3 60 %	0 0 %
I was able to get all the help/services that I needed	1 14 %	0 0 %	0 0 %	2 29 %	4 57 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	1 14 %	0 0 %	0 0 %	6 86 %	0 0 %

