



**Treatment Satisfaction Survey Report - Spring 2014**  
**Fort Help Bryant Clinic**

This report covers surveys returned for program codes (RUs): 38364. There were surveys returned for 180 clients. The satisfaction score (items 1-10) for this program, was **4.48** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for Fort Help Bryant Clinic was **4.46** the mean for all other programs was **4.46**.

**Global Satisfaction 92.5%**

**Satisfaction by Program / Other SA**

<b>Satisfaction</b>	Fort Help Bryant Clinic	Other SA	<b>Total</b>
Not Satisfied	13 7.5 %	178 7.4 %	191 7.4 %
Satisfied	160 92.5 %	2238 92.6 %	2398 92.6 %
<b>Total</b>	173 100.0 %	2416 100.0 %	2589 100.0 %

*$\chi^2=0.000 \cdot df=1 \cdot \Phi=0.001 \cdot p=1.000$*

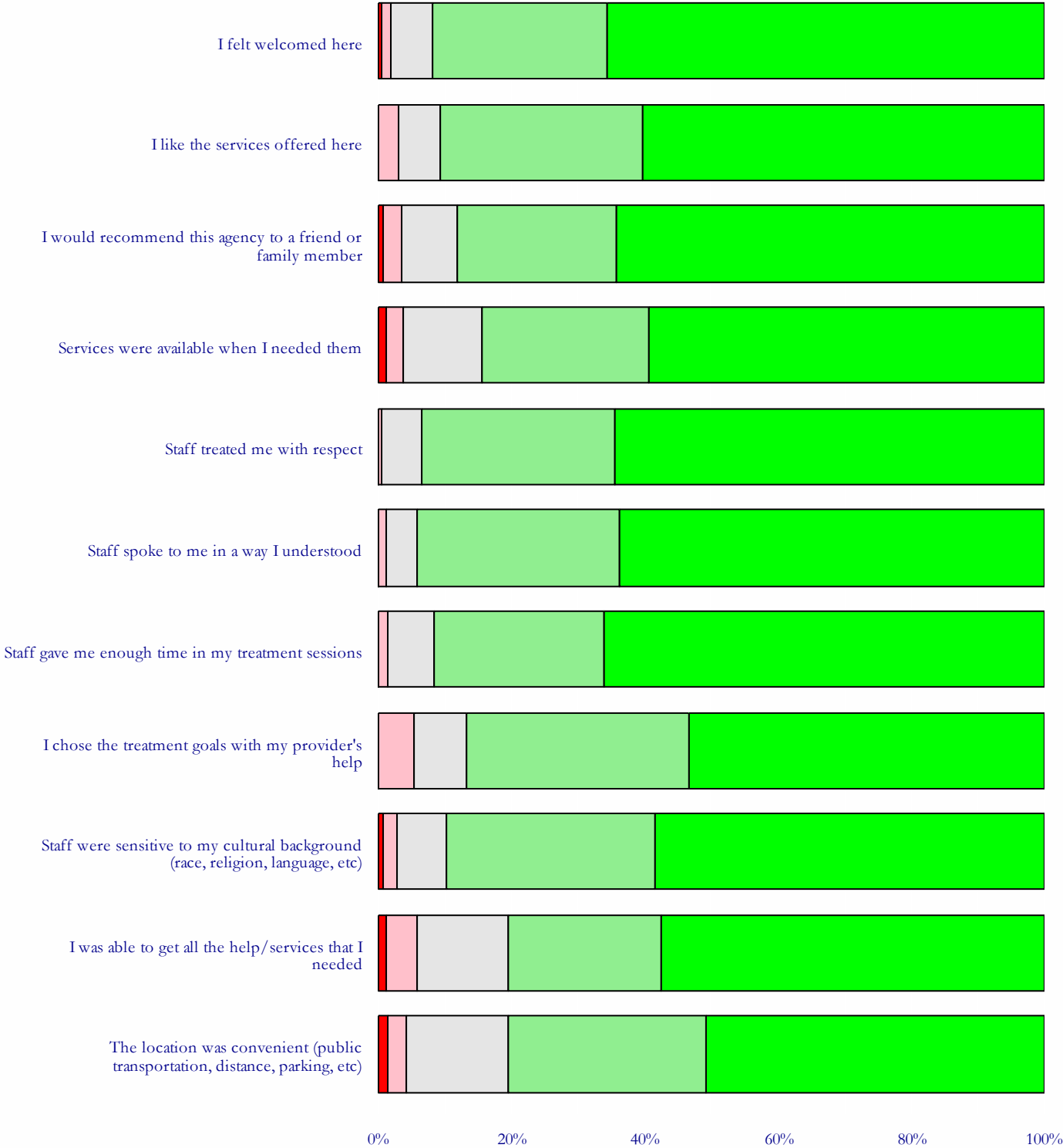
**Survey Compliance**

**Survey Completion by Program / Other SA**

<b>Completion</b>	Fort Help Bryant Clinic	Other SA	<b>Total</b>
Refused	5 2.8 %	118 4.7 %	123 4.6 %
Impaired	3 1.7 %	2 0.1 %	5 0.2 %
Language	0 0 %	11 0.4 %	11 0.4 %
Other	1 0.6 %	21 0.8 %	22 0.8 %
Missing w/o Reason	2 1.1 %	28 1.1 %	30 1.1 %
Completed Survey	169 93.9 %	2337 92.8 %	2506 93 %
<b>Total</b>	180 100.0 %	2517 100.0 %	2697 100.0 %

*Fisher's  $p=0.029 \cdot df=5 \cdot \Phi_c=0.097$*

# Satisfaction Survey



## Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	1 1 %	2 1 %	10 6 %	41 26 %	103 66 %	0 0 %
I like the services offered here	0 0 %	5 3 %	10 6 %	49 30 %	97 60 %	0 0 %
I would recommend this agency to a friend or family member	1 1 %	4 3 %	12 8 %	34 24 %	92 64 %	0 0 %
Services were available when I needed them	2 1 %	4 2 %	19 12 %	40 25 %	95 59 %	0 0 %
Staff treated me with respect	0 0 %	1 1 %	9 6 %	44 29 %	98 64 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	2 1 %	7 5 %	46 30 %	97 64 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	2 1 %	10 7 %	37 26 %	95 66 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	8 5 %	12 8 %	50 33 %	80 53 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	1 1 %	3 2 %	10 7 %	43 31 %	80 58 %	0 0 %
I was able to get all the help/services that I needed	2 1 %	7 5 %	21 14 %	35 23 %	88 58 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	2 1 %	4 3 %	21 15 %	41 30 %	70 51 %	0 0 %

