



Treatment Satisfaction Survey Report - Spring 2014
HealthRIGHT 360 BASN Residential Services

This report covers surveys returned for program codes (RUs): 3834CV-RES, 3834SG-RES, 88342. There were surveys returned for 27 clients. The satisfaction score (items 1-10) for this program, was **4.27** out of five, the mean for all other programs was **4.47**. The average rating on all survey questions for HealthRIGHT 360 BASN Residential was **4.30** the mean for all other programs was **4.46**.

Global Satisfaction 81.5%

Satisfaction by Program / Other SA

Satisfaction	HealthRIGHT 360 BASN Residential	Other SA	Total
Not Satisfied	5 18.5 %	186 7.3 %	191 7.4 %
Satisfied	22 81.5 %	2376 92.7 %	2398 92.6 %
Total	27 100.0 %	2562 100.0 %	2589 100.0 %

Fisher's p=0.044 · df=1 · Φ=0.044

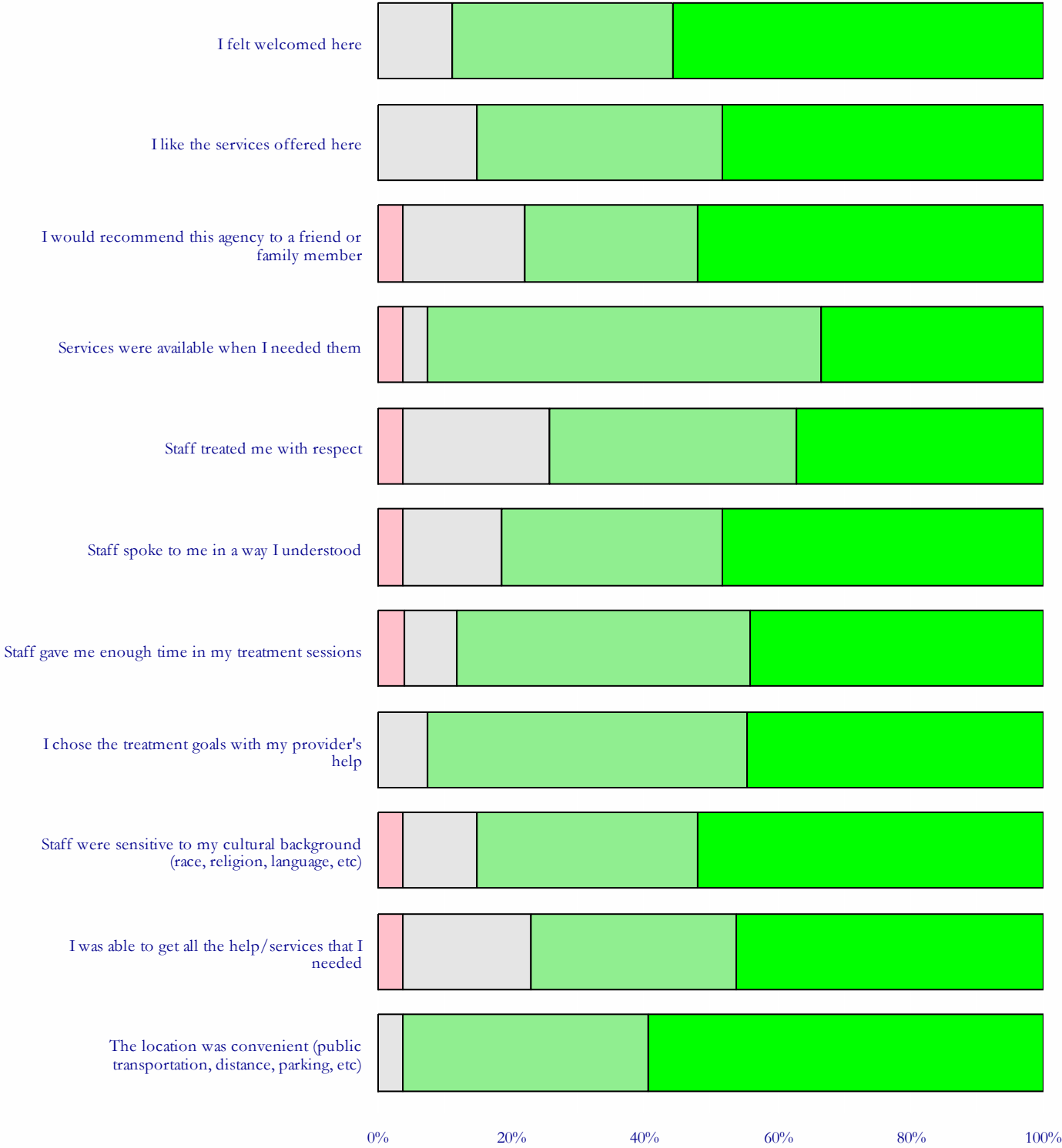
Survey Compliance

Survey Completion by Program / Other SA

Completion	HealthRIGHT 360 BASN Residential	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	27 100 %	2479 92.8 %	2506 92.9 %
Total	27 100.0 %	2670 100.0 %	2697 100.0 %

Fisher's p=0.811 · df=5 · Φ_c=0.028

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	3 11 %	9 33 %	15 56 %	0 0 %
I like the services offered here	0 0 %	0 0 %	4 15 %	10 37 %	13 48 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	1 4 %	5 19 %	7 26 %	14 52 %	0 0 %
Services were available when I needed them	0 0 %	1 4 %	1 4 %	16 59 %	9 33 %	0 0 %
Staff treated me with respect	0 0 %	1 4 %	6 22 %	10 37 %	10 37 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	1 4 %	4 15 %	9 33 %	13 48 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	1 4 %	2 8 %	11 44 %	11 44 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	2 7 %	13 48 %	12 44 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	1 4 %	3 11 %	9 33 %	14 52 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	1 4 %	5 19 %	8 31 %	12 46 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	1 4 %	10 37 %	16 59 %	0 0 %

