



**Treatment Satisfaction Survey Report - Spring 2014**  
**HealthRIGHT 360 Bridges CSM OP Program (ISMIP)**

This report covers surveys returned for program codes (RUs): 85351. There were surveys returned for 19 clients. The satisfaction score (items 1-10) for this program, was **4.91** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for HealthRIGHT 360 Bridges CSM OP was **4.90** the mean for all other programs was **4.46**.

**Global Satisfaction 100.0%**

**Satisfaction by Program / Other SA**

| <b>Satisfaction</b> | HealthRIGHT 360<br>Bridges CSM OP | Other SA        | <b>Total</b>    |
|---------------------|-----------------------------------|-----------------|-----------------|
| Not Satisfied       | 0<br>0 %                          | 191<br>7.4 %    | 191<br>7.4 %    |
| Satisfied           | 19<br>100 %                       | 2379<br>92.6 %  | 2398<br>92.6 %  |
| <b>Total</b>        | 19<br>100.0 %                     | 2570<br>100.0 % | 2589<br>100.0 % |

*Fisher's p=0.392 · df=1 · Φ=0.024*

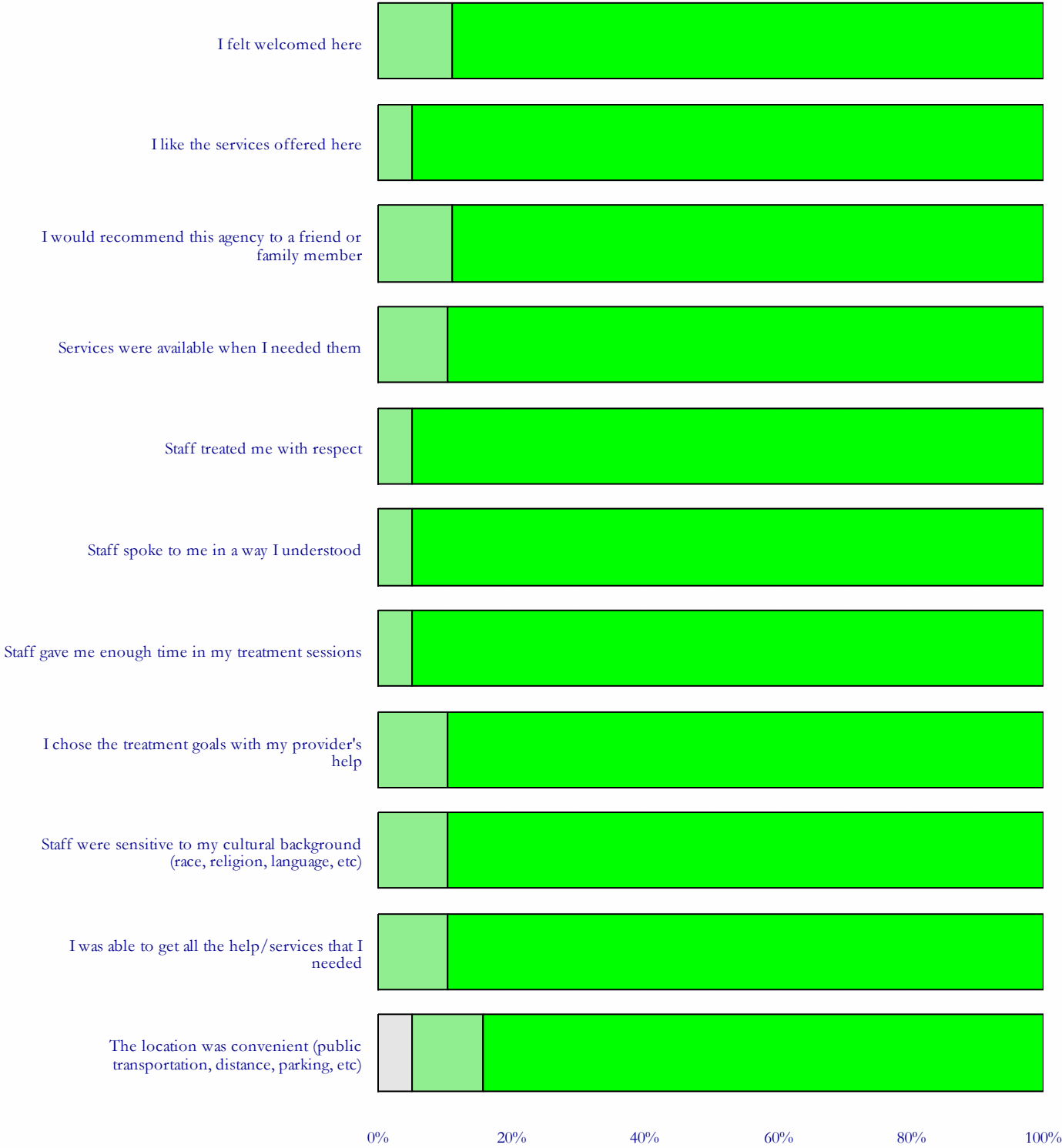
**Survey Compliance**

**Survey Completion by Program / Other SA**

| <b>Completion</b>  | HealthRIGHT 360<br>Bridges CSM OP | Other SA        | <b>Total</b>    |
|--------------------|-----------------------------------|-----------------|-----------------|
| Refused            | 1<br>5.3 %                        | 122<br>4.6 %    | 123<br>4.5 %    |
| Impaired           | 0<br>0 %                          | 5<br>0.2 %      | 5<br>0.2 %      |
| Language           | 0<br>0 %                          | 11<br>0.4 %     | 11<br>0.4 %     |
| Other              | 0<br>0 %                          | 22<br>0.8 %     | 22<br>0.8 %     |
| Missing w/o Reason | 0<br>0 %                          | 30<br>1.1 %     | 30<br>1.1 %     |
| Completed Survey   | 18<br>94.7 %                      | 2488<br>92.9 %  | 2506<br>93 %    |
| <b>Total</b>       | 19<br>100.0 %                     | 2678<br>100.0 % | 2697<br>100.0 % |

*Fisher's p=0.757 · df=5 · Φ<sub>c</sub>=0.014*

# Satisfaction Survey



# Satisfaction Survey

|  | Strongly Disagree | Disagree | Neutral  | Agree     | Strongly Agree | Missing  |
|--|-------------------|----------|----------|-----------|----------------|----------|
| I felt welcomed here   | 0<br>0 %          | 0<br>0 % | 0<br>0 % | 2<br>11 % | 16<br>89 %     | 0<br>0 % |
| I like the services offered here   | 0<br>0 %          | 0<br>0 % | 0<br>0 % | 1<br>5 %  | 18<br>95 %     | 0<br>0 % |
| I would recommend this agency to a friend or family member                     | 0<br>0 %          | 0<br>0 % | 0<br>0 % | 2<br>11 % | 16<br>89 %     | 0<br>0 % |
| Services were available when I needed them                                     | 0<br>0 %          | 0<br>0 % | 0<br>0 % | 2<br>11 % | 17<br>89 %     | 0<br>0 % |
| Staff treated me with respect  | 0<br>0 %          | 0<br>0 % | 0<br>0 % | 1<br>5 %  | 18<br>95 %     | 0<br>0 % |
| Staff spoke to me in a way I understood  | 0<br>0 %          | 0<br>0 % | 0<br>0 % | 1<br>5 %  | 18<br>95 %     | 0<br>0 % |
| Staff gave me enough time in my treatment sessions                             | 0<br>0 %          | 0<br>0 % | 0<br>0 % | 1<br>5 %  | 18<br>95 %     | 0<br>0 % |
| I chose the treatment goals with my provider's help                            | 0<br>0 %          | 0<br>0 % | 0<br>0 % | 2<br>11 % | 17<br>89 %     | 0<br>0 % |
| Staff were sensitive to my cultural background (race, religion, language, etc) | 0<br>0 %          | 0<br>0 % | 0<br>0 % | 2<br>11 % | 17<br>89 %     | 0<br>0 % |
| I was able to get all the help/services that I needed                          | 0<br>0 %          | 0<br>0 % | 0<br>0 % | 2<br>11 % | 17<br>89 %     | 0<br>0 % |
| The location was convenient (public transportation, distance, parking, etc)    | 0<br>0 %          | 0<br>0 % | 1<br>5 % | 2<br>11 % | 16<br>84 %     | 0<br>0 % |

