



Treatment Satisfaction Survey Report - Spring 2014
HealthRIGHT 360 Bridges Residential (ISMIP)

This report covers surveys returned for program codes (RUs): 3806BR-RES, 3806CM-RES, 3806CX-RSD, 3806SG-RES, 3806WT-RES. There were surveys returned for 21 clients. The satisfaction score (items 1-10) for this program, was **4.13** out of five, the mean for all other programs was **4.47**. The average rating on all survey questions for HealthRIGHT 360 Bridges Residential was **4.16** the mean for all other programs was **4.46**.

Global Satisfaction 76.2%

Satisfaction by Program / Other SA

Satisfaction	HealthRIGHT 360 Bridges Residential	Other SA	Total
Not Satisfied	5 23.8 %	186 7.2 %	191 7.4 %
Satisfied	16 76.2 %	2382 92.8 %	2398 92.6 %
Total	21 100.0 %	2568 100.0 %	2589 100.0 %

Fisher's p=0.016 · df=1 · Φ=0.057

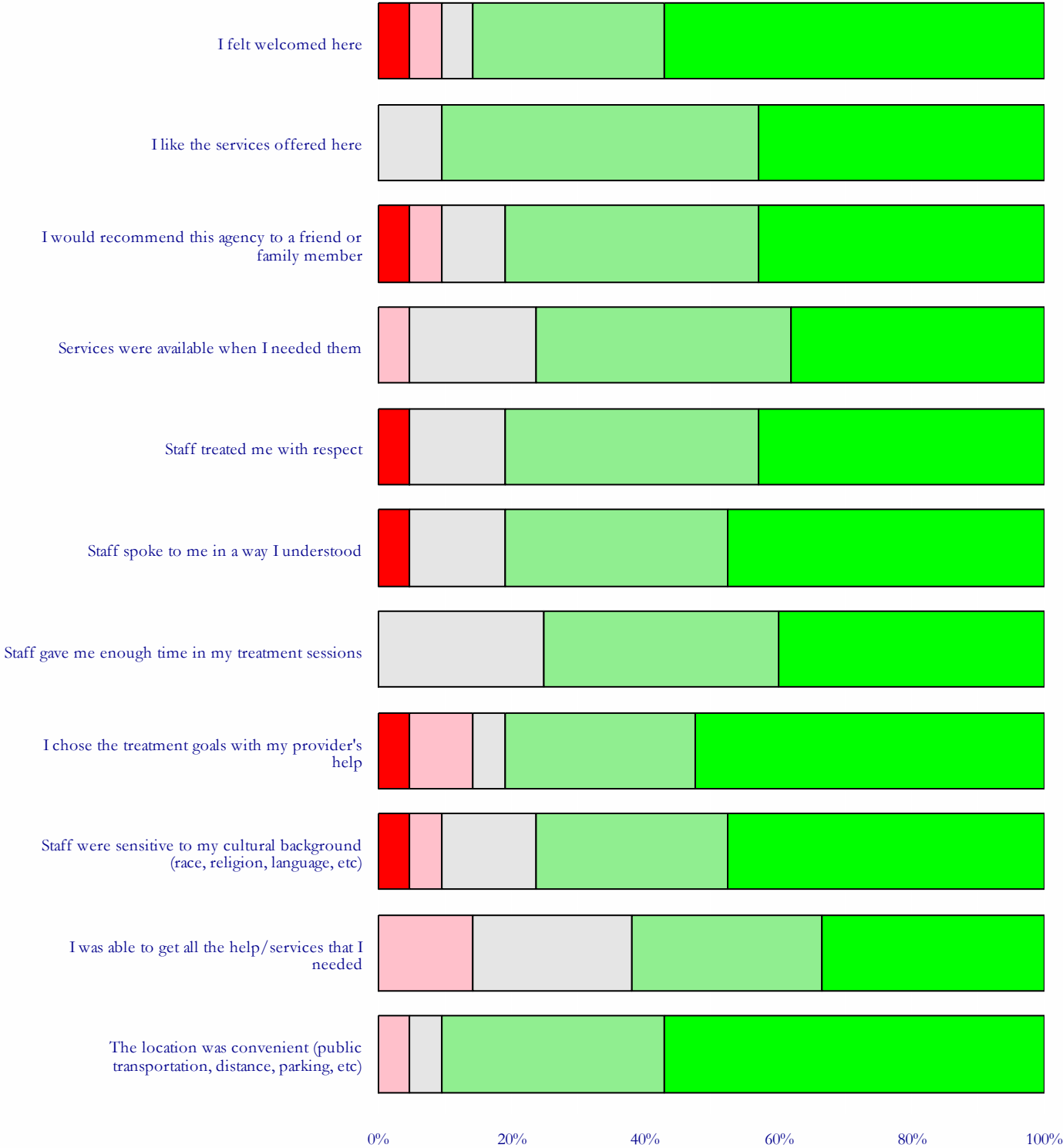
Survey Compliance

Survey Completion by Program / Other SA

Completion	HealthRIGHT 360 Bridges 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	21 100 %	2485 92.9 %	2506 92.9 %
Total	21 100.0 %	2676 100.0 %	2697 100.0 %

Fisher's p=0.772 · df=5 · Φ_c=0.024

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	1 5 %	1 5 %	1 5 %	6 29 %	12 57 %	0 0 %
I like the services offered here	0 0 %	0 0 %	2 10 %	10 48 %	9 43 %	0 0 %
I would recommend this agency to a friend or family member	1 5 %	1 5 %	2 10 %	8 38 %	9 43 %	0 0 %
Services were available when I needed them	0 0 %	1 5 %	4 19 %	8 38 %	8 38 %	0 0 %
Staff treated me with respect	1 5 %	0 0 %	3 14 %	8 38 %	9 43 %	0 0 %
Staff spoke to me in a way I understood	1 5 %	0 0 %	3 14 %	7 33 %	10 48 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	5 25 %	7 35 %	8 40 %	0 0 %
I chose the treatment goals with my provider's help	1 5 %	2 10 %	1 5 %	6 29 %	11 52 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	1 5 %	1 5 %	3 14 %	6 29 %	10 48 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	3 14 %	5 24 %	6 29 %	7 33 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	1 5 %	1 5 %	7 33 %	12 57 %	0 0 %

