



Treatment Satisfaction Survey Report - Spring 2014
HealthRIGHT 360 Dual Recovery Program

This report covers surveys returned for program codes (RUs): 38062, 3806TD-RES. There were surveys returned for 24 clients. The satisfaction score (items 1-10) for this program, was **4.26** out of five, the mean for all other programs was **4.47**. The average rating on all survey questions for HealthRIGHT 360 Dual Recovery Program was **4.31** the mean for all other programs was **4.46**.

Global Satisfaction 91.7%

Satisfaction by Program / Other SA

Satisfaction	HealthRIGHT 360 Dual Recovery Program	Other SA	Total
Not Satisfied	2 8.3 %	189 7.4 %	191 7.4 %
Satisfied	22 91.7 %	2376 92.6 %	2398 92.6 %
Total	24 100.0 %	2565 100.0 %	2589 100.0 %

Fisher's p=0.696 · df=1 · Φ=0.004

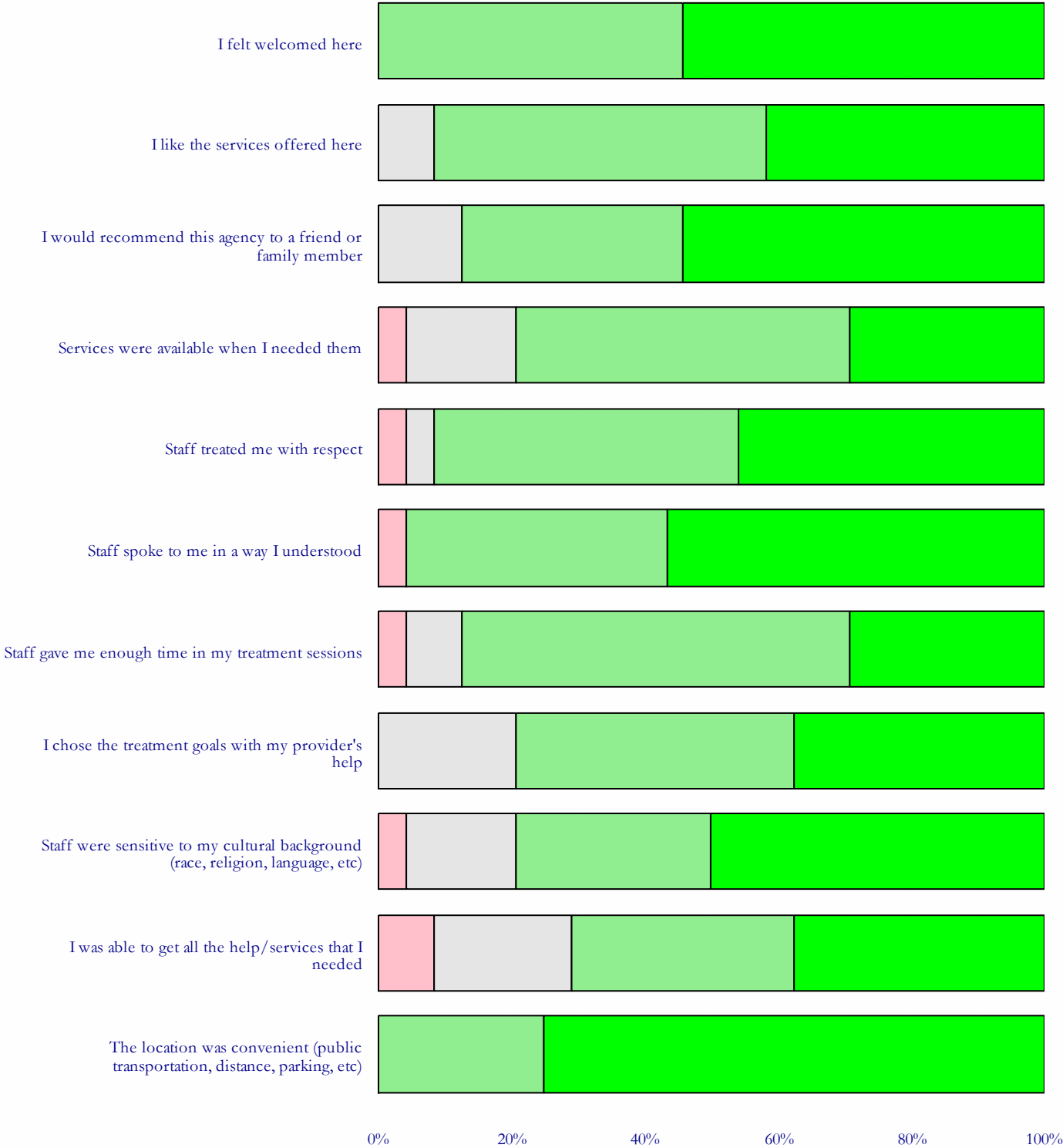
Survey Compliance

Survey Completion by Program / Other SA

Completion	HealthRIGHT 360 Dual Recovery Program	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	24 100 %	2482 92.9 %	2506 92.9 %
Total	24 100.0 %	2673 100.0 %	2697 100.0 %

Fisher's p=0.799 · df=5 · Φ_c=0.026

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	0 0 %	11 46 %	13 54 %	0 0 %
I like the services offered here	0 0 %	0 0 %	2 8 %	12 50 %	10 42 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	3 12 %	8 33 %	13 54 %	0 0 %
Services were available when I needed them	0 0 %	1 4 %	4 17 %	12 50 %	7 29 %	0 0 %
Staff treated me with respect	0 0 %	1 4 %	1 4 %	11 46 %	11 46 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	1 4 %	0 0 %	9 39 %	13 57 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	1 4 %	2 8 %	14 58 %	7 29 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	5 21 %	10 42 %	9 38 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	1 4 %	4 17 %	7 29 %	12 50 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	2 8 %	5 21 %	8 33 %	9 38 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	0 0 %	6 25 %	18 75 %	0 0 %

