



Treatment Satisfaction Survey Report - Spring 2014
HealthRIGHT 360 Men's Satellite Program

This report covers surveys returned for program codes (RUs): 3807BT-CLV, 86077, 88077. There were surveys returned for 34 clients. The satisfaction score (items 1-10) for this program, was **4.64** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for HealthRIGHT 360 Men's Satellite Program was **4.65** the mean for all other programs was **4.46**.

Global Satisfaction 93.9%

Satisfaction by Program / Other SA

Satisfaction	HealthRIGHT 360 Men's Satellite Program	Other SA	Total
Not Satisfied	2 6.1 %	189 7.4 %	191 7.4 %
Satisfied	31 93.9 %	2367 92.6 %	2398 92.6 %
Total	33 100.0 %	2556 100.0 %	2589 100.0 %

Fisher's p=1.000 · df=1 · Φ=0.006

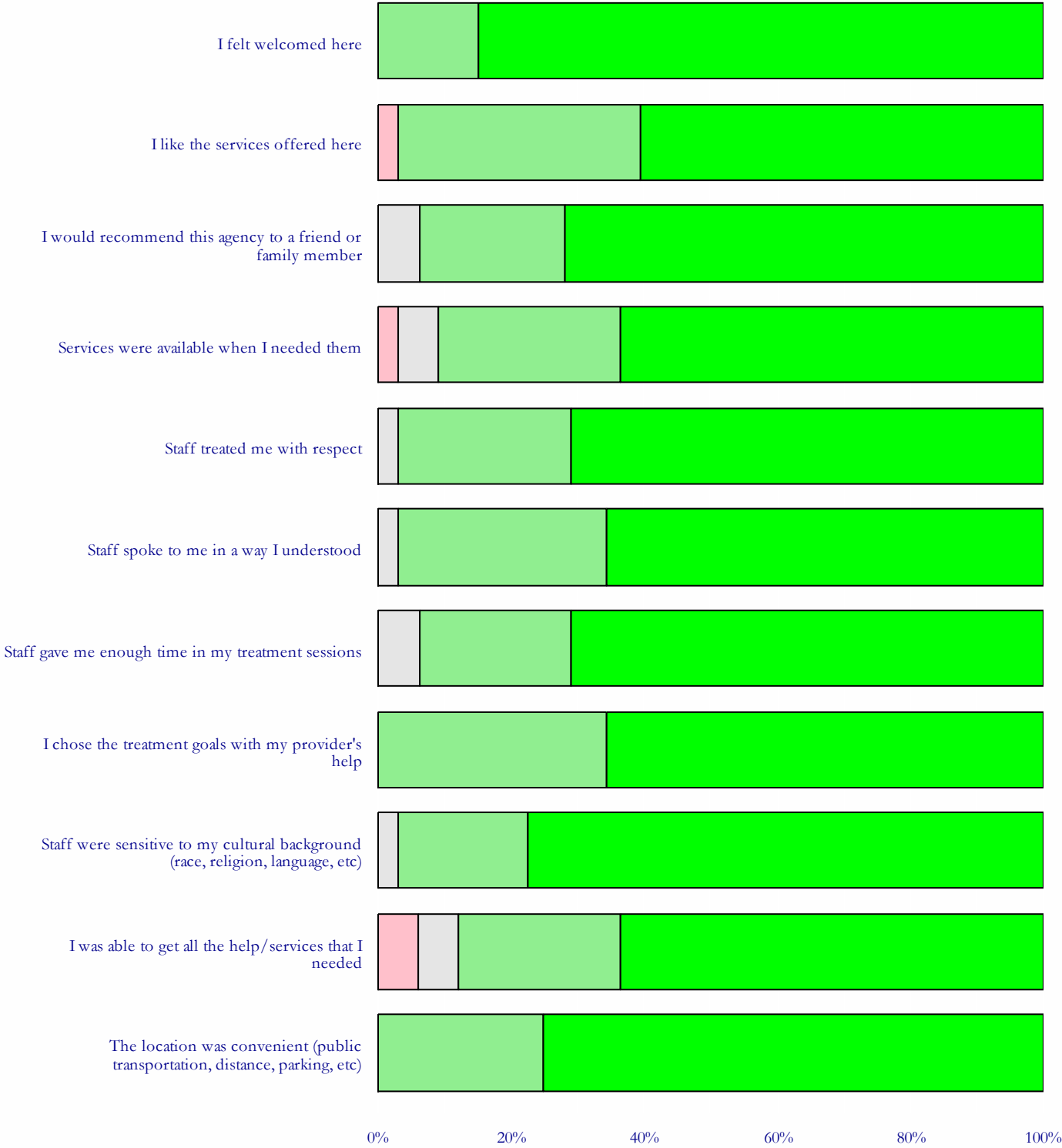
Survey Compliance

Survey Completion by Program / Other SA

Completion	HealthRIGHT 360 Men's Satellite 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	1 2.9 %	29 1.1 %	30 1.1 %
Completed Survey	33 97.1 %	2473 92.9 %	2506 92.9 %
Total	34 100.0 %	2663 100.0 %	2697 100.0 %

Fisher's p=0.475 · df=5 · Φ_c=0.034

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	0 0 %	5 15 %	28 85 %	0 0 %
I like the services offered here	0 0 %	1 3 %	0 0 %	12 36 %	20 61 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	2 6 %	7 22 %	23 72 %	0 0 %
Services were available when I needed them	0 0 %	1 3 %	2 6 %	9 27 %	21 64 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	1 3 %	8 26 %	22 71 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	1 3 %	10 31 %	21 66 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	2 6 %	7 23 %	22 71 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	0 0 %	11 34 %	21 66 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	1 3 %	6 19 %	24 77 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	2 6 %	2 6 %	8 24 %	21 64 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	0 0 %	8 25 %	24 75 %	0 0 %

