



**Treatment Satisfaction Survey Report - Spring 2014**  
**HealthRIGHT 360 Outpatient Treatment**

This report covers surveys returned for program codes (RUs): 3820OP. There were surveys returned for 43 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 Outpatient Treatment was **4.65** the mean for all other programs was **4.46**.

**Global Satisfaction 92.9%**

**Satisfaction by Program / Other SA**

<b>Satisfaction</b>	HealthRIGHT 360 Outpatient Treatment	Other SA	<b>Total</b>
Not Satisfied	3 7.1 %	188 7.4 %	191 7.4 %
Satisfied	39 92.9 %	2359 92.6 %	2398 92.6 %
<b>Total</b>	42 100.0 %	2547 100.0 %	2589 100.0 %

*Fisher's  $p=1.000 \cdot df=1 \cdot \Phi=0.001$*

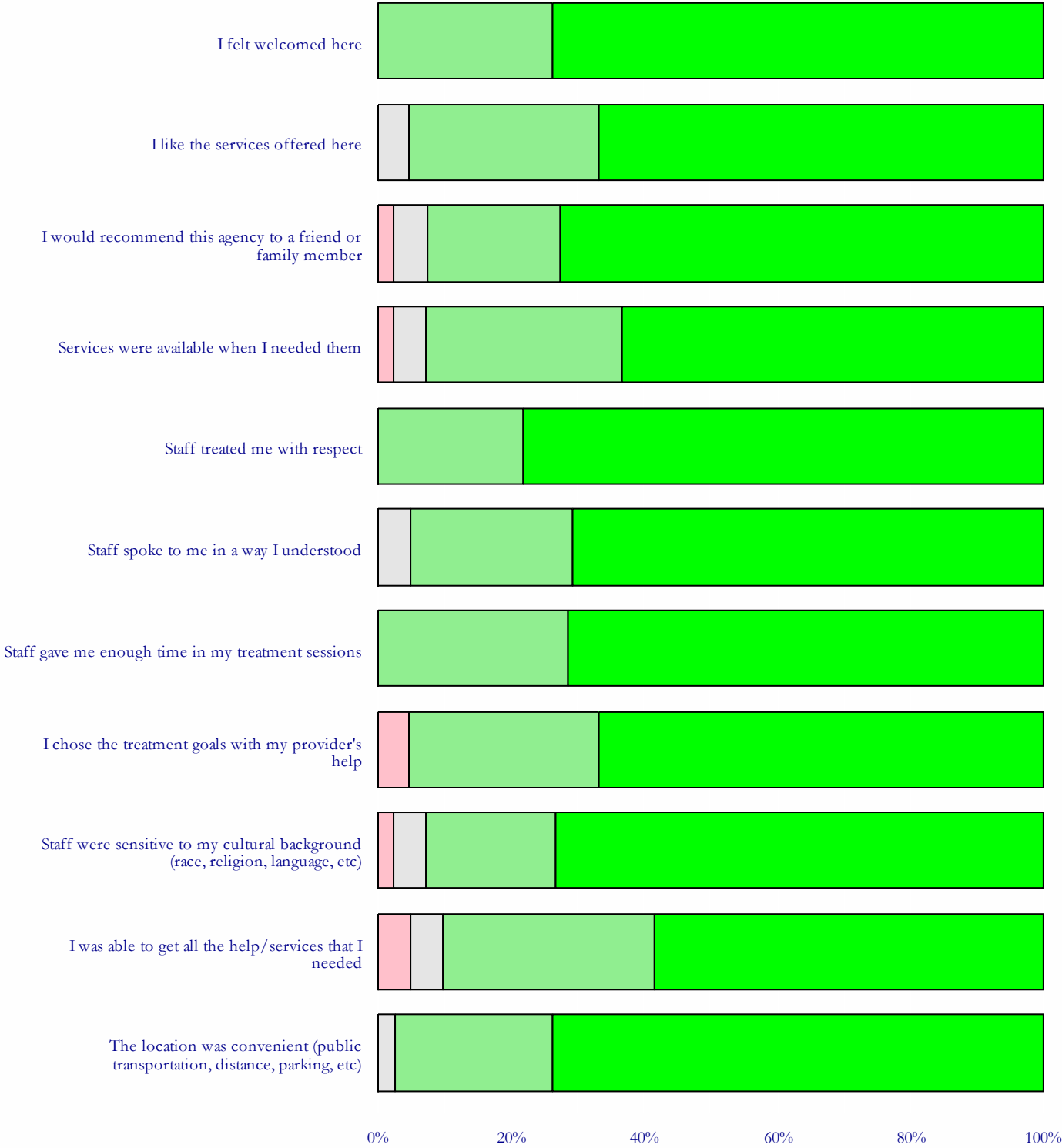
**Survey Compliance**

**Survey Completion by Program / Other SA**

<b>Completion</b>	HealthRIGHT 360 Outpatient Treatment	Other SA	<b>Total</b>
Refused	0 0 %	123 4.6 %	123 4.6 %
Impaired	1 2.3 %	4 0.2 %	5 0.1 %
Language	1 2.3 %	10 0.4 %	11 0.4 %
Other	3 7 %	19 0.7 %	22 0.8 %
Missing w/o Reason	0 0 %	30 1.1 %	30 1.1 %
Completed Survey	38 88.4 %	2468 93 %	2506 92.9 %
<b>Total</b>	43 100.0 %	2654 100.0 %	2697 100.0 %

*Fisher's  $p=0.002 \cdot df=5 \cdot \Phi_c=0.118$*

# Satisfaction Survey



# Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	0 0 %	11 26 %	31 74 %	0 0 %
I like the services offered here	0 0 %	0 0 %	2 5 %	12 29 %	28 67 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	1 2 %	2 5 %	8 20 %	29 72 %	0 0 %
Services were available when I needed them	0 0 %	1 2 %	2 5 %	12 29 %	26 63 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	9 22 %	32 78 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	2 5 %	10 24 %	29 71 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	0 0 %	12 29 %	30 71 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	2 5 %	0 0 %	12 29 %	28 67 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	1 2 %	2 5 %	8 20 %	30 73 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	2 5 %	2 5 %	13 32 %	24 59 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	1 3 %	9 24 %	28 74 %	0 0 %

