



Treatment Satisfaction Survey Report - Spring 2014
HealthRIGHT 360 Women's Hope Residential

This report covers surveys returned for program codes (RUs): 89102. There were surveys returned for 16 clients. The satisfaction score (items 1-10) for this program, was **4.67** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for HealthRIGHT 360 Women's Hope was **4.68** the mean for all other programs was **4.46**.

Global Satisfaction 100.0%

Satisfaction by Program / Other SA

Satisfaction	HealthRIGHT 360 Women's Hope	Other SA	Total
Not Satisfied	0 0 %	191 7.4 %	191 7.4 %
Satisfied	16 100 %	2382 92.6 %	2398 92.6 %
Total	16 100.0 %	2573 100.0 %	2589 100.0 %

Fisher's p=0.625 · df=1 · Φ=0.022

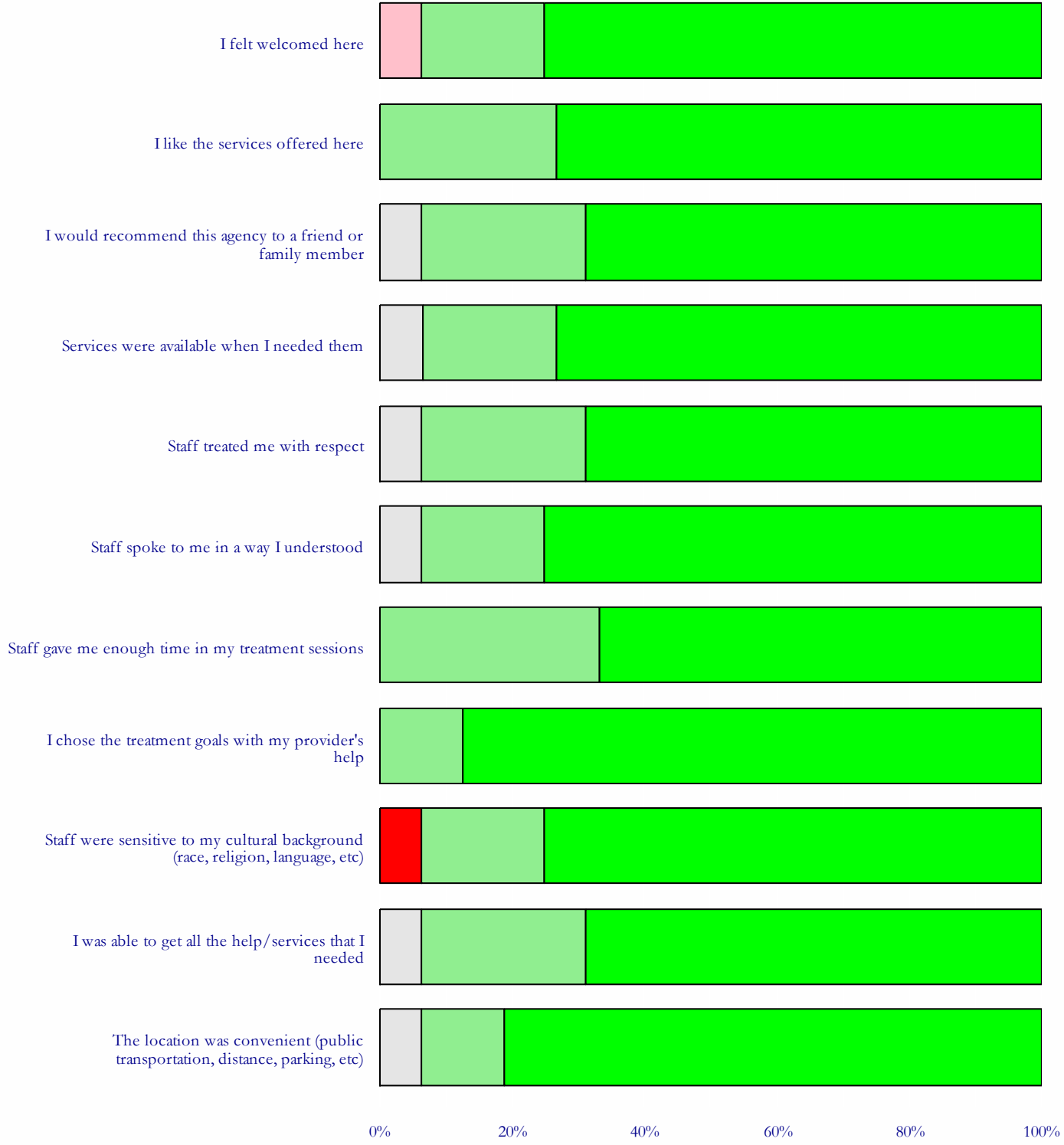
Survey Compliance

Survey Completion by Program / Other SA

Completion	HealthRIGHT 360 Women's Hope	Other SA	Total
Refused	0 0 %	123 4.6 %	123 4.6 %
Impaired	0 0 %	5 0.2 %	5 0.2 %
Language	1 6.2 %	10 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	15 93.8 %	2491 92.9 %	2506 93 %
Total	16 100.0 %	2681 100.0 %	2697 100.0 %

Fisher's p=0.178 · df=5 · Φ_c=0.073

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	1 6 %	0 0 %	3 19 %	12 75 %	0 0 %
I like the services offered here	0 0 %	0 0 %	0 0 %	4 27 %	11 73 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	1 6 %	4 25 %	11 69 %	0 0 %
Services were available when I needed them	0 0 %	0 0 %	1 7 %	3 20 %	11 73 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	1 6 %	4 25 %	11 69 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	1 6 %	3 19 %	12 75 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	0 0 %	5 33 %	10 67 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	0 0 %	2 12 %	14 88 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	1 6 %	0 0 %	0 0 %	3 19 %	12 75 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	0 0 %	1 6 %	4 25 %	11 69 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	1 6 %	2 12 %	13 81 %	0 0 %

