



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

This report covers surveys returned for program codes (RUs): 3805LC-RES, 3805SW-RES, 3805TG-RES, 3805WR-RSD. There were surveys returned for 40 clients. The satisfaction score (items 1-10) for this program, was **4.46** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for HealthRIGHT 360 Women's Residential was **4.48** the mean for all other programs was **4.46**.

Global Satisfaction 97.5%

Satisfaction by Program / Other SA

Satisfaction	HealthRIGHT 360 Women's Residential	Other SA	Total
Not Satisfied	1 2.5 %	190 7.5 %	191 7.3 %
Satisfied	39 97.5 %	2359 92.5 %	2398 92.6 %
Total	40 100.0 %	2549 100.0 %	2589 100.0 %

Fisher's p=0.361 · df=1 · Φ=0.023

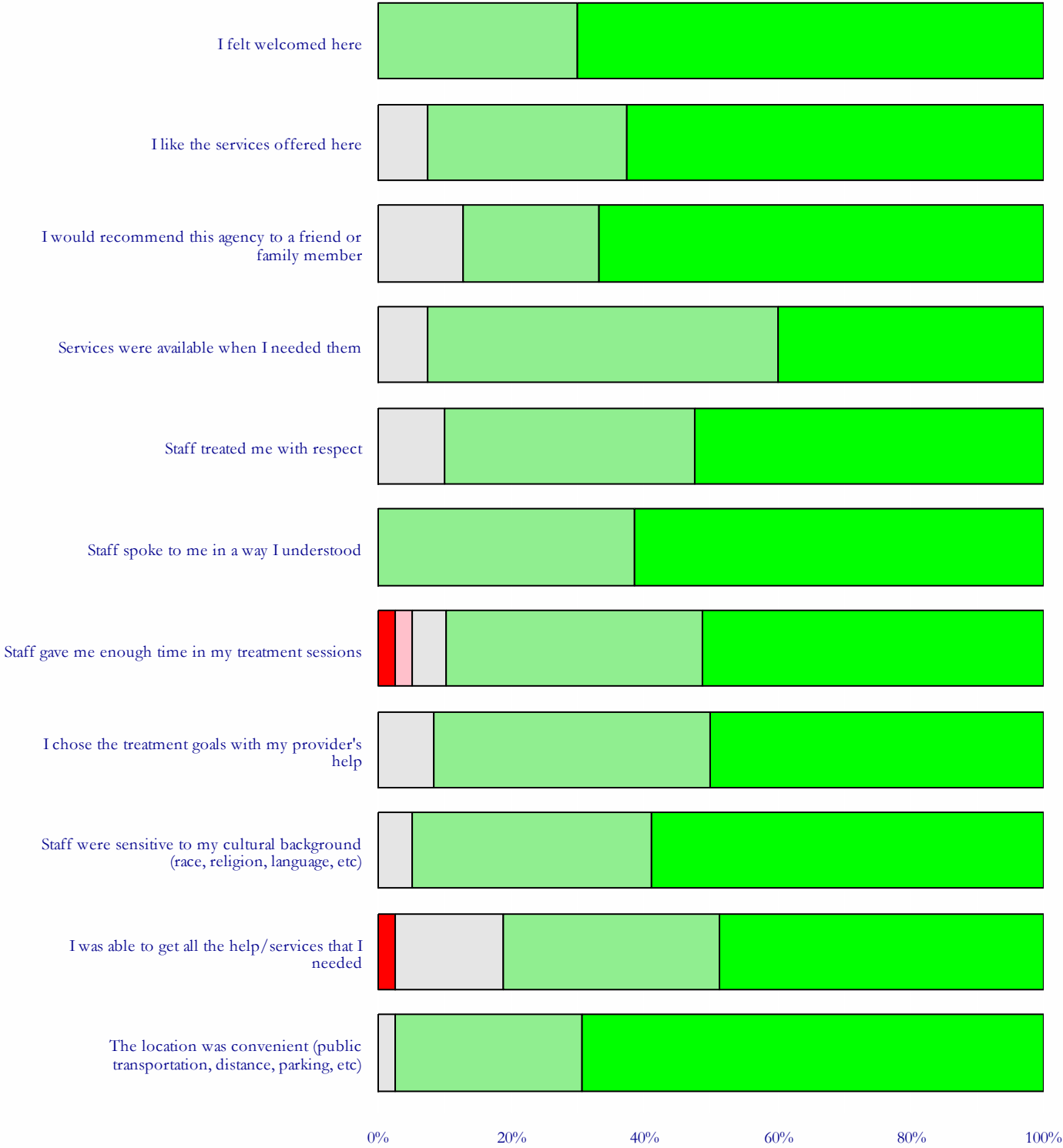
Survey Compliance

Survey Completion by Program / Other SA

Completion	HealthRIGHT 360 Women's 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	40 100 %	2466 92.8 %	2506 92.9 %
Total	40 100.0 %	2657 100.0 %	2697 100.0 %

Fisher's p=0.742 · 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 %	12 30 %	28 70 %	0 0 %
I like the services offered here	0 0 %	0 0 %	3 8 %	12 30 %	25 62 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	5 13 %	8 21 %	26 67 %	0 0 %
Services were available when I needed them	0 0 %	0 0 %	3 8 %	21 52 %	16 40 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	4 10 %	15 38 %	21 52 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	0 0 %	15 38 %	24 62 %	0 0 %
Staff gave me enough time in my treatment sessions	1 3 %	1 3 %	2 5 %	15 38 %	20 51 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	3 8 %	15 42 %	18 50 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	2 5 %	14 36 %	23 59 %	0 0 %
I was able to get all the help/services that I needed	1 3 %	0 0 %	6 16 %	12 32 %	18 49 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	1 3 %	11 28 %	27 69 %	0 0 %

