



Treatment Satisfaction Survey Report - Spring 2014
Hz SA Outpatient Treatment Services

This report covers surveys returned for program codes (RUs): 38241. There were surveys returned for 30 clients. The satisfaction score (items 1-10) for this program, was **4.66** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for Hz SA Outpatient Treatment Services was **4.62** the mean for all other programs was **4.46**.

Global Satisfaction 96.7%

Satisfaction by Program / Other SA

Satisfaction	Hz SA Outpatient Treatment Services	Other SA	Total
Not Satisfied	1 3.3 %	190 7.4 %	191 7.3 %
Satisfied	29 96.7 %	2369 92.6 %	2398 92.6 %
Total	30 100.0 %	2559 100.0 %	2589 100.0 %

Fisher's p=0.722 · df=1 · Φ=0.017

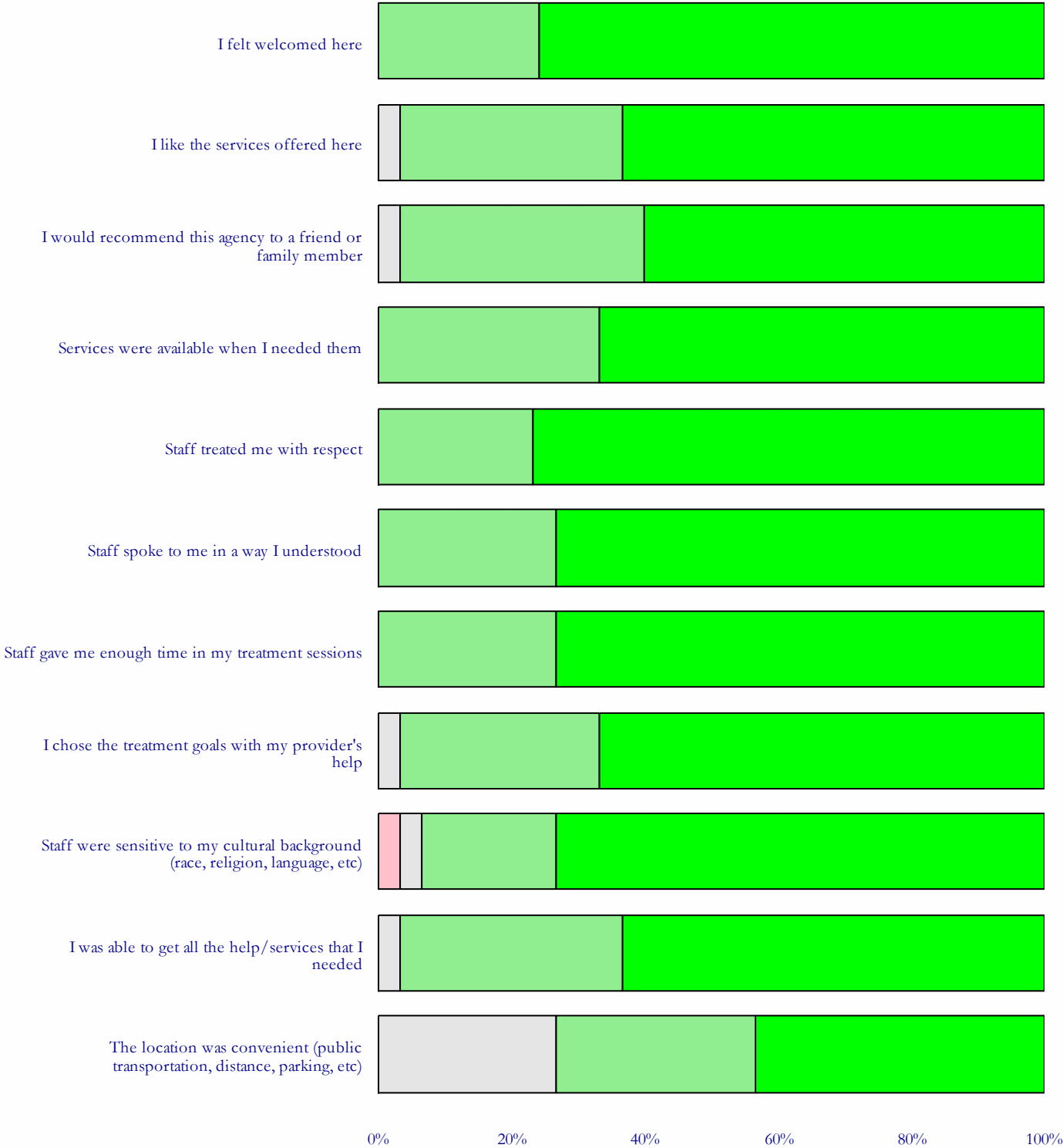
Survey Compliance

Survey Completion by Program / Other SA

Completion	Hz SA Outpatient Treatment Services	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	30 100 %	2476 92.8 %	2506 92.9 %
Total	30 100.0 %	2667 100.0 %	2697 100.0 %

Fisher's p=0.710 · df=5 · Φ_c=0.029

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	0 0 %	7 24 %	22 76 %	0 0 %
I like the services offered here	0 0 %	0 0 %	1 3 %	10 33 %	19 63 %	0 0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	1 3 %	11 37 %	18 60 %	0 0 %
Services were available when I needed them	0 0 %	0 0 %	0 0 %	10 33 %	20 67 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	0 0 %	7 23 %	23 77 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	0 0 %	0 0 %	8 27 %	22 73 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	0 0 %	8 27 %	22 73 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	0 0 %	1 3 %	9 30 %	20 67 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	1 3 %	1 3 %	6 20 %	22 73 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	0 0 %	1 3 %	10 33 %	19 63 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	0 0 %	0 0 %	8 27 %	9 30 %	13 43 %	0 0 %

