



Treatment Satisfaction Survey Report - Spring 2014
MC Outpatient

This report covers surveys returned for program codes (RUs): 38561. There were surveys returned for 58 clients. The satisfaction score (items 1-10) for this program, was **4.55** out of five, the mean for all other programs was **4.46**. The average rating on all survey questions for MC Outpatient was **4.55** the mean for all other programs was **4.46**.

Global Satisfaction 93.1%

Satisfaction	Satisfaction by Program / Other SA		Total
	MC Outpatient	Other SA	
Not Satisfied	4 6.9 %	187 7.4 %	191 7.4 %
Satisfied	54 93.1 %	2344 92.6 %	2398 92.6 %
Total	58 100.0 %	2531 100.0 %	2589 100.0 %

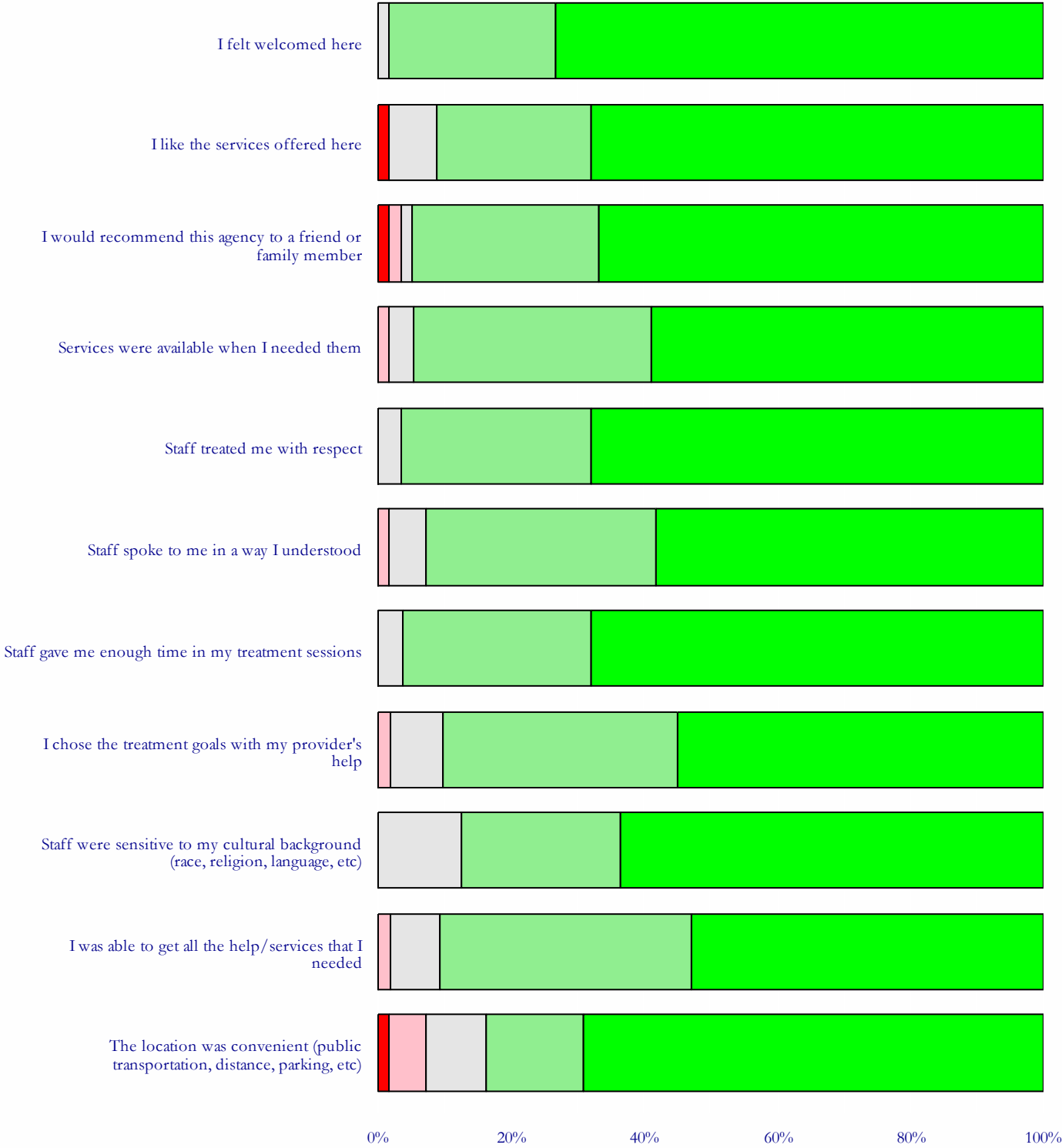
Fisher's p=1.000 · df=1 · Φ=0.003

Survey Compliance

Completion	Survey Completion by Program / Other SA		Total
	MC Outpatient	Other SA	
Refused	0 0 %	123 4.7 %	123 4.6 %
Impaired	0 0 %	5 0.2 %	5 0.2 %
Language	1 1.7 %	10 0.4 %	11 0.4 %
Other	1 1.7 %	21 0.8 %	22 0.8 %
Missing w/o Reason	1 1.7 %	29 1.1 %	30 1.1 %
Completed Survey	55 94.8 %	2451 92.9 %	2506 92.9 %
Total	58 100.0 %	2639 100.0 %	2697 100.0 %

Fisher's p=0.115 · df=5 · Φ_c=0.048

Satisfaction Survey



Satisfaction Survey

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I felt welcomed here	0 0 %	0 0 %	1 2 %	14 25 %	41 73 %	0 0 %
I like the services offered here	1 2 %	0 0 %	4 7 %	13 23 %	38 68 %	0 0 %
I would recommend this agency to a friend or family member	1 2 %	1 2 %	1 2 %	16 28 %	38 67 %	0 0 %
Services were available when I needed them	0 0 %	1 2 %	2 4 %	20 36 %	33 59 %	0 0 %
Staff treated me with respect	0 0 %	0 0 %	2 4 %	16 29 %	38 68 %	0 0 %
Staff spoke to me in a way I understood	0 0 %	1 2 %	3 5 %	19 35 %	32 58 %	0 0 %
Staff gave me enough time in my treatment sessions	0 0 %	0 0 %	2 4 %	15 28 %	36 68 %	0 0 %
I chose the treatment goals with my provider's help	0 0 %	1 2 %	4 8 %	18 35 %	28 55 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	7 13 %	13 24 %	35 64 %	0 0 %
I was able to get all the help/services that I needed	0 0 %	1 2 %	4 8 %	20 38 %	28 53 %	0 0 %
The location was convenient (public transportation, distance, parking, etc)	1 2 %	3 5 %	5 9 %	8 15 %	38 69 %	0 0 %

