

Patients Speak Out:

Adult Patient Satisfaction Survey 2015

The patient's voice is an important part of treatment and the recovery process. Providers and policy makers use patient satisfaction measures to evaluate quality of care and to improve treatment outcomes.

The Adult Patient Satisfaction Survey asks adults who receive publicly funded substance use disorder (SUD) treatment services their perception of the quality of services they receive.

Overall, reported satisfaction is high, with a little over 95% of adult respondents reporting they were very satisfied or mostly satisfied with the services they received and about 93% of adult respondents reporting they were very satisfied or mostly satisfied with the comfort and appearance of the facility at which they received services.

*"I think it's awesome, I'm very pleased being here.
I've learned a lot and have been using the tools I've been taught."*

About the Survey

The Division of Behavioral Health and Recovery (DBHR) regularly conducts a statewide survey to assess patient satisfaction with publicly funded SUD treatment services.

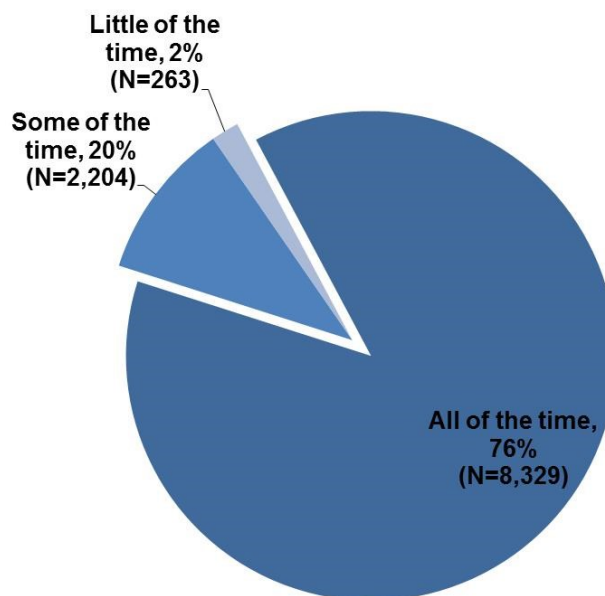
Of 318 DBHR-certified, publicly funded community-based and correctional agencies in WA state, 276 (86%) participated in the survey.

This report summarizes the responses from 10,392 (64%) out of 17,210 adults who received residential, outpatient, and opiate treatment in community-based agencies during the week of March 23-27, 2015.

As reported below, responses to specific questions about clients' experiences when in treatment suggest room for improvement.

While 76% of respondents thought they were treated with respect "All of the Time," a noticeable percentage of respondents reported feeling less respected (Figure 1).

Figure 1: Would you say our staff treated you with respect?



".. counselors [should] be genuine and remember patients are at different levels (education, mental status, social etc.) and to communicate with them accordingly."

A majority of respondents reported they found group sessions to be “Very Helpful” (Figure 2).

“I like being in a group session with people who have or are going through similar things.”

However, about 38% of respondents found group sessions only to be somewhat helpful or not helpful.

“I would do more one-on-one sessions, group can be distracting and gets off-topic sometimes and I just want to learn to recover faster.”

Similarly, a majority of respondents reported they found individual sessions to be “Very Helpful” (Figure 3).

“The individual sessions are great!”

However, about 32% of respondents reported individual counseling only to be somewhat helpful or not helpful.

“More communication with goals and direction of recovery and expectations.”

Figure 2: How do you rate the helpfulness of the group sessions?

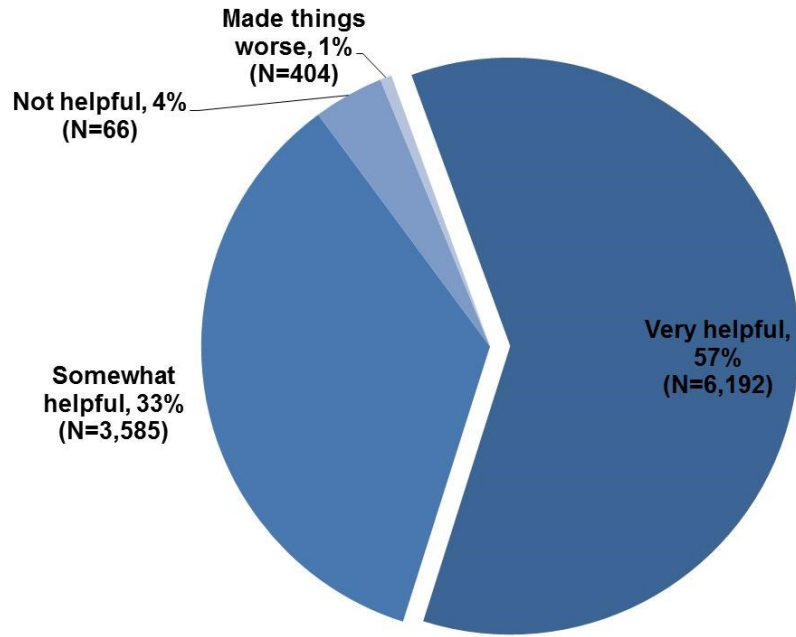
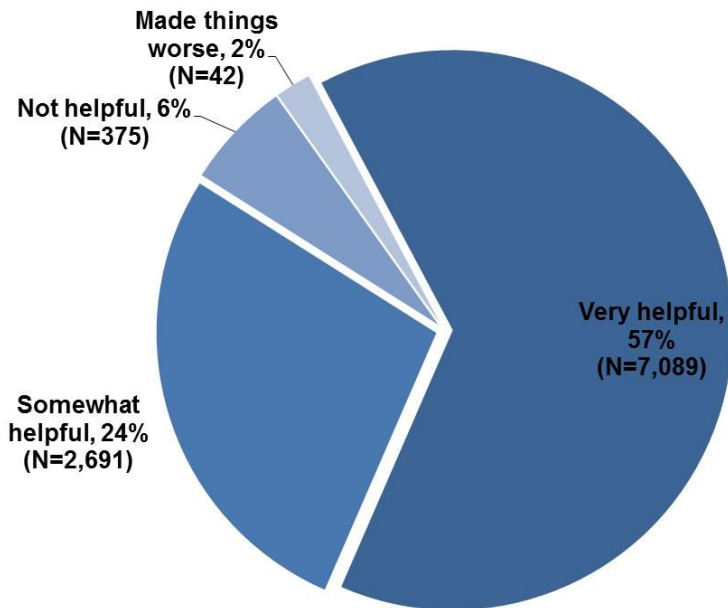


Figure 3: How do you rate the helpfulness of the individual counseling?



Despite any concerns about staff treating them with respect or the usefulness of group or individual sessions, over 88% of adult respondents reported they would return to the program if they were to seek help again.

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