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Washington State
Department of
Social and Health
Services

Patients Speak Out 2009

Felix Rodriguez, Ph.D.
The Edward R. Murrow College of Communication
Washington State University

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Acknowledgments

The Statewide Patient Satisfaction Survey has continued through eight administrations since 2001 owing to the collaboration of Washington State chemical dependency (CD) treatment providers, their staff, and their patients. To them I offer my most heartfelt gratitude. I thank John Taylor who served as Acting Director of the former Division of Alcohol and Substance Abuse (DASA), now renamed the Division of Behavioral Health and Recovery (DBHR). My appreciation goes to David Dickinson, DBHR Director, for keeping alive our mission to deliver high quality chemical dependency treatment to patients. This mission can only be realized by continuing to listen to patients and their concerns as this report attempts to document.

I thank the following staff of DBHR's Evaluation and Quality Assurance Section (EQA): Alice Huber, for reviewing the draft of this report; Kevin (Buzz) Campbell, for producing the provider- and county-level reports; and Beverly Smith, for always giving her patient and outstanding administrative support.

I thank the treatment providers who very kindly responded to my question about how they were using the results from the 2007 survey. Their names appear on pages 101-104.

The administration of the survey involves various tasks. Student interns – Thomas Oeun, DeRayne Lewis, and Candace Rose – skillfully completed many of those tasks. I am indebted to the following DBHR staff for their assistance: Mary Testa-Smith, Harvey Funai, Bob Leonard, Dennis Malmer, Jennifer Fine, Victoria Roberts, Cheryl Wilcox, MaryLou McKinlay, and Kasey Leonard.

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Felix Rodriguez, Ph.D.

Executive Summary

The 2009 Statewide Patient Satisfaction Survey

The Division of Behavioral Health and Recovery (DBHR), formerly known as the Division of Alcohol and Substance Abuse (DASA), has regularly commissioned a survey to assess patient satisfaction with chemical dependency (CD) treatment services in Washington State. In 2009, the Statewide Patient Satisfaction Survey took place during the week of March 23. A total of 490 CD treatment providers participated in the survey, representing 95 percent of the certified agencies offering any of the following treatment services: intensive inpatient, recovery house, long-term residential, outpatient or intensive outpatient (OP/IOP), or opiate substitution treatment. Ninety-eight percent of the public and 90 percent of the private treatment agencies in the state participated in the survey. DBHR received a total of 22,224 completed surveys, representing 72 percent of the adult and youth patients receiving CD treatment in participating community-based and correctional treatment programs during the week of the survey.

Key Findings

The survey shows that overall satisfaction was high. In community treatment programs, 96 percent of adult and 91 percent of youth patients reported they were very or mostly satisfied with the service they received. Most adult patients felt positive about their program with 90 percent saying they would return to the same program if they were to seek help again. Ninety-five percent of youth patients felt very or somewhat safe in their program. In correctional treatment programs, 89 percent of Department of Corrections and 91 percent of Juvenile Rehabilitation Administration patients reported they were very or mostly satisfied with the service they received.

While patient perception of the quality of services was generally positive, the survey reveals a number of challenges in the following areas:

Respect

- African American patients in community residential treatment reported a lower rate of being treated with respect than other ethnic/racial groups. This was not the case for African Americans in other modalities. [☞ page 30](#)
- Youth in community residential treatment reported lower rates of being treated with respect than those in outpatient settings. [☞ page 54](#)

Unmet Need for Co-Occurring Disorder Services

- Overall, a fourth of adult patients in community treatment programs reported a need for mental health services; however, of those who needed mental health services only half found their program to be very helpful in assisting them to identify and find mental health services. [☞ page 17](#)
- Over 40 percent of adults in community recovery house and long-term residential, and a third in intensive inpatient and opiate substitution programs reported a need for mental health services. [☞ page 17](#)

Recovery Support Services

- Among adults in community treatment who needed employment services, less than a third rated their program as very helpful in assisting them to identify and find employment services. [☞ page 19](#)
- More monolingual Hispanic patients reported a need for a variety of support services (especially legal, medical, and employment) than English-speaking Hispanics and non-Hispanics. [☞ page 36](#)

Youth

- Regardless of modality, fewer youth patients in community treatment found group sessions to be very helpful when compared to individual counseling. [☞ page 45](#)
- Youth patients in community residential programs were less satisfied overall than youth in outpatient programs. [☞ page 54](#)

Department of Corrections

Wide differences suggest a need for greater consistency in the quality of services:

- Less than 75 percent in long-term residential treatment* reported they were very or mostly satisfied with the service they received compared to 94 percent in outpatient. [☞ page 63](#)
- Eighty-six percent in long-term residential* reported that staff treated them with respect all or some of the time compared to 97 percent in outpatient. [☞ page 64](#)

* Operated in DOC institutions.

Introduction

Purpose of the Survey

The Division of Behavioral Health and Recovery (DBHR), formerly known as the Division of Alcohol and Substance Abuse (DASA), has regularly commissioned a survey to assess patient satisfaction with chemical dependency (CD) treatment services. The survey aims to collect information that can help providers and policy-makers improve the quality of CD treatment services in Washington State. This report presents the results of the statewide survey that took place during the week of March 23, 2009. In addition to this statewide report, DBHR prepares reports summarizing provider-level results for participating agencies. DBHR also prepares county-level reports aggregating the results for counties represented in the survey.

Administration of the Survey

In early 2009, DBHR sent letters to certified CD treatment providers in Washington State inviting them to participate in the survey. Treatment providers who agreed to participate were requested to ask all of their patients who were receiving treatment during the week of March 23 to complete the survey. The survey consists of six core questions asking patients to rate overall satisfaction with the service they received, satisfaction with the comfort and appearance of the facility, respect from staff, the helpfulness of the group and individual sessions, and the likelihood of participating in the same program if they were to seek help again. The survey has an adult and youth version and is available in English, Spanish, Vietnamese, and Cambodian (see Appendix B, page 169).

A total of 490 agencies participated in the survey representing 95 percent of the certified treatment centers that were identified as actively operating in Washington State during the week of the survey, and were offering any of the following treatment services: intensive inpatient, recovery house, long-term residential, outpatient or intensive outpatient (OP/IOP), or opiate substitution. At least 91 percent of the agencies in each region participated in the survey as the table below shows. The survey captured 98 percent of the public and 90 percent of the private treatment agencies in the state.*

**Regional Distribution of DBHR-Certified Treatment Agencies
Participating in the 2009 Statewide Patient Satisfaction Survey**

Regions†	Participating Providers		Non-Participating Providers		Total
	Number	Percent (%)	Number	Percent (%)	
Region 1 (Spokane)	65	92.9	5	7.1	70
Region 2 (Yakima)	57	96.6	2	3.4	59
Region 3 (Snohomish)	63	91.3	6	8.7	69
Region 4 (King)	126	94.0	8	6.0	134
Region 5 (Pierce)	75	96.2	3	3.8	78
Region 6 (Clark)	104	97.2	3	2.8	107
TOTAL	490	94.8	27	5.2	517

* For details, see Technical Notes, page 105.

† See map in Appendix C, page 191.

Survey Response Rate

DBHR received a total of 22,224 completed surveys, representing 72 percent of an estimated 30,938 adult and youth patients receiving treatment in participating community-based and correctional treatment programs during the week of the survey. The table below shows that the survey response rate was highest in long-term residential programs followed by recovery house, intensive inpatient, OP/IOP, and opiate substitution.

**2009 Statewide Patient Satisfaction Survey
Survey Response Rate by Treatment Modality**

Treatment Modality	Number of Patients Completing the Survey	Number of Patients Receiving Treatment March 23-27, 2009	Survey Response Rate (%)
Intensive Inpatient	1,002	1,114	90
Recovery House	127	139	91
Long-term Residential	982	1,025	96
Outpatient/Intensive Outpatient (OP/IOP)	17,095	23,269	73
Total Excluding Opiate Substitution	19,206	25,547	75
Opiate Substitution	3,018	5,391	56
Total Including Opiate Substitution	22,224	30,938	72

*Figures were based on data provided by participating treatment agencies.

The survey response rate for opiate substitution programs, which historically has been the lowest among treatment modalities represented in the survey, has tended to reduce the overall survey response rate. If opiate substitution programs were excluded, the survey response rate overall would have been 75 percent.

DBHR received completed surveys from community-based treatment agencies and from correctional treatment programs administered by the Department of Corrections (DOC) and the Juvenile Rehabilitation Administration (JRA). Of the 22,224 completed surveys, 18,985 or 85.4 percent came from adults participating in community-based treatment programs; 1,541 or 6.9 percent from youth patients enrolled in community-based treatment programs; 1,642 or 7.4 percent from DOC treatment programs; and 56 or 0.3 percent from JRA treatment programs.

Interpretation of Survey Results

Results in this report are presented in percentages. In comparing treatment modalities or groups, the following guide is used: a difference of five percent or less is small and is considered not significant; a difference between six percent and ten percent is sizeable, and is moderately significant; over ten percent is large and considerably, clinically significant.

Patient Responses to Open-ended Questions

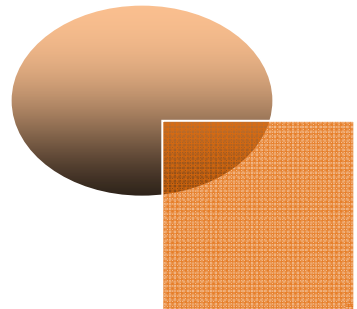
The survey asked patients what they like and what they do not like about their treatment program. Patient responses were selected for each population group and treatment modality, and are quoted in this report. Responses touched upon the following themes: perceived effects of treatment on recovery and self-transformation, attitude of counselors and other staff, program activities, food and nutrition, physical and social environment, funding, and cost of treatment.

Organization of the Report

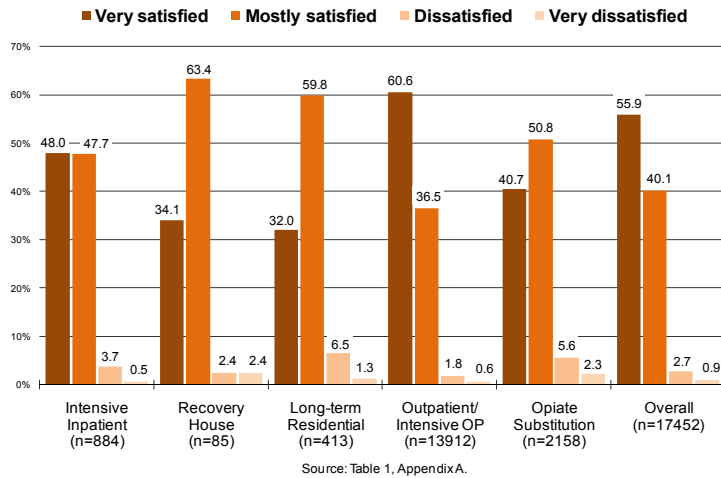
The results presented in this report are aggregated on a state level for each treatment modality and are divided into two main parts: community treatment programs and correctional treatment programs. The results for community treatment programs are separated into adult and youth sections. The part devoted to correctional treatment programs is split between the DOC and the JRA. The report also includes a section on how providers used the results from the 2007 survey. The *Technical Notes* section (pages 105-106) presents further information related to the administration of the survey. The charts presented in the report are based on tables appearing in Appendix A (pages 107-168). The survey instruments and administration guidelines can be found in Appendix B (pages 169-187).

PART 1: COMMUNITY TREATMENT PROGRAMS

Adult Patient Satisfaction in Community Treatment Programs by Modality



In an overall, general sense, how satisfied are you with the service you have received?

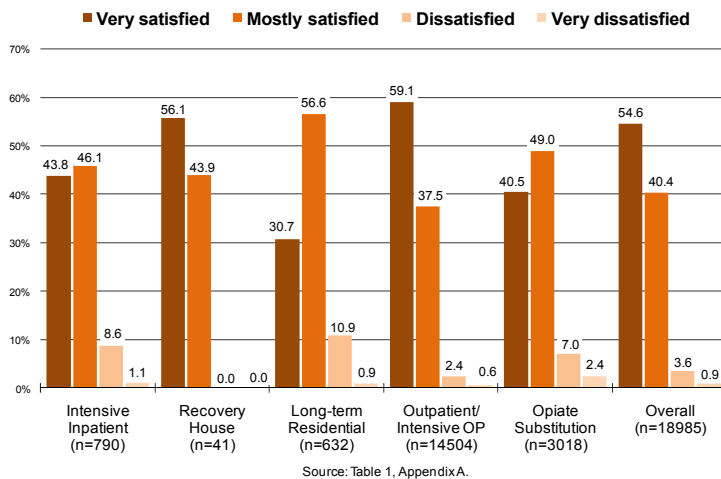


Overall, 96 percent of adult patients treated in community-based programs reported they were very or mostly satisfied with the service they received.* The highest rates of being very satisfied occurred in outpatient and in intensive inpatient.

Percent Reporting Very or Mostly Satisfied

Intensive Inpatient	95.7
Recovery House	97.6
Long-term Residential	91.8
OP/IOP	97.1
Opiate Substitution	91.6
Overall	96.0

In general, how satisfied are you with the comfort and appearance of this facility?



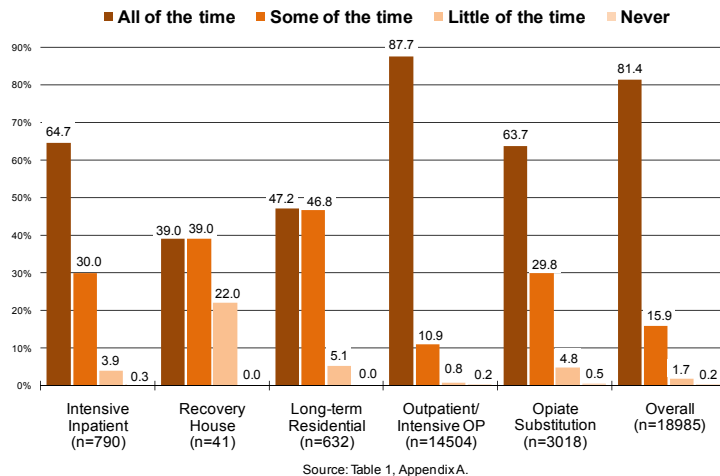
Ninety-five percent said they were very or mostly satisfied with the comfort and appearance of their facility.* Less than a third of long-term residential patients reported being very satisfied with the comfort and appearance of their facility.

Percent Reporting Very or Mostly Satisfied

Intensive Inpatient	89.9
Recovery House	100.0
Long-term Residential	87.3
OP/IOP	96.7
Opiate Substitution	89.5
Overall	95.0

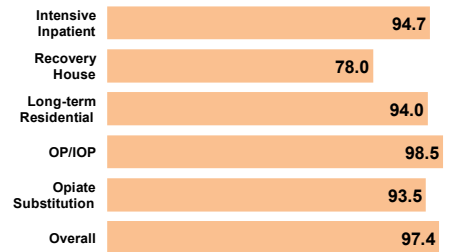
* Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 23, 2009.

Would you say our staff treated you with respect?

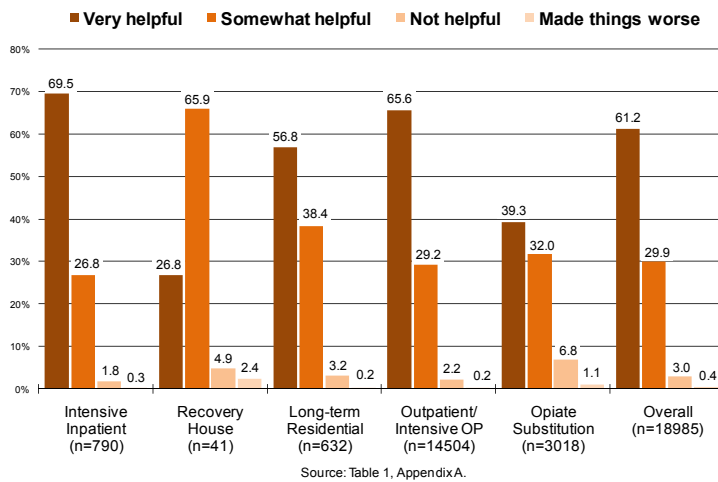


Ninety-seven percent overall said that staff treated them with respect all or some of the time.* About 90 percent in outpatient programs reported that staff treated them with respect all of the time.

Percent Reporting All or Some of the Time

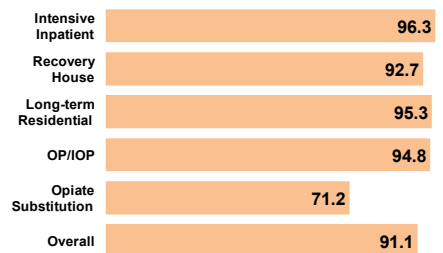


How do you rate the helpfulness of the group sessions?



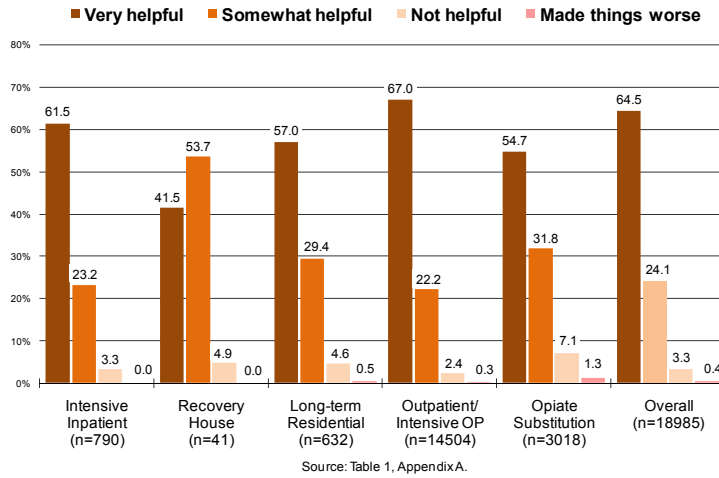
Overall, 91 percent found the group sessions to be very or somewhat helpful. Over 65 percent in intensive inpatient and outpatient programs rated group sessions as very helpful.*

Percent Reporting Very or Somewhat Helpful

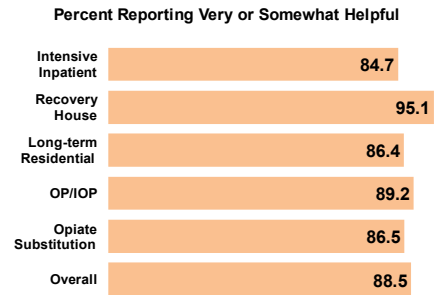


* Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 23, 2009.

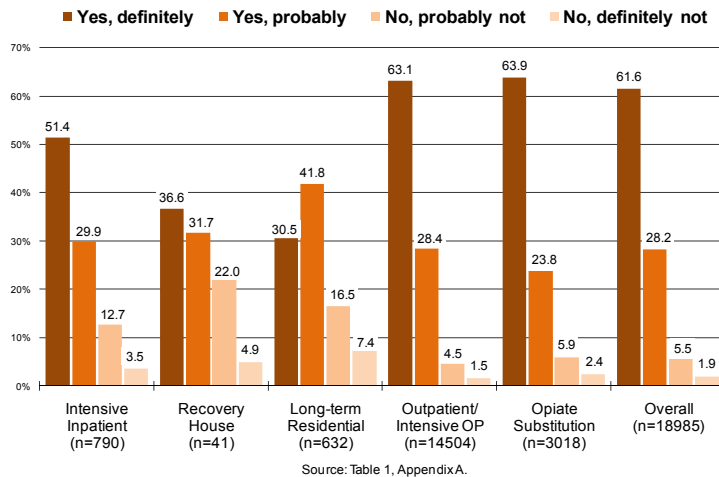
How do you rate the helpfulness of the individual counseling?



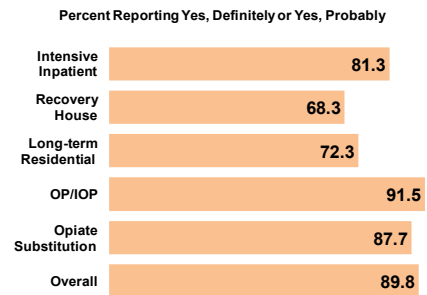
Nearly 89 percent rated individual counseling as very or somewhat helpful.* Individual counseling was rated very helpful by over 60 percent in intensive inpatient and outpatient programs.



If you were to seek help again, would you come back to the same program?

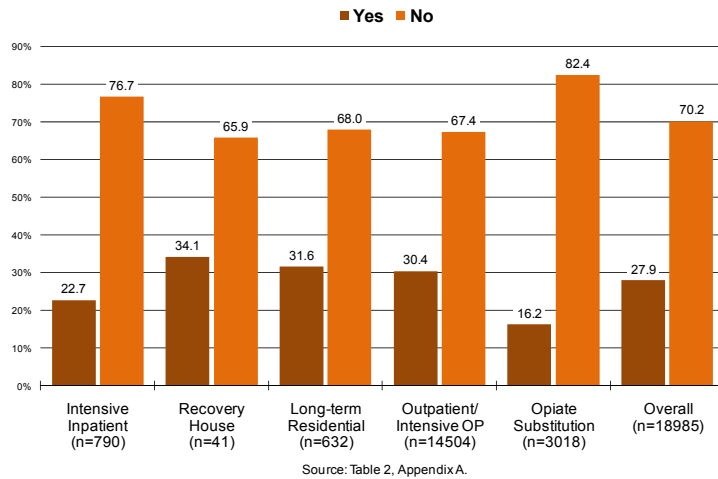


Overall, 90 percent reported that they would definitely or probably come back to the same program.* Recovery house and long-term residential appeared to have the lowest proportion of patients who would definitely or probably return to the same program if they were to seek help again.



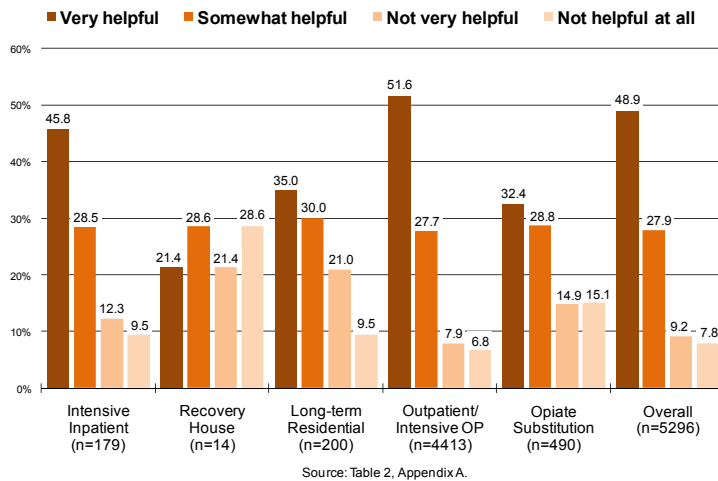
* Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 23, 2009.

Did you need legal services?



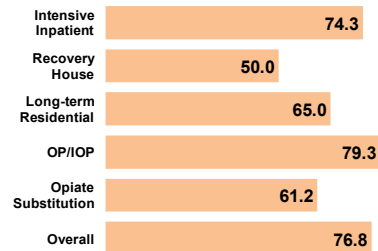
Overall, 28 percent of adult patients treated in community-based programs reported they needed legal services. A somewhat higher proportion in recovery house, long-term residential and outpatient programs said they needed legal services.

If yes, how helpful were we in assisting you to identify and find legal services?

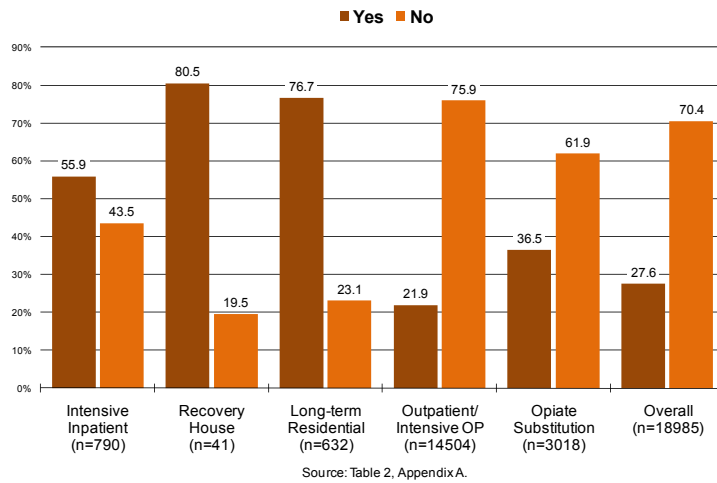


Overall, 77 percent of patients who reported a need for legal services rated their program as very or somewhat helpful in assisting them to identify and find legal services. Half of those in outpatient needing legal services rated their program as very helpful in identifying and finding legal services.

Percent Reporting Very or Somewhat Helpful

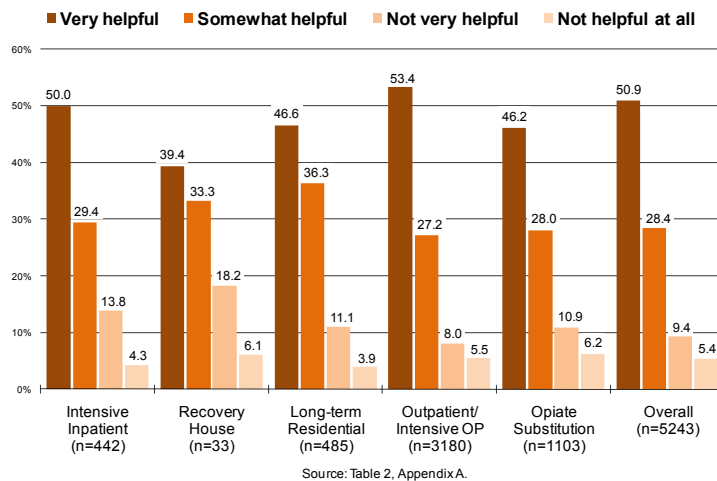


Did you need medical services?



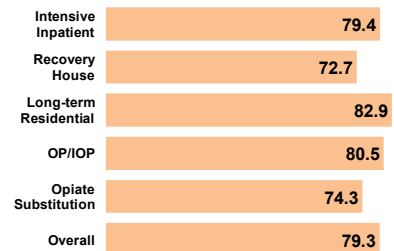
Overall, 28 percent reported a need for medical services. More than 75 percent of long-term residential and recovery house patients said they needed medical services.

If yes, how helpful were we in assisting you to identify and find medical services?

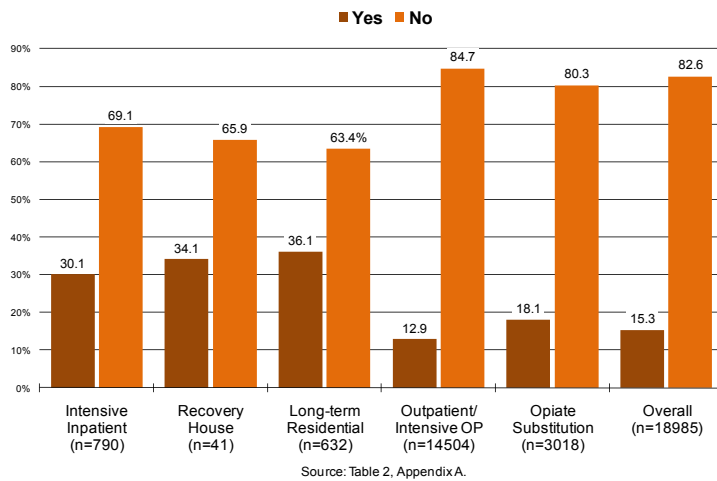


Among those who reported a need for medical services, 79 percent overall rated their program as very or somewhat helpful in assisting them to identify and find medical services. Half of those in intensive inpatient and outpatient needing medical care rated their program as very helpful in identifying and finding medical services.

Percent Reporting Very or Somewhat Helpful

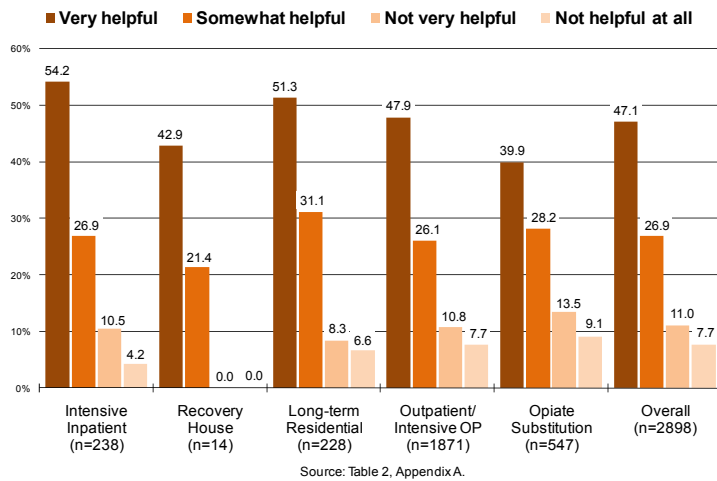


Did you need family services?



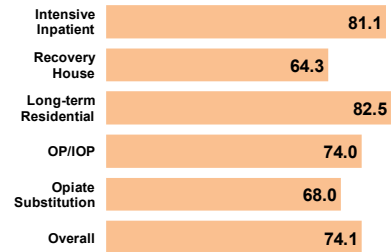
Fifteen percent of adult patients overall reported needing family services. Over 30 percent of patients in residential programs said they needed family services.

If yes, how helpful were we in assisting you to identify and find family services?

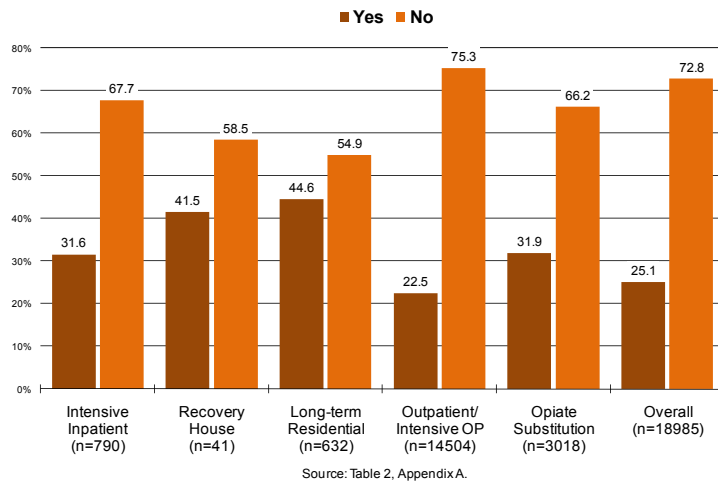


Among those who reported a need for family services, 74.1 percent overall rated their program as very or somewhat helpful in assisting them to identify and find family services. In intensive inpatient and long-term residential, more than half of those who needed family services found their program to be very helpful in identifying and finding family services.

Percent Reporting Very or Somewhat Helpful

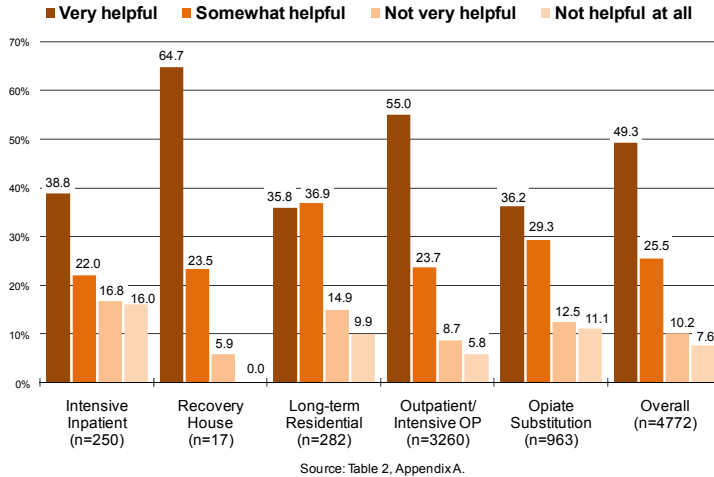


Did you need mental health services?



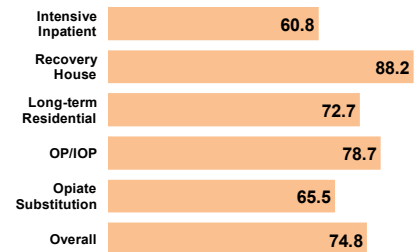
Overall, a fourth of adult patients reported a need for mental health services. Over 40 percent of recovery house and long-term residential and close to a third of intensive inpatient and opiate substitution patients said they needed mental health services.

If yes, how helpful were we in assisting you to identify and find mental health services?

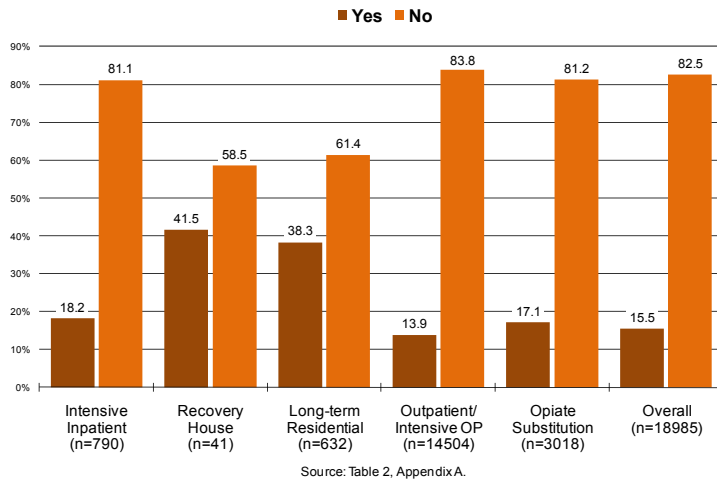


Among those who reported a need for mental health services, about half rated their program as very helpful in assisting them to identify and find mental health services.

Percent Reporting Very or Somewhat Helpful

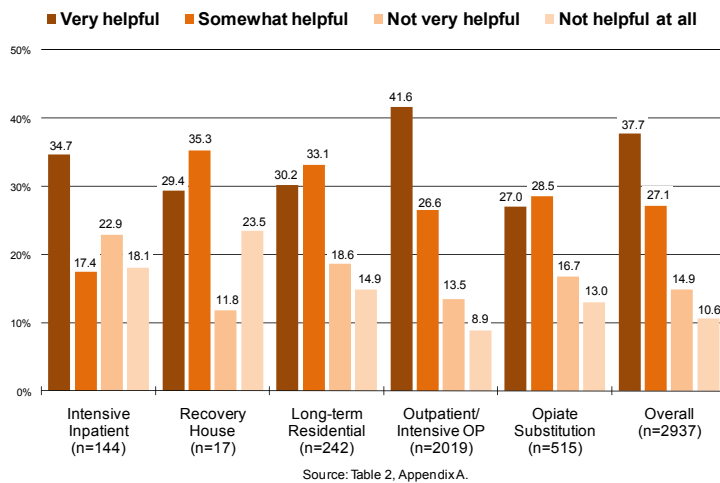


Did you need educational or vocational services?



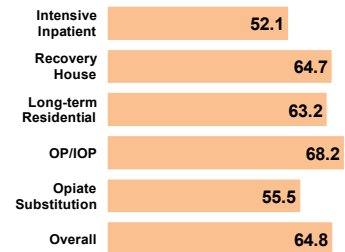
Overall, less than a fifth of patients reported they needed educational or vocational services. More patients in recovery house and long-term residential programs needed educational or vocational services than in other modalities.

If yes, how helpful were we in assisting you to identify and find educational or vocational services?

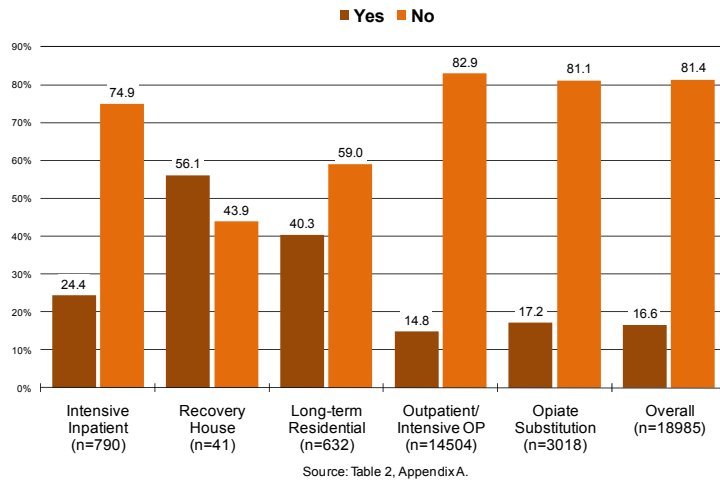


Overall, 65 percent of patients needing educational or vocational services rated their program as very or somewhat helpful in assisting them to identify and find educational or vocational services. In outpatient, two out five who needed educational or vocational services rated their program as very helpful in identifying and finding these services.

Percent Reporting Very or Somewhat Helpful

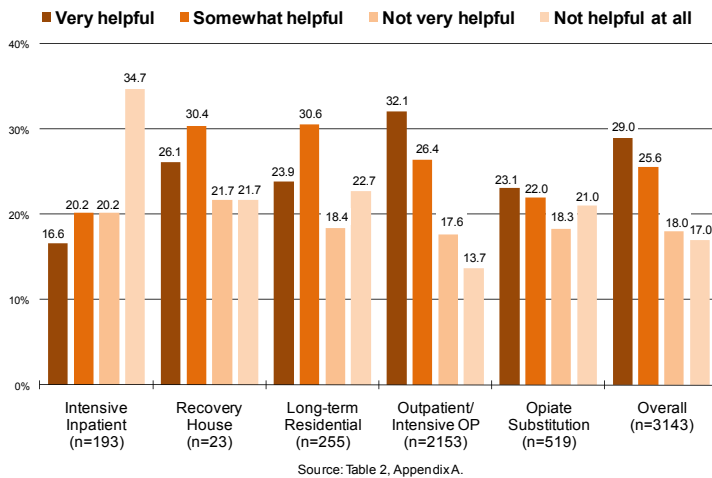


Did you need employment services?



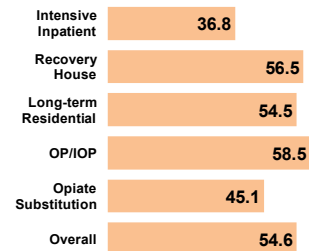
Overall, less than 20 percent of adult patients in community-based treatment programs reported a need for employment services. Two out of five long-term residential and nearly three out of five recovery house patients said they needed employment services.

If yes, how helpful were we in assisting you to identify and find employment services?



Overall, 55 percent of patients needing employment services rated their program as very or somewhat helpful in assisting them to identify and find employment services. Less than a third overall rated their program as very helpful in assisting them to identify and find employment services.

Percent Reporting Very or Somewhat Helpful



What do you like about this program?

Intensive Inpatient: Selected Responses

"Everything. I am allowed and encouraged to have my own truth and allowed to take the necessary time whatever that is to get through emotional pain and confusion. The staff overall is kind, warm and caring, easily approachable and trustworthy. They are here to help and guide us in professional and compassionate ways."

"I have been to a private-paid facility and already I can tell that this treatment program will be more beneficial to keeping me sober. The counselors are in recovery which makes me able to relate to them and help understand the tools I need to stay in recovery."

"I compare this program to my last inpatient program at (name of facility). There are many differences, and they are all good ones. I like the smaller class size, staying busy throughout the week with group meetings and homework. Looking forward to my girlfriend bringing me barbecue ribs and steak on the weekend."

"That I am learning better ways to be a clean and sober man, dad, friend. Dealing with my past as a child growing up. My anger management."

"Behavioral modification, one-on-ones."

"Smart recovery, excellent counselors, good nursing staff."

"The skills and tools it teaches you about your disease."

"The staff here is very helpful and informative. I have learned a lot."

Recovery House: Selected Responses

"I am stronger and don't take half as much crap as I used to before I got here. I have more acceptance for negative things that come my way."

"I have learned so much. Reframing, the 12 Steps, my old behaviors and how to change them."

"I like the fact that the counselors have been through this so they do know what they are talking about."

“That it’s a blackout with no contact to the world which keeps the mind on treatment. The intense groups cover every aspect I need for my recovery.”

“Program changed my thinking, outlook, and plans. Now I have dreams and goals.”

“Home-like setting, being able to focus on recovery and see it, and use it daily. The counselor is always available. The chores and clean up bring the house together.”

Long-term Residential: Selected Responses

“This program gives moms and moms-to-be an opportunity to better their parenting skills and/or gain custody of their children back.”

“They are here to help you, and they will do anything to be at your level and help you do one step at a time. It is the best place I ever went to get help. I’m grateful for each person that makes (name of facility) what it is.”

“My medical needs are being met promptly – very impressed.”

“The staff, the classes (lots of interaction with the whole class). We are able to participate in discussions, and I feel free to speak my mind about community issues or topics in classes.”

“The hard work they put you through to keep your mind off of the old ways and habits you have. To learn to work with others even when not comfortable because we are not used to it.”

“It is based on the individual, and it is for families and reuniting mothers and children.”

“I like the attitudes, willingness, and helpfulness in general and for the most part I like the relaxed learning atmosphere.”

“The choice theory concept. Also the tools you can acquire to learn how to work on other issues besides just your addiction.”

“The group time, meals.”

“Therapeutic value is amazing.”

“I like the help you can get here, and it has good structure. I like how people help you here.”

Outpatient/Intensive Outpatient: Selected Responses

“That it makes me accountable for something. I have other people that have similar issues, helps me through the beginning of my recovery.”

“The fact that the counselor made me set goals and assisted me in achieving them.”

“First off, it’s keeping me in compliance with the court, and the group sessions are much more involved than previous programs I’ve been in. Far more helpful.”

“The educational videos; I like how the counselors have been so supportive about everything and involved. I especially like the advice I get in my one-on-one sessions. This treatment center is very comfortable and makes me feel at home when I’m here.”

“That I can go to one place for my treatment and my medication.”

“How helpful everyone is and how supportive. I learned how to get new housing and what medication I need to get off pills and be sober and not be sick.”

“Counselors treat people with respect.”

“That it has continuing care.”

“That it is available to recovering addicts of all ethnic backgrounds and ages.”

“I like this program ‘cause it’s a lot different than regular outpatient groups that I’ve been in; DBT, Relapse Awareness and Seeking Safety; so I think this will help me out a lot.”

“My counselor. She rocks. (Name) is the best counselor I’ve ever had. I like the low key atmosphere. I feel comfortable most of the time. I appreciate the sliding fee scale.”

“Being able to process my triggers and thoughts.”

“What is never really thought seriously – how dangerous drinking and driving could be.”

“Personal and practical advice and help; flexible meeting times.”

“That I’m in a male group so it’s easier to open up.”

“The counselor is intelligent, lets me figure out things for myself when possible; is fair and reasonable.”

Opiate Substitution: Selected Responses

“How helpful everyone is to me. The in-charge nurse is super helpful. The director is one of the best managers I’ve seen, always on the floor working and helping everyone. My counselor is very helpful and knowledgeable. All the counselors that I’ve seen work very well together.”

“When I come here, there isn’t a long line (most of the time) before receiving my dose. The staff is usually very nice. The staff is also very helpful in keeping someone stay on the program if they are having addiction issues instead of just giving up on the client.”

“Having my life back! The one-on-one counseling meetings and the group meetings, and support.”

“The front desk staff is very helpful and considerate.”

“I love my counseling sessions, and the special help I get due to my medical situation, diabetic, and hope link cab rides for medical purposes. This is a very good treatment program.”

“Location is convenient.”

“I’m feeling better about myself and not feeling sick from withdrawal.”

“I like the fact that they try and help you in every way that they can. They really do want to help you here if you are willing to work hard on your recovery.”

“It gives me incentives to stay clean and begin to gradually have a normal life then help others to do the same.”

“I like the flexibility of dosing hours, and I can see that most of the staff are genuinely helpful if you are lost or confused or upset. I really appreciate that public funds were made available to me.”

Is there anything you would change about this program?

Intensive Inpatient: Selected Responses

"I think some physical program daily is necessary for a healthy recovery. It would be nice if upon arrival the administrative staff had more information to give to family members, i.e. phone call times, visiting times, etc. Nothing was given to them."

"I would not have so many meetings—after one, and then another after another. It is not productive. Some of the nurses are very mean-spirited. They are just mean."

"I would try and provide better food and a more comfortable living situation. The atmosphere is very familiar to a hospital which can be limiting to fully wanting recovery. You feel like a sick patient in such living conditions."

"I would hope there could be more services offered to HIV/AIDS patients and that there could be more individual counseling and therapy and not such a wide range of open group settings which de-focus from the individual and their more personal problem afflictions."

"Less preferential treatment especially male staff to female resident. More professional, respectful staff. Competent medical care. I was almost killed in this facility."

"ALANON classes optional for patients. Staff should prepare for the classes they instruct so we patients get the best out of them. Support staff to have better knowledge of addiction. I was told that oxycontin was a benzo when in fact it is an opioid."

"More open sharing, more free time. I believe with free time we get to know each other better. Get staff to know we're not in jail, and we deserve respect, and we are trying to better our lives, no rolling of the eyes, and they shouldn't be able to text and talk on the phone/cell phone with their friends."

"There needs to be more communication training between staff. Very inconsistent. Everyone seems to carry their own 'rule book'. Makes anger build up between staff and clients."

Recovery House: Selected Responses

"More info on resources for after treatment: education, community college, vocational or retraining, funding."

"I would change the fact that staff does not listen when we suggest things that need to be changed or things that used to work 20 years ago that don't work today 20 years later."

"Have some certified counselors with experience that respect persons' individualities and respect a person's religion and not get judged by the color of their skin."

"Allow access to at least some of our TANF dollars for our personal expenses."

"Maybe more one-on-one time and also more staff on hand when needed."

Long-term Residential: Selected Responses

"Yes, I would like to see this program offer more and better services (health services, mental health evaluations and treatment, better family, legal, and vocational information/help guidance, and a bit more recreation time out, and better nutrition that is more up to date with what is healthy and what isn't."

"I would offer medical and mental help sooner. I have a deep depression and haven't been sleeping, but I wasn't allowed a doctor's appointment until three weeks out so I almost left over that because I felt I needed help sooner."

"I would like to see it cleaned up a bit – have residents paint and maybe make a garden for residents to tend to. Food, more veggies and fruit. Healthier choices."

"Most of time in treatment is spent waiting. Time could be used in more productive way. Getting up at 6:30 a.m. after being woken up every hour by room checks is hard."

"The gossiping and more structure with staff and patients."

"More freedom for residents, more special events like going to mall or zoo as a group. Staff to make themselves more available to patients' questions and needs. Patients should be able to fully engage in church activity for treatment pass. Patients should be able to use food stamps for special occasions for children such as Easter and birthdays for cakes, etc."

Outpatient/Intensive Outpatient: Selected Responses

"Yes, speakers, testimonials from people that changed life style, long-term success, and stories."

“More time to have groups, like different time slots I can pick from – mornings, afternoons, evenings.”

“I think the counselors are overloaded with work. There should be a limit on how many people are in each group session.”

“I would have more counselors with mental health expertise.”

“The counselors coming and going.”

“To know and learn a little bit better how to use my DBT skills and how to use the DBT diary card ‘cause I’ve never taken DBT before so this is all new for me, that’s all.”

“Groups to be in room with tables. Often we have reading material and/or need to write, and it’s hard without a table.”

“Some of the staff treating us with disrespect, having more attitude than us, and treating us like kids.”

“More personal attention.”

“The cost of the drug tests. It is too expensive.”

“If I could, I would make it an all female group.”

Opiate Substitution: Selected Responses

“Shorter waits in the dosing lines. Counselors that respect HIPAA regulations and rules in general. Clients should be treated with some respect.”

“Counselors need to actually know about resources. My counselor never remembers anything we talk about. I spend most of my sessions repeating what I talked about beforehand. An example of not knowing resources is, like, help with housing, and I’m just handed a piece of paper with a bunch of numbers written on it. I need guidance. I need help. I need my counselor to remember.”

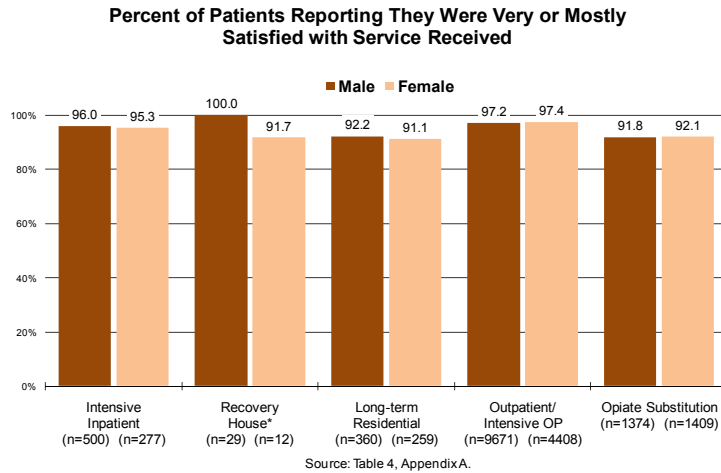
“More help getting mental health services provided, maybe more AA or NA meetings.”

“I think if there was one thing I would like changed, it might be that if a person is asked to take a random UA and they bring the pink slip back to the dispensary nurse, there should be no questions asked if the UA will be clean or dirty because the results will show up soon after the lab tests the UA I do understand for the safety of the client the dispensary nurse may need to know though. Plus quicker time on take homes.”

Group Differences in Adult Patient Satisfaction in Community Treatment Programs

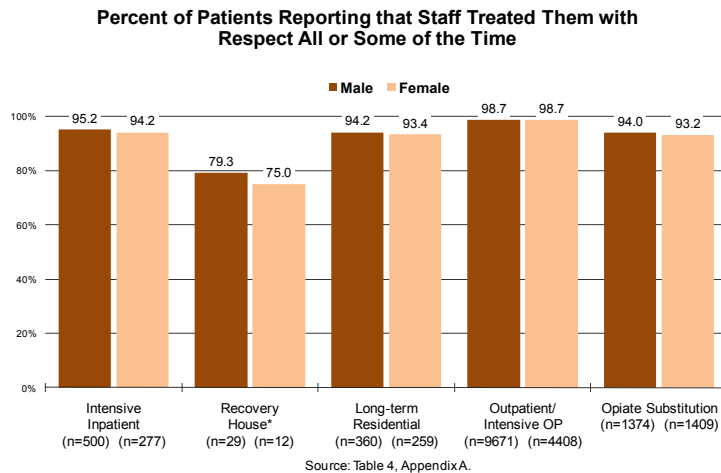
Gender and Patient Satisfaction

Satisfaction with Service Received



In outpatient programs, a nearly equal proportion of males and females reported being very or mostly satisfied with the service they received. In intensive inpatient, long-term residential, and opiate substitution, the numbers showed very small, insignificant differences.*

Respect from Staff

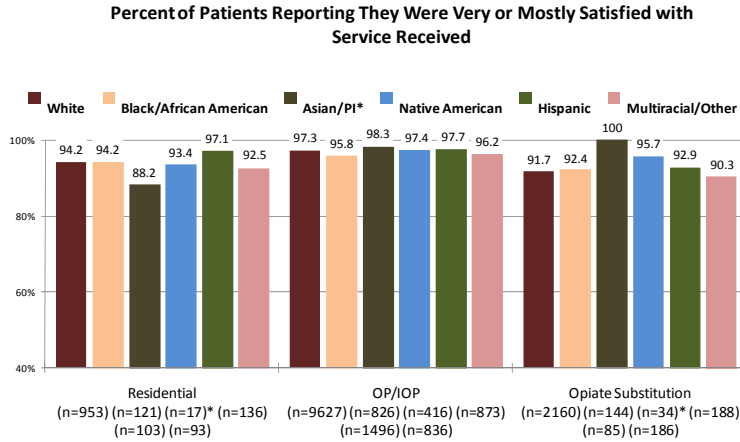


In outpatient programs, an equal proportion of men and women reported that staff treated them with respect all or some of the time. In intensive inpatient, long-term residential, and opiate substitution, only small, insignificant differences can be observed between males and females in the proportion saying that staff treated them with respect all or some of the time.*

* The results for recovery house should be interpreted with caution because of the comparatively smaller number of patients completing the survey.

Ethnicity/Race and Patient Satisfaction

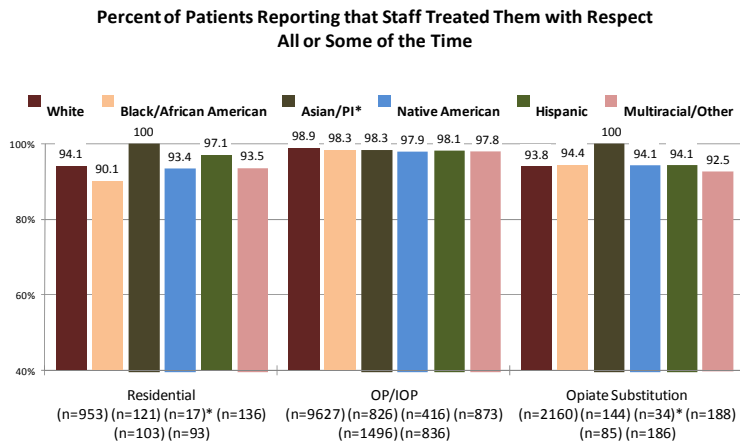
Satisfaction with Service Received



Source: Table 5, Appendix A.

In outpatient programs, ethnic/racial groups showed only small, insignificant differences in the proportion of patients reporting they were very or mostly satisfied with the service they received. In opiate substitution programs, the proportion was lowest among those identifying themselves as multiracial or other.*

Respect from Staff



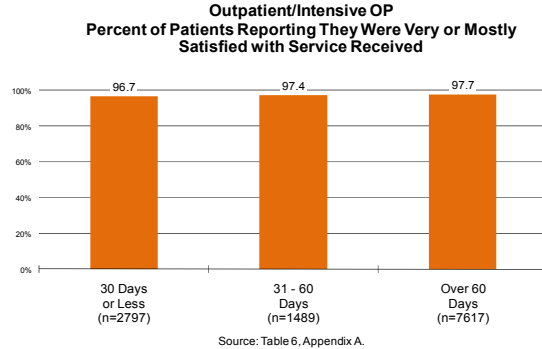
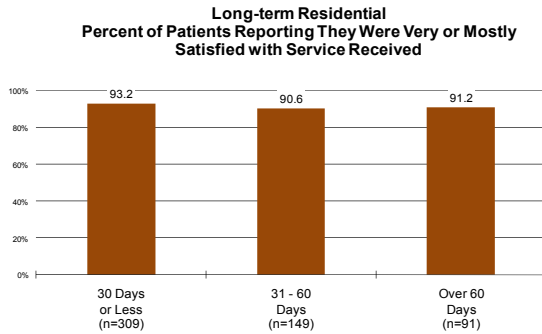
Source: Table 5, Appendix A.

In residential programs, a significantly lower proportion of African American patients reported that staff treated them with respect all or some of the time than other groups.*

* The results for Asian/PI in residential and opiate substitution should be interpreted with caution because of the small number of cases represented in these programs.

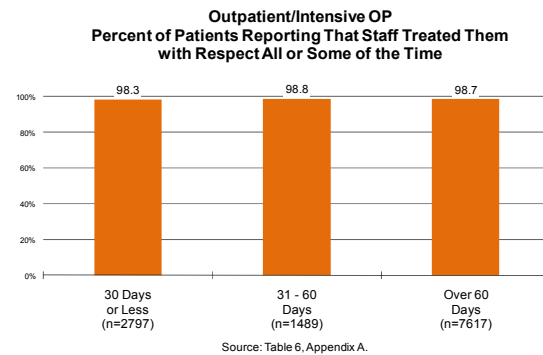
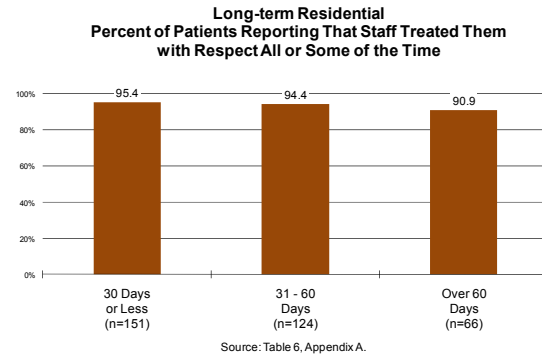
Length of Stay in Treatment and Patient Satisfaction

Satisfaction with Service Received



In long-term residential programs, a higher proportion of shorter-term patients reported they were very or mostly satisfied with the service they received compared to longer-term patients although the difference was not significant. In outpatient, the rate was higher in longer-term patients but the difference was also not significant.*

Respect from Staff

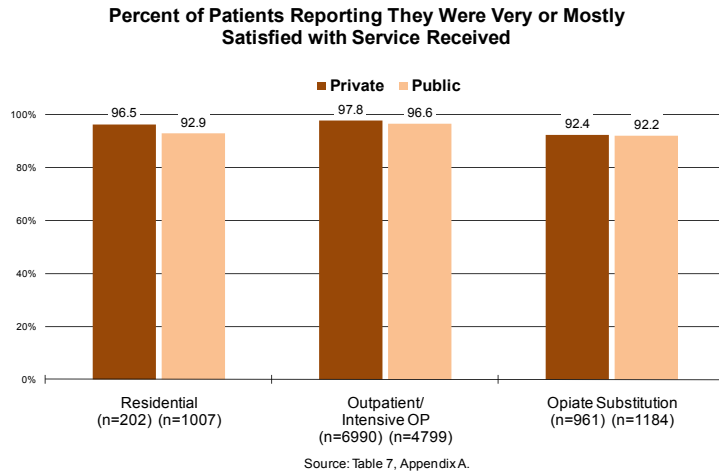


In long-term residential programs, a somewhat higher proportion of shorter-term patients reported that staff treated them with respect all or some of the time compared to longer-term patients although the difference was not significant, less than five percent. In outpatient programs, the proportion was nearly equal across groups of varying lengths of stay in treatment.*

* For length of stay in treatment and patient satisfaction in other treatment modalities, see Table 6 in Appendix A, page 119.

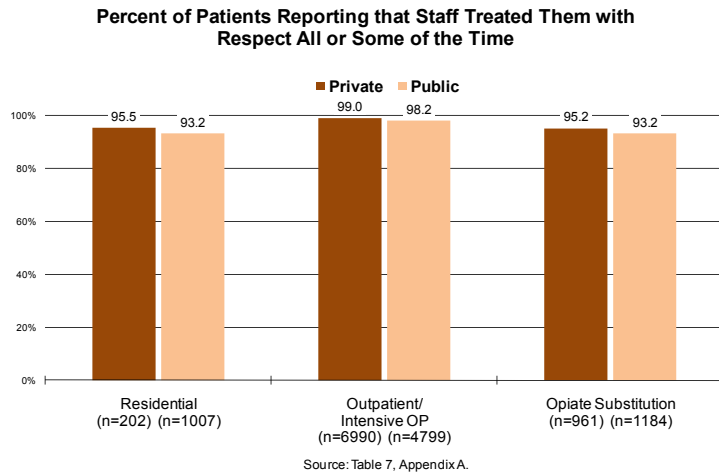
Source of Funding and Patient Satisfaction

Satisfaction with Service Received



In residential treatment, a lower proportion of publicly funded patients reported they were very or mostly satisfied with the service they received compared to private pays although the difference was not significant. The rates were very similar in outpatient, and nearly equal in opiate substitution.*

Respect from Staff

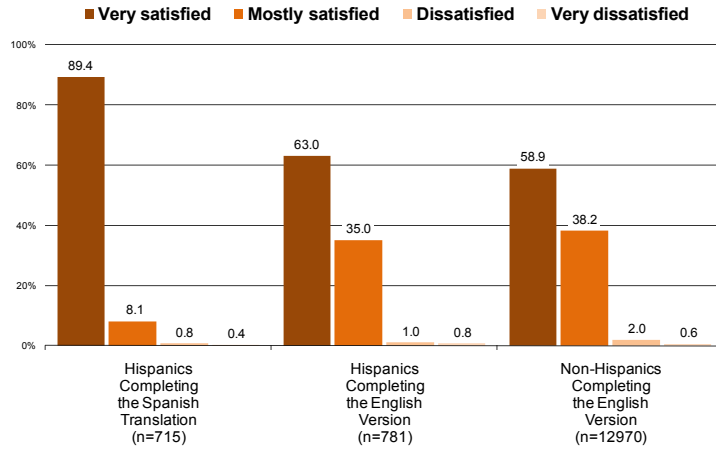


The proportion of publicly funded patients reporting that staff treated them with respect all or some of the time was somewhat lower compared to private pays in residential and opiate substitution programs, but the differences were small and not significant. The rates were similar in outpatient programs.*

* Results for opiate substitution programs should be interpreted with caution since fewer than 70 percent of patients in participating opiate substitution programs completed the survey during the week of March 23, 2009.

Comparing Responses Between English and Spanish Adult Patient Satisfaction Survey

Satisfaction with Service Received

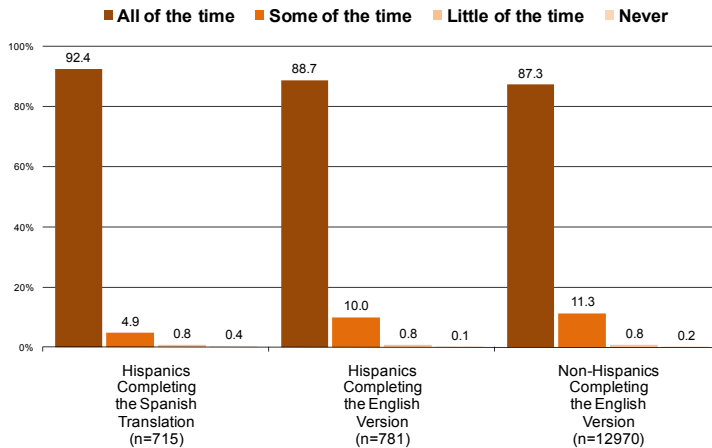


Source: Table 8, Appendix A.

Monolingual Hispanics and English speaking Hispanics and non-Hispanics showed no significant differences in the rates reporting very or mostly satisfied with the service they received, although more monolingual Hispanics appeared to be very satisfied compared to the other groups by a significant margin.*

Percent Reporting Very or Mostly Satisfied	
Hispanics Using Spanish Translation	97.5
Hispanics Using English Survey	98.0
Non-Hispanics Using English Survey	97.1
Overall	97.1

Respect from Staff



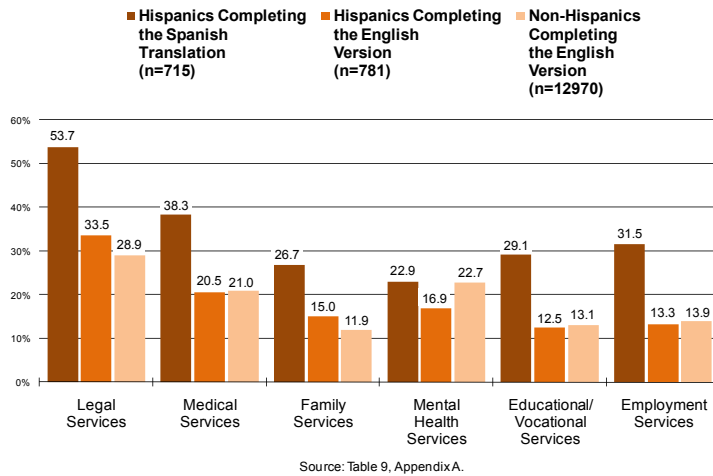
Source: Table 8, Appendix A.

There were no significant differences between monolingual Hispanics and English speaking Hispanics and non-Hispanics in the rate of being treated with respect all or some of the time.*

Percent Reporting All or Some of the Time	
Hispanics Using Spanish Translation	97.3
Hispanics Using English Survey	98.7
Non-Hispanics Using English Survey	98.6
Overall	98.5

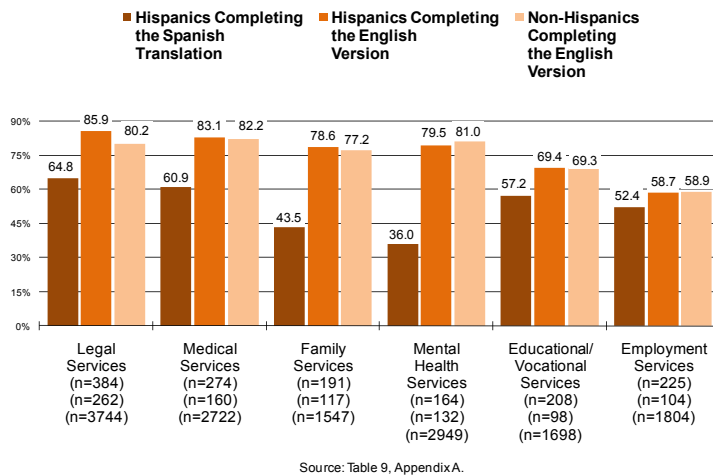
* The patients included in this analysis were those enrolled in adult community outpatient programs only.

Need for Services



More monolingual Hispanics reported a need for services than English speaking Hispanics and non-Hispanics. The most needed were legal, medical, and employment services.*

Helpfulness of Treatment Program in Identifying and Finding Needed Services

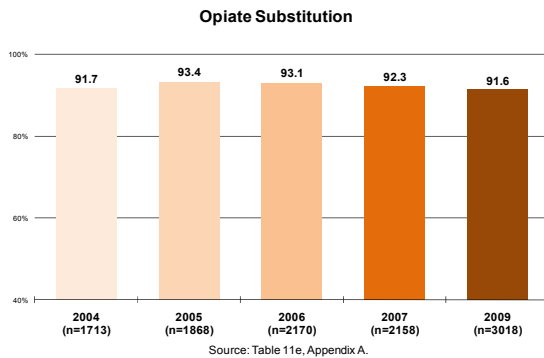
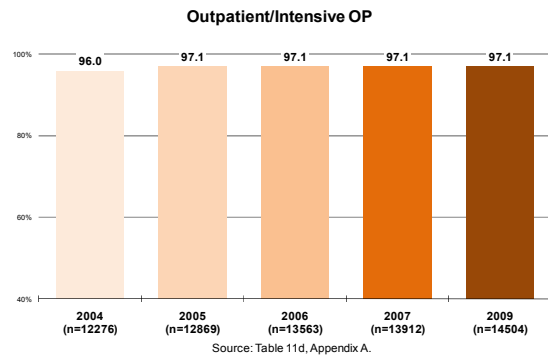
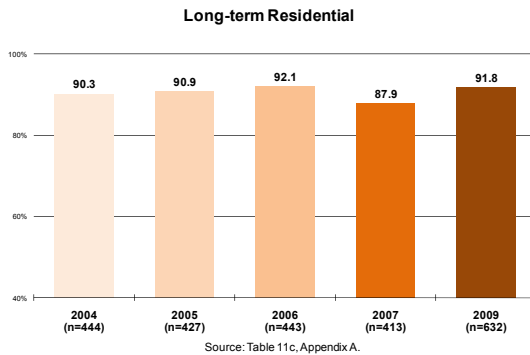
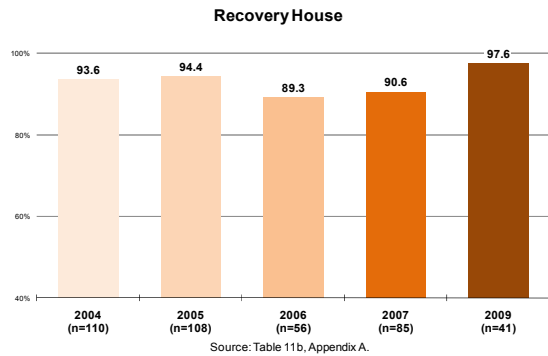
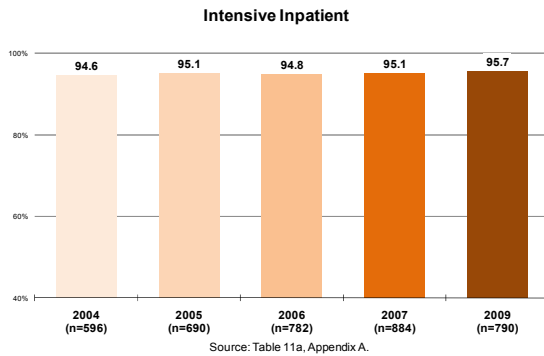


Among those who reported a need for services, fewer monolingual Hispanics found their program to be very helpful in assisting them to identify and find those services than English speaking Hispanics and non-Hispanics.*

* The patients included in this analysis were those enrolled in adult community outpatient programs only.

Five-Year Trend in Adult Patient Satisfaction in Community Treatment Programs

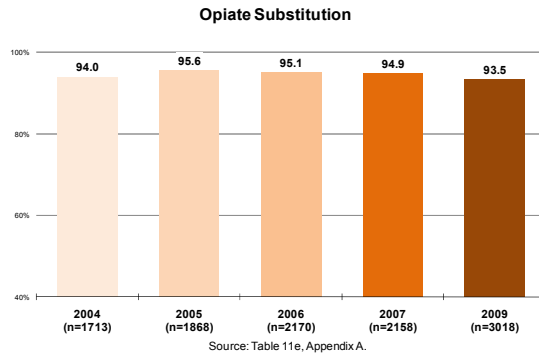
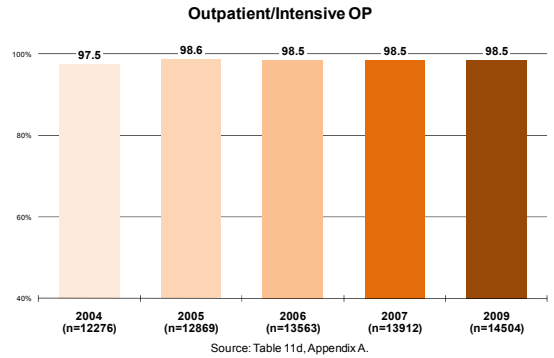
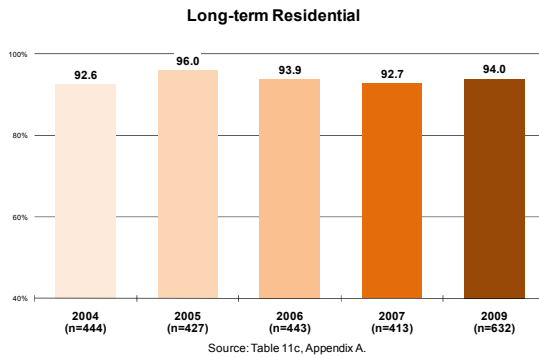
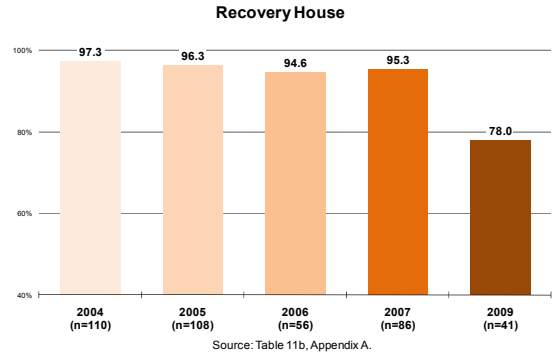
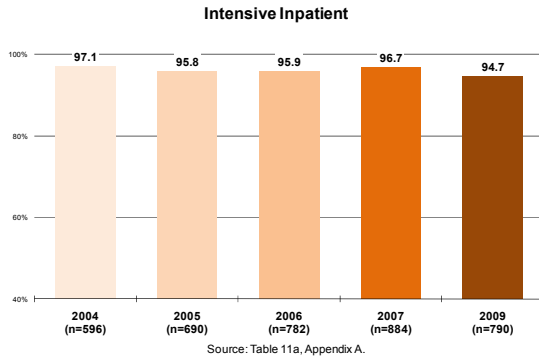
Satisfaction with Service Received



The proportion of patients reporting they were very or mostly satisfied with the service they received has remained at the same level for outpatient programs. The number showed some degree of fluctuation in other modalities, with the percentage in long-term residential rising from 88 percent in 2007 to 92 percent in 2009.*

* The results for recovery house should be interpreted with caution due to the comparatively smaller number of recovery house patients completing the survey in 2006 and 2009.

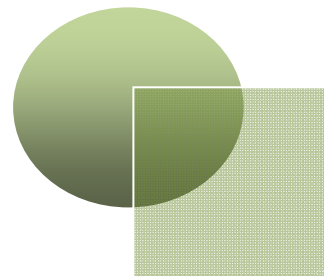
Respect from Staff



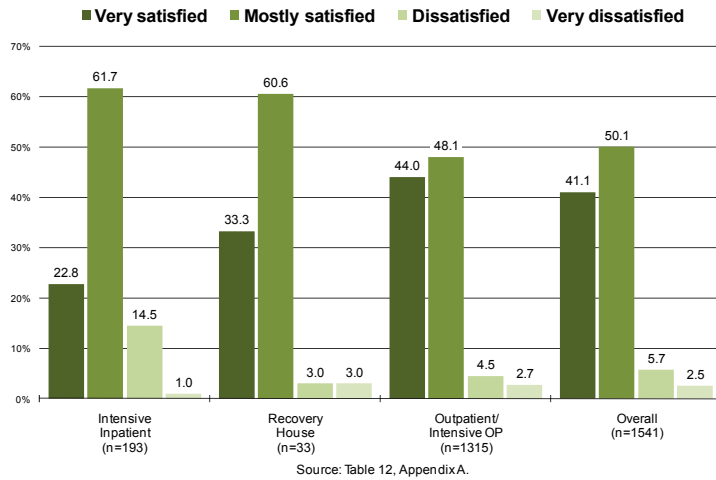
Similarly, the proportion of patients reporting that staff treated them with respect all or some of the time remained at similar levels for outpatient programs but showed minor fluctuations for other modalities.*

* The results for recovery house should be interpreted with caution due to the comparatively smaller number of recovery house patients completing the survey in 2006 and 2009.

Youth Patient Satisfaction in Community Treatment Programs by Modality



How satisfied are you with the service you have received?

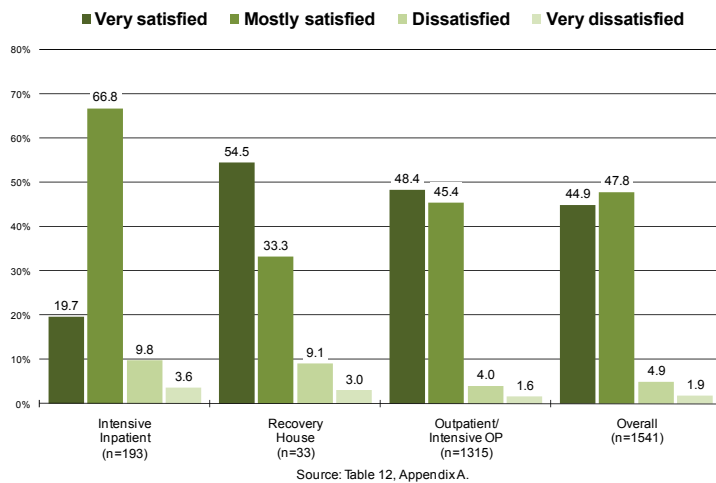


Overall, 91.2 percent of youth patients treated in community-based programs reported that they were very or mostly satisfied with the service they received.* Less than half of youth patients reported being very satisfied regardless of modality.

Percent Reporting Very or Mostly Satisfied



How satisfied are you with the comfort and appearance of the facility?



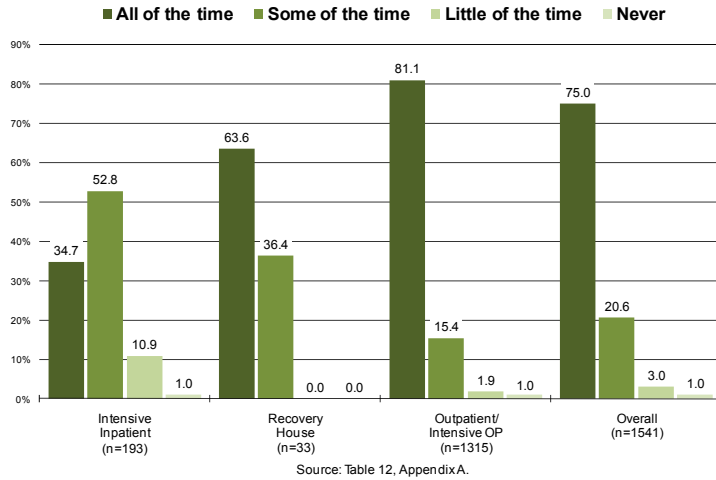
Ninety-three percent reported that they were very or mostly satisfied with the comfort and appearance of their facility.* Only a fifth in intensive inpatient reported being very satisfied with the comfort and appearance of their facility.

Percent Reporting Very or Mostly Satisfied



* The results for recovery house should be interpreted with caution due to comparatively smaller number of youth patients completing the survey in participating recovery house programs.

Would you say our staff treated you with respect?

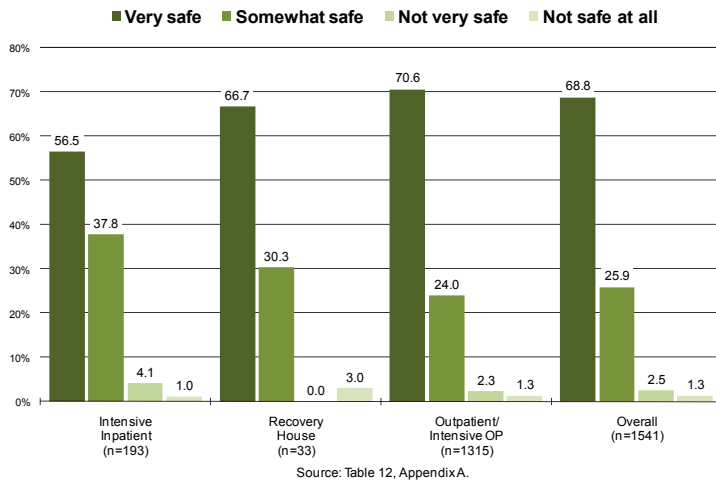


Nearly 96 percent reported that staff treated them with respect all or some of the time.* Four out of five in outpatient reported that staff treated them with respect all of the time compared to a third in intensive inpatient.

Percent Reporting All or Some of the Time



How safe do you feel in this program?



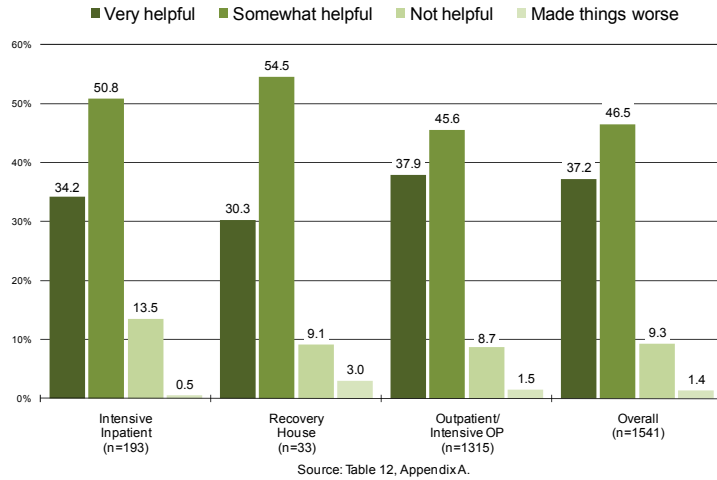
Ninety-five percent said they felt very or somewhat safe in their program.* More than half in intensive inpatient and more than two-thirds in outpatient reported feeling very safe in their program.

Percent Reporting Very or Somewhat Safe



* The results for recovery house should be interpreted with caution due to the comparatively smaller number of youth patients completing the survey in participating recovery house programs.

How helpful are the group sessions?

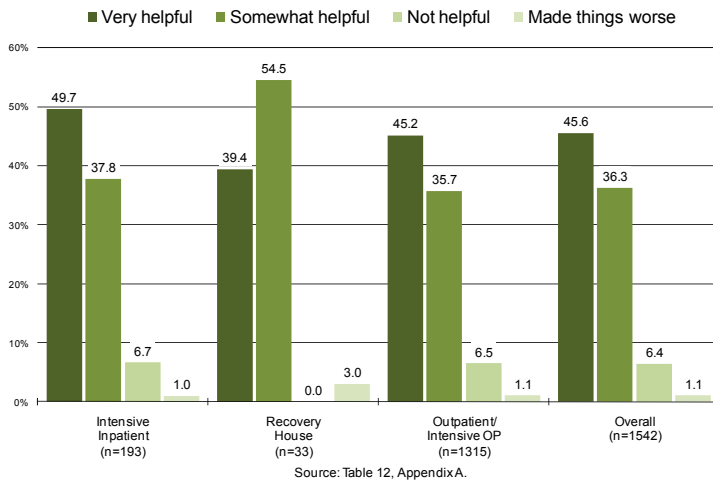


Overall, 84 percent of youth patients rated group sessions as very or somewhat helpful.* Fewer youth patients found groups sessions to be very helpful compared to individual counseling (see below).

Percent Reporting Very or Mostly Satisfied



How helpful is the individual counseling?



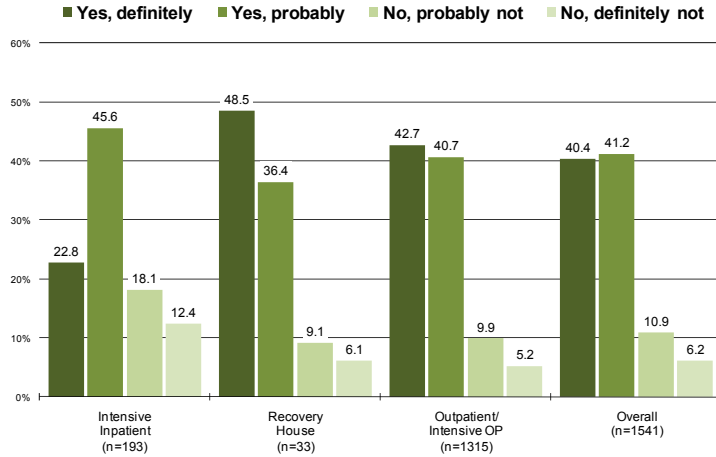
Eighty-two percent of youth patients rated individual counseling as very or somewhat helpful.* Forty-six percent rated it as very helpful.

Percent Reporting Very or Somewhat Helpful



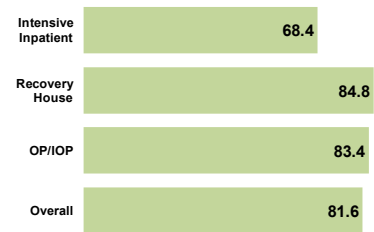
* The results for recovery house should be interpreted with caution due to the comparatively smaller number youth patients completing the survey in participating recovery house programs.

If you were to seek help again, would you come back to this program?



Overall, 82 percent of youth patients reported that they would definitely or probably return to the same program if they were to seek help again.* A fifth in intensive inpatient and two out of five in outpatient reported they would return to the same program if they were to seek help again.

Percent Reporting Yes, Definitely or Yes, Probably



* The results for recovery house should be interpreted with caution due to the comparatively smaller number of youth patients completing the survey in participating recovery house programs.

What do you like about this program?

Intensive Inpatient: Selected Responses

"I feel an incredible support system and the personal counseling had given me support in a way no counselor has with her experience, empathy, and interest in my journey."

"I like the skills I learn here to help me with being on the outs; the food is good."

"I like the routine because I know what to expect. The food isn't bad; I like it tastewise."

"That it's not a lock down facility so you don't feel in trouble."

"The staff meeting, new people learning about native culture, the sobriety."

"It's pretty helpful, but it would be better to have no boys. Being able to go out and just take time to self and others, having fun, and going to meetings."

"I like how we get to handle our anger in a positive way, and there's always someone to talk to."

"Our group sessions."

Recovery House: Selected Responses

"It is not like some hardcore rehab. It's more like helpful into getting kids to change for the best and showing them that you can have fun and live without the use of drugs."

"The freedom, but there's still structure."

"People to talk to. Fun activities, MRT, groups, learning experiences."

"The one-on-ones with my counselor."

Outpatient/Intensive Outpatient: Selected Responses

"The talking and expression, the feedback I get, and tips to stay clean. I also love giving other people feedback and help them from what I've learned."

“There are people here who can help me with my treatment, and I get to talk about my problems.”

“My counselor (name), and how despite the bull she makes everyone feel comfortable.”

“It works for my schedule, and it’s nice to have someone to talk to about family matters.”

“Individual counseling, better interaction to get across without the thoughts of a group.”

“It’s a very comfortable environment.”

“I like that everybody is respectful, and we get snacks every time.”

“Letting my feelings out and listening to others.”

“I like how friendly people are. If you are ever in trouble or need help they are always there to help. They will do anything possible to make you succeed.”

“This is a very helpful program. It teaches me to ask for help when needed. This program gives me a place to feel cared about.”

What do you not like about this program?

Intensive Inpatient: Selected Responses

“That every day we did the same things, we need variety, it gets really repetitive.”

“I don’t like the sleeping arrangement because it is kinda crowded. The food makes my skin really oily. The shower products are way too cheap, and I would never use them on the outs. And caseload is way, way too crowded.”

“The sometimes patronizing tone of the staff to me.”

“The phone times and no smoking.”

“Having boys in the same building with girls.”

“How staff deals with the issues addressed and how the kids treat one another.”

“That we cannot just talk to the boys for 30 minutes with staff watching because we have so much free time.”

Recovery House: Selected Responses

“Too many people relapsing or just leaving, not enough one-on-ones.”

“Physical education is too short.”

Outpatient/Intensive Outpatient: Selected Responses

“Not being able to be here on Mondays because I have no babysitter for my son.”

“Conflicts between peers in group.”

“The texting rule.”

“No candy, no free pop, not being able to smoke inside.”

“You have to take UAs.”

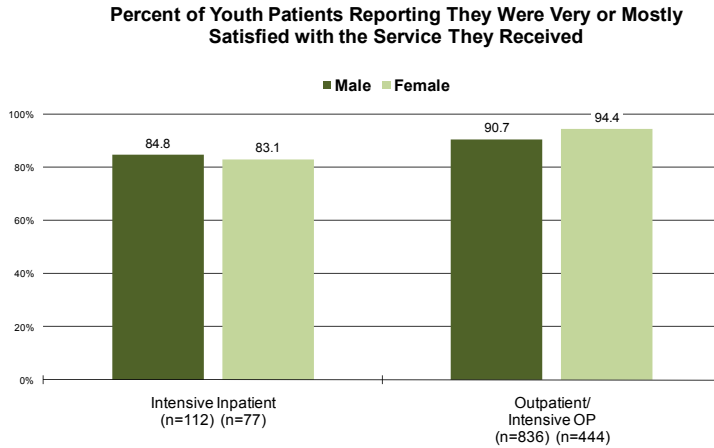
“The only thing I don’t like about this program is that it’s only one hour a week.”

“Other females in group.”

Group Differences in Youth Patient Satisfaction in Community Treatment Programs

Gender and Youth Patient Satisfaction

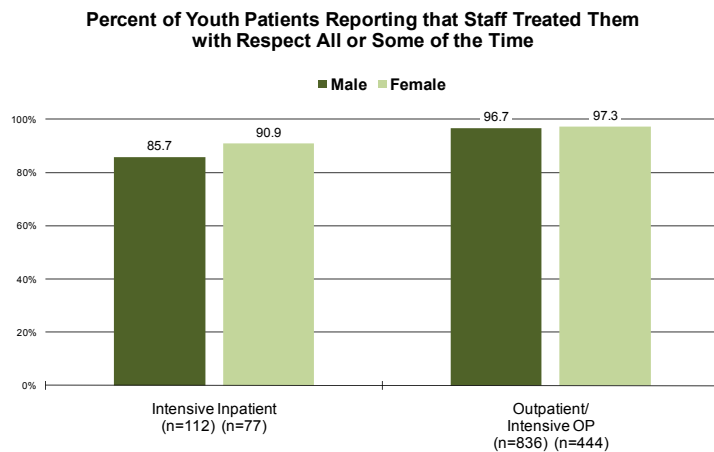
Satisfaction with Service Received



Source: Table 14, Appendix A.

In outpatient, more female youth patients reported being very or mostly satisfied with the service they received than males, while the reverse is true for intensive inpatient, although the differences were small and not significant. The small number of cases in recovery house did not allow a fair comparison of this measure; it is excluded from this chart.

Respect from Staff

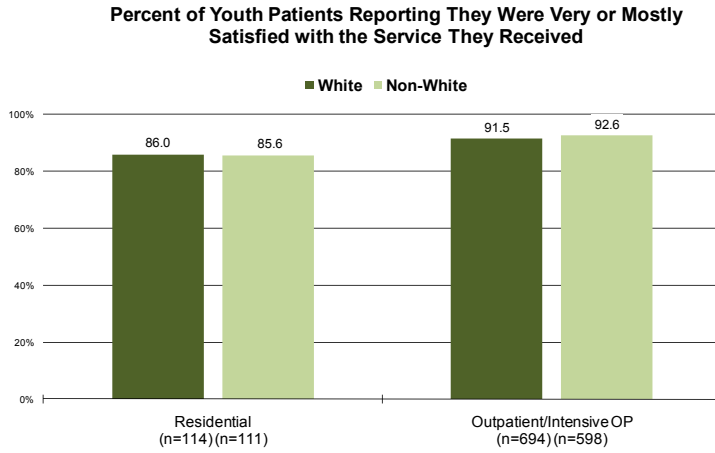


Source: Table 14, Appendix A.

A higher proportion of female than male youth patients reported that staff treated them with respect all or some of the time in intensive inpatient and outpatient, although the differences were small and not significant. The small number of cases in recovery house did not allow a valid comparison of this measure; it is not included in this chart.

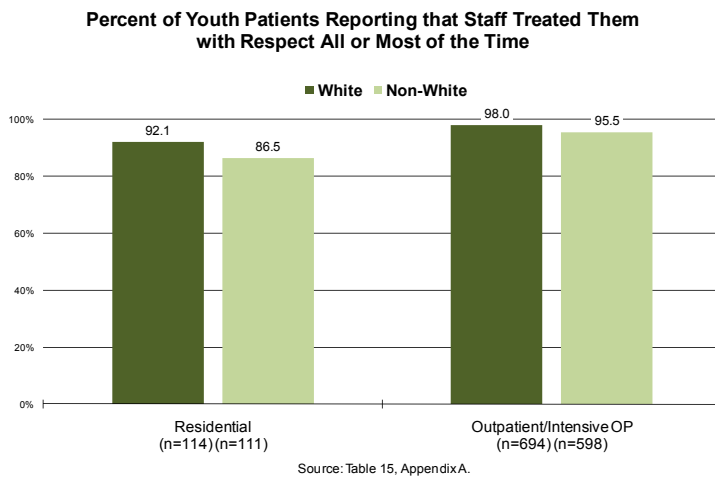
Ethnicity/Race and Youth Patient Satisfaction

Satisfaction with Service Received



Within modalities, the proportion of youth patients reporting they were very or mostly satisfied with the service they received was very similar between White and non-White youth patients.* However, across modalities, youth in residential treatment appeared to be less satisfied overall than those in outpatient, and the difference was moderately significant.

Respect from Staff

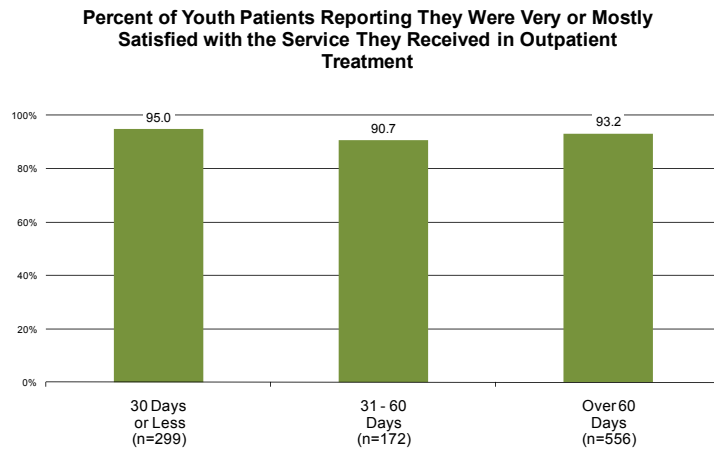


Within modalities, a lower proportion of non-White than White youth patients reported that staff treated them with respect all or some of the time, although the differences were small and not significant.* Across modalities, youth in residential treatment reported lower rates of being treated with respect than those in outpatient, and the difference was moderately significant.

* Youth patients identifying themselves as African American, Asian/Pacific Islander, Native American, Hispanic, multiracial, or other were grouped together as non-Whites, while intensive inpatient and recovery house were grouped together as residential in order to obtain a more even distribution of cases across ethnic/racial groups and treatment modalities.

Length of Stay in Treatment and Youth Patient Satisfaction

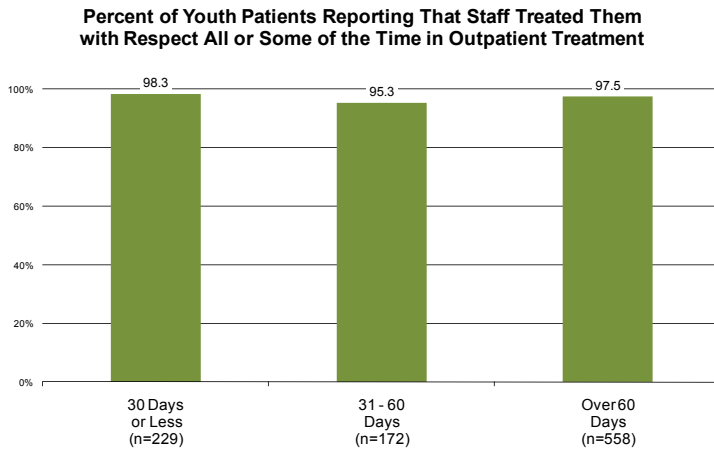
Satisfaction with Service Received



Source: Table 16, Appendix A.

In outpatient, a lower proportion of youth patients midway through treatment reported being very or mostly satisfied with the service they received than either shorter- or longer-term patients, although the differences were small and not significant.*

Respect from Staff



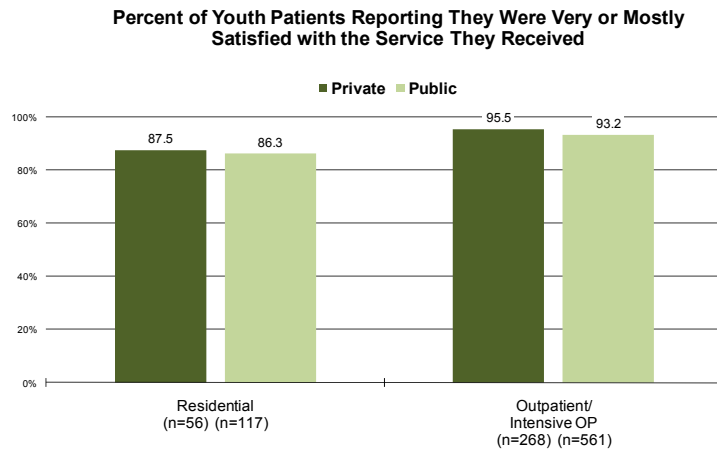
Source: Table 16, Appendix A.

Similarly, a lower proportion of mid-term youth patients reported that staff treated them with respect all or some of the time than either shorter- or longer-term patients, although the differences were small and not significant.*

* For length of stay in treatment and youth patient satisfaction in intensive inpatient and recovery house, see Table 16, Appendix A, page 145.

Source of Funding and Youth Patient Satisfaction

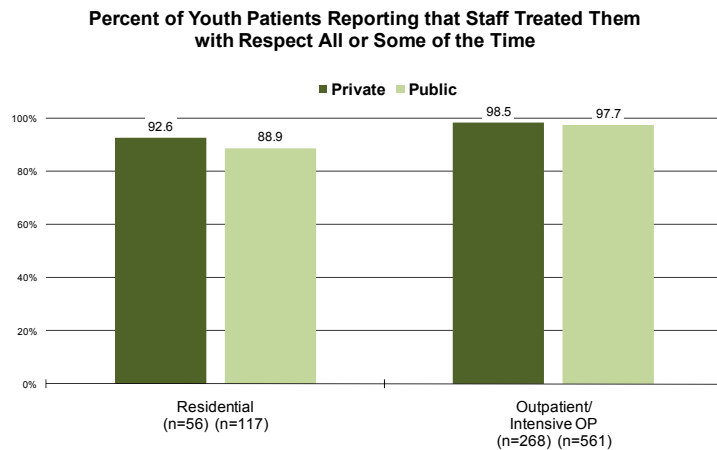
Satisfaction with Service Received



Source: Table 17, Appendix A.

Regardless of modality, a lower proportion of publicly funded youth patients reported they were very or mostly satisfied with the service they received than privately paying youth patients, although the differences were small and not significant.

Respect from Staff

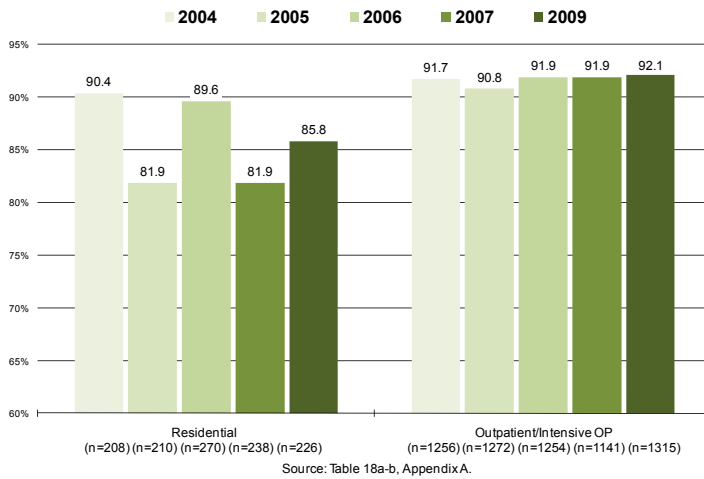


Source: Table 17, Appendix A.

In outpatient programs, similar levels of privately paying and publicly funded youth patients reported that staff treated them with respect all or some of the time. In residential treatment, a lower proportion of publicly funded youth patients reported that staff treated them with respect all or some of the time than privately paying patients, although the difference was small and not significant.

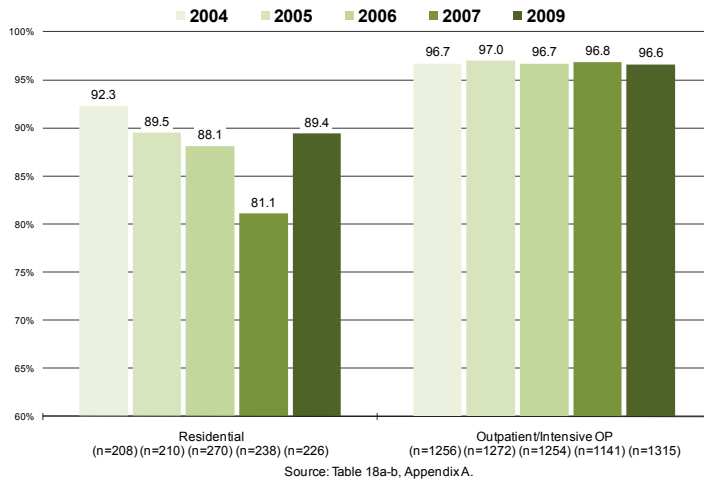
Five-Year Trend in Youth Patient Satisfaction in Community Treatment Programs

Satisfaction with Service Received



In residential treatment, the proportion of youth patients reporting they were very or mostly satisfied with the service they received fluctuated over the course of five years with the level rising moderately from 82 percent in 2007 to 86 percent in 2009. In outpatient, the rates have stayed at nearly similar levels.

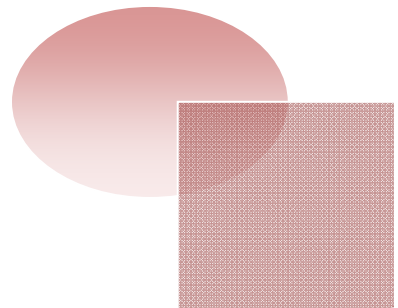
Respect from Staff



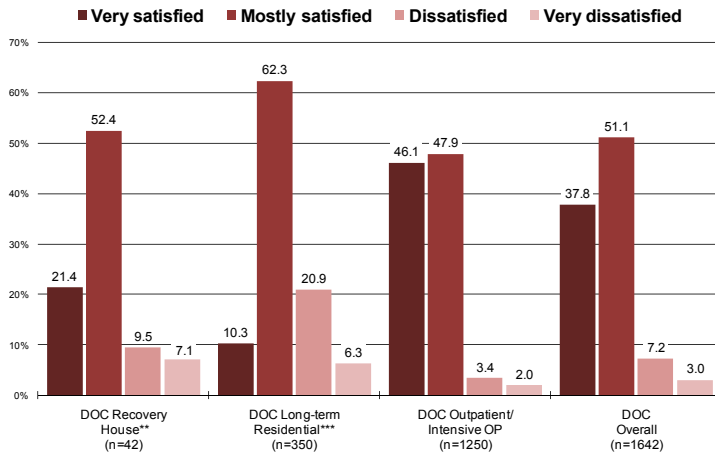
In residential treatment, the percentage of youth patients reporting that staff treated them with respect all or some of the time rose from 81 percent in 2007 to 89 percent in 2009. In outpatient programs, the rates have remained at nearly equal levels over the course of five years.

Part 2: Correctional Treatment Programs

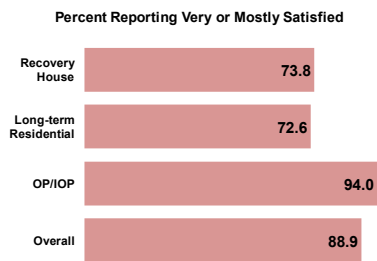
Patient Satisfaction in Department of Corrections (DOC) Treatment Programs by Modality



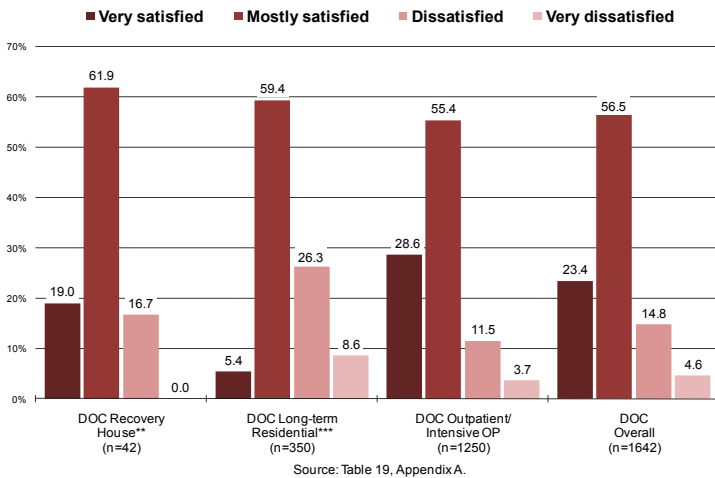
In an overall, general sense, how satisfied are you with the service you have received?



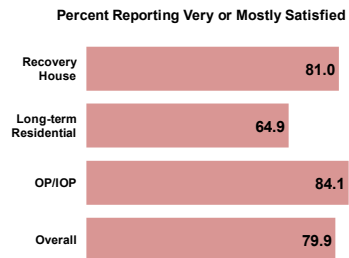
Overall, 89 percent of DOC patients reported that they were very or mostly satisfied with the service they received. Lowest rates of being very satisfied were reported in recovery house and long-term residential programs.*



In general, how satisfied are you with the comfort and appearance of this facility?



DOC provides treatment in an institutional setting. Overall, 80 percent of DOC patients reported that they were very or mostly satisfied with the comfort and appearance of their facility.* Lowest rates of being very satisfied occurred in recovery house and long-term residential.

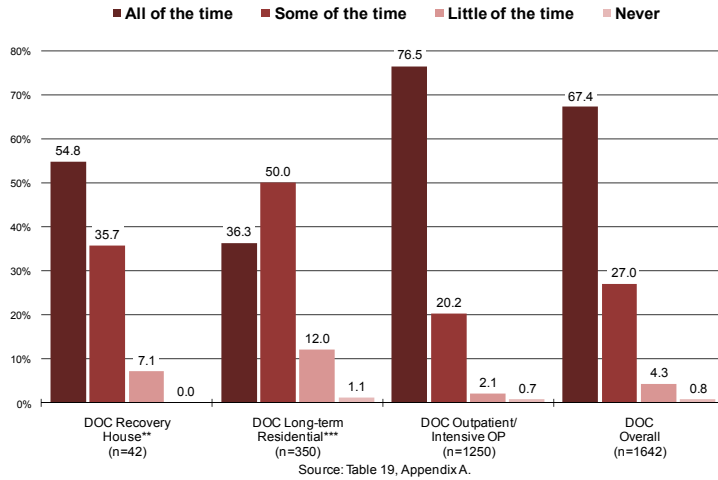


* Results for DOC recovery house treatment should be interpreted with caution due to the comparatively smaller number of completed surveys returned.

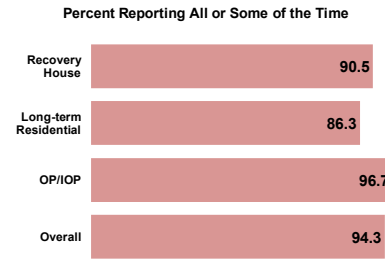
** Operated in DOC work release facilities.

*** Operated in DOC institutions.

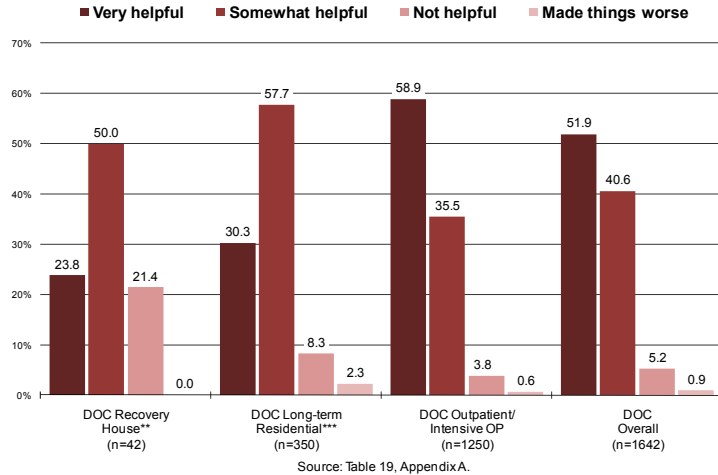
Would you say our staff treated you with respect?



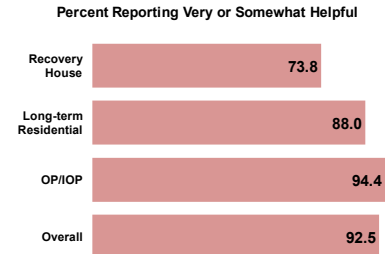
Overall, 94 percent of DOC patients reported that staff treated them with respect all or some of the time.*



How do you rate the helpfulness of the group sessions?



Overall, 93 percent of DOC patients rated group sessions as very or somewhat helpful.* Less than a third of long-term residential and less than a fourth of DOC recovery house patients rated group sessions as very helpful.

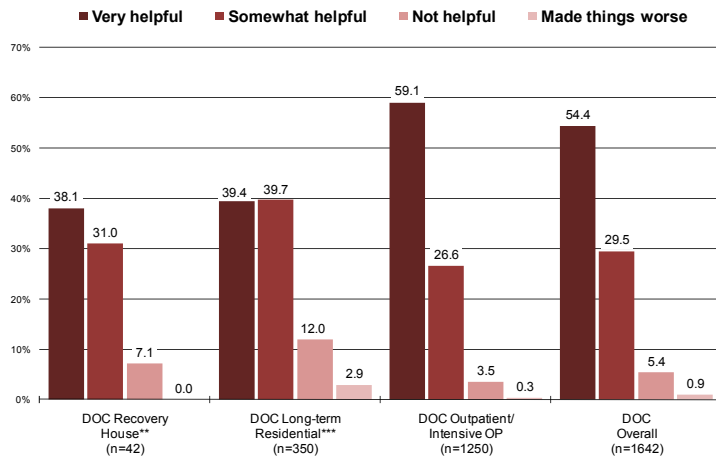


* Results for DOC recovery house treatment should be interpreted due to the comparatively smaller number of completed surveys returned.

** Operated in DOC work release facilities.

*** Operated in DOC institutions.

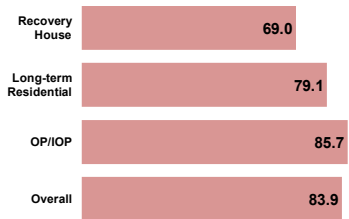
How do you rate the helpfulness of the individual counseling?



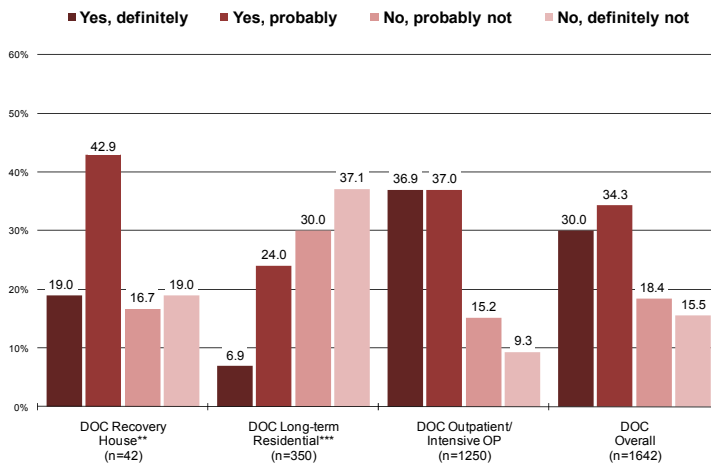
Source: Table 19, Appendix A.

Overall, 84 percent of DOC patients rated individual counseling as very or somewhat helpful.* Nearly two out five in recovery house and long-term residential rated individual counseling as very helpful.

Percent Reporting Very or Somewhat Helpful



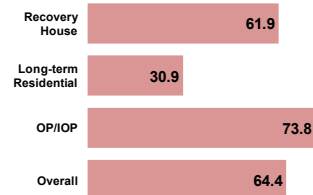
If you were to seek help again, would you come back to this program?



Source: Table 19, Appendix A.

The DOC provides treatment in a highly restrictive setting. Overall, 64 percent of DOC patients said that they would definitely or probably return to the same program if they were to seek help again.*

Percent Reporting Yes, Definitely or Yes, Probably

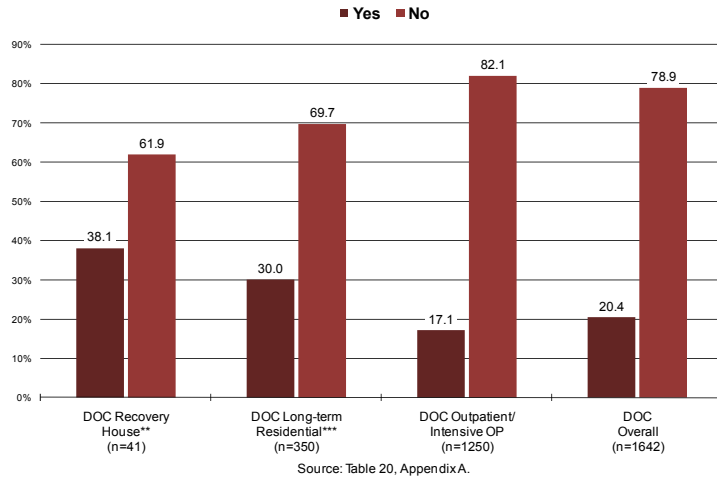


* Results for DOC recovery house treatment should be interpreted with caution due to the comparatively smaller number of completed surveys returned.

** Operated in DOC work release facilities.

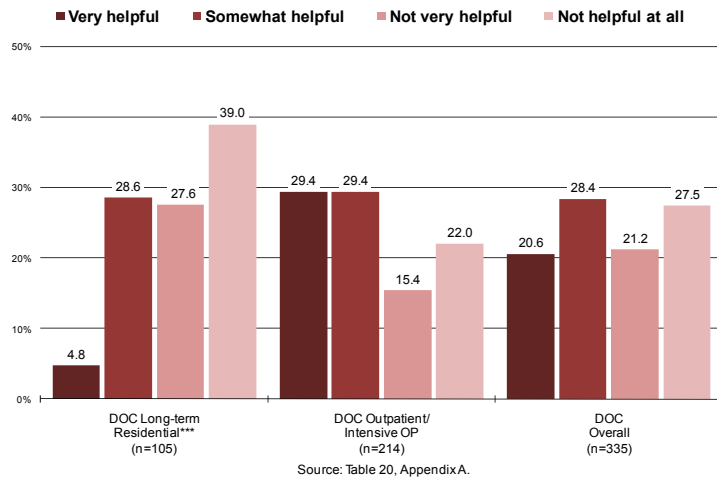
*** Operated in DOC institutions.

Did you need legal services?



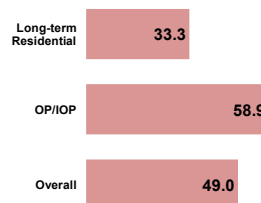
One out of five DOC patients reported they needed legal services.* More DOC patients in recovery house and long-term residential said they needed legal services than in outpatient.

If yes, how helpful were we in assisting you identify and find legal services?



Overall, half of DOC patients needing legal services reported that their program was very or somewhat helpful in assisting them to identify and find legal services.* The chart excludes recovery house because it had only 16 cases.

Percent Reporting Very or Somewhat Helpful

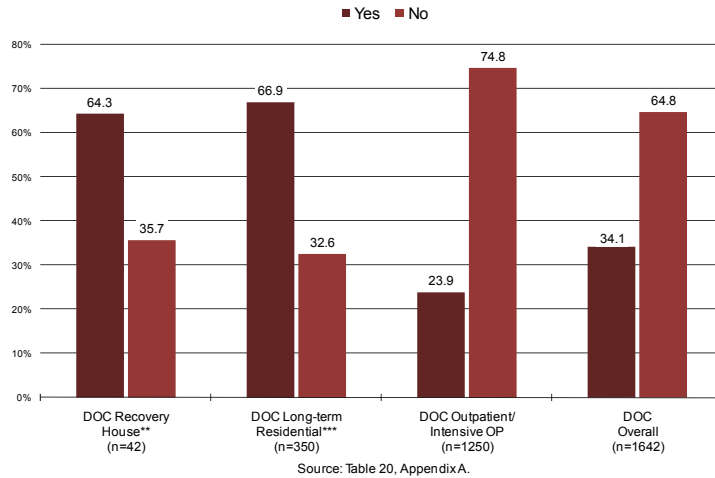


* Offenders participating in DOC chemical dependency treatment are involved with the criminal justice system and may be expressing a need for legal services beyond the ability of the contracted treatment provider to address. Treatment staff is required to redirect offenders to their DOC counselors for assistance.

** Operated in DOC work release facilities.

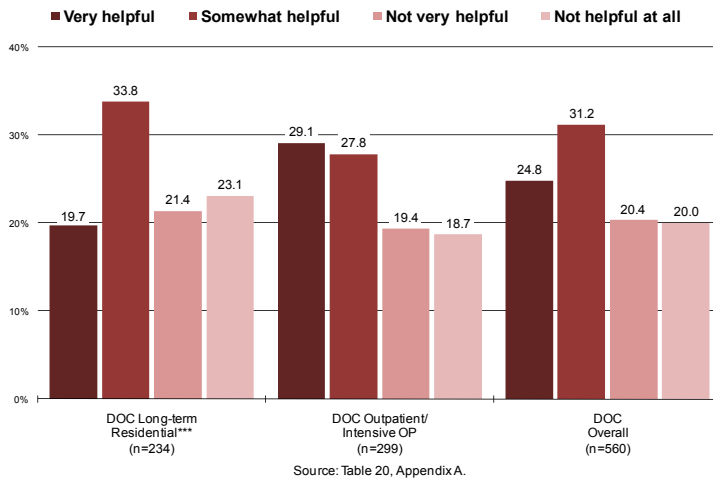
*** Operated in DOC institutions.

Did you need medical services?



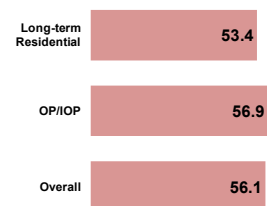
While a third of DOC patients overall reported a need for medical services, two thirds of those in recovery house and long-term residential needed medical services.*

If yes, how helpful were we in assisting you to identify and find medical services?



Fifty-six percent of DOC patients who needed medical services rated their program as very or somewhat helpful in assisting them to identify and find medical services.* The chart excludes recovery house because it had only 27 cases.

Percent Reporting Very or Somewhat Helpful

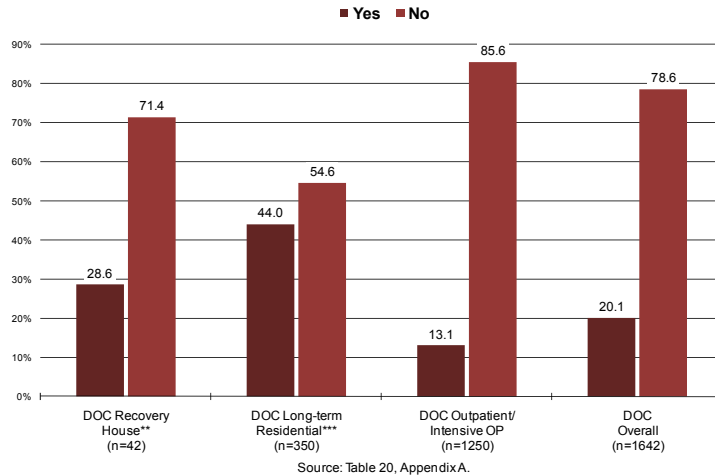


* The DOC provides medical services to incarcerated offenders at the direction of DOC policy and medical staff. Offenders in the community are not eligible for DOC-funded medical services and, hence, are directed to publicly or privately funded resources.

** Operated in DOC work release facilities.

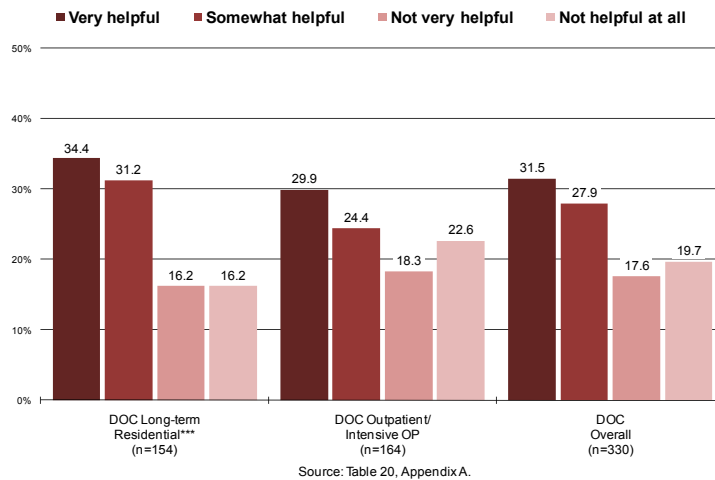
*** Operated in DOC institutions.

Did you need family services?



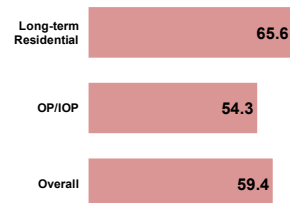
Two out of five DOC long-term residential patients reported a need for family services compared to one out of five DOC patients overall.*

If yes, how helpful were we in assisting you to identify and find family services?



Close to 60 percent of DOC patients reporting a need for family services, overall rated their program as very or somewhat helpful in assisting them to identify and find family services. The chart excludes recovery house because it had only 12 cases.

Percent Reporting Very or Somewhat Helpful

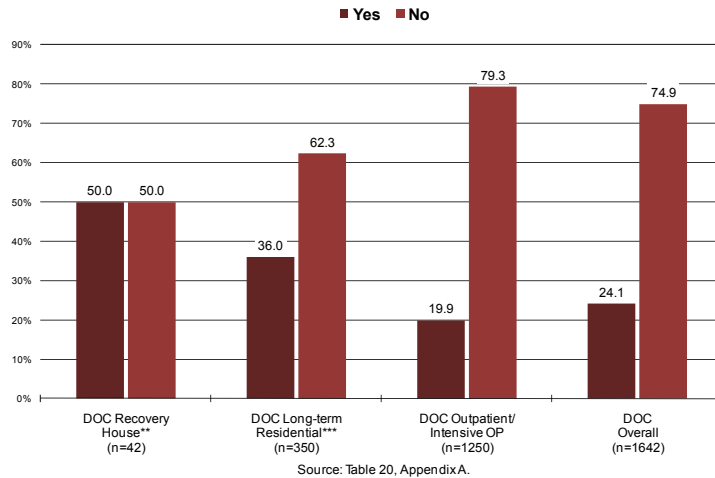


* Incarcerated offenders are separated from their families by nature of their circumstances. Those in the community have often lost contact with family due to criminal activity.

** Operated in DOC work release facilities.

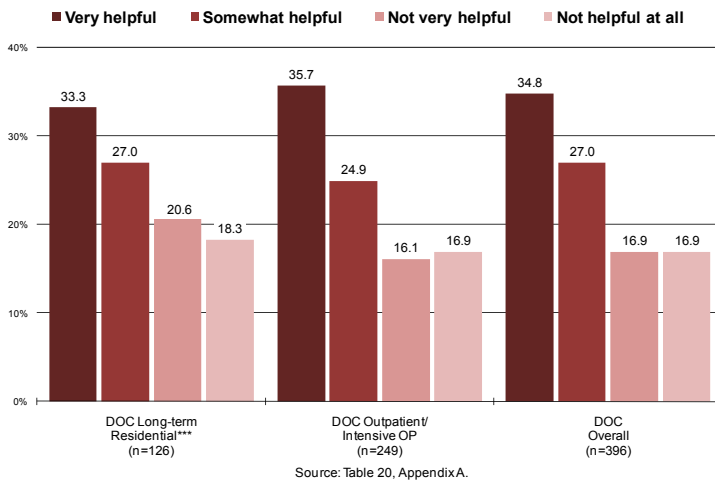
*** Operated in DOC institutions.

Did you need mental health services?



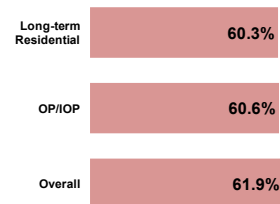
More than a third of DOC long-term residential patients reported a need for mental health services compared to nearly a fourth of DOC patients overall.

If yes, how helpful were we in assisting you to identify and find mental health services?



Sixty-two percent of DOC patients who needed mental health services rated their program as very or somewhat helpful in assisting them to identify and find mental health services.* A third rated their program as very helpful. The chart excludes recovery house because it had only 21 cases.

Percent Reporting Very or Somewhat Helpful

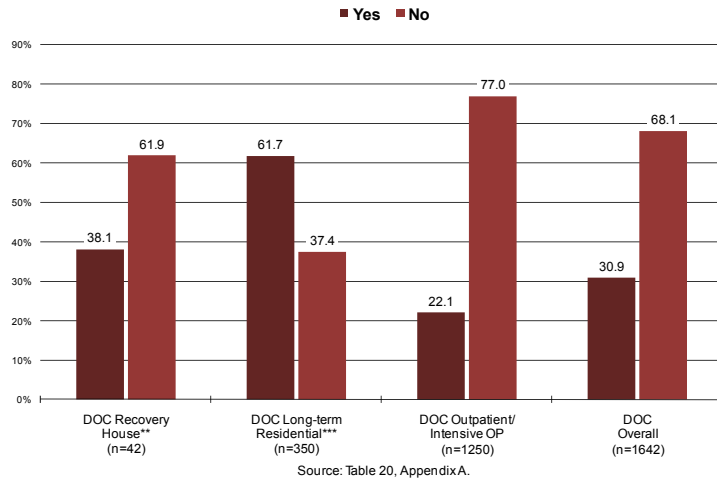


* The DOC is limited to providing mental health services to incarcerated offenders only.

** Operated in DOC work release facilities.

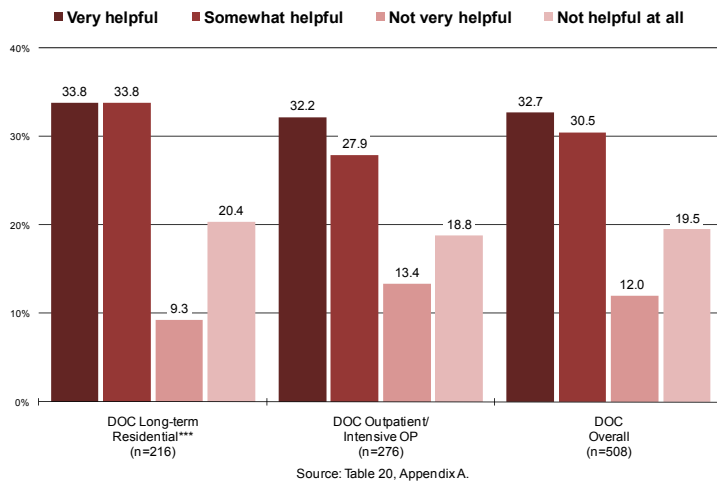
*** Operated in DOC institutions.

Did you need educational or vocational services?



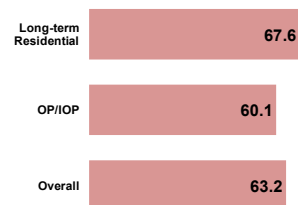
While less than a third of DOC patients overall said they needed educational or vocational services, close to two-thirds in long-term residential reported a need for the same services.

If yes, how helpful were we in assisting you to identify and find educational or vocational services?



About two-thirds of DOC patients needing educational or vocational services rated their program as very or somewhat helpful in assisting them to identify and find educational or vocational services.* About a third rated their program as very helpful. The chart excludes recovery house because it had only 16 cases.

Percent Reporting Very or Somewhat Helpful

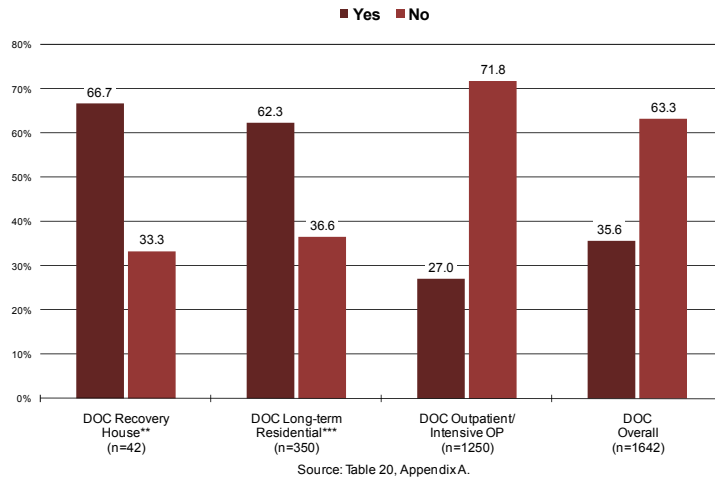


* Offenders are referred to educational and vocational programs during their incarceration as per DOC policy.

** Operated in DOC work release facilities.

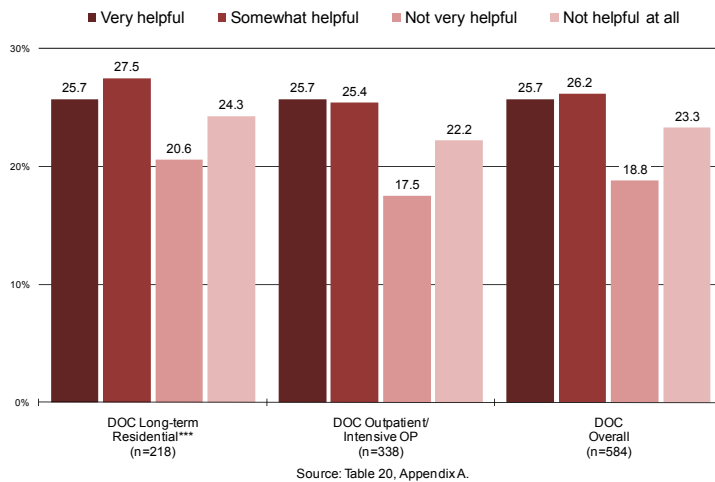
*** Operated in DOC institutions.

Did you need employment services?



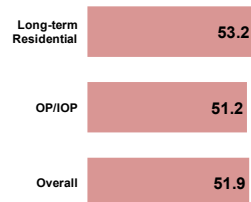
While overall more than a third of DOC patients reported a need for employment services, two-thirds of recovery house and long-term residential patients needed employment services.

If yes, how helpful were we in assisting you to identify and find employment services?



Fifty-two percent of DOC patients who needed employment services rated their program as very or somewhat helpful in assisting them to identify and find employment services.* One out of four rated their program as very helpful. The chart excludes recovery house because it had only 28 cases.

Percent Reporting Very or Somewhat Helpful



* In long-term residential, jobs are available to participants during treatment. Those progressing to subsequent or later phases of treatment are increasingly eligible for work programs.

** Operated in DOC work release facilities.

*** Operated in DOC institutions.

What do you like about this program?

Recovery House: Selected Responses

"The area of changing our internal representation of who we are by taking a deeper look at our inner selves and thinking before acting, being conscious of thoughts, making decisions at the same time weighing the consequences."

"The fact that the counselors were 'human' in that I could relate to them because they stayed connected with us and treated us with respect."

"I like the fact that they are willing to help in any area you need help in."

"It helps you re-establish yourself in community."

Long-term Residential: Selected Responses

"That I'm coming to understand the levels of change and addiction."

"It's helped me change my behaviors and love myself again. I see healthy relationships for myself now. I've found the real me again without drugs."

"I like that there is structure: rights and responsibilities are clear-cut and non-negotiable. I like the process groups."

"Group sessions and learning how others have dealt with their addictions. Interaction with certain CDPs."

"That I can work on my relapse prevention."

"That I get to address my needs and learn about and how to change my destructive behaviors."

"I like the CDP and the helpful nature of most people. I feel like I might succeed this time."

Outpatient/Intensive Outpatient: Selected Responses

"I really like our facilitator – she's very understanding and makes it very easy to open up to her."

"(Name of counselor) is obviously genuinely interested in my recovery. He is helpful with my problems and gives me honest feedback even if he's telling me something about me that I'm not prepared to accept."

"I have an opportunity to give my feedback and get positive feedback toward things that will help me grow in recovery."

"It's once a week, and you can make suggestions to your treatment plans."

"It's helped me identify my self-destructive behavior and learning about my high-risk situations and how to control them."

"I like to have a group talking so I can process my thoughts."

"Was given lots of tools to learn and the instructor was very good, and he actually does care about us. Most staff are just here to get a paycheck. (Name of counselor) actually does care about all of us."

"I'm learning new ways to stay clean and sober and respect other people."

"The intensity of the program."

"Increases self-awareness."

"The workbooks are insightful. Counselor was very good at presenting information."

"The relapse prevention counseling really helped me. (Name of counselor) is a good teacher."

"Cutting my time in half."

Is there anything you would change about this program?

Recovery House: Selected Responses

“Yes, I would lessen the structure a little to let people go at their own pace.”

“Bus tickets should be made available at least your first couple of weeks here. Funds are very hard at first.”

“I would have the counselors do one-on-ones and have more depth in getting to the problem that is within each individual. We need to anchor our state to do habitually what’s right, just and fair, by and through disciplining our neurological system.”

“The staff needs to be more respectful. They tend to be condescending and rude.”

“Some of the phase up requirements, because some people are poor like me and do not have the money to do much in life.”

Long-term Residential: Selected Responses

“Yes, I would have vocational training, i.e. welding, construction, woodwork, horticulture, electrical, wind, solar, bio-fuels, plant and tree identification, farming. I believe these would help prepare inmates better for re-entry.”

“Yes, some type of work opportunity in order to save some money so we can have some financial resources immediately available for the people that need it. Or make sure the offenders that are approximately six months away from their early release date are not hindered from going to work release – need the resource to help maintain the work done here in the program.”

“That more classes are taught by CDPs.”

“Mostly it would be very nice to have current material in our classes. Most material we learn from is at least 10 to 20 years old. Also, there are not enough activities.”

“The dorms, the mattresses, medical treatment; vindictive behavior by other inmates. I think the education classes could be better.”

Outpatient/Intensive Outpatient: Selected Responses

"I would request more programming hours and more relapse prevention teaching; also program to go out in the community to get involved in self-help program."

"Better curriculum."

"New videos. Take out sex offender scenarios. Provide non-religious treatment program. Provide new workbooks that concentrate upon the inmate instead of his family: family information has no place in this class. Follow the DSM-IV and ASAM PPM when doing assessments."

"Focus on drug treatment not on unrelated issues."

"Bring back all of the vocational training programs at all institutions."

"That it would target people who really are chemically dependent, not just filling up the class with people who don't have it in judgment and sentence, and who aren't chemically dependent."

"Yes, about if you miss one you're out, that's a little extreme."

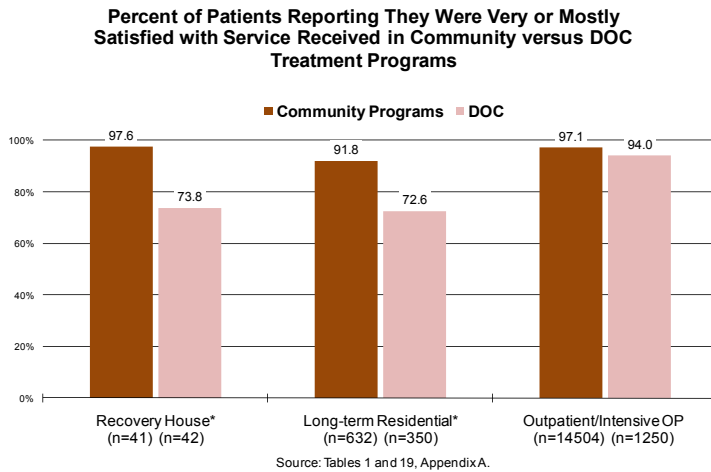
"Just that I would like to see less negative people in here."

"Class smaller and more organized."

Adult Patient Satisfaction in Community Compared to DOC Treatment Programs

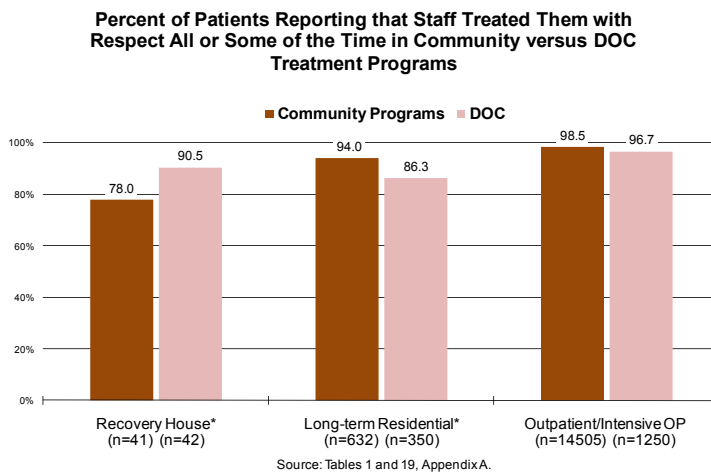
Was there a difference in patient satisfaction between community and DOC treatment programs?

Satisfaction with Service Received



In recovery house and long-term residential, a significantly higher proportion of patients in community-based programs reported that they were very or mostly satisfied with the service they received than patients in DOC programs.* The same result can be observed in outpatient although the difference is small and not significant.

Respect from Staff

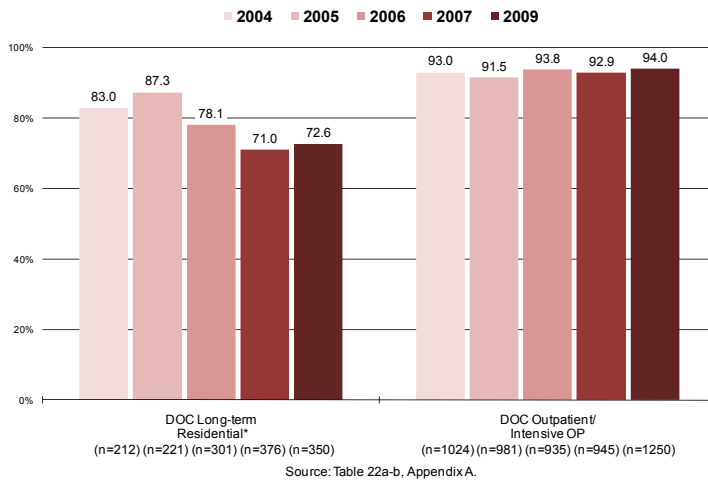


In recovery house, a significantly higher proportion of patients in DOC programs reported that staff treated them with respect all or some of the time than patients in community-based programs.* The reverse is true in long-term residential. In outpatient, only a small, insignificant difference can be observed between the two groups.

* Note that for DOC, recovery house programs are operated in work release facilities, while long-term residential programs are operated in institutions.

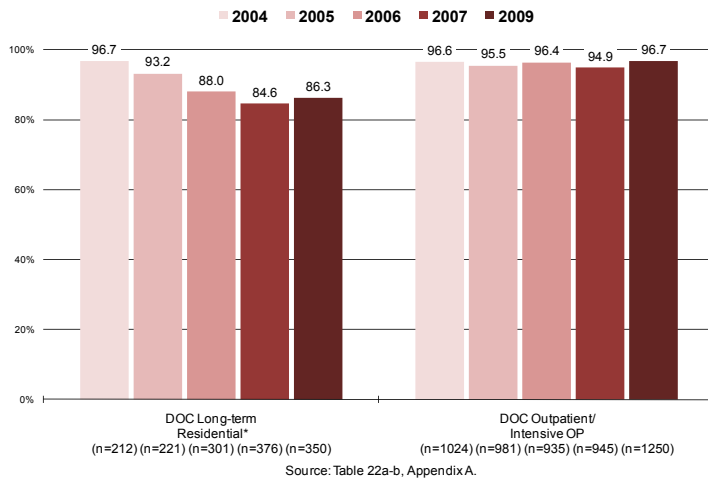
Five-Year Trend in Patient Satisfaction in DOC Treatment Programs

Satisfaction with Service Received



In long-term residential, the proportion of DOC patients reporting they were very or mostly satisfied with the service they received increased somewhat from 71 percent in 2007 to 73 percent in 2009.* In outpatient, the numbers have remained at similar levels over the course of five years.

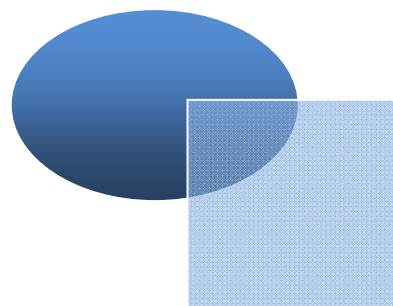
Respect from Staff



Similarly in long-term residential, the proportion of patients reporting that staff treated them with respect all or some of the time rose slightly from 85 percent in 2007 to 86 percent in 2009.* In outpatient programs, the proportion has remained at nearly similar levels.

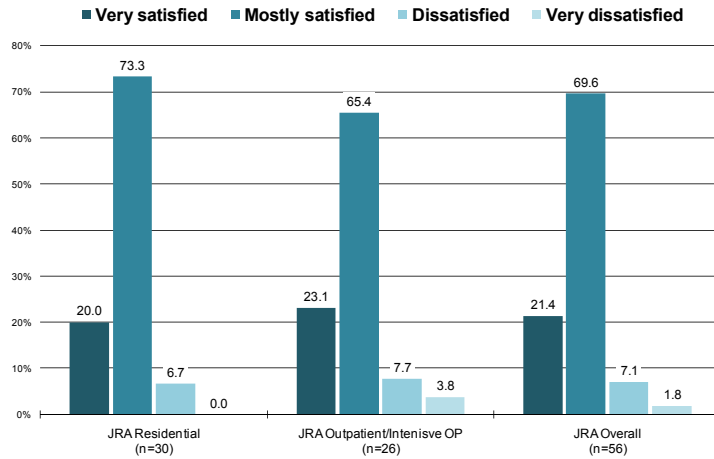
* Operated in DOC institutions.

Patient Satisfaction in Juvenile Rehabilitation Administration (JRA) Treatment Programs

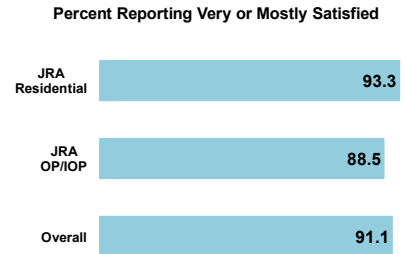


Youth offenders are committed to JRA facilities involuntarily. The JRA provides chemical dependency treatment to youth offenders within a highly supervised institutional setting. JRA youth responses from intensive inpatient and recovery house were combined under one residential category in order to keep confidential the identity of the only recovery house program participating in the survey.

How satisfied are you with the service you have received?



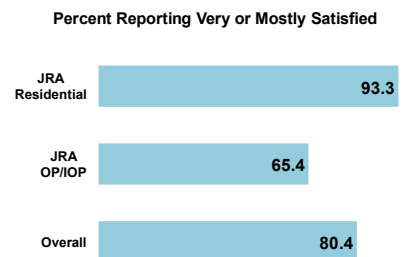
Overall, 91 percent of JRA patients reported that they were very or mostly satisfied with the service they received.* Less than a quarter said they were very satisfied.



How satisfied are you with the comfort and appearance of this facility?

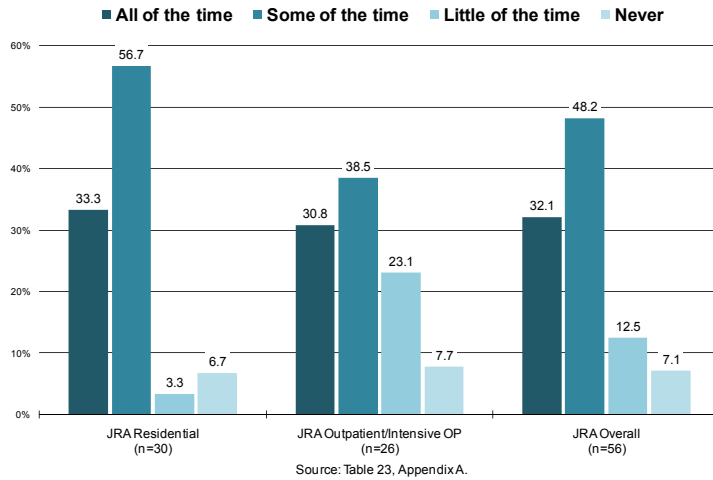


Overall, a lower proportion of JRA youth in outpatient reported being very or mostly satisfied with the comfort and appearance of their facility than those in residential treatment.*

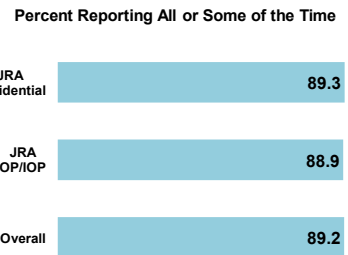


* These results should be interpreted with caution since there were only 26 patients from JRA outpatient versus 30 in combined recovery house and intensive inpatient treatment completing the survey.

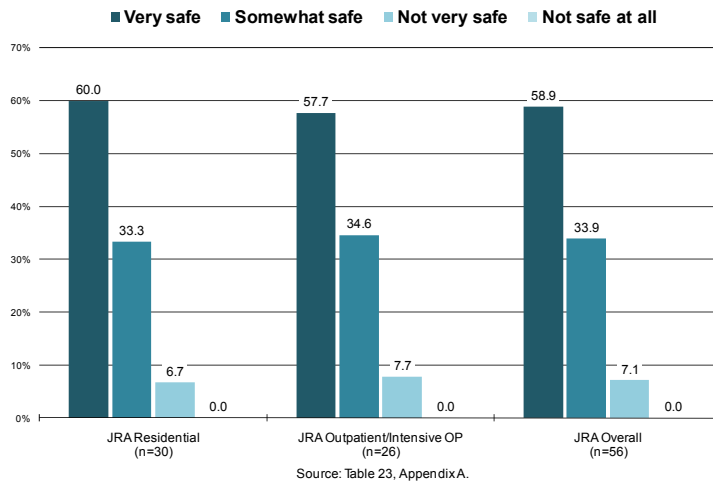
Would you say our staff treated you with respect?



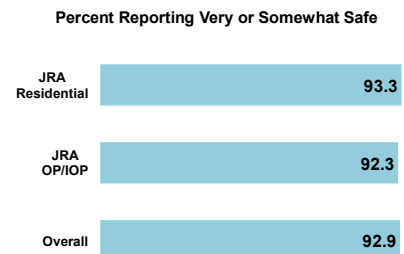
Overall, 89 percent of JRA patients reported that staff treated them with respect all or some of the time.* A third reported that staff treated them with respect all of the time.



How safe do you feel in this program?

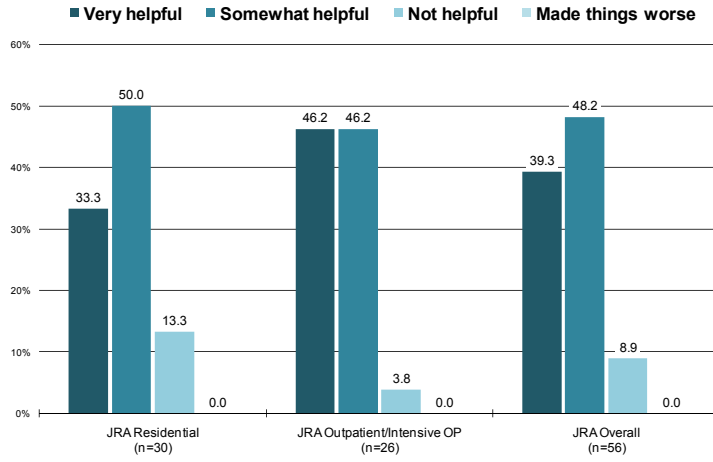


Ninety-three percent of JRA patients overall reported that they felt very or somewhat safe in their program.* Close to 60 percent said they felt very safe.



* These results should be interpreted with caution since there were only 26 patients from JRA outpatient versus 30 in combined recovery house and intensive inpatient treatment completing the survey.

How helpful are the group sessions?

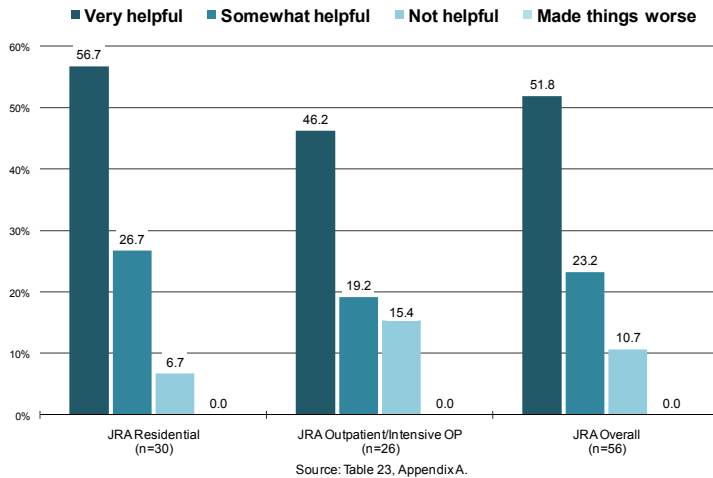


Overall, 88 percent of JRA patients rated group sessions as very or somewhat helpful.* In residential treatment, fewer JRA youth found group sessions to be very helpful compared to individual counseling below.

Percent Reporting Very or Somewhat Helpful



How helpful is the individual counseling?



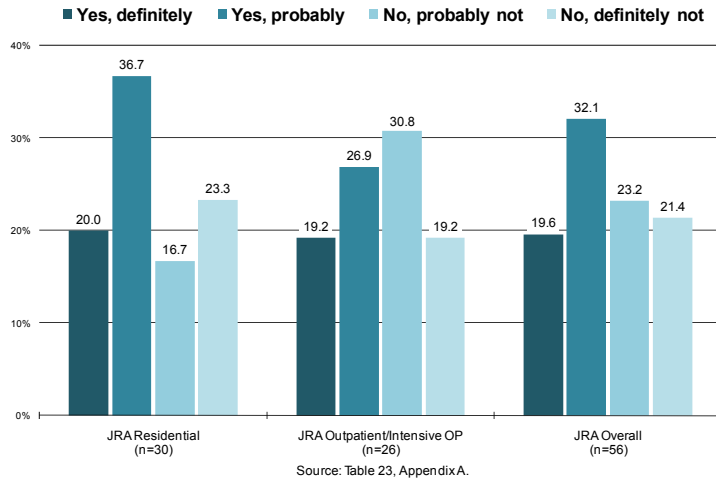
Seventy-five percent overall rated individual counseling as very or somewhat helpful.* More than half considered individual counseling as very helpful.

Percent Reporting Very or Somewhat Helpful



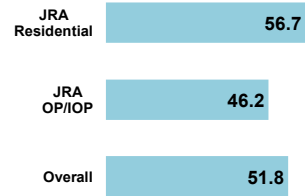
* These results should be interpreted with caution since there were only 26 patients from JRA outpatient versus 30 in combined recovery house and intensive inpatient treatment completing the survey.

If you were to seek help again, would you come back to this program?



Youth offenders are committed involuntarily to JRA facilities. They receive treatment within an institutional setting. Overall, 52 percent of JRA patients reported they would definitely or probably return to the same program if they were to seek help again.*

Percent Reporting Yes, Definitely or Yes, Probably



* These results should be interpreted with caution since there were only 26 patients from JRA outpatient versus 30 in combined recovery house and intensive inpatient treatment completing the survey.

What do you like about this program?

Residential Program: Selected Responses

"I like that I'm able to be active in the community, as well as working on my treatment in community support meetings. I really like being able to go to school and play sports, doing all that makes me feel like I'm capable of living a better life."

"The staff and the groups and the way the program is run."

"I like how staff has been so helpful and how supportive they have been."

"More freedom than institutions."

"Working, education, and some activities."

"The food and the staff."

"It's kind of helpful by giving me skills to use for the outs."

Outpatient/Intensive Outpatient Program: Selected Responses

"That it helps me get through grief and loss."

"It concentrates on drugs and alcohol, and I liked the way I was treated."

"I like that it shows us movies of real people smoking drugs, and what will really happen to me if I keep using these drugs."

"I get to express what's happened and what's on my mind about things. I get to sit down one-on-one with someone who will listen and give me advice."

"I like that it shows us movies of real people smoking drugs, and what will really happen to me if I keep using these drugs."

"I like that I can share personal experiences openly. I feel safe in the group, and enjoy learning information that I never knew. The person that directs my tides group is very nice."

"If I complete this I won't have to do it in the outs."

"I like how I can trust the people in our group and how we actually talk about serious things."

"It helps my addiction."

What do you not like about this program?

Residential Program: Selected Responses

"How the rules micromanage my life when I'm in a group home to learn how to live in the community on my own. When I get back out, there won't be people breathing down my neck saying don't do that. I'll have to learn on my own which I should be doing now."

"The staff for the most part is not motivated to help me get ready for the real world."

"There's nothing to do really, and it's in the middle of nowhere; not enough activities to do here."

"Some of the staff kind of talk down to us. There is lot of work."

"Overall, the program is cool but the food sucks."

"Drama; people in the cottage; some residents."

Outpatient/Intensive Outpatient: Selected Responses

"I have to get put down; I get told what to do, wear, eat; I don't have the rights I should; and there's a mistake in the program that makes it not work all the time."

"(Name of counselor) talks a lot."

"Being told what to do and when; also how to do things."

"It is long."

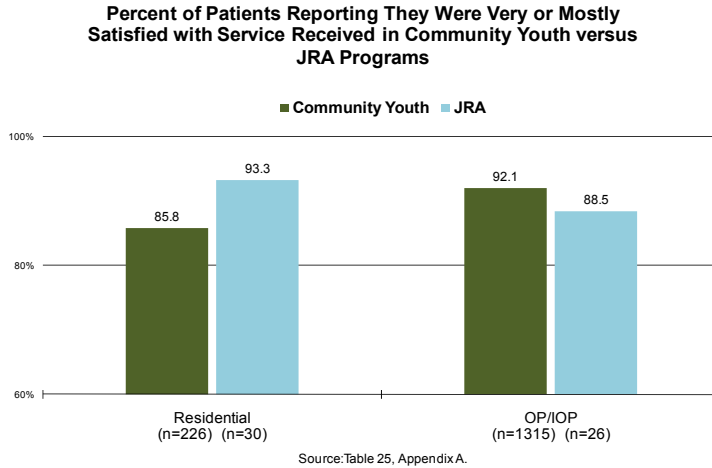
"Certain staff."

"Everything; mostly the staff."

Youth Patient Satisfaction in Community Compared to JRA Treatment Programs

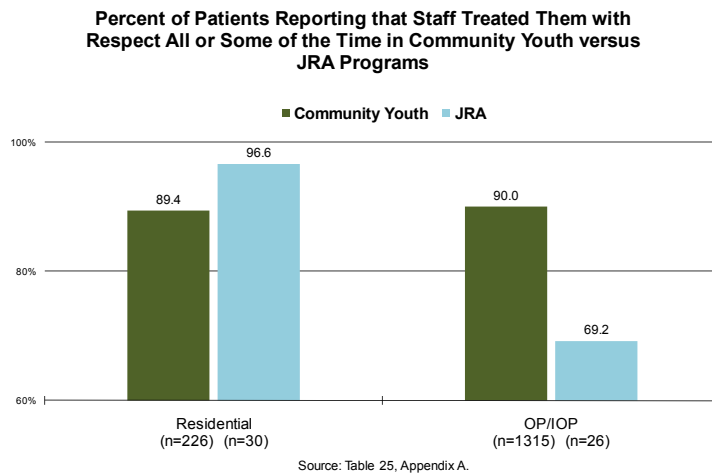
Was there a difference in youth patient satisfaction between community and JRA treatment programs?

Satisfaction with Service Received



In residential treatment, a lower proportion of community youth patients reported that they were very or mostly satisfied with the service they received than JRA youth. The reverse is true in outpatient. The differences between the two groups were moderately significant.*

Respect from Staff

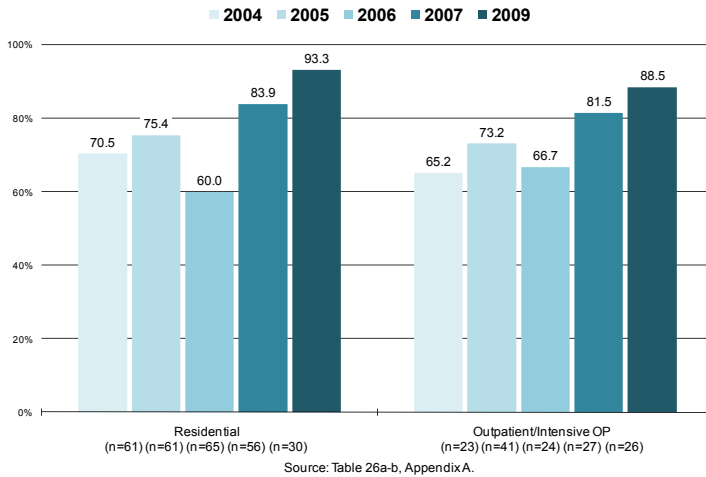


In residential treatment, the proportion of patients reporting that staff treated them with respect was lower in community than in JRA program, and the difference was moderately significant. In outpatient, JRA youth reported a considerably significant lower rate than community youth patients.*

* Comparing the outpatient results between JRA and community-based programs should be done with caution since JRA provides outpatient treatment in a highly restricted institutional setting and because fewer than 30 completed outpatient surveys were received from JRA.

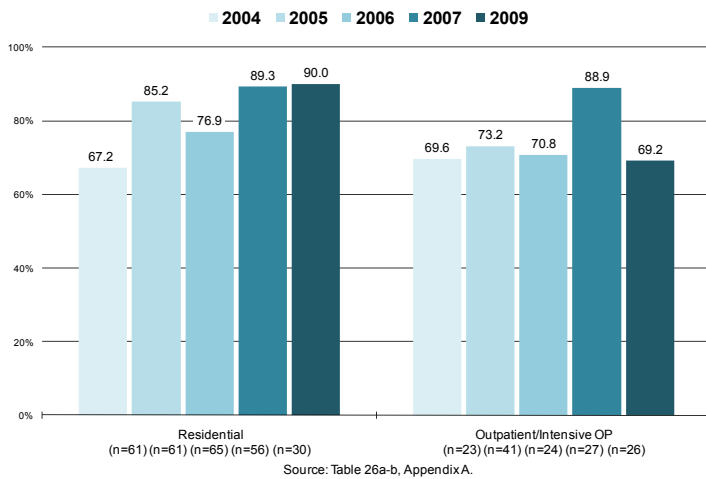
Five-Year Trend in Patient Satisfaction in JRA Treatment Programs

Satisfaction with Service Received



In residential treatment, the percentage of JRA patients reporting that they were very or mostly satisfied with the service they received rose from 84 percent in 2007 to 93 percent in 2009, while in outpatient the level rose from 82 percent to 89 percent during the same time interval.*

Respect from Staff



In outpatient treatment, a significantly lower proportion reported being treated with respect all or some of the time in 2009 than in 2007. In residential treatment, the proportion has remained near or at 90 percent in 2007 and 2009.*

* These results should be interpreted with caution because fewer than 60 completed surveys were received from JRA in 2009.

Treatment Providers Value the Results of the Patient Satisfaction Survey

Agencies that participate in the statewide patient satisfaction survey receive a confidential copy of their results. To understand how agencies benefit from the survey, DBHR asked treatment providers that participated in the 2007 survey to describe how they used their results. The following are some of their responses.

“The DBHR patient satisfaction survey is used by the Dependency Health Services (DHS) as a measurement tool for quality improvement and Joint Commission accreditation. The data provided in the survey are beneficial in structuring programs to meet client needs and identify staff training needs. The statewide data allow DHS to compile historic information and measure progress. The value of this information is a critical part of the yearly reporting process to Leadership and Board of Directors. The data are extremely valuable to our agency and we plan to continue participating in any upcoming surveys.”

Michael Cunningham
Director of CD Programs
Dependency Health Services

“Recovery Centers of King County (RCKC) utilizes the results to evaluate the needs of our patients. They are also used to assess patient satisfaction with basic and newly added program components and to review where we are in relation to other similar programs in the state. The results were carefully evaluated by each of the program coordinators and were used to provide positive and constructive feedback to the staff. The 2007 results showed that 87.9% of our intensive inpatient, 97.5% of our Kent, and 89% of our Seattle patients were either very satisfied or mostly satisfied with our services. The report indicated that between 48% - 73% of our patients at all three sites found the group sessions very helpful and 49% - 66% found the individual counseling very helpful. RCKC recognizes that there is always room for improvement which motivates it to implement regular internal satisfaction surveys to gather regular feedback and respond quickly to comments or suggestions if possible. The internal satisfaction survey allows RCKC to monitor the temporary projects that are conducted at the agency and determine whether we need to prolong the project or discontinue it. Due to the results from the DBHR survey, the Kent site continues to provide specialized treatment to specific groups, such as specific drug related groups: methamphetamine and marijuana weekly groups.”

Jessica DiCenzo
Research Coordinator
Recovery Centers of King County

“Kitsap Mental Health Services (KMHS) Pathways Program took the following actions as a result of the 2007 patient satisfaction survey:

- We implemented an additional layer of screening and informed consent about our capability of addressing DUI and Deferred Prosecution Status to clarify this for clients so there is no confusion or expectation that we will provide DUI assessment and treatment.
- We have individualized our family component to offer more flexibility in serving families and or family members.
- We continue to work with clients to find educational or vocational options and have partnered with our Community Integration and Vocational Program to better assist clients with this goal. In addition, we have offered a Peer Group Leader Role as part of a client’s ongoing recovery journey to assist them in building confidence and skill in recovery as well as to generalize these skills in the workplace or in a role as Life Coach at our agency.
- We have utilized the results in our annual Quality Program Review Presentation to the Executive Leadership and Board of Directors.”

Cheryl Mogensen, MA, CDP
Coordinator, Co-occurring Disorders Program
Kitsap Mental Health Services

“We used the 2007 Patient Satisfaction Survey results to improve our client care in several ways. We were able to see what parts of each program we provided needed adjusting to better serve the clients. What we have seen as a result of those changes is that all of our groups are full, and we have wait lists now due to clients remaining in groups and completing treatment. We have been able to begin a couple of new groups to suit the needs of our clients in Aftercare and Suboxone. We updated our Suboxone program so there are now three phases to the two-year program with each phase moving toward the client being off Suboxone completely and remaining in stable recovery. We also added some staff training to our calendar that has been very fruitful for our counselors and program. All in all, we have been able to become a tighter, more professional program with more clients completing treatment and less recidivism. Thank you for making this happen.”

Susan Cummings, CDP, ICADC, NBCC
Clinical Supervisor
Lummi Counseling Services

“I always use the results as a springboard for change. We discuss the outcomes with staff and formulate plans to address areas of need.”

Corky Hundahl, CDP
Administrator
Phoenix Recovery Services, LLC

“The results of the survey were used to look at how we could be more customer-oriented and how we could ensure clients to feel more satisfied with the services they received as well as feeling that they were in a safe environment. Our focus was on training staff to adopt a more therapeutic approach with the clients instead of a punitive approach. We also look at our approach in dealing with client safety and took a less tolerant approach with these issues.”

Michael Ott
Inpatient Director
Daybreak Youth Services

“I always look forward to the results of the survey. When doing a comparison with prior survey results, we can identify areas of improvement and new or ongoing areas that may need to be addressed to improve services. My goals are always about process and service improvement that benefits both the consumers of our services and the agency so the survey is helpful in that analysis. I also like to review the results with staff. In most instances it is very positive feedback to the individuals who work very hard doing this work.”

Carole Hayes
Outpatient Treatment Director
Evergreen Manor

“The patient satisfaction survey results are very beneficial to our agency. The results assist our organization to identify areas of improvement and include the patient voice throughout the different levels of the organization. The survey results are discussed with senior management, the Board, and the direct service staff. New service strategies are developed and implemented as appropriate. The survey results are used to train our youth, adult substance abuse staff and front desk personnel on how to improve services to our clients. The data are used when writing proposals, marketing the program, and training managers on the strengths and areas of improvement for Consejo.”

Mario E. Paredes
Executive Director
Consejo Counseling and Referral Service

“There was a decrease in patients who reported feeling respected by staff all of the time to some of the time. We focused on training staff to utilize de-escalation skills to deal with potentially volatile situations to improve that area.”

Angela Grout
Treatment Administrator
Seadrunar

“We did use the information from the 2007 Statewide Patient Satisfaction Survey as part of our ongoing QI process. I found many of the patients commented on their appreciation of our culturally competent treatment. This reaffirmed that we were making a positive difference in the lives of many Native Americans. We continue to train new staff on cultural practices.”

Debbie Norberg, BS, CDP
Clinical Supervisor
Cowlitz Tribal Treatment

“By reviewing the survey results, I was able to see what was working for patients and what methods and techniques were less effective. For example, patients seemed to respond better to treatment when group process was interactive, versus didactic, and thereby improve the quality of care and patient treatment outcome. When I shared the survey results with patients, they were able to visualize that their voices were heard and their opinions mattered. In the long-run, the satisfaction survey helped us with program curriculum planning and development, and staff training.”

Lindsay McGowan-Anderson, MS, CDP, MAC
Owner
Cascadia Addiction Treatment Services

“One of the things I had determined from a previous survey was that our patients did not understand the definition of the words ‘respect’ and ‘disrespect’. One patient explained to me that for some of our patients any kind of holding them accountable in anyway was translated into ‘disrespect’. So we did a training on respect, first for the staff and then for patients. We defined what it is and what the behaviors might be that would indicate both respect and disrespect. We gave examples and elicited examples. We made it clear to the staff what behavior was disrespectful and that we expect them to be respectful of patients at all times, regardless of how stressed or tired they are. I believe this has helped us, at least, to obtain a more accurate indication of how patients feel the staff is treating them.”

Jennie Lindberg
Residential Services Clinical Manager
Evergreen Manor

Technical Notes

What instruments were used in the statewide survey?

The instruments used in the survey were the Adult Patient Satisfaction Survey and the Youth Patient Satisfaction Survey. These surveys are available in English, Spanish, Vietnamese, and Cambodian languages (see Appendix B, pages 169-186).

Who administered the survey, to whom, and when?

The survey was administered by participating DBHR-certified alcohol and drug treatment providers to adult and youth patients who were receiving treatment during the week of March 23, 2009.

How were agencies selected to participate in the statewide survey?

Agencies volunteered to participate in the survey. Agencies must be DBHR-certified for any of the following treatment services: intensive inpatient, recovery house, long-term residential, outpatient/intensive outpatient, or opiate substitution. An initial list of 548 treatment agencies meeting this requirement was generated on December 1, 2008, using data from the DBHR chemical dependency management information system, Treatment and Assessment Report Generation Tool (TARGET). Using this initial list, invitations were mailed on January 5, 2009, to directors requesting their agency to participate in the statewide survey to be held during the week of March 23, 2009. The invitation included: (a) a cover letter stating the purpose of the survey and the offer that they will receive a confidential report of their agency's results; (b) copies of the survey instruments; (c) a copy of the "Guidelines for Administration" (see Appendix B, page 187); and (d) a confirmation form to be returned to DBHR. Agencies interested in participating were asked to indicate on the confirmation form the type and number of surveys they will need during the week of the survey. Follow-up calls were made to agencies that have not returned their confirmation form right up to the week before the survey. It was through these follow-up calls that information regarding the agency's certification status (for example: closed, suspended) and the service they provide was verified. As a result, 31 agencies were dropped from the initial list either because they have been suspended, have closed, were not offering any of the treatment services as required for participation in the survey, or were not actually providing any treatment services but have chosen to retain their certification. The process of eliminating non-qualifying or inactive treatment agencies produced a final number of 517 agencies that during the week of the survey were actively operating and were offering the aforementioned treatment services.

How many agencies participated in the survey?

The table below shows that 490 agencies, or 95 percent, of the 517 certified treatment centers, identified to have been actively operating in Washington State and offering any of the

Agency Participation by Funding Status

Participation Status	Public* (n=309)	Private (n=208)	Total (n=500)
Participating	302 (97.7%)	188 (90.4%)	490 (94.8%)
Non-participating	7 (2.3%)	20 (9.6%)	27 (5.2%)

*Publicly-funded agencies provide a certified treatment service funded by any of the following sources: city, county, federal, tribal, or state.

following treatment services, such as, intensive inpatient, recovery house, long-term residential, outpatient/intensive outpatient, or opiate substitution, volunteered to administer the survey. Among the 309 public treatment agencies 302, or 97.7 percent, participated in the survey. Out of the 208 agencies identified as private 188, or 90.4 percent, volunteered to participate in the survey.

How did treatment agencies administer the survey?

Participating providers were asked to follow the “Guidelines for Administration,” a one-page document prepared by DBHR. It provides suggestions and other helpful tips on how providers can administer the survey in their agency (see Appendix B, page 187). DASA provided treatment agencies with copies of the survey and pencils for the use of patients.

How were patients selected to participate in the survey?

Participating agencies asked all of their patients who were receiving treatment during the week of March 23, 2009, to complete the survey. According to a study conducted by DBHR in 1998, the sampling method most commonly used by states that have a statewide, standardized system of assessing patient satisfaction is to give the survey to all patients who are participating in treatment during a designated week of the year.* This method results in a snapshot or cross-section of patients receiving chemical dependency treatment in the state for a given week during the year.

Who was responsible for analyzing the survey data?

Participating treatment agencies returned completed surveys to DBHR. Completed surveys were scanned at the University of Washington Office of Educational Assessment. At DBHR, Felix Rodriguez, Ph.D., oversaw the statewide administration of the survey, analyzed the survey data, and wrote the statewide report. Provider-level and county-level reports were also produced. Participating agencies receive a confidential copy of their provider-level report. County alcohol and drug coordinators receive copies of the county-level reports.

* Rodriguez, F.I., Krupski, A., Wrede, A.F., Malmer, D.W., and Stark K.D. 1998. *Assessing Client Satisfaction with Substance Abuse Treatment: What are states doing?* Olympia, Washington: Division of Alcohol and Substance Abuse.

Appendix A: Tables

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 1
Responses to Questions 1-6 of the DBHR Adult Patient Satisfaction Survey by Treatment Modality, March 23-27, 2009

		Treatment Modality											
		Intensive Inpatient		Recovery House		Long-term Residential		OP/IOP		Opiate Substitution*		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	379	48.0%	14	34.1%	202	32.0%	8795	60.6%	1229	40.7%	10619	55.9%
	Mostly satisfied	377	47.7%	26	63.4%	378	59.8%	5294	36.5%	1534	50.8%	7609	40.1%
	Subtotal	756	95.7%	40	97.6%	580	91.8%	14089	97.1%	2763	91.6%	18228	96.0%
	Dissatisfied	29	3.7%	0	.0%	41	6.5%	267	1.8%	168	5.6%	505	2.7%
	Very dissatisfied	4	.5%	1	2.4%	8	1.3%	87	.6%	68	2.3%	168	.9%
	Subtotal	33	4.2%	1	2.4%	49	7.8%	354	2.4%	236	7.8%	673	3.5%
	Did not respond	1	.1%	0	.0%	3	.5%	61	.4%	19	.6%	84	.4%
	Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%
In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	346	43.8%	23	56.1%	194	30.7%	8578	59.1%	1222	40.5%	10363	54.6%
	Mostly satisfied	364	46.1%	18	43.9%	358	56.6%	5446	37.5%	1479	49.0%	7665	40.4%
	Subtotal	710	89.9%	41	100.0%	552	87.3%	14024	96.7%	2701	89.5%	18028	95.0%
	Dissatisfied	68	8.6%	0	.0%	69	10.9%	342	2.4%	210	7.0%	689	3.6%
	Very dissatisfied	9	1.1%	0	.0%	6	.9%	81	.6%	71	2.4%	167	.9%
	Subtotal	77	9.7%	0	.0%	75	11.9%	423	2.9%	281	9.3%	856	4.5%
	Did not respond	3	.4%	0	.0%	5	.8%	57	.4%	36	1.2%	101	.5%
	Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%
Would you say our staff treated you with respect?	All of the time	511	64.7%	16	39.0%	298	47.2%	12715	87.7%	1923	63.7%	15463	81.4%
	Some of the time	237	30.0%	16	39.0%	296	46.8%	1574	10.9%	898	29.8%	3021	15.9%
	Subtotal	748	94.7%	32	78.0%	594	94.0%	14289	98.5%	2821	93.5%	18484	97.4%
	Little of the time	31	3.9%	9	22.0%	32	5.1%	114	.8%	144	4.8%	330	1.7%
	Never	2	.3%	0	.0%	0	.0%	25	.2%	15	.5%	42	.2%
	Subtotal	33	4.2%	9	22.0%	32	5.1%	139	1.0%	159	5.3%	372	2.0%
	Did not respond	9	1.1%	0	.0%	6	.9%	76	.5%	38	1.3%	129	.7%
	Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%
How do you rate the helpfulness of the group sessions?	Very helpful	549	69.5%	11	26.8%	359	56.8%	9511	65.6%	1185	39.3%	11615	61.2%
	Somewhat helpful	212	26.8%	27	65.9%	243	38.4%	4236	29.2%	965	32.0%	5683	29.9%
	Subtotal	761	96.3%	38	92.7%	602	95.3%	13747	94.8%	2150	71.2%	17298	91.1%
	Not helpful	14	1.8%	2	4.9%	20	3.2%	326	2.2%	206	6.8%	568	3.0%
	Made things worse	2	.3%	1	2.4%	1	.2%	35	.2%	33	1.1%	72	.4%
	Subtotal	16	2.0%	3	7.3%	21	3.3%	361	2.5%	239	7.9%	640	3.4%
	Did not receive	8	1.0%	0	.0%	5	.8%	247	1.7%	556	18.4%	816	4.3%
	Did not respond	5	.6%	0	.0%	4	.6%	149	1.0%	73	2.4%	231	1.2%
Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%	

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How do you rate the helpfulness of the individual counseling?	Very helpful	486	61.5%	17	41.5%	360	57.0%	9723	67.0%	1650	54.7%	12236	64.5%
	Somewhat helpful	183	23.2%	22	53.7%	186	29.4%	3215	22.2%	961	31.8%	4567	24.1%
	Subtotal	669	84.7%	39	95.1%	546	86.4%	12938	89.2%	2611	86.5%	16803	88.5%
	Not helpful	26	3.3%	2	4.9%	29	4.6%	351	2.4%	214	7.1%	622	3.3%
	Made things worse	0	.0%	0	.0%	3	.5%	38	.3%	40	1.3%	81	.4%
	Subtotal	26	3.3%	2	4.9%	32	5.1%	389	2.7%	254	8.4%	703	3.7%
	Did not receive	85	10.8%	0	.0%	46	7.3%	959	6.6%	82	2.7%	1172	6.2%
	Did not respond	10	1.3%	0	.0%	8	1.3%	218	1.5%	71	2.4%	307	1.6%
	Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%
If you were to seek help again, would you come back to this program?	Yes, definitely	406	51.4%	15	36.6%	193	30.5%	9147	63.1%	1929	63.9%	11690	61.6%
	Yes, probably	236	29.9%	13	31.7%	264	41.8%	4123	28.4%	718	23.8%	5354	28.2%
	Subtotal	642	81.3%	28	68.3%	457	72.3%	13270	91.5%	2647	87.7%	17044	89.8%
	No, probably not	100	12.7%	9	22.0%	104	16.5%	651	4.5%	177	5.9%	1041	5.5%
	No, definitely not	28	3.5%	2	4.9%	47	7.4%	212	1.5%	72	2.4%	361	1.9%
	Subtotal	128	16.2%	11	26.8%	151	23.9%	863	6.0%	249	8.3%	1402	7.4%
	Did not respond	20	2.5%	2	4.9%	24	3.8%	371	2.6%	122	4.0%	539	2.8%
	Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 23, 2009.

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Table 2
Responses to Questions 7-12a of the DBHR Adult Patient Satisfaction Survey by Treatment Modality, March 19-23, 2009

		Treatment Modality											
		Intensive Inpatient		Recovery House		Long-term Residential		OP/IOP		Opiate Substitution		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Did you need legal services?	Yes	179	22.7%	14	34.1%	200	31.6%	4413	30.4%	490	16.2%	5296	27.9%
	No	606	76.7%	27	65.9%	430	68.0%	9774	67.4%	2487	82.4%	13324	70.2%
	Did not respond	5	.6%	0	.0%	2	.3%	317	2.2%	41	1.4%	365	1.9%
	Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%
If yes, how helpful were we in assisting you to identify and find legal services?	Very helpful	82	45.8%	3	21.4%	70	35.0%	2276	51.6%	159	32.4%	2590	48.9%
	Somewhat helpful	51	28.5%	4	28.6%	60	30.0%	1222	27.7%	141	28.8%	1478	27.9%
	Subtotal	133	74.3%	7	50.0%	130	65.0%	3498	79.3%	300	61.2%	4068	76.8%
	Not very helpful	22	12.3%	3	21.4%	42	21.0%	347	7.9%	73	14.9%	487	9.2%
	Not helpful at all	17	9.5%	4	28.6%	19	9.5%	300	6.8%	74	15.1%	414	7.8%
	Subtotal	39	21.8%	7	50.0%	61	30.5%	647	14.7%	147	30.0%	901	17.0%
	Did not respond	7	3.9%	0	.0%	9	4.5%	268	6.1%	43	8.8%	327	6.2%
	Total	179	100.0%	14	100.0%	200	100.0%	4413	100.0%	490	100.0%	5296	100.0%
Did you need medical services?	Yes	442	55.9%	33	80.5%	485	76.7%	3180	21.9%	1103	36.5%	5243	27.6%
	No	344	43.5%	8	19.5%	146	23.1%	11007	75.9%	1869	61.9%	13374	70.4%
	Did not respond	4	.5%	0	.0%	1	.2%	317	2.2%	46	1.5%	368	1.9%
	Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%
If yes, how helpful were we in assisting you to identify and find medical services?	Very helpful	221	50.0%	13	39.4%	226	46.6%	1697	53.4%	510	46.2%	2667	50.9%
	Somewhat helpful	130	29.4%	11	33.3%	176	36.3%	864	27.2%	309	28.0%	1490	28.4%
	Subtotal	351	79.4%	24	72.7%	402	82.9%	2561	80.5%	819	74.3%	4157	79.3%
	Not very helpful	61	13.8%	6	18.2%	54	11.1%	254	8.0%	120	10.9%	495	9.4%
	Not helpful at all	19	4.3%	2	6.1%	19	3.9%	176	5.5%	68	6.2%	284	5.4%
	Subtotal	80	18.1%	8	24.2%	73	15.1%	430	13.5%	188	17.0%	779	14.9%
	Did not respond	11	2.5%	1	3.0%	10	2.1%	189	5.9%	96	8.7%	307	5.9%
	Total	442	100.0%	33	100.0%	485	100.0%	3180	100.0%	1103	100.0%	5243	100.0%
Did you need family services?	Yes	238	30.1%	14	34.1%	228	36.1%	1871	12.9%	547	18.1%	2898	15.3%
	No	546	69.1%	27	65.9%	401	63.4%	12278	84.7%	2424	80.3%	15676	82.6%
	Did not respond	6	.8%	0	.0%	3	.5%	355	2.4%	47	1.6%	411	2.2%
	Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%
If yes, how helpful were we in assisting you to identify and find family services?	Very helpful	129	54.2%	6	42.9%	117	51.3%	896	47.9%	218	39.9%	1366	47.1%
	Somewhat helpful	64	26.9%	3	21.4%	71	31.1%	489	26.1%	154	28.2%	781	26.9%
	Subtotal	193	81.1%	9	64.3%	188	82.5%	1385	74.0%	372	68.0%	2147	74.1%
	Not very helpful	25	10.5%	0	.0%	19	8.3%	202	10.8%	74	13.5%	320	11.0%
	Not helpful at all	10	4.2%	5	35.7%	15	6.6%	144	7.7%	50	9.1%	224	7.7%
	Subtotal	35	14.7%	5	35.7%	34	14.9%	346	18.5%	124	22.7%	544	18.8%
	Did not respond	10	4.2%	0	.0%	6	2.6%	140	7.5%	51	9.3%	207	7.1%
	Total	238	100.0%	14	100.0%	228	100.0%	1871	100.0%	547	100.0%	2898	100.0%

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Did you need mental health services?	Yes	250	31.6%	17	41.5%	282	44.6%	3260	22.5%	963	31.9%	4772	25.1%
	No	535	67.7%	24	58.5%	347	54.9%	10921	75.3%	1998	66.2%	13825	72.8%
	Did not respond	5	.6%	0	.0%	3	.5%	323	2.2%	57	1.9%	388	2.0%
	Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%
If yes, how helpful were we in assisting you to identify and find mental health services?	Very helpful	97	38.8%	11	64.7%	101	35.8%	1794	55.0%	349	36.2%	2352	49.3%
	Somewhat helpful	55	22.0%	4	23.5%	104	36.9%	773	23.7%	282	29.3%	1218	25.5%
	Subtotal	152	60.8%	15	88.2%	205	72.7%	2567	78.7%	631	65.5%	3570	74.8%
	Not very helpful	42	16.8%	1	5.9%	42	14.9%	282	8.7%	120	12.5%	487	10.2%
	Not helpful at all	40	16.0%	0	.0%	28	9.9%	189	5.8%	107	11.1%	364	7.6%
	Subtotal	82	32.8%	1	5.9%	70	24.8%	471	14.4%	227	23.6%	851	17.8%
	Did not respond	16	6.4%	1	5.9%	7	2.5%	222	6.8%	105	10.9%	351	7.4%
	Total	250	100.0%	17	100.0%	282	100.0%	3260	100.0%	963	100.0%	4772	100.0%
Did you need educational or vocational services?	Yes	144	18.2%	17	41.5%	242	38.3%	2019	13.9%	515	17.1%	2937	15.5%
	No	641	81.1%	24	58.5%	388	61.4%	12154	83.8%	2450	81.2%	15657	82.5%
	Did not respond	5	.6%	0	.0%	2	.3%	331	2.3%	53	1.8%	391	2.1%
	Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%
If yes, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	50	34.7%	5	29.4%	73	30.2%	840	41.6%	139	27.0%	1107	37.7%
	Somewhat helpful	25	17.4%	6	35.3%	80	33.1%	537	26.6%	147	28.5%	795	27.1%
	Subtotal	75	52.1%	11	64.7%	153	63.2%	1377	68.2%	286	55.5%	1902	64.8%
	Not very helpful	33	22.9%	2	11.8%	45	18.6%	273	13.5%	86	16.7%	439	14.9%
	Not helpful at all	26	18.1%	4	23.5%	36	14.9%	179	8.9%	67	13.0%	312	10.6%
	Subtotal	59	41.0%	6	35.3%	81	33.5%	452	22.4%	153	29.7%	751	25.6%
	Did not respond	10	6.9%	0	.0%	8	3.3%	190	9.4%	76	14.8%	284	9.7%
	Total	144	100.0%	17	100.0%	242	100.0%	2019	100.0%	515	100.0%	2937	100.0%
Did you need employment services?	Yes	193	24.4%	23	56.1%	255	40.3%	2153	14.8%	519	17.2%	3143	16.6%
	No	592	74.9%	18	43.9%	373	59.0%	12028	82.9%	2447	81.1%	15458	81.4%
	Did not respond	5	.6%	0	.0%	4	.6%	323	2.2%	52	1.7%	384	2.0%
	Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%
If yes, how helpful were we in assisting you to identify and find employment services?	Very helpful	32	16.6%	6	26.1%	61	23.9%	692	32.1%	120	23.1%	911	29.0%
	Somewhat helpful	39	20.2%	7	30.4%	78	30.6%	568	26.4%	114	22.0%	806	25.6%
	Subtotal	71	36.8%	13	56.5%	139	54.5%	1260	58.5%	234	45.1%	1717	54.6%
	Not very helpful	39	20.2%	5	21.7%	47	18.4%	379	17.6%	95	18.3%	565	18.0%
	Not helpful at all	67	34.7%	5	21.7%	58	22.7%	295	13.7%	109	21.0%	534	17.0%
	Subtotal	106	54.9%	10	43.5%	105	41.2%	674	31.3%	204	39.3%	1099	35.0%
	Did not respond	16	8.3%	0	.0%	11	4.3%	219	10.2%	81	15.6%	327	10.4%
	Total	193	100.0%	23	100.0%	255	100.0%	2153	100.0%	519	100.0%	3143	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 23, 2009.

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Table 3
Characteristics of Patients Completing the DBHR Adult Patient Satisfaction Survey by Treatment Modality, March 23-27, 2009

		Treatment Modality											
		Intensive Inpatient		Recovery House		Long-term Residential		OP/IOP		Opiate Substitution		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Age	20 and younger	57	7.2%	5	12.2%	47	7.4%	734	5.1%	63	2.1%	906	4.8%
	21 - 25	128	16.2%	14	34.1%	104	16.5%	2374	16.4%	352	11.7%	2972	15.7%
	26 - 30	114	14.4%	5	12.2%	134	21.2%	2401	16.6%	490	16.2%	3144	16.6%
	31 - 35	82	10.4%	7	17.1%	68	10.8%	1701	11.7%	361	12.0%	2219	11.7%
	36 - 40	85	10.8%	3	7.3%	91	14.4%	1607	11.1%	298	9.9%	2084	11.0%
	41 - 45	91	11.5%	3	7.3%	55	8.7%	1648	11.4%	322	10.7%	2119	11.2%
	46 - 50	93	11.8%	1	2.4%	72	11.4%	1481	10.2%	306	10.1%	1953	10.3%
	51 - 55	56	7.1%	1	2.4%	29	4.6%	1061	7.3%	339	11.2%	1486	7.8%
	Over 55	44	5.6%	1	2.4%	15	2.4%	799	5.5%	251	8.3%	1110	5.8%
	Unknown	40	5.1%	1	2.4%	17	2.7%	698	4.8%	236	7.8%	992	5.2%
	Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%
Gender	Male	500	63.3%	29	70.7%	360	57.0%	9671	66.7%	1374	45.5%	11934	62.9%
	Female	277	35.1%	12	29.3%	259	41.0%	4408	30.4%	1409	46.7%	6365	33.5%
	Unknown	13	1.6%	0	.0%	13	2.1%	425	2.9%	235	7.8%	686	3.6%
		Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985
Ethnic/Racial Background	White/European American	535	67.7%	28	68.3%	390	61.7%	9627	66.4%	2160	71.6%	12740	67.1%
	Black/African American	57	7.2%	2	4.9%	62	9.8%	826	5.7%	144	4.8%	1091	5.7%
	Asian/Pacific Islander	8	1.0%	0	.0%	9	1.4%	416	2.9%	34	1.1%	467	2.5%
	Native American/Eskimo/Aleut	67	8.5%	2	4.9%	67	10.6%	873	6.0%	188	6.2%	1197	6.3%
	Hispanic	63	8.0%	3	7.3%	37	5.9%	1496	10.3%	85	2.8%	1684	8.9%
	Multiracial	24	3.0%	3	7.3%	32	5.1%	549	3.8%	132	4.4%	740	3.9%
	Other	18	2.3%	1	2.4%	15	2.4%	287	2.0%	54	1.8%	375	2.0%
	Unknown	18	2.3%	2	4.9%	20	3.2%	430	3.0%	221	7.3%	691	3.6%
	Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985	100.0%
Length of Stay in Treatment	15 days or less	418	52.9%	18	43.9%	196	31.0%	1791	12.3%	182	6.0%	2605	13.7%
	16 - 30 days	198	25.1%	2	4.9%	113	17.9%	1006	6.9%	70	2.3%	1389	7.3%
	31 - 45 days	19	2.4%	2	4.9%	83	13.1%	706	4.9%	58	1.9%	868	4.6%
	46 - 60 days	15	1.9%	5	12.2%	66	10.4%	783	5.4%	55	1.8%	924	4.9%
	61 - 75 days	2	.3%	6	14.6%	36	5.7%	645	4.4%	48	1.6%	737	3.9%
	76 - 90 days	2	.3%	3	7.3%	22	3.5%	668	4.6%	50	1.7%	745	3.9%
	Over 90 days	9	1.1%	2	4.9%	33	5.2%	6304	43.5%	1434	47.5%	7782	41.0%
	Unknown	127	16.1%	3	7.3%	83	13.1%	2601	17.9%	1121	37.1%	3935	20.7%
		Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985
Source of Funding	Private	178	22.5%	9	22.0%	15	2.4%	6990	48.2%	961	31.8%	8153	42.9%
	Public	442	55.9%	28	68.3%	537	85.0%	4799	33.1%	1184	39.2%	6990	36.8%
	Unknown	170	21.5%	4	9.8%	80	12.7%	2715	18.7%	873	28.9%	3842	20.2%
		Total	790	100.0%	41	100.0%	632	100.0%	14504	100.0%	3018	100.0%	18985

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Table 4
Adult Patient Responses to Questions 1 and 3 by Treatment Modality and Gender
Intensive Inpatient

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	236	47.2%	138	49.8%	5	38.5%	379	48.0%
	Mostly satisfied	244	48.8%	126	45.5%	7	53.8%	377	47.7%
	Subtotal	480	96.0%	264	95.3%	12	92.3%	756	95.7%
	Dissatisfied	16	3.2%	12	4.3%	1	7.7%	29	3.7%
	Very dissatisfied	3	.6%	1	.4%	0	.0%	4	.5%
	Subtotal	19	3.8%	13	4.7%	1	7.7%	33	4.2%
	Did not respond	1	.2%	0	.0%	0	.0%	1	.1%
	Total	500	100.0%	277	100.0%	13	100.0%	790	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	327	65.4%	177	63.9%	7	53.8%	511	64.7%
	Some of the time	149	29.8%	84	30.3%	4	30.8%	237	30.0%
	Subtotal	476	95.2%	261	94.2%	11	84.6%	748	94.7%
	Little of the time	17	3.4%	13	4.7%	1	7.7%	31	3.9%
	Never	2	.4%	0	.0%	0	.0%	2	.3%
	Subtotal	19	3.8%	13	4.7%	1	7.7%	33	4.2%
	Did not respond	5	1.0%	3	1.1%	1	7.7%	9	1.1%
	Total	500	100.0%	277	100.0%	13	100.0%	790	100.0%

Recovery House

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	12	41.4%	2	16.7%	0	.0%	14	34.1%
	Mostly satisfied	17	58.6%	9	75.0%	0	.0%	26	63.4%
	Subtotal	29	100.0%	11	91.7%	0	.0%	40	97.6%
	Dissatisfied	0	.0%	0	.0%	0	.0%	0	.0%
	Very dissatisfied	0	.0%	1	8.3%	0	.0%	1	2.4%
	Subtotal	0	.0%	1	8.3%	0	.0%	1	2.4%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	29	100.0%	12	100.0%	0	.0%	41	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	12	41.4%	4	33.3%	0	.0%	16	39.0%
	Some of the time	11	37.9%	5	41.7%	0	.0%	16	39.0%
	Subtotal	23	79.3%	9	75.0%	0	.0%	32	78.0%
	Little of the time	6	20.7%	3	25.0%	0	.0%	9	22.0%
	Never	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	6	20.7%	3	25.0%	0	.0%	9	22.0%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	29	100.0%	12	100.0%	0	.0%	41	100.0%

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Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Long-term Residential									
		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	123	34.2%	76	29.3%	3	23.1%	202	32.0%
	Mostly satisfied	209	58.1%	160	61.8%	9	69.2%	378	59.8%
	Subtotal	332	92.2%	236	91.1%	12	92.3%	580	91.8%
	Dissatisfied	22	6.1%	18	6.9%	1	7.7%	41	6.5%
	Very dissatisfied	4	1.1%	4	1.5%	0	.0%	8	1.3%
	Subtotal	26	7.2%	22	8.5%	1	7.7%	49	7.8%
	Did not respond	2	.6%	1	.4%	0	.0%	3	.5%
	Total	360	100.0%	259	100.0%	13	100.0%	632	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	193	53.6%	99	38.2%	6	46.2%	298	47.2%
	Some of the time	146	40.6%	143	55.2%	7	53.8%	296	46.8%
	Subtotal	339	94.2%	242	93.4%	13	100.0%	594	94.0%
	Little of the time	18	5.0%	14	5.4%	0	.0%	32	5.1%
	Never	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	18	5.0%	14	5.4%	0	.0%	32	5.1%
	Did not respond	3	.8%	3	1.2%	0	.0%	6	.9%
	Total	360	100.0%	259	100.0%	13	100.0%	632	100.0%

Outpatient/Intensive Outpatient									
		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	5763	59.6%	2784	63.2%	248	58.4%	8795	60.6%
	Mostly satisfied	3636	37.6%	1510	34.3%	148	34.8%	5294	36.5%
	Subtotal	9399	97.2%	4294	97.4%	396	93.2%	14089	97.1%
	Dissatisfied	185	1.9%	74	1.7%	8	1.9%	267	1.8%
	Very dissatisfied	55	.6%	23	.5%	9	2.1%	87	.6%
	Subtotal	240	2.5%	97	2.2%	17	4.0%	354	2.4%
	Did not respond	32	.3%	17	.4%	12	2.8%	61	.4%
	Total	9671	100.0%	4408	100.0%	425	100.0%	14504	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	8522	88.1%	3852	87.4%	341	80.2%	12715	87.7%
	Some of the time	1019	10.5%	498	11.3%	57	13.4%	1574	10.9%
	Subtotal	9541	98.7%	4350	98.7%	398	93.6%	14289	98.5%
	Little of the time	77	.8%	31	.7%	6	1.4%	114	.8%
	Never	16	.2%	6	.1%	3	.7%	25	.2%
	Subtotal	93	1.0%	37	.8%	9	2.1%	139	1.0%
	Did not respond	37	.4%	21	.5%	18	4.2%	76	.5%
	Total	9671	100.0%	4408	100.0%	425	100.0%	14504	100.0%

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Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

		Opiate Substitution*							
		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	583	42.4%	566	40.2%	80	34.0%	1229	40.7%
	Mostly satisfied	678	49.3%	732	52.0%	124	52.8%	1534	50.8%
	Subtotal	1261	91.8%	1298	92.1%	204	86.8%	2763	91.6%
	Dissatisfied	80	5.8%	68	4.8%	20	8.5%	168	5.6%
	Very dissatisfied	26	1.9%	33	2.3%	9	3.8%	68	2.3%
	Subtotal	106	7.7%	101	7.2%	29	12.3%	236	7.8%
	Did not respond	7	.5%	10	.7%	2	.9%	19	.6%
	Total	1374	100.0%	1409	100.0%	235	100.0%	3018	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	943	68.6%	862	61.2%	118	50.2%	1923	63.7%
	Some of the time	349	25.4%	451	32.0%	98	41.7%	898	29.8%
	Subtotal	1292	94.0%	1313	93.2%	216	91.9%	2821	93.5%
	Little of the time	55	4.0%	77	5.5%	12	5.1%	144	4.8%
	Never	7	.5%	6	.4%	2	.9%	15	.5%
	Subtotal	62	4.5%	83	5.9%	14	6.0%	159	5.3%
	Did not respond	20	1.5%	13	.9%	5	2.1%	38	1.3%
	Total	1374	100.0%	1409	100.0%	235	100.0%	3018	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 23, 2009.

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 5
Adult Responses to Questions 1 and 3 by Treatment Modality and Ethnic/Racial Background
Residential Treatment

		Ethnic/Racial Background															
		White/European American		Black/African American		Asian/Pacific Islander		Native American		Hispanic		Multiracial		Other		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	384	40.3%	56	46.3%	7	41.2%	49	36.0%	56	54.4%	17	28.8%	12	35.3%	581	40.8%
	Mostly satisfied	514	53.9%	58	47.9%	8	47.1%	78	57.4%	44	42.7%	37	62.7%	20	58.8%	759	53.3%
	Subtotal	898	94.2%	114	94.2%	15	88.2%	127	93.4%	100	97.1%	54	91.5%	32	94.1%	1340	94.2%
	Dissatisfied	46	4.8%	5	4.1%	1	5.9%	7	5.1%	3	2.9%	4	6.8%	0	.0%	66	4.6%
	Very dissatisfied	8	.8%	1	.8%	1	5.9%	1	.7%	0	.0%	1	1.7%	1	2.9%	13	.9%
	Subtotal	54	5.7%	6	5.0%	2	11.8%	8	5.9%	3	2.9%	5	8.5%	1	2.9%	79	5.6%
	Did not respond	1	.1%	1	.8%	0	.0%	1	.7%	0	.0%	0	.0%	1	2.9%	4	.3%
	Total	953	100.0%	121	100.0%	17	100.0%	136	100.0%	103	100.0%	59	100.0%	34	100.0%	1423	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	550	57.7%	59	48.8%	10	58.8%	75	55.1%	69	67.0%	26	44.1%	19	55.9%	808	56.8%
	Some of the time	347	36.4%	50	41.3%	7	41.2%	52	38.2%	31	30.1%	29	49.2%	13	38.2%	529	37.2%
	Subtotal	897	94.1%	109	90.1%	17	100.0%	127	93.4%	100	97.1%	55	93.2%	32	94.1%	1337	94.0%
	Little of the time	45	4.7%	9	7.4%	0	.0%	8	5.9%	2	1.9%	3	5.1%	2	5.9%	69	4.8%
	Never	1	.1%	0	.0%	0	.0%	0	.0%	1	1.0%	0	.0%	0	.0%	2	.1%
	Subtotal	46	4.8%	9	7.4%	0	.0%	8	5.9%	3	2.9%	3	5.1%	2	5.9%	71	5.0%
	Did not respond	10	1.0%	3	2.5%	0	.0%	1	.7%	0	.0%	1	1.7%	0	.0%	15	1.1%
	Total	953	100.0%	121	100.0%	17	100.0%	136	100.0%	103	100.0%	59	100.0%	34	100.0%	1423	100.0%

Outpatient/Intensive Outpatient

		Ethnic/Racial Background															
		White/European American		Black/African American		Asian/Pacific Islander		Native American		Hispanic		Multiracial		Other		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	5665	58.8%	502	60.8%	273	65.6%	499	57.2%	1131	75.6%	324	59.0%	148	51.6%	8542	60.7%
	Mostly satisfied	3704	38.5%	289	35.0%	136	32.7%	351	40.2%	331	22.1%	211	38.4%	121	42.2%	5143	36.5%
	Subtotal	9369	97.3%	791	95.8%	409	98.3%	850	97.4%	1462	97.7%	535	97.4%	269	93.7%	13685	97.2%
	Dissatisfied	182	1.9%	23	2.8%	5	1.2%	12	1.4%	14	.9%	10	1.8%	14	4.9%	260	1.8%
	Very dissatisfied	43	.4%	12	1.5%	1	.2%	6	.7%	9	.6%	4	.7%	3	1.0%	78	.6%
	Subtotal	225	2.3%	35	4.2%	6	1.4%	18	2.1%	23	1.5%	14	2.6%	17	5.9%	338	2.4%
	Did not respond	33	.3%	0	.0%	1	.2%	5	.6%	11	.7%	0	.0%	1	.3%	51	.4%
	Total	9627	100.0%	826	100.0%	416	100.0%	873	100.0%	1496	100.0%	549	100.0%	287	100.0%	14074	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	8514	88.4%	688	83.3%	375	90.1%	743	85.1%	1354	90.5%	464	84.5%	234	81.5%	12372	87.9%
	Some of the time	1005	10.4%	124	15.0%	34	8.2%	112	12.8%	113	7.6%	79	14.4%	41	14.3%	1508	10.7%
	Subtotal	9519	98.9%	812	98.3%	409	98.3%	855	97.9%	1467	98.1%	543	98.9%	275	95.8%	13880	98.6%
	Little of the time	64	.7%	7	.8%	4	1.0%	11	1.3%	12	.8%	3	.5%	10	3.5%	111	.8%
	Never	8	.1%	2	.2%	1	.2%	2	.2%	4	.3%	3	.5%	1	.3%	21	.1%
	Subtotal	72	.7%	9	1.1%	5	1.2%	13	1.5%	16	1.1%	6	1.1%	11	3.8%	132	.9%
	Did not respond	36	.4%	5	.6%	2	.5%	5	.6%	13	.9%	0	.0%	1	.3%	62	.4%
	Total	9627	100.0%	826	100.0%	416	100.0%	873	100.0%	1496	100.0%	549	100.0%	287	100.0%	14074	100.0%

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Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Opiate Substitution*

		Ethnic/Racial Background															
		White/European American		Black/African American		Asian/Pacific Islander		Native American		Hispanic		Multiracial		Other		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	888	41.1%	62	43.1%	16	47.1%	78	41.5%	39	45.9%	58	43.9%	18	33.3%	1159	41.4%
	Mostly satisfied	1092	50.6%	71	49.3%	18	52.9%	102	54.3%	40	47.1%	63	47.7%	29	53.7%	1415	50.6%
	Subtotal	1980	91.7%	133	92.4%	34	100.0%	180	95.7%	79	92.9%	121	91.7%	47	87.0%	2574	92.0%
	Dissatisfied	125	5.8%	7	4.9%	0	.0%	4	2.1%	3	3.5%	4	3.0%	5	9.3%	148	5.3%
	Very dissatisfied	43	2.0%	4	2.8%	0	.0%	2	1.1%	2	2.4%	5	3.8%	2	3.7%	58	2.1%
	Subtotal	168	7.8%	11	7.6%	0	.0%	6	3.2%	5	5.9%	9	6.8%	7	13.0%	206	7.4%
	Did not respond	12	.6%	0	.0%	0	.0%	2	1.1%	1	1.2%	2	1.5%	0	.0%	17	.6%
	Total	2160	100.0%	144	100.0%	34	100.0%	188	100.0%	85	100.0%	132	100.0%	54	100.0%	2797	100.0%
Q2. Would you say our staff treated you with respect?	All of the time	1412	65.4%	89	61.8%	24	70.6%	117	62.2%	59	69.4%	82	62.1%	25	46.3%	1808	64.6%
	Some of the time	613	28.4%	47	32.6%	10	29.4%	60	31.9%	21	24.7%	42	31.8%	23	42.6%	816	29.2%
	Subtotal	2025	93.8%	136	94.4%	34	100.0%	177	94.1%	80	94.1%	124	93.9%	48	88.9%	2624	93.8%
	Little of the time	104	4.8%	7	4.9%	0	.0%	8	4.3%	3	3.5%	4	3.0%	5	9.3%	131	4.7%
	Never	13	.6%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	1	1.9%	14	.5%
	Subtotal	117	5.4%	7	4.9%	0	.0%	8	4.3%	3	3.5%	4	3.0%	6	11.1%	145	5.2%
	Did not respond	18	.8%	1	.7%	0	.0%	3	1.6%	2	2.4%	4	3.0%	0	.0%	28	1.0%
	Total	2160	100.0%	144	100.0%	34	100.0%	188	100.0%	85	100.0%	132	100.0%	54	100.0%	2797	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 23, 2009.

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 6
Adult Patient Responses to Questions 1 and 3 by Treatment Modality and Length of Stay in Treatment
Intensive Inpatient

		Length of Stay in Treatment									
		7 days or less		8 - 14 days		Over 14 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	106	43.8%	67	44.1%	140	52.0%	66	52.0%	379	48.0%
	Mostly satisfied	124	51.2%	78	51.3%	121	45.0%	54	42.5%	377	47.7%
	Subtotal	230	95.0%	145	95.4%	261	97.0%	120	94.5%	756	95.7%
	Dissatisfied	12	5.0%	4	2.6%	6	2.2%	7	5.5%	29	3.7%
	Very dissatisfied	0	.0%	2	1.3%	2	.7%	0	.0%	4	.5%
	Subtotal	12	5.0%	6	3.9%	8	3.0%	7	5.5%	33	4.2%
	Did not respond	0	.0%	1	.7%	0	.0%	0	.0%	1	.1%
	Total	242	100.0%	152	100.0%	269	100.0%	127	100.0%	790	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	180	74.4%	94	61.8%	157	58.4%	80	63.0%	511	64.7%
	Some of the time	50	20.7%	51	33.6%	99	36.8%	37	29.1%	237	30.0%
	Subtotal	230	95.0%	145	95.4%	256	95.2%	117	92.1%	748	94.7%
	Little of the time	9	3.7%	3	2.0%	11	4.1%	8	6.3%	31	3.9%
	Never	2	.8%	0	.0%	0	.0%	0	.0%	2	.3%
	Subtotal	11	4.5%	3	2.0%	11	4.1%	8	6.3%	33	4.2%
	Did not respond	1	.4%	4	2.6%	2	.7%	2	1.6%	9	1.1%
	Total	242	100.0%	152	100.0%	269	100.0%	127	100.0%	790	100.0%

Recovery House

		Length of Stay in Treatment									
		20 days or less		21 - 40 days		Over 40 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	5	27.8%	3	75.0%	5	31.2%	1	33.3%	14	34.1%
	Mostly satisfied	12	66.7%	1	25.0%	11	68.8%	2	66.7%	26	63.4%
	Subtotal	17	94.4%	4	100.0%	16	100.0%	3	100.0%	40	97.6%
	Dissatisfied	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Very dissatisfied	1	5.6%	0	.0%	0	.0%	0	.0%	1	2.4%
	Subtotal	1	5.6%	0	.0%	0	.0%	0	.0%	1	2.4%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	18	100.0%	4	100.0%	16	100.0%	3	100.0%	41	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	5	27.8%	3	75.0%	7	43.8%	1	33.3%	16	39.0%
	Some of the time	7	38.9%	1	25.0%	6	37.5%	2	66.7%	16	39.0%
	Subtotal	12	66.7%	4	100.0%	13	81.2%	3	100.0%	32	78.0%
	Little of the time	6	33.3%	0	.0%	3	18.8%	0	.0%	9	22.0%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	6	33.3%	0	.0%	3	18.8%	0	.0%	9	22.0%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	18	100.0%	4	100.0%	16	100.0%	3	100.0%	41	100.0%

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Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Long-term Residential											
		Length of Stay in Treatment									
		30 days or less		31 - 60 days		Over 60 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	106	34.3%	48	32.2%	24	26.4%	24	28.9%	202	32.0%
	Mostly satisfied	182	58.9%	87	58.4%	59	64.8%	50	60.2%	378	59.8%
	Subtotal	288	93.2%	135	90.6%	83	91.2%	74	89.2%	580	91.8%
	Dissatisfied	18	5.8%	10	6.7%	7	7.7%	6	7.2%	41	6.5%
	Very dissatisfied	3	1.0%	2	1.3%	1	1.1%	2	2.4%	8	1.3%
	Subtotal	21	6.8%	12	8.1%	8	8.8%	8	9.6%	49	7.8%
	Did not respond	0	.0%	2	1.3%	0	.0%	1	1.2%	3	.5%
	Total	309	100.0%	149	100.0%	91	100.0%	83	100.0%	632	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	148	47.9%	79	53.0%	40	44.0%	31	37.3%	298	47.2%
	Some of the time	143	46.3%	62	41.6%	44	48.4%	47	56.6%	296	46.8%
	Subtotal	291	94.2%	141	94.6%	84	92.3%	78	94.0%	594	94.0%
	Little of the time	14	4.5%	7	4.7%	7	7.7%	4	4.8%	32	5.1%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	14	4.5%	7	4.7%	7	7.7%	4	4.8%	32	5.1%
	Did not respond	4	1.3%	1	.7%	0	.0%	1	1.2%	6	.9%
	Total	309	100.0%	149	100.0%	91	100.0%	83	100.0%	632	100.0%

Outpatient/Intensive Outpatient											
		Length of Stay in Treatment									
		30 days or less		31 - 60 days		Over 60 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	1582	56.6%	910	61.1%	4759	62.5%	1544	59.4%	8795	60.6%
	Mostly satisfied	1124	40.2%	540	36.3%	2683	35.2%	947	36.4%	5294	36.5%
	Subtotal	2706	96.7%	1450	97.4%	7442	97.7%	2491	95.8%	14089	97.1%
	Dissatisfied	58	2.1%	27	1.8%	121	1.6%	61	2.3%	267	1.8%
	Very dissatisfied	19	.7%	5	.3%	36	.5%	27	1.0%	87	.6%
	Subtotal	77	2.8%	32	2.1%	157	2.1%	88	3.4%	354	2.4%
	Did not respond	14	.5%	7	.5%	18	.2%	22	.8%	61	.4%
	Total	2797	100.0%	1489	100.0%	7617	100.0%	2601	100.0%	14504	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	2471	88.3%	1336	89.7%	6688	87.8%	2220	85.4%	12715	87.7%
	Some of the time	279	10.0%	135	9.1%	830	10.9%	330	12.7%	1574	10.9%
	Subtotal	2750	98.3%	1471	98.8%	7518	98.7%	2550	98.0%	14289	98.5%
	Little of the time	32	1.1%	7	.5%	57	.7%	18	.7%	114	.8%
	Never	1	.0%	3	.2%	14	.2%	7	.3%	25	.2%
	Subtotal	33	1.2%	10	.7%	71	.9%	25	1.0%	139	1.0%
	Did not respond	14	.5%	8	.5%	28	.4%	26	1.0%	76	.5%
	Total	2797	100.0%	1489	100.0%	7617	100.0%	2601	100.0%	14504	100.0%

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Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

		Opiate Substitution*									
		Length of Stay in Treatment									
		90 days or less		91 - 180 days		Over 180 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	218	47.1%	83	40.7%	501	40.7%	427	38.1%	1229	40.7%
	Mostly satisfied	206	44.5%	104	51.0%	626	50.9%	598	53.3%	1534	50.8%
	Subtotal	424	91.6%	187	91.7%	1127	91.6%	1025	91.4%	2763	91.6%
	Dissatisfied	25	5.4%	11	5.4%	67	5.4%	65	5.8%	168	5.6%
	Very dissatisfied	10	2.2%	5	2.5%	30	2.4%	23	2.1%	68	2.3%
	Subtotal	35	7.6%	16	7.8%	97	7.9%	88	7.9%	236	7.8%
	Did not respond	4	.9%	1	.5%	6	.5%	8	.7%	19	.6%
	Total	463	100.0%	204	100.0%	1230	100.0%	1121	100.0%	3018	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	322	69.5%	134	65.7%	782	63.6%	685	61.1%	1923	63.7%
	Some of the time	118	25.5%	57	27.9%	371	30.2%	352	31.4%	898	29.8%
	Subtotal	440	95.0%	191	93.6%	1153	93.7%	1037	92.5%	2821	93.5%
	Little of the time	19	4.1%	9	4.4%	56	4.6%	60	5.4%	144	4.8%
	Never	0	.0%	1	.5%	7	.6%	7	.6%	15	.5%
	Subtotal	19	4.1%	10	4.9%	63	5.1%	67	6.0%	159	5.3%
	Did not respond	4	.9%	3	1.5%	14	1.1%	17	1.5%	38	1.3%
	Total	463	100.0%	204	100.0%	1230	100.0%	1121	100.0%	3018	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey during the week of March 23, 2009.

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 7
Adult Patient Responses to Questions 1 and 3 by Treatment Modality and Funding
Residential Treatment

		Source of Funding							
		Private		Public		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	107	53.0%	374	37.1%	114	44.9%	595	40.7%
	Mostly satisfied	88	43.6%	561	55.7%	132	52.0%	781	53.4%
	Subtotal	195	96.5%	935	92.9%	246	96.9%	1376	94.1%
	Dissatisfied	5	2.5%	58	5.8%	7	2.8%	70	4.8%
	Very dissatisfied	1	.5%	11	1.1%	1	.4%	13	.9%
	Subtotal	6	3.0%	69	6.9%	8	3.1%	83	5.7%
	Did not respond	1	.5%	3	.3%	0	.0%	4	.3%
	Total	202	100.0%	1007	100.0%	254	100.0%	1463	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	146	72.3%	524	52.0%	155	61.0%	825	56.4%
	Some of the time	47	23.3%	415	41.2%	87	34.3%	549	37.5%
	Subtotal	193	95.5%	939	93.2%	242	95.3%	1374	93.9%
	Little of the time	6	3.0%	59	5.9%	7	2.8%	72	4.9%
	Never	0	.0%	2	.2%	0	.0%	2	.1%
	Subtotal	6	3.0%	61	6.1%	7	2.8%	74	5.1%
	Did not respond	3	1.5%	7	.7%	5	2.0%	15	1.0%
	Total	202	100.0%	1007	100.0%	254	100.0%	1463	100.0%

Outpatient/Intensive Outpatient

		Source of Funding							
		Private		Public		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Q1. In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	4347	62.2%	2832	59.0%	1616	59.5%	8795	60.6%
	Mostly satisfied	2487	35.6%	1806	37.6%	1001	36.9%	5294	36.5%
	Subtotal	6834	97.8%	4638	96.6%	2617	96.4%	14089	97.1%
	Dissatisfied	105	1.5%	102	2.1%	60	2.2%	267	1.8%
	Very dissatisfied	27	.4%	38	.8%	22	.8%	87	.6%
	Subtotal	132	1.9%	140	2.9%	82	3.0%	354	2.4%
	Did not respond	24	.3%	21	.4%	16	.6%	61	.4%
	Total	6990	100.0%	4799	100.0%	2715	100.0%	14504	100.0%
Q3. Would you say our staff treated you with respect?	All of the time	6302	90.2%	4095	85.3%	2318	85.4%	12715	87.7%
	Some of the time	616	8.8%	618	12.9%	340	12.5%	1574	10.9%
	Subtotal	6918	99.0%	4713	98.2%	2658	97.9%	14289	98.5%
	Little of the time	44	.6%	44	.9%	26	1.0%	114	.8%
	Never	10	.1%	12	.3%	3	.1%	25	.2%
	Subtotal	54	.8%	56	1.2%	29	1.1%	139	1.0%
	Did not respond	18	.3%	30	.6%	28	1.0%	76	.5%
	Total	6990	100.0%	4799	100.0%	2715	100.0%	14504	100.0%

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Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

		Source of Funding								
		Private		Public		Unknown		Total		
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	
Q1. In an overall, general sense, how satisfied are you with the service you have received?		Very satisfied	421	43.8%	471	39.8%	337	38.6%	1229	40.7%
		Mostly satisfied	467	48.6%	621	52.4%	446	51.1%	1534	50.8%
		Subtotal	888	92.4%	1092	92.2%	783	89.7%	2763	91.6%
		Dissatisfied	49	5.1%	57	4.8%	62	7.1%	168	5.6%
		Very dissatisfied	22	2.3%	25	2.1%	21	2.4%	68	2.3%
		Subtotal	71	7.4%	82	6.9%	83	9.5%	236	7.8%
		Did not respond	2	.2%	10	.8%	7	.8%	19	.6%
		Total	961	100.0%	1184	100.0%	873	100.0%	3018	100.0%
Q3. Would you say our staff treated you with respect?		All of the time	673	70.0%	730	61.7%	520	59.6%	1923	63.7%
		Some of the time	242	25.2%	374	31.6%	282	32.3%	898	29.8%
		Subtotal	915	95.2%	1104	93.2%	802	91.9%	2821	93.5%
		Little of the time	35	3.6%	65	5.5%	44	5.0%	144	4.8%
		Never	4	.4%	6	.5%	5	.6%	15	.5%
		Subtotal	39	4.1%	71	6.0%	49	5.6%	159	5.3%
		Did not respond	7	.7%	9	.8%	22	2.5%	38	1.3%
		Total	961	100.0%	1184	100.0%	873	100.0%	3018	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating methadone programs completed the survey during the week of March 23, 2009.

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 8
Comparing Responses Between Hispanic Patients Completing the Spanish Translation and Hispanic and Non-Hispanic Patients Completing the English Version

		Adult Community OP/IOP							
		Hispanics-Spanish Survey		Hispanics-English Survey		Non-Hispanics-English Survey		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	639	89.4%	492	63.0%	7635	58.9%	8766	60.6%
	Mostly satisfied	58	8.1%	273	35.0%	4954	38.2%	5285	36.5%
	Subtotal	697	97.5%	765	98.0%	12589	97.1%	14051	97.1%
	Dissatisfied	6	.8%	8	1.0%	253	2.0%	267	1.8%
	Very dissatisfied	3	.4%	6	.8%	78	.6%	87	.6%
	Subtotal	9	1.3%	14	1.8%	331	2.6%	354	2.4%
	Did not respond	9	1.3%	2	.3%	50	.4%	61	.4%
	Total	715	100.0%	781	100.0%	12970	100.0%	14466	100.0%
In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	608	85.0%	472	60.4%	7471	57.6%	8551	59.1%
	Mostly satisfied	93	13.0%	283	36.2%	5059	39.0%	5435	37.6%
	Subtotal	701	98.0%	755	96.7%	12530	96.6%	13986	96.7%
	Dissatisfied	0	.0%	20	2.6%	322	2.5%	342	2.4%
	Very dissatisfied	4	.6%	5	.6%	72	.6%	81	.6%
	Subtotal	4	.6%	25	3.2%	394	3.0%	423	2.9%
	Did not respond	10	1.4%	1	.1%	46	.4%	57	.4%
	Total	715	100.0%	781	100.0%	12970	100.0%	14466	100.0%
Would you say our staff treated you with respect?	All of the time	661	92.4%	693	88.7%	11325	87.3%	12679	87.6%
	Some of the time	35	4.9%	78	10.0%	1460	11.3%	1573	10.9%
	Subtotal	696	97.3%	771	98.7%	12785	98.6%	14252	98.5%
	Little of the time	6	.8%	6	.8%	101	.8%	113	.8%
	Never	3	.4%	1	.1%	21	.2%	25	.2%
	Subtotal	9	1.3%	7	.9%	122	.9%	138	1.0%
	Did not respond	10	1.4%	3	.4%	63	.5%	76	.5%
	Total	715	100.0%	781	100.0%	12970	100.0%	14466	100.0%
How do you rate the helpfulness of the group sessions?	Very helpful	657	91.9%	590	75.5%	8236	63.5%	9483	65.6%
	Somewhat helpful	35	4.9%	165	21.1%	4027	31.0%	4227	29.2%
	Subtotal	692	96.8%	755	96.7%	12263	94.5%	13710	94.8%
	Not helpful	1	.1%	12	1.5%	312	2.4%	325	2.2%
	Made things worse	0	.0%	2	.3%	33	.3%	35	.2%
	Subtotal	1	.1%	14	1.8%	345	2.7%	360	2.5%
	Did not receive	4	.6%	7	.9%	236	1.8%	247	1.7%
	Did not respond	18	2.5%	5	.6%	126	1.0%	149	1.0%
Total	715	100.0%	781	100.0%	12970	100.0%	14466	100.0%	

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Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

How do you rate the helpfulness of the individual counseling?	Very helpful	604	84.5%	585	74.9%	8506	65.6%	9695	67.0%
	Somewhat helpful	57	8.0%	138	17.7%	3011	23.2%	3206	22.2%
	Subtotal	661	92.4%	723	92.6%	11517	88.8%	12901	89.2%
	Not helpful	2	.3%	13	1.7%	336	2.6%	351	2.4%
	Made things worse	1	.1%	5	.6%	31	.2%	37	.3%
	Subtotal	3	.4%	18	2.3%	367	2.8%	388	2.7%
	Did not receive	26	3.6%	30	3.8%	903	7.0%	959	6.6%
	Did not respond	25	3.5%	10	1.3%	183	1.4%	218	1.5%
	Total	715	100.0%	781	100.0%	12970	100.0%	14466	100.0%
If you were to seek help again, would you come back to this program?	Yes, definitely	571	79.9%	535	68.5%	8014	61.8%	9120	63.0%
	Yes, probably	107	15.0%	185	23.7%	3821	29.5%	4113	28.4%
	Subtotal	678	94.8%	720	92.2%	11835	91.2%	13233	91.5%
	No, probably not	9	1.3%	28	3.6%	614	4.7%	651	4.5%
	No, definitely not	8	1.1%	14	1.8%	189	1.5%	211	1.5%
	Subtotal	17	2.4%	42	5.4%	803	6.2%	862	6.0%
	Did not respond	20	2.8%	19	2.4%	332	2.6%	371	2.6%
	Total	715	100.0%	781	100.0%	12970	100.0%	14466	100.0%

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 9
Comparing Responses Between Hispanic Patients Completing the Spanish Translation and Hispanic and Non-Hispanic Patients Completing the English Version

		Adult Community OP/IOP							
		Hispanics-Spanish Survey		Hispanics-English Survey		Non-Hispanics-English Survey		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Did you need legal services?	Yes	384	53.7%	262	33.5%	3744	28.9%	4390	30.3%
	No	296	41.4%	490	62.7%	8973	69.2%	9759	67.5%
	Did not respond	35	4.9%	29	3.7%	253	2.0%	317	2.2%
	Total	715	100.0%	781	100.0%	12970	100.0%	14466	100.0%
If yes, how helpful were we in assisting you to identify and find legal services?	Very helpful	178	46.4%	152	58.0%	1929	51.5%	2259	51.5%
	Somewhat helpful	71	18.5%	73	27.9%	1073	28.7%	1217	27.7%
	Subtotal	249	64.8%	225	85.9%	3002	80.2%	3476	79.2%
	Not very helpful	52	13.5%	12	4.6%	283	7.6%	347	7.9%
	Not helpful at all	11	2.9%	16	6.1%	273	7.3%	300	6.8%
	Subtotal	63	16.4%	28	10.7%	556	14.9%	647	14.7%
	Total	72	18.8%	9	3.4%	186	5.0%	267	6.1%
Did you need medical services?	Yes	274	38.3%	160	20.5%	2722	21.0%	3156	21.8%
	No	411	57.5%	597	76.4%	9985	77.0%	10993	76.0%
	Did not respond	30	4.2%	24	3.1%	263	2.0%	317	2.2%
	Total	715	100.0%	781	100.0%	12970	100.0%	14466	100.0%
If yes, how helpful were we in assisting you to identify and find medical services?	Very helpful	90	32.8%	95	59.4%	1492	54.8%	1677	53.1%
	Somewhat helpful	77	28.1%	38	23.8%	746	27.4%	861	27.3%
	Subtotal	167	60.9%	133	83.1%	2238	82.2%	2538	80.4%
	Not very helpful	59	21.5%	7	4.4%	187	6.9%	253	8.0%
	Not helpful at all	9	3.3%	11	6.9%	156	5.7%	176	5.6%
	Subtotal	68	24.8%	18	11.2%	343	12.6%	429	13.6%
	Total	39	14.2%	9	5.6%	141	5.2%	189	6.0%
Did you need family services?	Yes	191	26.7%	117	15.0%	1547	11.9%	1855	12.8%
	No	489	68.4%	640	81.9%	11127	85.8%	12256	84.7%
	Did not respond	35	4.9%	24	3.1%	296	2.3%	355	2.5%
	Total	715	100.0%	781	100.0%	12970	100.0%	14466	100.0%
If yes, how helpful were we in assisting you to identify and find family services?	Very helpful	42	22.0%	67	57.3%	773	50.0%	882	47.5%
	Somewhat helpful	41	21.5%	25	21.4%	421	27.2%	487	26.3%
	Subtotal	83	43.5%	92	78.6%	1194	77.2%	1369	73.8%
	Not very helpful	67	35.1%	9	7.7%	126	8.1%	202	10.9%
	Not helpful at all	9	4.7%	11	9.4%	124	8.0%	144	7.8%
	Subtotal	76	39.8%	20	17.1%	250	16.2%	346	18.7%
	Total	32	16.8%	5	4.3%	103	6.7%	140	7.5%
Total	191	100.0%	117	100.0%	1547	100.0%	1855	100.0%	

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Appendix A: Results for Community Treatment Programs

Did you need mental health services?	Yes	164	22.9%	132	16.9%	2949	22.7%	3245	22.4%
	No	521	72.9%	623	79.8%	9754	75.2%	10898	75.3%
	Did not respond	30	4.2%	26	3.3%	267	2.1%	323	2.2%
	Total	715	100.0%	781	100.0%	12970	100.0%	14466	100.0%
If yes, how helpful were we in assisting you to identify and find mental health services?	Very helpful	32	19.5%	73	55.3%	1675	56.8%	1780	54.9%
	Somewhat helpful	27	16.5%	32	24.2%	713	24.2%	772	23.8%
	Subtotal	59	36.0%	105	79.5%	2388	81.0%	2552	78.6%
	Not very helpful	77	47.0%	6	4.5%	199	6.7%	282	8.7%
	Not helpful at all	10	6.1%	12	9.1%	167	5.7%	189	5.8%
	Subtotal	87	53.0%	18	13.6%	366	12.4%	471	14.5%
	Did not respond	18	11.0%	9	6.8%	195	6.6%	222	6.8%
	Total	164	100.0%	132	100.0%	2949	100.0%	3245	100.0%
Did you need educational or vocational services?	Yes	208	29.1%	98	12.5%	1698	13.1%	2004	13.9%
	No	472	66.0%	655	83.9%	11004	84.8%	12131	83.9%
	Did not respond	35	4.9%	28	3.6%	268	2.1%	331	2.3%
	Total	715	100.0%	781	100.0%	12970	100.0%	14466	100.0%
If yes, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	72	34.6%	39	39.8%	716	42.2%	827	41.3%
	Somewhat helpful	47	22.6%	29	29.6%	460	27.1%	536	26.7%
	Subtotal	119	57.2%	68	69.4%	1176	69.3%	1363	68.0%
	Not very helpful	60	28.8%	10	10.2%	202	11.9%	272	13.6%
	Not helpful at all	6	2.9%	13	13.3%	160	9.4%	179	8.9%
	Subtotal	66	31.7%	23	23.5%	362	21.3%	451	22.5%
	Did not respond	23	11.1%	7	7.1%	160	9.4%	190	9.5%
	Total	208	100.0%	98	100.0%	1698	100.0%	2004	100.0%
Did you need employment services?	Yes	225	31.5%	104	13.3%	1804	13.9%	2133	14.7%
	No	458	64.1%	651	83.4%	10901	84.0%	12010	83.0%
	Did not respond	32	4.5%	26	3.3%	265	2.0%	323	2.2%
	Total	715	100.0%	781	100.0%	12970	100.0%	14466	100.0%
If yes, how helpful were we in assisting you to identify and find employment services?	Very helpful	82	36.4%	32	30.8%	563	31.2%	677	31.7%
	Somewhat helpful	36	16.0%	29	27.9%	499	27.7%	564	26.4%
	Subtotal	118	52.4%	61	58.7%	1062	58.9%	1241	58.2%
	Not very helpful	66	29.3%	14	13.5%	298	16.5%	378	17.7%
	Not helpful at all	7	3.1%	19	18.3%	269	14.9%	295	13.8%
	Subtotal	73	32.4%	33	31.7%	567	31.4%	673	31.6%
	Did not respond	34	15.1%	10	9.6%	175	9.7%	219	10.3%
	Total	225	100.0%	104	100.0%	1804	100.0%	2133	100.0%

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 10
Comparing Patient Characteristics Between Hispanic Patients Completing the Spanish Translation and Hispanic and Non-Hispanic Patients Completing the English Version of the Adult Patient Satisfaction Survey

		Adult Community Outpatient/Intensive Outpatient					
		Hispanics Completing Spanish Survey		Hispanics Completing English Survey		Non-Hispanics Completing English Survey	
		Count	Column %	Count	Column %	Count	Column %
Age	20 and younger	23	3.0%	55	8.1%	604	4.9%
	21 - 25	152	20.0%	174	25.6%	2081	16.8%
	26 - 30	170	22.4%	129	18.9%	1829	14.7%
	31 - 35	122	16.1%	88	12.9%	1406	11.3%
	36 - 40	101	13.3%	66	9.7%	1495	12.0%
	41 - 45	62	8.2%	61	9.0%	1519	12.2%
	46 - 50	33	4.3%	47	6.9%	1292	10.4%
	51 - 55	21	2.8%	30	4.4%	820	6.6%
	Over 55	21	2.8%	13	1.9%	818	6.6%
	Unknown	55	7.2%	18	2.6%	559	4.5%
Total	760	100.0%	681	100.0%	12423	100.0%	
Gender	Male	726	95.5%	521	76.5%	8384	67.5%
	Female	13	1.7%	150	22.0%	3668	29.5%
	Unknown	21	2.8%	10	1.5%	371	3.0%
	Total	760	100.0%	681	100.0%	12423	100.0%
Ethnic/Racial Background	White/European American	0	.0%	0	.0%	9405	75.7%
	Black/African American	0	.0%	0	.0%	667	5.4%
	Asian/Pacific Islander	0	.0%	0	.0%	358	2.9%
	Native American/Eskimo/Aleut	0	.0%	0	.0%	854	6.9%
	Hispanic	760	100.0%	681	100.0%	0	.0%
	Multiracial	0	.0%	0	.0%	255	2.1%
	Other	0	.0%	0	.0%	273	2.2%
	Unknown	0	.0%	0	.0%	611	4.9%
Total	760	100.0%	681	100.0%	12423	100.0%	
Length of Stay in Treatment	15 days or less	37	4.9%	61	9.0%	1010	8.1%
	16 - 30 days	56	7.4%	43	6.3%	947	7.6%
	31 - 45 days	53	7.0%	30	4.4%	643	5.2%
	46 - 60 days	32	4.2%	45	6.6%	612	4.9%
	61 - 75 days	50	6.6%	29	4.3%	605	4.9%
	76 - 90 days	38	5.0%	22	3.2%	394	3.2%
	Over 90 days	387	50.9%	250	36.7%	4848	39.0%
	Unknown	107	14.1%	201	29.5%	3364	27.1%
	Total	760	100.0%	681	100.0%	12423	100.0%
Source of Funding	Private	565	74.3%	338	49.6%	6142	49.4%
	Public	131	17.2%	206	30.2%	3658	29.4%
	Unknown	64	8.4%	137	20.1%	2623	21.1%
	Total	760	100.0%	681	100.0%	12423	100.0%

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 11a
Responses to Questions 1-6 of the DBHR Adult Patient Satisfaction Survey by Year of Survey in Intensive Inpatient

		Year											
		2004		2005		2006		2007		2009		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	307	51.5%	335	48.6%	379	48.5%	398	45.0%	379	48.0%	1798	48.0%
	Mostly satisfied	257	43.1%	321	46.5%	362	46.3%	443	50.1%	377	47.7%	1760	47.0%
	Subtotal	564	94.6%	656	95.1%	741	94.8%	841	95.1%	756	95.7%	3558	95.1%
	Dissatisfied	21	3.5%	25	3.6%	24	3.1%	35	4.0%	29	3.7%	134	3.6%
	Very dissatisfied	8	1.3%	6	.9%	11	1.4%	6	.7%	4	.5%	35	.9%
	Subtotal	29	4.9%	31	4.5%	35	4.5%	41	4.6%	33	4.2%	169	4.5%
	Did not respond	3	.5%	3	.4%	6	.8%	2	.2%	1	.1%	15	.4%
	Total	596	100.0%	690	100.0%	782	100.0%	884	100.0%	790	100.0%	3742	100.0%
In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	296	49.7%	319	46.2%	379	48.5%	376	42.5%	346	43.8%	1716	45.9%
	Mostly satisfied	247	41.4%	307	44.5%	333	42.6%	403	45.6%	364	46.1%	1654	44.2%
	Subtotal	543	91.1%	626	90.7%	712	91.0%	779	88.1%	710	89.9%	3370	90.1%
	Dissatisfied	41	6.9%	49	7.1%	54	6.9%	85	9.6%	68	8.6%	297	7.9%
	Very dissatisfied	8	1.3%	14	2.0%	12	1.5%	17	1.9%	9	1.1%	60	1.6%
	Subtotal	49	8.2%	63	9.1%	66	8.4%	102	11.5%	77	9.7%	357	9.5%
	Did not respond	4	.7%	1	.1%	4	.5%	3	.3%	3	.4%	15	.4%
	Total	596	100.0%	690	100.0%	782	100.0%	884	100.0%	790	100.0%	3742	100.0%
Would you say our staff treated you with respect?	All of the time	399	66.9%	452	65.5%	488	62.4%	564	63.8%	511	64.7%	2414	64.5%
	Some of the time	180	30.2%	209	30.3%	262	33.5%	291	32.9%	237	30.0%	1179	31.5%
	Subtotal	579	97.1%	661	95.8%	750	95.9%	855	96.7%	748	94.7%	3593	96.0%
	Little of the time	12	2.0%	24	3.5%	20	2.6%	19	2.1%	31	3.9%	106	2.8%
	Never	1	.2%	3	.4%	4	.5%	2	.2%	2	.3%	12	.3%
	Subtotal	13	2.2%	27	3.9%	24	3.1%	21	2.4%	33	4.2%	118	3.2%
	Did not respond	4	.7%	2	.3%	8	1.0%	8	.9%	9	1.1%	31	.8%
	Total	596	100.0%	690	100.0%	782	100.0%	884	100.0%	790	100.0%	3742	100.0%
How do you rate the helpfulness of the group sessions?	Very helpful	390	65.4%	438	63.5%	512	65.5%	561	63.5%	549	69.5%	2450	65.5%
	Somewhat helpful	181	30.4%	225	32.6%	240	30.7%	289	32.7%	212	26.8%	1147	30.7%
	Subtotal	571	95.8%	663	96.1%	752	96.2%	850	96.2%	761	96.3%	3597	96.1%
	Not helpful	12	2.0%	11	1.6%	17	2.2%	17	1.9%	14	1.8%	71	1.9%
	Made things worse	2	.3%	1	.1%	1	.1%	2	.2%	2	.3%	8	.2%
	Subtotal	14	2.3%	12	1.7%	18	2.3%	19	2.1%	16	2.0%	79	2.1%
	Did not receive	8	1.3%	9	1.3%	9	1.2%	7	.8%	8	1.0%	41	1.1%
	Did not respond	3	.5%	6	.9%	3	.4%	8	.9%	5	.6%	25	.7%
Total	596	100.0%	690	100.0%	782	100.0%	884	100.0%	790	100.0%	3742	100.0%	

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Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

How do you rate the helpfulness of the individual counseling?	Very helpful	349	58.6%	389	56.4%	448	57.3%	512	57.9%	486	61.5%	2184	58.4%
	Somewhat helpful	109	18.3%	167	24.2%	202	25.8%	212	24.0%	183	23.2%	873	23.3%
	Subtotal	458	76.8%	556	80.6%	650	83.1%	724	81.9%	669	84.7%	3057	81.7%
	Not helpful	19	3.2%	23	3.3%	23	2.9%	39	4.4%	26	3.3%	130	3.5%
	Made things worse	1	.2%	1	.1%	2	.3%	1	.1%	0	.0%	5	.1%
	Subtotal	20	3.4%	24	3.5%	25	3.2%	40	4.5%	26	3.3%	135	3.6%
	Did not receive	113	19.0%	95	13.8%	92	11.8%	109	12.3%	85	10.8%	494	13.2%
	Did not respond	5	.8%	15	2.2%	15	1.9%	11	1.2%	10	1.3%	56	1.5%
	Total	596	100.0%	690	100.0%	782	100.0%	884	100.0%	790	100.0%	3742	100.0%
Would you come back to this program?	Yes, definitely	314	52.7%	348	50.4%	420	53.7%	422	47.7%	406	51.4%	1910	51.0%
	Yes, probably	188	31.5%	201	29.1%	234	29.9%	302	34.2%	236	29.9%	1161	31.0%
	Subtotal	502	84.2%	549	79.6%	654	83.6%	724	81.9%	642	81.3%	3071	82.1%
	No, probably not	56	9.4%	94	13.6%	79	10.1%	107	12.1%	100	12.7%	436	11.7%
	No, definitely not	19	3.2%	23	3.3%	29	3.7%	28	3.2%	28	3.5%	127	3.4%
	Subtotal	75	12.6%	117	17.0%	108	13.8%	135	15.3%	128	16.2%	563	15.0%
	Did not respond	19	3.2%	24	3.5%	20	2.6%	25	2.8%	20	2.5%	108	2.9%
	Total	596	100.0%	690	100.0%	782	100.0%	884	100.0%	790	100.0%	3742	100.0%

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 11b
Responses to Questions 1-6 of the DBHR Adult Patient Satisfaction Survey by Year of Survey in Recovery House

		Year											
		2004		2005		2006		2007		2009		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	61	55.5%	49	45.4%	25	44.6%	25	29.4%	14	34.1%	174	43.5%
	Mostly satisfied	42	38.2%	53	49.1%	25	44.6%	52	61.2%	26	63.4%	198	49.5%
	Subtotal	103	93.6%	102	94.4%	50	89.3%	77	90.6%	40	97.6%	372	93.0%
	Dissatisfied	4	3.6%	4	3.7%	3	5.4%	8	9.4%	0	.0%	19	4.8%
	Very dissatisfied	1	.9%	2	1.9%	2	3.6%	0	.0%	1	2.4%	6	1.5%
	Subtotal	5	4.5%	6	5.6%	5	8.9%	8	9.4%	1	2.4%	25	6.2%
	Did not respond	2	1.8%	0	.0%	1	1.8%	0	.0%	0	.0%	3	.8%
	Total	110	100.0%	108	100.0%	56	100.0%	85	100.0%	41	100.0%	400	100.0%
In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	46	41.8%	40	37.0%	20	35.7%	26	30.6%	23	56.1%	155	38.8%
	Mostly satisfied	58	52.7%	58	53.7%	25	44.6%	40	47.1%	18	43.9%	199	49.8%
	Subtotal	104	94.5%	98	90.7%	45	80.4%	66	77.6%	41	100.0%	354	88.5%
	Dissatisfied	5	4.5%	7	6.5%	8	14.3%	16	18.8%	0	.0%	36	9.0%
	Very dissatisfied	0	.0%	3	2.8%	3	5.4%	3	3.5%	0	.0%	9	2.2%
	Subtotal	5	4.5%	10	9.3%	11	19.6%	19	22.4%	0	.0%	45	11.2%
	Did not respond	1	.9%	0	.0%	0	.0%	0	.0%	0	.0%	1	.2%
	Total	110	100.0%	108	100.0%	56	100.0%	85	100.0%	41	100.0%	400	100.0%
Would you say our staff treated you with respect?	All of the time	72	65.5%	64	59.3%	23	41.1%	34	40.0%	16	39.0%	209	52.2%
	Some of the time	35	31.8%	40	37.0%	30	53.6%	47	55.3%	16	39.0%	168	42.0%
	Subtotal	107	97.3%	104	96.3%	53	94.6%	81	95.3%	32	78.0%	377	94.2%
	Little of the time	1	.9%	3	2.8%	3	5.4%	3	3.5%	9	22.0%	19	4.8%
	Never	0	.0%	1	.9%	0	.0%	0	.0%	0	.0%	1	.2%
	Subtotal	1	.9%	4	3.7%	3	5.4%	3	3.5%	9	22.0%	20	5.0%
	Did not respond	2	1.8%	0	.0%	0	.0%	1	1.2%	0	.0%	3	.8%
	Total	110	100.0%	108	100.0%	56	100.0%	85	100.0%	41	100.0%	400	100.0%
How do you rate the helpfulness of the group sessions?	Very helpful	76	69.1%	63	58.3%	34	60.7%	49	57.6%	11	26.8%	233	58.2%
	Somewhat helpful	29	26.4%	41	38.0%	19	33.9%	34	40.0%	27	65.9%	150	37.5%
	Subtotal	105	95.5%	104	96.3%	53	94.6%	83	97.6%	38	92.7%	383	95.8%
	Not helpful	2	1.8%	4	3.7%	3	5.4%	2	2.4%	2	4.9%	13	3.2%
	Made things worse	1	.9%	0	.0%	0	.0%	0	.0%	1	2.4%	2	.5%
	Subtotal	3	2.7%	4	3.7%	3	5.4%	2	2.4%	3	7.3%	15	3.8%
	Did not receive	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Did not respond	2	1.8%	0	.0%	0	.0%	0	.0%	0	.0%	2	.5%
Total	110	100.0%	108	100.0%	56	100.0%	85	100.0%	41	100.0%	400	100.0%	

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Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

How do you rate the helpfulness of the individual counseling?	Very helpful	82	74.5%	71	65.7%	33	58.9%	54	63.5%	17	41.5%	257	64.2%
	Somewhat helpful	20	18.2%	29	26.9%	18	32.1%	25	29.4%	22	53.7%	114	28.5%
	Subtotal	102	92.7%	100	92.6%	51	91.1%	79	92.9%	39	95.1%	371	92.8%
	Not helpful	3	2.7%	5	4.6%	0	.0%	3	3.5%	2	4.9%	13	3.2%
	Made things worse	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	3	2.7%	5	4.6%	0	.0%	3	3.5%	2	4.9%	13	3.2%
	Did not receive	2	1.8%	1	.9%	4	7.1%	2	2.4%	0	.0%	9	2.2%
	Did not respond	3	2.7%	2	1.9%	1	1.8%	1	1.2%	0	.0%	7	1.8%
	Total	110	100.0%	108	100.0%	56	100.0%	85	100.0%	41	100.0%	400	100.0%
Would you come back to this program?	Yes, definitely	65	59.1%	55	50.9%	27	48.2%	32	37.6%	15	36.6%	194	48.5%
	Yes, probably	26	23.6%	31	28.7%	16	28.6%	27	31.8%	13	31.7%	113	28.2%
	Subtotal	91	82.7%	86	79.6%	43	76.8%	59	69.4%	28	68.3%	307	76.8%
	No, probably not	14	12.7%	16	14.8%	6	10.7%	22	25.9%	9	22.0%	67	16.8%
	No, definitely not	3	2.7%	6	5.6%	4	7.1%	3	3.5%	2	4.9%	18	4.5%
	Subtotal	17	15.5%	22	20.4%	10	17.9%	25	29.4%	11	26.8%	85	21.2%
	Did not respond	2	1.8%	0	.0%	3	5.4%	1	1.2%	2	4.9%	8	2.0%
	Total	110	100.0%	108	100.0%	56	100.0%	85	100.0%	41	100.0%	400	100.0%

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Appendix A: Results for Community Treatment Programs

Table 11c
Responses to Questions 1-6 of the DBHR Adult Patient Satisfaction Survey by Year of Survey in Long-term Residential

		Year											
		2004		2005		2006		2007		2009		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	133	30.0%	134	31.4%	143	32.3%	121	29.3%	202	32.0%	733	31.1%
	Mostly satisfied	268	60.4%	254	59.5%	265	59.8%	242	58.6%	378	59.8%	1407	59.6%
	Subtotal	401	90.3%	388	90.9%	408	92.1%	363	87.9%	580	91.8%	2140	90.7%
	Dissatisfied	33	7.4%	30	7.0%	22	5.0%	39	9.4%	41	6.5%	165	7.0%
	Very dissatisfied	7	1.6%	4	.9%	9	2.0%	9	2.2%	8	1.3%	37	1.6%
	Subtotal	40	9.0%	34	8.0%	31	7.0%	48	11.6%	49	7.8%	202	8.6%
	Did not respond	3	.7%	5	1.2%	4	.9%	2	.5%	3	.5%	17	.7%
	Total	444	100.0%	427	100.0%	443	100.0%	413	100.0%	632	100.0%	2359	100.0%
In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	163	36.7%	157	36.8%	147	33.2%	125	30.3%	194	30.7%	786	33.3%
	Mostly satisfied	241	54.3%	219	51.3%	243	54.9%	216	52.3%	358	56.6%	1277	54.1%
	Subtotal	404	91.0%	376	88.1%	390	88.0%	341	82.6%	552	87.3%	2063	87.5%
	Dissatisfied	29	6.5%	48	11.2%	38	8.6%	56	13.6%	69	10.9%	240	10.2%
	Very dissatisfied	8	1.8%	1	.2%	12	2.7%	13	3.1%	6	.9%	40	1.7%
	Subtotal	37	8.3%	49	11.5%	50	11.3%	69	16.7%	75	11.9%	280	11.9%
	Did not respond	3	.7%	2	.5%	3	.7%	3	.7%	5	.8%	16	.7%
	Total	444	100.0%	427	100.0%	443	100.0%	413	100.0%	632	100.0%	2359	100.0%
Would you say our staff treated you with respect?	All of the time	217	48.9%	245	57.4%	206	46.5%	200	48.4%	298	47.2%	1166	49.4%
	Some of the time	194	43.7%	165	38.6%	210	47.4%	183	44.3%	296	46.8%	1048	44.4%
	Subtotal	411	92.6%	410	96.0%	416	93.9%	383	92.7%	594	94.0%	2214	93.9%
	Little of the time	24	5.4%	14	3.3%	19	4.3%	23	5.6%	32	5.1%	112	4.7%
	Never	2	.5%	0	.0%	4	.9%	3	.7%	0	.0%	9	.4%
	Subtotal	26	5.9%	14	3.3%	23	5.2%	26	6.3%	32	5.1%	121	5.1%
	Did not respond	7	1.6%	3	.7%	4	.9%	4	1.0%	6	.9%	24	1.0%
	Total	444	100.0%	427	100.0%	443	100.0%	413	100.0%	632	100.0%	2359	100.0%
How do you rate the helpfulness of the group sessions?	Very helpful	228	51.4%	213	49.9%	228	51.5%	209	50.6%	359	56.8%	1237	52.4%
	Somewhat helpful	188	42.3%	190	44.5%	190	42.9%	174	42.1%	243	38.4%	985	41.8%
	Subtotal	416	93.7%	403	94.4%	418	94.4%	383	92.7%	602	95.3%	2222	94.2%
	Not helpful	18	4.1%	21	4.9%	17	3.8%	17	4.1%	20	3.2%	93	3.9%
	Made things worse	3	.7%	0	.0%	2	.5%	4	1.0%	1	.2%	10	.4%
	Subtotal	21	4.7%	21	4.9%	19	4.3%	21	5.1%	21	3.3%	103	4.4%
	Did not receive	1	.2%	1	.2%	4	.9%	5	1.2%	5	.8%	16	.7%
	Did not respond	6	1.4%	2	.5%	2	.5%	4	1.0%	4	.6%	18	.8%
Total	444	100.0%	427	100.0%	443	100.0%	413	100.0%	632	100.0%	2359	100.0%	

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Appendix A: Results for Community Treatment Programs

How do you rate the helpfulness of the individual counseling?	Very helpful	215	48.4%	201	47.1%	224	50.6%	206	49.9%	360	57.0%	1206	51.1%
	Somewhat helpful	130	29.3%	120	28.1%	124	28.0%	115	27.8%	186	29.4%	675	28.6%
	Subtotal	345	77.7%	321	75.2%	348	78.6%	321	77.7%	546	86.4%	1881	79.7%
	Not helpful	20	4.5%	17	4.0%	23	5.2%	18	4.4%	29	4.6%	107	4.5%
	Made things worse	1	.2%	0	.0%	0	.0%	2	.5%	3	.5%	6	.3%
	Subtotal	21	4.7%	17	4.0%	23	5.2%	20	4.8%	32	5.1%	113	4.8%
	Did not receive	64	14.4%	79	18.5%	68	15.3%	46	11.1%	46	7.3%	303	12.8%
	Did not respond	14	3.2%	10	2.3%	4	.9%	26	6.3%	8	1.3%	62	2.6%
	Total	444	100.0%	427	100.0%	443	100.0%	413	100.0%	632	100.0%	2359	100.0%
Would you come back to this program?	Yes, definitely	154	34.7%	154	36.1%	151	34.1%	134	32.4%	193	30.5%	786	33.3%
	Yes, probably	157	35.4%	158	37.0%	165	37.2%	159	38.5%	264	41.8%	903	38.3%
	Subtotal	311	70.0%	312	73.1%	316	71.3%	293	70.9%	457	72.3%	1689	71.6%
	No, probably not	73	16.4%	75	17.6%	85	19.2%	75	18.2%	104	16.5%	412	17.5%
	No, definitely not	46	10.4%	25	5.9%	27	6.1%	34	8.2%	47	7.4%	179	7.6%
	Subtotal	119	26.8%	100	23.4%	112	25.3%	109	26.4%	151	23.9%	591	25.1%
	Did not respond	14	3.2%	15	3.5%	15	3.4%	11	2.7%	24	3.8%	79	3.3%
	Total	444	100.0%	427	100.0%	443	100.0%	413	100.0%	632	100.0%	2359	100.0%

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 11d
Responses to Questions 1-6 of the DBHR Adult Patient Satisfaction Survey by Year of Survey in Outpatient/Intensive Outpatient

		Year											
		2004		2005		2006		2007		2009		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	6923	56.4%	7473	58.1%	7874	58.1%	8197	58.9%	8795	60.6%	39262	58.5%
	Mostly satisfied	4856	39.6%	5019	39.0%	5292	39.0%	5317	38.2%	5294	36.5%	25778	38.4%
	Subtotal	11779	96.0%	12492	97.1%	13166	97.1%	13514	97.1%	14089	97.1%	65040	96.9%
	Dissatisfied	245	2.0%	229	1.8%	244	1.8%	240	1.7%	267	1.8%	1225	1.8%
	Very dissatisfied	80	.7%	78	.6%	86	.6%	75	.5%	87	.6%	406	.6%
	Subtotal	325	2.6%	307	2.4%	330	2.4%	315	2.3%	354	2.4%	1631	2.4%
	Did not respond	172	1.4%	70	.5%	67	.5%	83	.6%	61	.4%	453	.7%
	Total	12276	100.0%	12869	100.0%	13563	100.0%	13912	100.0%	14504	100.0%	67124	100.0%
In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	6782	55.2%	7283	56.6%	7661	56.5%	7839	56.3%	8578	59.1%	38143	56.8%
	Mostly satisfied	4939	40.2%	5103	39.7%	5375	39.6%	5564	40.0%	5446	37.5%	26427	39.4%
	Subtotal	11721	95.5%	12386	96.2%	13036	96.1%	13403	96.3%	14024	96.7%	64570	96.2%
	Dissatisfied	315	2.6%	360	2.8%	389	2.9%	361	2.6%	342	2.4%	1767	2.6%
	Very dissatisfied	67	.5%	62	.5%	68	.5%	68	.5%	81	.6%	346	.5%
	Subtotal	382	3.1%	422	3.3%	457	3.4%	429	3.1%	423	2.9%	2113	3.1%
	Did not respond	173	1.4%	61	.5%	70	.5%	80	.6%	57	.4%	441	.7%
	Total	12276	100.0%	12869	100.0%	13563	100.0%	13912	100.0%	14504	100.0%	67124	100.0%
Would you say our staff treated you with respect?	All of the time	10554	86.0%	11298	87.8%	11850	87.4%	12109	87.0%	12715	87.7%	58526	87.2%
	Some of the time	1420	11.6%	1385	10.8%	1513	11.2%	1594	11.5%	1574	10.9%	7486	11.2%
	Subtotal	11974	97.5%	12683	98.6%	13363	98.5%	13703	98.5%	14289	98.5%	66012	98.3%
	Little of the time	88	.7%	83	.6%	87	.6%	83	.6%	114	.8%	455	.7%
	Never	19	.2%	25	.2%	25	.2%	21	.2%	25	.2%	115	.2%
	Subtotal	107	.9%	108	.8%	112	.8%	104	.7%	139	1.0%	570	.8%
	Did not respond	195	1.6%	78	.6%	88	.6%	105	.8%	76	.5%	542	.8%
	Total	12276	100.0%	12869	100.0%	13563	100.0%	13912	100.0%	14504	100.0%	67124	100.0%
How do you rate the helpfulness of the group sessions?	Very helpful	7705	62.8%	8230	64.0%	8558	63.1%	8913	64.1%	9511	65.6%	42917	63.9%
	Somewhat helpful	3846	31.3%	4030	31.3%	4335	32.0%	4335	31.2%	4236	29.2%	20782	31.0%
	Subtotal	11551	94.1%	12260	95.3%	12893	95.1%	13248	95.2%	13747	94.8%	63699	94.9%
	Not helpful	242	2.0%	257	2.0%	277	2.0%	255	1.8%	326	2.2%	1357	2.0%
	Made things worse	22	.2%	31	.2%	23	.2%	39	.3%	35	.2%	150	.2%
	Subtotal	264	2.2%	288	2.2%	300	2.2%	294	2.1%	361	2.5%	1507	2.2%
	Did not receive	265	2.2%	220	1.7%	238	1.8%	233	1.7%	247	1.7%	1203	1.8%
	Did not respond	196	1.6%	101	.8%	132	1.0%	137	1.0%	149	1.0%	715	1.1%
Total	12276	100.0%	12869	100.0%	13563	100.0%	13912	100.0%	14504	100.0%	67124	100.0%	

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Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

How do you rate the helpfulness of the individual counseling?	Very helpful	7654	62.3%	8073	62.7%	8496	62.6%	8749	62.9%	9723	67.0%	42695	63.6%
	Somewhat helpful	2909	23.7%	3133	24.3%	3223	23.8%	3366	24.2%	3215	22.2%	15846	23.6%
	Subtotal	10563	86.0%	11206	87.1%	11719	86.4%	12115	87.1%	12938	89.2%	58541	87.2%
	Not helpful	287	2.3%	282	2.2%	294	2.2%	291	2.1%	351	2.4%	1505	2.2%
	Made things worse	18	.1%	17	.1%	21	.2%	36	.3%	38	.3%	130	.2%
	Subtotal	305	2.5%	299	2.3%	315	2.3%	327	2.4%	389	2.7%	1635	2.4%
	Did not receive	1118	9.1%	1175	9.1%	1314	9.7%	1255	9.0%	959	6.6%	5821	8.7%
	Did not respond	290	2.4%	189	1.5%	215	1.6%	215	1.5%	218	1.5%	1127	1.7%
	Total	12276	100.0%	12869	100.0%	13563	100.0%	13912	100.0%	14504	100.0%	67124	100.0%
Would you come back to this program?	Yes, definitely	7096	57.8%	7668	59.6%	8106	59.8%	8408	60.4%	9147	63.1%	40425	60.2%
	Yes, probably	4020	32.7%	4074	31.7%	4291	31.6%	4294	30.9%	4123	28.4%	20802	31.0%
	Subtotal	11116	90.6%	11742	91.2%	12397	91.4%	12702	91.3%	13270	91.5%	61227	91.2%
	No, probably not	548	4.5%	619	4.8%	598	4.4%	649	4.7%	651	4.5%	3065	4.6%
	No, definitely not	188	1.5%	176	1.4%	190	1.4%	179	1.3%	212	1.5%	945	1.4%
	Subtotal	736	6.0%	795	6.2%	788	5.8%	828	6.0%	863	6.0%	4010	6.0%
	Did not respond	424	3.5%	332	2.6%	378	2.8%	382	2.7%	371	2.6%	1887	2.8%
	Total	12276	100.0%	12869	100.0%	13563	100.0%	13912	100.0%	14504	100.0%	67124	100.0%

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 11e
Responses to Questions 1-6 of the DBHR Adult Patient Satisfaction Survey by Year of Survey in Opiate Substitution*

		year											
		2004		2005		2006		2007		2009		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	680	39.7%	851	45.6%	931	42.9%	926	42.9%	1229	40.7%	4617	42.3%
	Mostly satisfied	891	52.0%	894	47.9%	1089	50.2%	1065	49.4%	1534	50.8%	5473	50.1%
	Subtotal	1571	91.7%	1745	93.4%	2020	93.1%	1991	92.3%	2763	91.6%	10090	92.3%
	Dissatisfied	83	4.8%	77	4.1%	90	4.1%	109	5.1%	168	5.6%	527	4.8%
	Very dissatisfied	34	2.0%	34	1.8%	45	2.1%	41	1.9%	68	2.3%	222	2.0%
	Subtotal	117	6.8%	111	5.9%	135	6.2%	150	7.0%	236	7.8%	749	6.9%
	Did not respond	25	1.5%	12	.6%	15	.7%	17	.8%	19	.6%	88	.8%
	Total	1713	100.0%	1868	100.0%	2170	100.0%	2158	100.0%	3018	100.0%	10927	100.0%
In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	708	41.3%	881	47.2%	949	43.7%	962	44.6%	1222	40.5%	4722	43.2%
	Mostly satisfied	866	50.6%	863	46.2%	1047	48.2%	1011	46.8%	1479	49.0%	5266	48.2%
	Subtotal	1574	91.9%	1744	93.4%	1996	92.0%	1973	91.4%	2701	89.5%	9988	91.4%
	Dissatisfied	84	4.9%	88	4.7%	129	5.9%	140	6.5%	210	7.0%	651	6.0%
	Very dissatisfied	30	1.8%	23	1.2%	33	1.5%	27	1.3%	71	2.4%	184	1.7%
	Subtotal	114	6.7%	111	5.9%	162	7.5%	167	7.7%	281	9.3%	835	7.6%
	Did not respond	25	1.5%	13	.7%	12	.6%	18	.8%	36	1.2%	104	1.0%
	Total	1713	100.0%	1868	100.0%	2170	100.0%	2158	100.0%	3018	100.0%	10927	100.0%
Would you say our staff treated you with respect?	All of the time	1104	64.4%	1279	68.5%	1444	66.5%	1411	65.4%	1923	63.7%	7161	65.5%
	Some of the time	507	29.6%	506	27.1%	619	28.5%	638	29.6%	898	29.8%	3168	29.0%
	Subtotal	1611	94.0%	1785	95.6%	2063	95.1%	2049	94.9%	2821	93.5%	10329	94.5%
	Little of the time	58	3.4%	47	2.5%	69	3.2%	68	3.2%	144	4.8%	386	3.5%
	Never	6	.4%	9	.5%	13	.6%	13	.6%	15	.5%	56	.5%
	Subtotal	64	3.7%	56	3.0%	82	3.8%	81	3.8%	159	5.3%	442	4.0%
	Did not respond	38	2.2%	27	1.4%	25	1.2%	28	1.3%	38	1.3%	156	1.4%
	Total	1713	100.0%	1868	100.0%	2170	100.0%	2158	100.0%	3018	100.0%	10927	100.0%
How do you rate the helpfulness of the group sessions?	Very helpful	612	35.7%	652	34.9%	764	35.2%	785	36.4%	1185	39.3%	3998	36.6%
	Somewhat helpful	645	37.7%	640	34.3%	745	34.3%	758	35.1%	965	32.0%	3753	34.3%
	Subtotal	1257	73.4%	1292	69.2%	1509	69.5%	1543	71.5%	2150	71.2%	7751	70.9%
	Not helpful	137	8.0%	124	6.6%	160	7.4%	159	7.4%	206	6.8%	786	7.2%
	Made things worse	15	.9%	19	1.0%	25	1.2%	24	1.1%	33	1.1%	116	1.1%
	Subtotal	152	8.9%	143	7.7%	185	8.5%	183	8.5%	239	7.9%	902	8.3%
	Did not receive	258	15.1%	389	20.8%	432	19.9%	390	18.1%	556	18.4%	2025	18.5%
	Did not respond	46	2.7%	44	2.4%	44	2.0%	42	1.9%	73	2.4%	249	2.3%
Total	1713	100.0%	1868	100.0%	2170	100.0%	2158	100.0%	3018	100.0%	10927	100.0%	

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Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

How do you rate the helpfulness of the individual counseling?	Very helpful	960	56.0%	1075	57.5%	1183	54.5%	1134	52.5%	1650	54.7%	6002	54.9%
	Somewhat helpful	577	33.7%	577	30.9%	747	34.4%	733	34.0%	961	31.8%	3595	32.9%
	Subtotal	1537	89.7%	1652	88.4%	1930	88.9%	1867	86.5%	2611	86.5%	9597	87.8%
	Not helpful	93	5.4%	100	5.4%	121	5.6%	151	7.0%	214	7.1%	679	6.2%
	Made things worse	8	.5%	17	.9%	27	1.2%	42	1.9%	40	1.3%	134	1.2%
	Subtotal	101	5.9%	117	6.3%	148	6.8%	193	8.9%	254	8.4%	813	7.4%
	Did not receive	31	1.8%	49	2.6%	40	1.8%	56	2.6%	82	2.7%	258	2.4%
	Did not respond	44	2.6%	50	2.7%	52	2.4%	42	1.9%	71	2.4%	259	2.4%
	Total	1713	100.0%	1868	100.0%	2170	100.0%	2158	100.0%	3018	100.0%	10927	100.0%
Would you come back to this program?	Yes, definitely	1131	66.0%	1233	66.0%	1443	66.5%	1383	64.1%	1929	63.9%	7119	65.2%
	Yes, probably	414	24.2%	455	24.4%	510	23.5%	546	25.3%	718	23.8%	2643	24.2%
	Subtotal	1545	90.2%	1688	90.4%	1953	90.0%	1929	89.4%	2647	87.7%	9762	89.3%
	No, probably not	72	4.2%	89	4.8%	102	4.7%	115	5.3%	177	5.9%	555	5.1%
	No, definitely not	24	1.4%	28	1.5%	32	1.5%	43	2.0%	72	2.4%	199	1.8%
	Subtotal	96	5.6%	117	6.3%	134	6.2%	158	7.3%	249	8.3%	754	6.9%
	Did not respond	72	4.2%	63	3.4%	83	3.8%	71	3.3%	122	4.0%	411	3.8%
	Total	1713	100.0%	1868	100.0%	2170	100.0%	2158	100.0%	3018	100.0%	10927	100.0%

*Results for opiate substitution should be interpreted with caution since fewer than 70 percent of patients receiving treatment in participating opiate substitution programs completed the survey in each year.

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 12
Responses to Questions 1-7 of the DBHR Youth Patient Satisfaction Survey, March 23-27, 2009

		Treatment Modality							
		Intensive Inpatient		Recovery House		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	44	22.8%	11	33.3%	578	44.0%	633	41.1%
	Mostly satisfied	119	61.7%	20	60.6%	633	48.1%	772	50.1%
	Subtotal	163	84.5%	31	93.9%	1211	92.1%	1405	91.2%
	Dissatisfied	28	14.5%	1	3.0%	59	4.5%	88	5.7%
	Very dissatisfied	2	1.0%	1	3.0%	35	2.7%	38	2.5%
	Subtotal	30	15.5%	2	6.1%	94	7.1%	126	8.2%
	Did not respond	0	.0%	0	.0%	10	.8%	10	.6%
	Total	193	100.0%	33	100.0%	1315	100.0%	1541	100.0%
How satisfied are you with the comfort and appearance of this facility?	Very satisfied	38	19.7%	18	54.5%	636	48.4%	692	44.9%
	Mostly satisfied	129	66.8%	11	33.3%	597	45.4%	737	47.8%
	Subtotal	167	86.5%	29	87.9%	1233	93.8%	1429	92.7%
	Dissatisfied	19	9.8%	3	9.1%	53	4.0%	75	4.9%
	Very dissatisfied	7	3.6%	1	3.0%	21	1.6%	29	1.9%
	Subtotal	26	13.5%	4	12.1%	74	5.6%	104	6.7%
	Did not respond	0	.0%	0	.0%	8	.6%	8	.5%
	Total	193	100.0%	33	100.0%	1315	100.0%	1541	100.0%
Would you say our staff treated you with respect?	All of the time	67	34.7%	21	63.6%	1067	81.1%	1155	75.0%
	Some of the time	102	52.8%	12	36.4%	203	15.4%	317	20.6%
	Subtotal	169	87.6%	33	100.0%	1270	96.6%	1472	95.5%
	Little of the time	21	10.9%	0	.0%	25	1.9%	46	3.0%
	Never	2	1.0%	0	.0%	13	1.0%	15	1.0%
	Subtotal	23	11.9%	0	.0%	38	2.9%	61	4.0%
	Did not respond	1	.5%	0	.0%	7	.5%	8	.5%
	Total	193	100.0%	33	100.0%	1315	100.0%	1541	100.0%
How safe do you feel in this program?	Very safe	109	56.5%	22	66.7%	929	70.6%	1060	68.8%
	Somewhat safe	73	37.8%	10	30.3%	316	24.0%	399	25.9%
	Subtotal	182	94.3%	32	97.0%	1245	94.7%	1459	94.7%
	Not very safe	8	4.1%	0	.0%	30	2.3%	38	2.5%
	Not safe at all	2	1.0%	1	3.0%	17	1.3%	20	1.3%
	Subtotal	10	5.2%	1	3.0%	47	3.6%	58	3.8%
	Did not respond	1	.5%	0	.0%	23	1.7%	24	1.6%
	Total	193	100.0%	33	100.0%	1315	100.0%	1541	100.0%

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Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

How helpful are the group sessions?	Very helpful	66	34.2%	10	30.3%	498	37.9%	574	37.2%
	Somewhat helpful	98	50.8%	18	54.5%	600	45.6%	716	46.5%
	Subtotal	164	85.0%	28	84.8%	1098	83.5%	1290	83.7%
	Not helpful	26	13.5%	3	9.1%	115	8.7%	144	9.3%
	Made things worse	1	.5%	1	3.0%	20	1.5%	22	1.4%
	Subtotal	27	14.0%	4	12.1%	135	10.3%	166	10.8%
	Did not receive	0	.0%	1	3.0%	67	5.1%	68	4.4%
	Did not respond	2	1.0%	0	.0%	15	1.1%	17	1.1%
Total	193	100.0%	33	100.0%	1315	100.0%	1541	100.0%	
How helpful is the individual counseling?	Very helpful	96	49.7%	13	39.4%	594	45.2%	703	45.6%
	Somewhat helpful	73	37.8%	18	54.5%	469	35.7%	560	36.3%
	Subtotal	169	87.6%	31	93.9%	1063	80.8%	1263	82.0%
	Not helpful	13	6.7%	0	.0%	86	6.5%	99	6.4%
	Made things worse	2	1.0%	1	3.0%	14	1.1%	17	1.1%
	Subtotal	15	7.8%	1	3.0%	100	7.6%	116	7.5%
	Did not receive	9	4.7%	1	3.0%	135	10.3%	145	9.4%
	Did not respond	0	.0%	0	.0%	17	1.3%	17	1.1%
Total	193	100.0%	33	100.0%	1315	100.0%	1541	100.0%	
If you were to seek help again, would you come back to this program?	Yes, definitely	44	22.8%	16	48.5%	562	42.7%	622	40.4%
	Yes, probably	88	45.6%	12	36.4%	535	40.7%	635	41.2%
	Subtotal	132	68.4%	28	84.8%	1097	83.4%	1257	81.6%
	No, probably not	35	18.1%	3	9.1%	130	9.9%	168	10.9%
	No, definitely not	24	12.4%	2	6.1%	69	5.2%	95	6.2%
	Subtotal	59	30.6%	5	15.2%	199	15.1%	263	17.1%
	Did not respond	2	1.0%	0	.0%	19	1.4%	21	1.4%
Total	193	100.0%	33	100.0%	1315	100.0%	1541	100.0%	

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 13
Characteristics of Patients Completing the DBHR Youth Patient Satisfaction Survey, March 23-27, 2009

		Treatment Modality							
		Intensive Inpatient		Recovery House		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Age	13 and younger	4	2.1%	0	.0%	48	3.7%	52	3.4%
	14 - 15	44	22.8%	4	12.1%	371	28.2%	419	27.2%
	16 - 17	130	67.4%	23	69.7%	681	51.8%	834	54.1%
	18 - 23	14	7.3%	6	18.2%	161	12.2%	181	11.7%
	Unknown	1	.5%	0	.0%	54	4.1%	55	3.6%
	Total	193	100.0%	33	100.0%	1315	100.0%	1541	100.0%
Gender	Male	112	58.0%	24	72.7%	836	63.6%	972	63.1%
	Female	77	39.9%	9	27.3%	444	33.8%	530	34.4%
	Unknown	4	2.1%	0	.0%	35	2.7%	39	2.5%
	Total	193	100.0%	33	100.0%	1315	100.0%	1541	100.0%
Ethnic/Racial Background	White	94	48.7%	20	60.6%	694	52.8%	808	52.4%
	Black/African American	12	6.2%	2	6.1%	97	7.4%	111	7.2%
	Asian/Pacific Islander	4	2.1%	1	3.0%	44	3.3%	49	3.2%
	Native American/Eskimo/Aleut	28	14.5%	2	6.1%	82	6.2%	112	7.3%
	Hispanic	23	11.9%	4	12.1%	193	14.7%	220	14.3%
	Multiracial	26	13.5%	2	6.1%	136	10.3%	164	10.6%
	Other	6	3.1%	1	3.0%	46	3.5%	53	3.4%
	Unknown	0	.0%	1	3.0%	23	1.7%	24	1.6%
Total	193	100.0%	33	100.0%	1315	100.0%	1541	100.0%	
Length of Stay in Treatment	15 days or less	60	31.1%	7	21.2%	196	14.9%	263	17.1%
	16 - 30 days	56	29.0%	6	18.2%	103	7.8%	165	10.7%
	31 - 45 days	18	9.3%	3	9.1%	80	6.1%	101	6.6%
	46 - 60 days	16	8.3%	4	12.1%	92	7.0%	112	7.3%
	61 - 75 days	12	6.2%	5	15.2%	81	6.2%	98	6.4%
	76 - 90 days	7	3.6%	1	3.0%	63	4.8%	71	4.6%
	Over 90 days	4	2.1%	3	9.1%	412	31.3%	419	27.2%
	Unknown	20	10.4%	4	12.1%	288	21.9%	312	20.2%
	Total	193	100.0%	33	100.0%	1315	100.0%	1541	100.0%
Source of Funding	Private	45	23.3%	11	33.3%	268	20.4%	324	21.0%
	Public	105	54.4%	12	36.4%	561	42.7%	678	44.0%
	Other	22	11.4%	5	15.2%	230	17.5%	257	16.7%
	Unknown	21	10.9%	5	15.2%	256	19.5%	282	18.3%
	Total	193	100.0%	33	100.0%	1315	100.0%	1541	100.0%

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Appendix A: Results for Community Treatment Programs

Table 14
Responses to Questions 1 and 3 of the DBHR Youth Patient Satisfaction Survey by Treatment Modality and Gender
Intensive Inpatient

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	27	24.1%	17	22.1%	0	.0%	44	22.8%
	Mostly satisfied	68	60.7%	47	61.0%	4	100.0%	119	61.7%
	Subtotal	95	84.8%	64	83.1%	4	100.0%	163	84.5%
	Dissatisfied	15	13.4%	13	16.9%	0	.0%	28	14.5%
	Very dissatisfied	2	1.8%	0	.0%	0	.0%	2	1.0%
	Subtotal	17	15.2%	13	16.9%	0	.0%	30	15.5%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	112	100.0%	77	100.0%	4	100.0%	193	100.0%
Would you say our staff treated you with respect?	All of the time	43	38.4%	24	31.2%	0	.0%	67	34.7%
	Some of the time	53	47.3%	46	59.7%	3	75.0%	102	52.8%
	Subtotal	96	85.7%	70	90.9%	3	75.0%	169	87.6%
	Little of the time	14	12.5%	6	7.8%	1	25.0%	21	10.9%
	Never	2	1.8%	0	.0%	0	.0%	2	1.0%
	Subtotal	16	14.3%	6	7.8%	1	25.0%	23	11.9%
	Did not respond	0	.0%	1	1.3%	0	.0%	1	.5%
	Total	112	100.0%	77	100.0%	4	100.0%	193	100.0%

Recovery House

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	9	37.5%	2	22.2%	0	.0%	11	33.3%
	Mostly satisfied	15	62.5%	5	55.6%	0	.0%	20	60.6%
	Subtotal	24	100.0%	7	77.8%	0	.0%	31	93.9%
	Dissatisfied	0	.0%	1	11.1%	0	.0%	1	3.0%
	Very dissatisfied	0	.0%	1	11.1%	0	.0%	1	3.0%
	Subtotal	0	.0%	2	22.2%	0	.0%	2	6.1%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	24	100.0%	9	100.0%	0	.0%	33	100.0%
Would you say our staff treated you with respect?	All of the time	16	66.7%	5	55.6%	0	.0%	21	63.6%
	Some of the time	8	33.3%	4	44.4%	0	.0%	12	36.4%
	Subtotal	24	100.0%	9	100.0%	0	.0%	33	100.0%
	Little of the time	0	.0%	0	.0%	0	.0%	0	.0%
	Never	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	0	.0%	0	.0%	0	.0%	0	.0%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
	Total	24	100.0%	9	100.0%	0	.0%	33	100.0%

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Outpatient/Intensive Outpatient

		Gender							
		Male		Female		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	335	40.1%	227	51.1%	16	45.7%	578	44.0%
	Mostly satisfied	423	50.6%	192	43.2%	18	51.4%	633	48.1%
	Subtotal	758	90.7%	419	94.4%	34	97.1%	1211	92.1%
	Dissatisfied	43	5.1%	16	3.6%	0	.0%	59	4.5%
	Very dissatisfied	28	3.3%	6	1.4%	1	2.9%	35	2.7%
	Subtotal	71	8.5%	22	5.0%	1	2.9%	94	7.1%
	Did not respond	7	.8%	3	.7%	0	.0%	10	.8%
	Total	836	100.0%	444	100.0%	35	100.0%	1315	100.0%
Would you say our staff treated you with respect?	All of the time	677	81.0%	366	82.4%	24	68.6%	1067	81.1%
	Some of the time	131	15.7%	66	14.9%	6	17.1%	203	15.4%
	Subtotal	808	96.7%	432	97.3%	30	85.7%	1270	96.6%
	Little of the time	16	1.9%	7	1.6%	2	5.7%	25	1.9%
	Never	9	1.1%	2	.5%	2	5.7%	13	1.0%
	Subtotal	25	3.0%	9	2.0%	4	11.4%	38	2.9%
	Did not respond	3	.4%	3	.7%	1	2.9%	7	.5%
	Total	836	100.0%	444	100.0%	35	100.0%	1315	100.0%

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Appendix A: Results for Community Treatment Programs

Table 15
Responses to Questions 1 and 3 of the DBHR Youth Patient Satisfaction Survey by Treatment Modality and Ethnic/Racial Background
Residential Treatment

		Ethnic/Racial Background							
		White		Non-White		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	32	28.1%	23	20.7%	0	.0%	55	24.3%
	Mostly satisfied	66	57.9%	72	64.9%	1	100.0%	139	61.5%
	Subtotal	98	86.0%	95	85.6%	1	100.0%	194	85.8%
	Dissatisfied	15	13.2%	14	12.6%	0	.0%	29	12.8%
	Very dissatisfied	1	.9%	2	1.8%	0	.0%	3	1.3%
	Subtotal	16	14.0%	16	14.4%	0	.0%	32	14.2%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%
Total	114	100.0%	111	100.0%	1	100.0%	226	100.0%	
Would you say our staff treated you with respect?	All of the time	44	38.6%	43	38.7%	1	100.0%	88	38.9%
	Some of the time	61	53.5%	53	47.7%	0	.0%	114	50.4%
	Subtotal	105	92.1%	96	86.5%	1	100.0%	202	89.4%
	Little of the time	9	7.9%	12	10.8%	0	.0%	21	9.3%
	Never	0	.0%	2	1.8%	0	.0%	2	.9%
	Subtotal	9	7.9%	14	12.6%	0	.0%	23	10.2%
	Did not respond	0	.0%	1	.9%	0	.0%	1	.4%
Total	114	100.0%	111	100.0%	1	100.0%	226	100.0%	

Outpatient/Intensive Outpatient

		Ethnic/Racial Background							
		White		Non-White		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	316	45.5%	252	42.1%	10	43.5%	578	44.0%
	Mostly satisfied	319	46.0%	302	50.5%	12	52.2%	633	48.1%
	Subtotal	635	91.5%	554	92.6%	22	95.7%	1211	92.1%
	Dissatisfied	38	5.5%	21	3.5%	0	.0%	59	4.5%
	Very dissatisfied	16	2.3%	19	3.2%	0	.0%	35	2.7%
	Subtotal	54	7.8%	40	6.7%	0	.0%	94	7.1%
	Did not respond	5	.7%	4	.7%	1	4.3%	10	.8%
Total	694	100.0%	598	100.0%	23	100.0%	1315	100.0%	
Would you say our staff treated you with respect?	All of the time	569	82.0%	482	80.6%	16	69.6%	1067	81.1%
	Some of the time	111	16.0%	89	14.9%	3	13.0%	203	15.4%
	Subtotal	680	98.0%	571	95.5%	19	82.6%	1270	96.6%
	Little of the time	8	1.2%	16	2.7%	1	4.3%	25	1.9%
	Never	6	.9%	7	1.2%	0	.0%	13	1.0%
	Subtotal	14	2.0%	23	3.8%	1	4.3%	38	2.9%
	Did not respond	0	.0%	4	.7%	3	13.0%	7	.5%
Total	694	100.0%	598	100.0%	23	100.0%	1315	100.0%	

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Table 16
Responses to Questions 1 and 3 of the DBHR Youth Patient Satisfaction by Treatment Modality
and Length of Stay in Treatment
Intensive Inpatient

		Length of Stay in Treatment									
		7 days or less		8 - 14 days		Over 14 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	10	31.2%	3	12.0%	27	23.3%	4	20.0%	44	22.8%
	Mostly satisfied	19	59.4%	20	80.0%	70	60.3%	10	50.0%	119	61.7%
	Subtotal	29	90.6%	23	92.0%	97	83.6%	14	70.0%	163	84.5%
	Dissatisfied	2	6.2%	2	8.0%	18	15.5%	6	30.0%	28	14.5%
	Very dissatisfied	1	3.1%	0	.0%	1	.9%	0	.0%	2	1.0%
	Subtotal	3	9.4%	2	8.0%	19	16.4%	6	30.0%	30	15.5%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
Total	32	100.0%	25	100.0%	116	100.0%	20	100.0%	193	100.0%	
Would you say our staff treated you with respect?	All of the time	15	46.9%	11	44.0%	37	31.9%	4	20.0%	67	34.7%
	Some of the time	13	40.6%	12	48.0%	64	55.2%	13	65.0%	102	52.8%
	Subtotal	28	87.5%	23	92.0%	101	87.1%	17	85.0%	169	87.6%
	Little of the time	3	9.4%	2	8.0%	14	12.1%	2	10.0%	21	10.9%
	Never	1	3.1%	0	.0%	1	.9%	0	.0%	2	1.0%
	Subtotal	4	12.5%	2	8.0%	15	12.9%	2	10.0%	23	11.9%
	Did not respond	0	.0%	0	.0%	0	.0%	1	5.0%	1	.5%
Total	32	100.0%	25	100.0%	116	100.0%	20	100.0%	193	100.0%	

Recovery House

		Length of Stay in Treatment									
		20 days or less		21 - 40 days		Over 40 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	3	25.0%	0	.0%	8	53.3%	0	.0%	11	33.3%
	Mostly satisfied	9	75.0%	2	100.0%	6	40.0%	3	75.0%	20	60.6%
	Subtotal	12	100.0%	2	100.0%	14	93.3%	3	75.0%	31	93.9%
	Dissatisfied	0	.0%	0	.0%	1	6.7%	0	.0%	1	3.0%
	Very dissatisfied	0	.0%	0	.0%	0	.0%	1	25.0%	1	3.0%
	Subtotal	0	.0%	0	.0%	1	6.7%	1	25.0%	2	6.1%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
Total	12	100.0%	2	100.0%	15	100.0%	4	100.0%	33	100.0%	
Would you say our staff treated you with respect?	All of the time	10	83.3%	0	.0%	9	60.0%	2	50.0%	21	63.6%
	Some of the time	2	16.7%	2	100.0%	6	40.0%	2	50.0%	12	36.4%
	Subtotal	12	100.0%	2	100.0%	15	100.0%	4	100.0%	33	100.0%
	Little of the time	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Never	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Subtotal	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
Total	12	100.0%	2	100.0%	15	100.0%	4	100.0%	33	100.0%	

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Outpatient/Intensive Outpatient

		Length of Stay in Treatment									
		30 days or less		31 - 60 days		Over 60 days		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	120	40.1%	64	37.2%	273	49.1%	121	42.0%	578	44.0%
	Mostly satisfied	164	54.8%	92	53.5%	245	44.1%	132	45.8%	633	48.1%
	Subtotal	284	95.0%	156	90.7%	518	93.2%	253	87.8%	1211	92.1%
	Dissatisfied	8	2.7%	11	6.4%	21	3.8%	19	6.6%	59	4.5%
	Very dissatisfied	6	2.0%	3	1.7%	13	2.3%	13	4.5%	35	2.7%
	Subtotal	14	4.7%	14	8.1%	34	6.1%	32	11.1%	94	7.1%
	Did not respond	1	.3%	2	1.2%	4	.7%	3	1.0%	10	.8%
	Total	299	100.0%	172	100.0%	556	100.0%	288	100.0%	1315	100.0%
Would you say our staff treated you with respect?	All of the time	246	82.3%	137	79.7%	450	80.9%	234	81.2%	1067	81.1%
	Some of the time	48	16.1%	27	15.7%	92	16.5%	36	12.5%	203	15.4%
	Subtotal	294	98.3%	164	95.3%	542	97.5%	270	93.8%	1270	96.6%
	Little of the time	4	1.3%	5	2.9%	8	1.4%	8	2.8%	25	1.9%
	Never	1	.3%	1	.6%	4	.7%	7	2.4%	13	1.0%
	Subtotal	5	1.7%	6	3.5%	12	2.2%	15	5.2%	38	2.9%
	Did not respond	0	.0%	2	1.2%	2	.4%	3	1.0%	7	.5%
	Total	299	100.0%	172	100.0%	556	100.0%	288	100.0%	1315	100.0%

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Appendix A: Results for Community Treatment Programs

Table 17
Responses to Questions 1 and 3 of the DBHR Youth Patient Satisfaction Survey by Treatment Modality and Funding
Residential Treatment

		Source of Funding									
		Private		Public		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	14	25.0%	28	23.9%	6	22.2%	7	26.9%	55	24.3%
	Mostly satisfied	35	62.5%	73	62.4%	15	55.6%	16	61.5%	139	61.5%
	Subtotal	49	87.5%	101	86.3%	21	77.8%	23	88.5%	194	85.8%
	Dissatisfied	5	8.9%	15	12.8%	6	22.2%	3	11.5%	29	12.8%
	Very dissatisfied	2	3.6%	1	.9%	0	.0%	0	.0%	3	1.3%
	Subtotal	7	12.5%	16	13.7%	6	22.2%	3	11.5%	32	14.2%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
	Total	56	100.0%	117	100.0%	27	100.0%	26	100.0%	226	100.0%
Would you say our staff treated you with respect?	All of the time	26	46.4%	43	36.8%	13	48.1%	6	23.1%	88	38.9%
	Some of the time	26	46.4%	61	52.1%	10	37.0%	17	65.4%	114	50.4%
	Subtotal	52	92.9%	104	88.9%	23	85.2%	23	88.5%	202	89.4%
	Little of the time	2	3.6%	12	10.3%	4	14.8%	3	11.5%	21	9.3%
	Never	1	1.8%	1	.9%	0	.0%	0	.0%	2	.9%
	Subtotal	3	5.4%	13	11.1%	4	14.8%	3	11.5%	23	10.2%
	Did not respond	1	1.8%	0	.0%	0	.0%	0	.0%	1	.4%
	Total	56	100.0%	117	100.0%	27	100.0%	26	100.0%	226	100.0%

Outpatient/Intensive Outpatient

		Source of Funding									
		Private		Public		Other		Unknown		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	129	48.1%	243	43.3%	99	43.0%	107	41.8%	578	44.0%
	Mostly satisfied	127	47.4%	280	49.9%	102	44.3%	124	48.4%	633	48.1%
	Subtotal	256	95.5%	523	93.2%	201	87.4%	231	90.2%	1211	92.1%
	Dissatisfied	7	2.6%	23	4.1%	19	8.3%	10	3.9%	59	4.5%
	Very dissatisfied	5	1.9%	9	1.6%	9	3.9%	12	4.7%	35	2.7%
	Subtotal	12	4.5%	32	5.7%	28	12.2%	22	8.6%	94	7.1%
	Did not respond	0	.0%	6	1.1%	1	.4%	3	1.2%	10	.8%
	Total	268	100.0%	561	100.0%	230	100.0%	256	100.0%	1315	100.0%
Would you say our staff treated you with respect?	All of the time	232	86.6%	467	83.2%	177	77.0%	191	74.6%	1067	81.1%
	Some of the time	32	11.9%	81	14.4%	43	18.7%	47	18.4%	203	15.4%
	Subtotal	264	98.5%	548	97.7%	220	95.7%	238	93.0%	1270	96.6%
	Little of the time	4	1.5%	8	1.4%	4	1.7%	9	3.5%	25	1.9%
	Never	0	.0%	2	.4%	4	1.7%	7	2.7%	13	1.0%
	Subtotal	4	1.5%	10	1.8%	8	3.5%	16	6.2%	38	2.9%
	Did not respond	0	.0%	3	.5%	2	.9%	2	.8%	7	.5%
	Total	268	100.0%	561	100.0%	230	100.0%	256	100.0%	1315	100.0%

Patients Speak Out 2009
Appendix A: Results for Community Treatment Programs

Table 18a
Responses to Questions 1-7 of the DBHR Youth Patient Satisfaction Survey by Year of Survey in Residential Treatment

		Year											
		2004		2005		2006		2007		2009		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	58	27.9%	36	17.1%	78	28.9%	64	26.9%	55	24.3%	291	25.3%
	Mostly satisfied	130	62.5%	136	64.8%	164	60.7%	131	55.0%	139	61.5%	700	60.8%
	Subtotal	188	90.4%	172	81.9%	242	89.6%	195	81.9%	194	85.8%	991	86.0%
	Dissatisfied	15	7.2%	25	11.9%	20	7.4%	35	14.7%	29	12.8%	124	10.8%
	Very dissatisfied	2	1.0%	13	6.2%	7	2.6%	7	2.9%	3	1.3%	32	2.8%
	Subtotal	17	8.2%	38	18.1%	27	10.0%	42	17.6%	32	14.2%	156	13.5%
	Did not respond	3	1.4%	0	.0%	1	.4%	1	.4%	0	.0%	5	.4%
	Total	208	100.0%	210	100.0%	270	100.0%	238	100.0%	226	100.0%	1152	100.0%
How satisfied are you with the comfort and appearance of this facility?	Very satisfied	52	25.0%	46	21.9%	65	24.1%	57	23.9%	56	24.8%	276	24.0%
	Mostly satisfied	124	59.6%	110	52.4%	158	58.5%	129	54.2%	140	61.9%	661	57.4%
	Subtotal	176	84.6%	156	74.3%	223	82.6%	186	78.2%	196	86.7%	937	81.3%
	Dissatisfied	30	14.4%	43	20.5%	36	13.3%	43	18.1%	22	9.7%	174	15.1%
	Very dissatisfied	0	.0%	10	4.8%	11	4.1%	8	3.4%	8	3.5%	37	3.2%
	Subtotal	30	14.4%	53	25.2%	47	17.4%	51	21.4%	30	13.3%	211	18.3%
	Did not respond	2	1.0%	1	.5%	0	.0%	1	.4%	0	.0%	4	.3%
	Total	208	100.0%	210	100.0%	270	100.0%	238	100.0%	226	100.0%	1152	100.0%
Would you say our staff treated you with respect?	All of the time	90	43.3%	74	35.2%	107	39.6%	77	32.4%	88	38.9%	436	37.8%
	Some of the time	102	49.0%	114	54.3%	131	48.5%	116	48.7%	114	50.4%	577	50.1%
	Subtotal	192	92.3%	188	89.5%	238	88.1%	193	81.1%	202	89.4%	1013	87.9%
	Little of the time	13	6.2%	16	7.6%	27	10.0%	39	16.4%	21	9.3%	116	10.1%
	Never	1	.5%	2	1.0%	4	1.5%	4	1.7%	2	.9%	13	1.1%
	Subtotal	14	6.7%	18	8.6%	31	11.5%	43	18.1%	23	10.2%	129	11.2%
	Did not respond	2	1.0%	4	1.9%	1	.4%	2	.8%	1	.4%	10	.9%
	Total	208	100.0%	210	100.0%	270	100.0%	238	100.0%	226	100.0%	1152	100.0%
How safe do you feel in this program?	Very safe	126	60.6%	104	49.5%	151	55.9%	132	55.5%	131	58.0%	644	55.9%
	Somewhat safe	74	35.6%	83	39.5%	105	38.9%	72	30.3%	83	36.7%	417	36.2%
	Subtotal	200	96.2%	187	89.0%	256	94.8%	204	85.7%	214	94.7%	1061	92.1%
	Not very safe	5	2.4%	17	8.1%	10	3.7%	11	4.6%	8	3.5%	51	4.4%
	Not safe at all	3	1.4%	6	2.9%	3	1.1%	5	2.1%	3	1.3%	20	1.7%
	Subtotal	8	3.8%	23	11.0%	13	4.8%	16	6.7%	11	4.9%	71	6.2%
	Did not respond	0	.0%	0	.0%	1	.4%	18	7.6%	1	.4%	20	1.7%
	Total	208	100.0%	210	100.0%	270	100.0%	238	100.0%	226	100.0%	1152	100.0%

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How helpful are the group sessions?	Very helpful	83	39.9%	73	34.8%	116	43.0%	84	35.3%	76	33.6%	432	37.5%
	Somewhat helpful	99	47.6%	106	50.5%	129	47.8%	116	48.7%	116	51.3%	566	49.1%
	Subtotal	182	87.5%	179	85.2%	245	90.7%	200	84.0%	192	85.0%	998	86.6%
	Not helpful	20	9.6%	22	10.5%	21	7.8%	30	12.6%	29	12.8%	122	10.6%
	Made things worse	2	1.0%	4	1.9%	3	1.1%	6	2.5%	2	.9%	17	1.5%
	Subtotal	22	10.6%	26	12.4%	24	8.9%	36	15.1%	31	13.7%	139	12.1%
	Did not receive	2	1.0%	4	1.9%	0	.0%	1	.4%	1	.4%	8	.7%
	Did not respond	2	1.0%	1	.5%	1	.4%	1	.4%	2	.9%	7	.6%
	Total	208	100.0%	210	100.0%	270	100.0%	238	100.0%	226	100.0%	1152	100.0%
How helpful is the individual counseling?	Very helpful	104	50.0%	101	48.1%	138	51.1%	122	51.3%	109	48.2%	574	49.8%
	Somewhat helpful	73	35.1%	85	40.5%	88	32.6%	78	32.8%	91	40.3%	415	36.0%
	Subtotal	177	85.1%	186	88.6%	226	83.7%	200	84.0%	200	88.5%	989	85.9%
	Not helpful	9	4.3%	8	3.8%	20	7.4%	10	4.2%	13	5.8%	60	5.2%
	Made things worse	1	.5%	4	1.9%	1	.4%	8	3.4%	3	1.3%	17	1.5%
	Subtotal	10	4.8%	12	5.7%	21	7.8%	18	7.6%	16	7.1%	77	6.7%
	Did not receive	18	8.7%	11	5.2%	23	8.5%	19	8.0%	10	4.4%	81	7.0%
	Did not respond	3	1.4%	1	.5%	0	.0%	1	.4%	0	.0%	5	.4%
	Total	208	100.0%	210	100.0%	270	100.0%	238	100.0%	226	100.0%	1152	100.0%
If you were to seek help again, would you come back to this program?	Yes, definitely	65	31.2%	55	26.2%	88	32.6%	81	34.0%	60	26.5%	349	30.3%
	Yes, probably	96	46.2%	77	36.7%	108	40.0%	83	34.9%	100	44.2%	464	40.3%
	Subtotal	161	77.4%	132	62.9%	196	72.6%	164	68.9%	160	70.8%	813	70.6%
	No, probably not	22	10.6%	46	21.9%	51	18.9%	48	20.2%	38	16.8%	205	17.8%
	No, definitely not	22	10.6%	30	14.3%	21	7.8%	23	9.7%	26	11.5%	122	10.6%
	Subtotal	44	21.2%	76	36.2%	72	26.7%	71	29.8%	64	28.3%	327	28.4%
	Did not respond	3	1.4%	2	1.0%	2	.7%	3	1.3%	2	.9%	12	1.0%
	Total	208	100.0%	210	100.0%	270	100.0%	238	100.0%	226	100.0%	1152	100.0%

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Table 18b
Responses to Questions 1-7 of the DBHR Youth Patient Satisfaction Survey by Year of Survey in Outpatient Treatment

		Year											
		2004		2005		2006		2007		2009		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	505	40.2%	502	39.5%	517	41.2%	515	45.1%	578	44.0%	2617	42.0%
	Mostly satisfied	647	51.5%	653	51.3%	636	50.7%	534	46.8%	633	48.1%	3103	49.7%
	Subtotal	1152	91.7%	1155	90.8%	1153	91.9%	1049	91.9%	1211	92.1%	5720	91.7%
	Dissatisfied	63	5.0%	79	6.2%	65	5.2%	69	6.0%	59	4.5%	335	5.4%
	Very dissatisfied	32	2.5%	33	2.6%	32	2.6%	20	1.8%	35	2.7%	152	2.4%
	Subtotal	95	7.6%	112	8.8%	97	7.7%	89	7.8%	94	7.1%	487	7.8%
	Did not respond	9	.7%	5	.4%	4	.3%	3	.3%	10	.8%	31	.5%
	Total	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	1315	100.0%	6238	100.0%
How satisfied are you with the comfort and appearance of this facility?	Very satisfied	573	45.6%	556	43.7%	582	46.4%	547	47.9%	636	48.4%	2894	46.4%
	Mostly satisfied	600	47.8%	617	48.5%	586	46.7%	503	44.1%	597	45.4%	2903	46.5%
	Subtotal	1173	93.4%	1173	92.2%	1168	93.1%	1050	92.0%	1233	93.8%	5797	92.9%
	Dissatisfied	55	4.4%	68	5.3%	53	4.2%	65	5.7%	53	4.0%	294	4.7%
	Very dissatisfied	21	1.7%	25	2.0%	29	2.3%	21	1.8%	21	1.6%	117	1.9%
	Subtotal	76	6.1%	93	7.3%	82	6.5%	86	7.5%	74	5.6%	411	6.6%
	Did not respond	7	.6%	6	.5%	4	.3%	5	.4%	8	.6%	30	.5%
	Total	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	1315	100.0%	6238	100.0%
Would you say our staff treated you with respect?	All of the time	985	78.4%	1016	79.9%	1000	79.7%	953	83.5%	1067	81.1%	5021	80.5%
	Some of the time	230	18.3%	218	17.1%	213	17.0%	151	13.2%	203	15.4%	1015	16.3%
	Subtotal	1215	96.7%	1234	97.0%	1213	96.7%	1104	96.8%	1270	96.6%	6036	96.8%
	Little of the time	19	1.5%	23	1.8%	18	1.4%	24	2.1%	25	1.9%	109	1.7%
	Never	12	1.0%	14	1.1%	18	1.4%	8	.7%	13	1.0%	65	1.0%
	Subtotal	31	2.5%	37	2.9%	36	2.9%	32	2.8%	38	2.9%	174	2.8%
	Did not respond	10	.8%	1	.1%	5	.4%	5	.4%	7	.5%	28	.4%
	Total	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	1315	100.0%	6238	100.0%
How safe do you feel in this program?	Very safe	874	69.6%	857	67.4%	857	68.3%	820	71.9%	929	70.6%	4337	69.5%
	Somewhat safe	314	25.0%	333	26.2%	338	27.0%	278	24.4%	316	24.0%	1579	25.3%
	Subtotal	1188	94.6%	1190	93.6%	1195	95.3%	1098	96.2%	1245	94.7%	5916	94.8%
	Not very safe	34	2.7%	32	2.5%	28	2.2%	18	1.6%	30	2.3%	142	2.3%
	Not safe at all	21	1.7%	20	1.6%	22	1.8%	19	1.7%	17	1.3%	99	1.6%
	Subtotal	55	4.4%	52	4.1%	50	4.0%	37	3.2%	47	3.6%	241	3.9%
	Did not respond	13	1.0%	30	2.4%	9	.7%	6	.5%	23	1.7%	81	1.3%
	Total	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	1315	100.0%	6238	100.0%

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How helpful are the group sessions?	Very helpful	479	38.1%	444	34.9%	468	37.3%	432	37.9%	498	37.9%	2321	37.2%
	Somewhat helpful	572	45.5%	615	48.3%	590	47.0%	521	45.7%	600	45.6%	2898	46.5%
	Subtotal	1051	83.7%	1059	83.3%	1058	84.4%	953	83.5%	1098	83.5%	5219	83.7%
	Not helpful	110	8.8%	118	9.3%	109	8.7%	101	8.9%	115	8.7%	553	8.9%
	Made things worse	17	1.4%	23	1.8%	10	.8%	15	1.3%	20	1.5%	85	1.4%
	Subtotal	127	10.1%	141	11.1%	119	9.5%	116	10.2%	135	10.3%	638	10.2%
	Did not receive	61	4.9%	61	4.8%	64	5.1%	61	5.3%	67	5.1%	314	5.0%
	Did not respond	17	1.4%	11	.9%	13	1.0%	11	1.0%	15	1.1%	67	1.1%
	Total	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	1315	100.0%	6238	100.0%
How helpful is the individual counseling?	Very helpful	521	41.5%	527	41.4%	511	40.7%	528	46.3%	594	45.2%	2681	43.0%
	Somewhat helpful	497	39.6%	463	36.4%	459	36.6%	387	33.9%	469	35.7%	2275	36.5%
	Subtotal	1018	81.1%	990	77.8%	970	77.4%	915	80.2%	1063	80.8%	4956	79.4%
	Not helpful	88	7.0%	96	7.5%	83	6.6%	78	6.8%	86	6.5%	431	6.9%
	Made things worse	13	1.0%	20	1.6%	11	.9%	13	1.1%	14	1.1%	71	1.1%
	Subtotal	101	8.0%	116	9.1%	94	7.5%	91	8.0%	100	7.6%	502	8.0%
	Did not receive	113	9.0%	154	12.1%	177	14.1%	123	10.8%	135	10.3%	702	11.3%
	Did not respond	24	1.9%	12	.9%	13	1.0%	12	1.1%	17	1.3%	78	1.3%
	Total	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	1315	100.0%	6238	100.0%
If you were to seek help again, would you come back to this program?	Yes, definitely	514	40.9%	502	39.5%	522	41.6%	513	45.0%	562	42.7%	2613	41.9%
	Yes, probably	504	40.1%	541	42.5%	521	41.5%	442	38.7%	535	40.7%	2543	40.8%
	Subtotal	1018	81.1%	1043	82.0%	1043	83.2%	955	83.7%	1097	83.4%	5156	82.7%
	No, probably not	144	11.5%	134	10.5%	129	10.3%	129	11.3%	130	9.9%	666	10.7%
	No, definitely not	78	6.2%	79	6.2%	67	5.3%	50	4.4%	69	5.2%	343	5.5%
	Subtotal	222	17.7%	213	16.7%	196	15.6%	179	15.7%	199	15.1%	1009	16.2%
	Did not respond	16	1.3%	16	1.3%	15	1.2%	7	.6%	19	1.4%	73	1.2%
	Total	1256	100.0%	1272	100.0%	1254	100.0%	1141	100.0%	1315	100.0%	6238	100.0%

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Appendix A: Results for DOC Treatment Programs

Table 19
Responses to Questions 1-6 of the DBHR Adult Patient Satisfaction Survey by Treatment Modality, March 23-27, 2009

		Treatment Modality							
		Recovery House		Long-term Residential		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	9	21.4%	36	10.3%	576	46.1%	621	37.8%
	Mostly satisfied	22	52.4%	218	62.3%	599	47.9%	839	51.1%
	Subtotal	31	73.8%	254	72.6%	1175	94.0%	1460	88.9%
	Dissatisfied	4	9.5%	73	20.9%	42	3.4%	119	7.2%
	Very dissatisfied	3	7.1%	22	6.3%	25	2.0%	50	3.0%
	Subtotal	7	16.7%	95	27.1%	67	5.4%	169	10.3%
	Did not respond	4	9.5%	1	.3%	8	.6%	13	.8%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	8	19.0%	19	5.4%	358	28.6%	385	23.4%
	Mostly satisfied	26	61.9%	208	59.4%	693	55.4%	927	56.5%
	Subtotal	34	81.0%	227	64.9%	1051	84.1%	1312	79.9%
	Dissatisfied	7	16.7%	92	26.3%	144	11.5%	243	14.8%
	Very dissatisfied	0	.0%	30	8.6%	46	3.7%	76	4.6%
	Subtotal	7	16.7%	122	34.9%	190	15.2%	319	19.4%
	Did not respond	1	2.4%	1	.3%	9	.7%	11	.7%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
Would you say our staff treated you with respect?	All of the time	23	54.8%	127	36.3%	956	76.5%	1106	67.4%
	Some of the time	15	35.7%	175	50.0%	253	20.2%	443	27.0%
	Subtotal	38	90.5%	302	86.3%	1209	96.7%	1549	94.3%
	Little of the time	3	7.1%	42	12.0%	26	2.1%	71	4.3%
	Never	0	.0%	4	1.1%	9	.7%	13	.8%
	Subtotal	3	7.1%	46	13.1%	35	2.8%	84	5.1%
	Did not respond	1	2.4%	2	.6%	6	.5%	9	.5%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
How do you rate the helpfulness of the group sessions?	Very helpful	10	23.8%	106	30.3%	736	58.9%	852	51.9%
	Somewhat helpful	21	50.0%	202	57.7%	444	35.5%	667	40.6%
	Subtotal	31	73.8%	308	88.0%	1180	94.4%	1519	92.5%
	Not helpful	9	21.4%	29	8.3%	47	3.8%	85	5.2%
	Made things worse	0	.0%	8	2.3%	7	.6%	15	.9%
	Subtotal	9	21.4%	37	10.6%	54	4.3%	100	6.1%
	Did not receive	1	2.4%	3	.9%	10	.8%	14	.9%
	Did not respond	1	2.4%	2	.6%	6	.5%	9	.5%
Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%	

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How do you rate the helpfulness of the individual counseling?	Very helpful	16	38.1%	138	39.4%	739	59.1%	893	54.4%
	Somewhat helpful	13	31.0%	139	39.7%	332	26.6%	484	29.5%
	Subtotal	29	69.0%	277	79.1%	1071	85.7%	1377	83.9%
	Not helpful	3	7.1%	42	12.0%	44	3.5%	89	5.4%
	Made things worse	0	.0%	10	2.9%	4	.3%	14	.9%
	Subtotal	3	7.1%	52	14.9%	48	3.8%	103	6.3%
	Did not receive	8	19.0%	19	5.4%	110	8.8%	137	8.3%
	Did not respond	2	4.8%	2	.6%	21	1.7%	25	1.5%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
	If you were to seek help again, would you come back to this program?	Yes, definitely	8	19.0%	24	6.9%	461	36.9%	493
Yes, probably		18	42.9%	84	24.0%	462	37.0%	564	34.3%
Subtotal		26	61.9%	108	30.9%	923	73.8%	1057	64.4%
No, probably not		7	16.7%	105	30.0%	190	15.2%	302	18.4%
No, definitely not		8	19.0%	130	37.1%	116	9.3%	254	15.5%
Subtotal		15	35.7%	235	67.1%	306	24.5%	556	33.9%
Did not respond		1	2.4%	7	2.0%	21	1.7%	29	1.8%
Total		42	100.0%	350	100.0%	1250	100.0%	1642	100.0%

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Appendix A: Results for DOC Treatment Programs

Table 20
Responses to Questions 7-12a of the DBHR Adult Patient Satisfaction Survey by Treatment Modality, March 23-27, 2009

		Treatment Modality							
		Recovery House		Long-term Residential		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Did you need legal services?	Yes	16	38.1%	105	30.0%	214	17.1%	335	20.4%
	No	26	61.9%	244	69.7%	1026	82.1%	1296	78.9%
	Did not respond	0	.0%	1	.3%	10	.8%	11	.7%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
If yes, how helpful were we in assisting you to identify and find legal services?	Very helpful	1	6.2%	5	4.8%	63	29.4%	69	20.6%
	Somewhat helpful	2	12.5%	30	28.6%	63	29.4%	95	28.4%
	Subtotal	3	18.8%	35	33.3%	126	58.9%	164	49.0%
	Not very helpful	9	56.2%	29	27.6%	33	15.4%	71	21.2%
	Not helpful at all	4	25.0%	41	39.0%	47	22.0%	92	27.5%
	Subtotal	13	81.2%	70	66.7%	80	37.4%	163	48.7%
	Did not respond	0	.0%	0	.0%	8	3.7%	8	2.4%
	Total	16	100.0%	105	100.0%	214	100.0%	335	100.0%
Did you need medical services?	Yes	27	64.3%	234	66.9%	299	23.9%	560	34.1%
	No	15	35.7%	114	32.6%	935	74.8%	1064	64.8%
	Did not respond	0	.0%	2	.6%	16	1.3%	18	1.1%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
If yes, how helpful were we in assisting you to identify and find medical services?	Very helpful	6	22.2%	46	19.7%	87	29.1%	139	24.8%
	Somewhat helpful	13	48.1%	79	33.8%	83	27.8%	175	31.2%
	Subtotal	19	70.4%	125	53.4%	170	56.9%	314	56.1%
	Not very helpful	6	22.2%	50	21.4%	58	19.4%	114	20.4%
	Not helpful at all	2	7.4%	54	23.1%	56	18.7%	112	20.0%
	Subtotal	8	29.6%	104	44.4%	114	38.1%	226	40.4%
	Did not respond	0	.0%	5	2.1%	15	5.0%	20	3.6%
	Total	27	100.0%	234	100.0%	299	100.0%	560	100.0%
Did you need family services?	Yes	12	28.6%	154	44.0%	164	13.1%	330	20.1%
	No	30	71.4%	191	54.6%	1070	85.6%	1291	78.6%
	Did not respond	0	.0%	5	1.4%	16	1.3%	21	1.3%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
If yes, how helpful were we in assisting you to identify and find family services?	Very helpful	2	16.7%	53	34.4%	49	29.9%	104	31.5%
	Somewhat helpful	4	33.3%	48	31.2%	40	24.4%	92	27.9%
	Subtotal	6	50.0%	101	65.6%	89	54.3%	196	59.4%
	Not very helpful	3	25.0%	25	16.2%	30	18.3%	58	17.6%
	Not helpful at all	3	25.0%	25	16.2%	37	22.6%	65	19.7%
	Subtotal	6	50.0%	50	32.5%	67	40.9%	123	37.3%
	Did not respond	0	.0%	3	1.9%	8	4.9%	11	3.3%
	Total	12	100.0%	154	100.0%	164	100.0%	330	100.0%

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Appendix A: Results for DOC Treatment Programs

Did you need mental health services?	Yes	21	50.0%	126	36.0%	249	19.9%	396	24.1%
	No	21	50.0%	218	62.3%	991	79.3%	1230	74.9%
	Did not respond	0	.0%	6	1.7%	10	.8%	16	1.0%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
If yes, how helpful were we in assisting you to identify and find mental health services?	Very helpful	7	33.3%	42	33.3%	89	35.7%	138	34.8%
	Somewhat helpful	11	52.4%	34	27.0%	62	24.9%	107	27.0%
	Subtotal	18	85.7%	76	60.3%	151	60.6%	245	61.9%
	Not very helpful	1	4.8%	26	20.6%	40	16.1%	67	16.9%
	Not helpful at all	2	9.5%	23	18.3%	42	16.9%	67	16.9%
	Subtotal	3	14.3%	49	38.9%	82	32.9%	134	33.8%
	Did not respond	0	.0%	1	.8%	16	6.4%	17	4.3%
	Total	21	100.0%	126	100.0%	249	100.0%	396	100.0%
Did you need educational or vocational services?	Yes	16	38.1%	216	61.7%	276	22.1%	508	30.9%
	No	26	61.9%	131	37.4%	962	77.0%	1119	68.1%
	Did not respond	0	.0%	3	.9%	12	1.0%	15	.9%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
If yes, how helpful were we in assisting you to identify and find educational or vocational services?	Very helpful	4	25.0%	73	33.8%	89	32.2%	166	32.7%
	Somewhat helpful	5	31.2%	73	33.8%	77	27.9%	155	30.5%
	Subtotal	9	56.2%	146	67.6%	166	60.1%	321	63.2%
	Not very helpful	4	25.0%	20	9.3%	37	13.4%	61	12.0%
	Not helpful at all	3	18.8%	44	20.4%	52	18.8%	99	19.5%
	Subtotal	7	43.8%	64	29.6%	89	32.2%	160	31.5%
	Did not respond	0	.0%	6	2.8%	21	7.6%	27	5.3%
	Total	16	100.0%	216	100.0%	276	100.0%	508	100.0%
Did you need employment services?	Yes	28	66.7%	218	62.3%	338	27.0%	584	35.6%
	No	14	33.3%	128	36.6%	898	71.8%	1040	63.3%
	Did not respond	0	.0%	4	1.1%	14	1.1%	18	1.1%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
If yes, how helpful were we in assisting you to identify and find employment services?	Very helpful	7	25.0%	56	25.7%	87	25.7%	150	25.7%
	Somewhat helpful	7	25.0%	60	27.5%	86	25.4%	153	26.2%
	Subtotal	14	50.0%	116	53.2%	173	51.2%	303	51.9%
	Not very helpful	6	21.4%	45	20.6%	59	17.5%	110	18.8%
	Not helpful at all	8	28.6%	53	24.3%	75	22.2%	136	23.3%
	Subtotal	14	50.0%	98	45.0%	134	39.6%	246	42.1%
	Did not respond	0	.0%	4	1.8%	31	9.2%	35	6.0%
	Total	28	100.0%	218	100.0%	338	100.0%	584	100.0%

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Table 21
Characteristics of DOC Patients by Treatment Modality, March 23-27, 2009

		Treatment Modality							
		Recovery House		Long-term Residential		OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %
Age	20 and younger	0	.0%	7	2.0%	37	3.0%	44	2.7%
	21 - 25	3	7.1%	43	12.3%	193	15.4%	239	14.6%
	26 - 30	7	16.7%	70	20.0%	226	18.1%	303	18.5%
	31 - 35	3	7.1%	47	13.4%	187	15.0%	237	14.4%
	36 - 40	12	28.6%	57	16.3%	191	15.3%	260	15.8%
	41 - 45	4	9.5%	56	16.0%	154	12.3%	214	13.0%
	46 - 50	4	9.5%	35	10.0%	125	10.0%	164	10.0%
	51 - 55	4	9.5%	15	4.3%	55	4.4%	74	4.5%
	Over 55	2	4.8%	11	3.1%	36	2.9%	49	3.0%
	Unknown	3	7.1%	9	2.6%	46	3.7%	58	3.5%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
Gender	Male	24	57.1%	283	80.9%	940	75.2%	1247	75.9%
	Female	17	40.5%	67	19.1%	263	21.0%	347	21.1%
	Unknown	1	2.4%	0	.0%	47	3.8%	48	2.9%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
Ethnic/Racial Background	White/European American	24	57.1%	237	67.7%	782	62.6%	1043	63.5%
	Black/African American	6	14.3%	34	9.7%	160	12.8%	200	12.2%
	Asian/Pacific Islander	0	.0%	9	2.6%	34	2.7%	43	2.6%
	Native American/Eskimo/Aleut	3	7.1%	18	5.1%	55	4.4%	76	4.6%
	Hispanic	4	9.5%	10	2.9%	76	6.1%	90	5.5%
	Multiracial	5	11.9%	25	7.1%	53	4.2%	83	5.1%
	Other	0	.0%	14	4.0%	36	2.9%	50	3.0%
	Unknown	0	.0%	3	.9%	54	4.3%	57	3.5%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
Length of Stay in Treatment	15 days or less	12	28.6%	225	64.3%	274	21.9%	511	31.1%
	16 - 30 days	2	4.8%	15	4.3%	174	13.9%	191	11.6%
	31 - 45 days	8	19.0%	9	2.6%	146	11.7%	163	9.9%
	46 - 60 days	11	26.2%	9	2.6%	133	10.6%	153	9.3%
	61 - 75 days	2	4.8%	15	4.3%	108	8.6%	125	7.6%
	76 - 90 days	1	2.4%	6	1.7%	73	5.8%	80	4.9%
	Over 90 days	1	2.4%	39	11.1%	164	13.1%	204	12.4%
	Unknown	5	11.9%	32	9.1%	178	14.2%	215	13.1%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%
Source of Funding	Private	2	4.8%	7	2.0%	37	3.0%	46	2.8%
	Public	30	71.4%	291	83.1%	951	76.1%	1272	77.5%
	Unknown	10	23.8%	52	14.9%	262	21.0%	324	19.7%
	Total	42	100.0%	350	100.0%	1250	100.0%	1642	100.0%

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Appendix A: Results for DOC Treatment Programs

Table 22a
Responses to Questions 1-6 of the DBHR Adult Patient Satisfaction Survey by Year of Survey in Long-term Residential

		Year											
		2004		2005		2006		2007		2009		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	58	27.4%	51	23.1%	49	16.3%	58	15.4%	36	10.3%	252	17.3%
	Mostly satisfied	118	55.7%	142	64.3%	186	61.8%	209	55.6%	218	62.3%	873	59.8%
	Subtotal	176	83.0%	193	87.3%	235	78.1%	267	71.0%	254	72.6%	1125	77.1%
	Dissatisfied	30	14.2%	23	10.4%	53	17.6%	78	20.7%	73	20.9%	257	17.6%
	Very dissatisfied	5	2.4%	5	2.3%	13	4.3%	29	7.7%	22	6.3%	74	5.1%
	Subtotal	35	16.5%	28	12.7%	66	21.9%	107	28.5%	95	27.1%	331	22.7%
	Did not respond	1	.5%	0	.0%	0	.0%	2	.5%	1	.3%	4	.3%
	Total	212	100.0%	221	100.0%	301	100.0%	376	100.0%	350	100.0%	1460	100.0%
In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	34	16.0%	30	13.6%	46	15.3%	49	13.0%	19	5.4%	178	12.2%
	Mostly satisfied	125	59.0%	145	65.6%	176	58.5%	229	60.9%	208	59.4%	883	60.5%
	Subtotal	159	75.0%	175	79.2%	222	73.8%	278	73.9%	227	64.9%	1061	72.7%
	Dissatisfied	46	21.7%	42	19.0%	65	21.6%	76	20.2%	92	26.3%	321	22.0%
	Very dissatisfied	7	3.3%	3	1.4%	13	4.3%	22	5.9%	30	8.6%	75	5.1%
	Subtotal	53	25.0%	45	20.4%	78	25.9%	98	26.1%	122	34.9%	396	27.1%
	Did not respond	0	.0%	1	.5%	1	.3%	0	.0%	1	.3%	3	.2%
	Total	212	100.0%	221	100.0%	301	100.0%	376	100.0%	350	100.0%	1460	100.0%
Would you say our staff treated you with respect?	All of the time	105	49.5%	108	48.9%	122	40.5%	135	35.9%	127	36.3%	597	40.9%
	Some of the time	100	47.2%	98	44.3%	143	47.5%	183	48.7%	175	50.0%	699	47.9%
	Subtotal	205	96.7%	206	93.2%	265	88.0%	318	84.6%	302	86.3%	1296	88.8%
	Little of the time	7	3.3%	15	6.8%	30	10.0%	51	13.6%	42	12.0%	145	9.9%
	Never	0	.0%	0	.0%	4	1.3%	5	1.3%	4	1.1%	13	.9%
	Subtotal	7	3.3%	15	6.8%	34	11.3%	56	14.9%	46	13.1%	158	10.8%
	Did not respond	0	.0%	0	.0%	2	.7%	2	.5%	2	.6%	6	.4%
	Total	212	100.0%	221	100.0%	301	100.0%	376	100.0%	350	100.0%	1460	100.0%
How do you rate the helpfulness of the group sessions?	Very helpful	110	51.9%	111	50.2%	107	35.5%	137	36.4%	106	30.3%	571	39.1%
	Somewhat helpful	89	42.0%	102	46.2%	158	52.5%	181	48.1%	202	57.7%	732	50.1%
	Subtotal	199	93.9%	213	96.4%	265	88.0%	318	84.6%	308	88.0%	1303	89.2%
	Not helpful	13	6.1%	6	2.7%	26	8.6%	43	11.4%	29	8.3%	117	8.0%
	Made things worse	0	.0%	2	.9%	5	1.7%	7	1.9%	8	2.3%	22	1.5%
	Subtotal	13	6.1%	8	3.6%	31	10.3%	50	13.3%	37	10.6%	139	9.5%
	Did not receive	0	.0%	0	.0%	2	.7%	4	1.1%	3	.9%	9	.6%
	Did not respond	0	.0%	0	.0%	3	1.0%	4	1.1%	2	.6%	9	.6%
Total	212	100.0%	221	100.0%	301	100.0%	376	100.0%	350	100.0%	1460	100.0%	

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Appendix A: Results for DOC Treatment Programs

How do you rate the helpfulness of the individual counseling?	Very helpful	92	43.4%	103	46.6%	119	39.5%	142	37.8%	138	39.4%	594	40.7%
	Somewhat helpful	90	42.5%	79	35.7%	117	38.9%	156	41.5%	139	39.7%	581	39.8%
	Subtotal	182	85.8%	182	82.4%	236	78.4%	298	79.3%	277	79.1%	1175	80.5%
	Not helpful	15	7.1%	14	6.3%	43	14.3%	35	9.3%	42	12.0%	149	10.2%
	Made things worse	1	.5%	1	.5%	2	.7%	7	1.9%	10	2.9%	21	1.4%
	Subtotal	16	7.5%	15	6.8%	45	15.0%	42	11.2%	52	14.9%	170	11.6%
	Did not receive	12	5.7%	23	10.4%	17	5.6%	27	7.2%	19	5.4%	98	6.7%
	Did not respond	2	.9%	1	.5%	3	1.0%	9	2.4%	2	.6%	17	1.2%
	Total	212	100.0%	221	100.0%	301	100.0%	376	100.0%	350	100.0%	1460	100.0%
	Would you come back to this program?	Yes, definitely	39	18.4%	44	19.9%	54	17.9%	42	11.2%	24	6.9%	203
Yes, probably		59	27.8%	66	29.9%	64	21.3%	82	21.8%	84	24.0%	355	24.3%
Subtotal		98	46.2%	110	49.8%	118	39.2%	124	33.0%	108	30.9%	558	38.2%
No, probably not		61	28.8%	56	25.3%	87	28.9%	106	28.2%	105	30.0%	415	28.4%
No, definitely not		48	22.6%	51	23.1%	87	28.9%	131	34.8%	130	37.1%	447	30.6%
Subtotal		109	51.4%	107	48.4%	174	57.8%	237	63.0%	235	67.1%	862	59.0%
Did not respond		5	2.4%	4	1.8%	9	3.0%	15	4.0%	7	2.0%	40	2.7%
Total		212	100.0%	221	100.0%	301	100.0%	376	100.0%	350	100.0%	1460	100.0%

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Table 22b
Responses to Questions 1-6 of the DBHR Adult Patient Satisfaction Survey by Year of Survey
in Outpatient/Intensive Outpatient

		Year											
		2004		2005		2006		2007		2009		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
In an overall, general sense, how satisfied are you with the service you have received?	Very satisfied	443	43.3%	383	39.0%	445	47.6%	408	43.2%	576	46.1%	2255	43.9%
	Mostly satisfied	509	49.7%	515	52.5%	432	46.2%	470	49.7%	599	47.9%	2525	49.2%
	Subtotal	952	93.0%	898	91.5%	877	93.8%	878	92.9%	1175	94.0%	4780	93.1%
	Dissatisfied	43	4.2%	58	5.9%	32	3.4%	49	5.2%	42	3.4%	224	4.4%
	Very dissatisfied	17	1.7%	18	1.8%	18	1.9%	13	1.4%	25	2.0%	91	1.8%
	Subtotal	60	5.9%	76	7.7%	50	5.3%	62	6.6%	67	5.4%	315	6.1%
	Did not respond	12	1.2%	7	.7%	8	.9%	5	.5%	8	.6%	40	.8%
	Total	1024	100.0%	981	100.0%	935	100.0%	945	100.0%	1250	100.0%	5135	100.0%
In general, how satisfied are you with the comfort and appearance of this facility?	Very satisfied	310	30.3%	276	28.1%	319	34.1%	274	29.0%	358	28.6%	1537	29.9%
	Mostly satisfied	561	54.8%	542	55.2%	483	51.7%	528	55.9%	693	55.4%	2807	54.7%
	Subtotal	871	85.1%	818	83.4%	802	85.8%	802	84.9%	1051	84.1%	4344	84.6%
	Dissatisfied	108	10.5%	112	11.4%	95	10.2%	102	10.8%	144	11.5%	561	10.9%
	Very dissatisfied	34	3.3%	46	4.7%	33	3.5%	34	3.6%	46	3.7%	193	3.8%
	Subtotal	142	13.9%	158	16.1%	128	13.7%	136	14.4%	190	15.2%	754	14.7%
	Did not respond	11	1.1%	5	.5%	5	.5%	7	.7%	9	.7%	37	.7%
	Total	1024	100.0%	981	100.0%	935	100.0%	945	100.0%	1250	100.0%	5135	100.0%
Would you say our staff treated you with respect?	All of the time	775	75.7%	724	73.8%	728	77.9%	716	75.8%	956	76.5%	3899	75.9%
	Some of the time	214	20.9%	213	21.7%	173	18.5%	181	19.2%	253	20.2%	1034	20.1%
	Subtotal	989	96.6%	937	95.5%	901	96.4%	897	94.9%	1209	96.7%	4933	96.1%
	Little of the time	18	1.8%	30	3.1%	19	2.0%	38	4.0%	26	2.1%	131	2.6%
	Never	4	.4%	7	.7%	7	.7%	2	.2%	9	.7%	29	.6%
	Subtotal	22	2.1%	37	3.8%	26	2.8%	40	4.2%	35	2.8%	160	3.1%
	Did not respond	13	1.3%	7	.7%	8	.9%	8	.8%	6	.5%	42	.8%
	Total	1024	100.0%	981	100.0%	935	100.0%	945	100.0%	1250	100.0%	5135	100.0%
How do you rate the helpfulness of the group sessions?	Very helpful	594	58.0%	540	55.0%	557	59.6%	549	58.1%	736	58.9%	2976	58.0%
	Somewhat helpful	371	36.2%	378	38.5%	318	34.0%	353	37.4%	444	35.5%	1864	36.3%
	Subtotal	965	94.2%	918	93.6%	875	93.6%	902	95.4%	1180	94.4%	4840	94.3%
	Not helpful	33	3.2%	38	3.9%	34	3.6%	29	3.1%	47	3.8%	181	3.5%
	Made things worse	8	.8%	7	.7%	8	.9%	4	.4%	7	.6%	34	.7%
	Subtotal	41	4.0%	45	4.6%	42	4.5%	33	3.5%	54	4.3%	215	4.2%
	Did not receive	8	.8%	10	1.0%	9	1.0%	6	.6%	10	.8%	43	.8%
	Did not respond	10	1.0%	8	.8%	9	1.0%	4	.4%	6	.5%	37	.7%
Total	1024	100.0%	981	100.0%	935	100.0%	945	100.0%	1250	100.0%	5135	100.0%	

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Appendix A: Results for DOC Treatment Programs

How do you rate the helpfulness of the individual counseling?	Very helpful	568	55.5%	512	52.2%	539	57.6%	501	53.0%	739	59.1%	2859	55.7%
	Somewhat helpful	277	27.1%	290	29.6%	251	26.8%	272	28.8%	332	26.6%	1422	27.7%
	Subtotal	845	82.5%	802	81.8%	790	84.5%	773	81.8%	1071	85.7%	4281	83.4%
	Not helpful	30	2.9%	32	3.3%	29	3.1%	48	5.1%	44	3.5%	183	3.6%
	Made things worse	4	.4%	3	.3%	5	.5%	4	.4%	4	.3%	20	.4%
	Subtotal	34	3.3%	35	3.6%	34	3.6%	52	5.5%	48	3.8%	203	4.0%
	Did not receive	132	12.9%	131	13.4%	91	9.7%	106	11.2%	110	8.8%	570	11.1%
	Did not respond	13	1.3%	13	1.3%	20	2.1%	14	1.5%	21	1.7%	81	1.6%
	Total	1024	100.0%	981	100.0%	935	100.0%	945	100.0%	1250	100.0%	5135	100.0%
Would you come back to this program?	Yes, definitely	352	34.4%	322	32.8%	365	39.0%	356	37.7%	461	36.9%	1856	36.1%
	Yes, probably	383	37.4%	406	41.4%	352	37.6%	372	39.4%	462	37.0%	1975	38.5%
	Subtotal	735	71.8%	728	74.2%	717	76.7%	728	77.0%	923	73.8%	3831	74.6%
	No, probably not	151	14.7%	141	14.4%	109	11.7%	116	12.3%	190	15.2%	707	13.8%
	No, definitely not	107	10.4%	88	9.0%	86	9.2%	84	8.9%	116	9.3%	481	9.4%
	Subtotal	258	25.2%	229	23.3%	195	20.9%	200	21.2%	306	24.5%	1188	23.1%
	Did not respond	31	3.0%	24	2.4%	23	2.5%	17	1.8%	21	1.7%	116	2.3%
	Total	1024	100.0%	981	100.0%	935	100.0%	945	100.0%	1250	100.0%	5135	100.0%

Patients Speak Out 2009
Appendix A: Results for JRA Treatment Programs

Table 23
Responses to Questions 1-7 of the DBHR Youth Patient Satisfaction Survey by Treatment Modality, March 23-27, 2009

		Treatment Modality					
		JRA Residential		JRA OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	6	20.0%	6	23.1%	12	21.4%
	Mostly satisfied	22	73.3%	17	65.4%	39	69.6%
	Subtotal	28	93.3%	23	88.5%	51	91.1%
	Dissatisfied	2	6.7%	2	7.7%	4	7.1%
	Very dissatisfied	0	.0%	1	3.8%	1	1.8%
	Subtotal	2	6.7%	3	11.5%	5	8.9%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	30	100.0%	26	100.0%	56	100.0%
How satisfied are you with the comfort and appearance of this facility?	Very satisfied	7	23.3%	9	34.6%	16	28.6%
	Mostly satisfied	21	70.0%	8	30.8%	29	51.8%
	Subtotal	28	93.3%	17	65.4%	45	80.4%
	Dissatisfied	1	3.3%	8	30.8%	9	16.1%
	Very dissatisfied	0	.0%	1	3.8%	1	1.8%
	Subtotal	1	3.3%	9	34.6%	10	17.9%
	Did not respond	1	3.3%	0	.0%	1	1.8%
	Total	30	100.0%	26	100.0%	56	100.0%
Would you say our staff treated you with respect?	All of the time	10	33.3%	8	30.8%	18	32.1%
	Some of the time	17	56.7%	10	38.5%	27	48.2%
	Subtotal	27	90.0%	18	69.2%	45	80.4%
	Little of the time	1	3.3%	6	23.1%	7	12.5%
	Never	2	6.7%	2	7.7%	4	7.1%
	Subtotal	3	10.0%	8	30.8%	11	19.6%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	30	100.0%	26	100.0%	56	100.0%
How safe do you feel in this program?	Very safe	18	60.0%	15	57.7%	33	58.9%
	Somewhat safe	10	33.3%	9	34.6%	19	33.9%
	Subtotal	28	93.3%	24	92.3%	52	92.9%
	Not very safe	2	6.7%	2	7.7%	4	7.1%
	Not safe at all	0	.0%	0	.0%	0	.0%
	Subtotal	2	6.7%	2	7.7%	4	7.1%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	30	100.0%	26	100.0%	56	100.0%

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Patients Speak Out 2009
Appendix A: Results for JRA Treatment Programs

How helpful are the group sessions?	Very helpful	10	33.3%	12	46.2%	22	39.3%
	Somewhat helpful	15	50.0%	12	46.2%	27	48.2%
	Subtotal	25	83.3%	24	92.3%	49	87.5%
	Not helpful	4	13.3%	1	3.8%	5	8.9%
	Made things worse	0	.0%	0	.0%	0	.0%
	Subtotal	4	13.3%	1	3.8%	5	8.9%
	Did not receive	0	.0%	1	3.8%	1	1.8%
	Did not respond	1	3.3%	0	.0%	1	1.8%
	Total	30	100.0%	26	100.0%	56	100.0%
How helpful is the individual counseling?	Very helpful	17	56.7%	12	46.2%	29	51.8%
	Somewhat helpful	8	26.7%	5	19.2%	13	23.2%
	Subtotal	25	83.3%	17	65.4%	42	75.0%
	Not helpful	2	6.7%	4	15.4%	6	10.7%
	Made things worse	0	.0%	0	.0%	0	.0%
	Subtotal	2	6.7%	4	15.4%	6	10.7%
	Did not receive	3	10.0%	4	15.4%	7	12.5%
	Did not respond	0	.0%	1	3.8%	1	1.8%
	Total	30	100.0%	26	100.0%	56	100.0%
If you were to seek help again, would you come back to this program?	Yes, definitely	6	20.0%	5	19.2%	11	19.6%
	Yes, probably	11	36.7%	7	26.9%	18	32.1%
	Subtotal	17	56.7%	12	46.2%	29	51.8%
	No, probably not	5	16.7%	8	30.8%	13	23.2%
	No, definitely not	7	23.3%	5	19.2%	12	21.4%
	Subtotal	12	40.0%	13	50.0%	25	44.6%
	Did not respond	1	3.3%	1	3.8%	2	3.6%
Total	30	100.0%	26	100.0%	56	100.0%	

Patients Speak Out 2009
Appendix A: Results for JRA Treatment Programs

Table 24
Characteristics of JRA Patients by Treatment Modality, March 23-27, 2009

		Treatment Modality					
		JRA Residential		JRA OP/IOP		Total	
		Count	Column %	Count	Column %	Count	Column %
Age	13 and younger	0	.0%	0	.0%	0	.0%
	14 - 15	5	16.7%	6	23.1%	11	19.6%
	16 - 17	16	53.3%	11	42.3%	27	48.2%
	18 - 23	9	30.0%	9	34.6%	18	32.1%
	Unknown	0	.0%	0	.0%	0	.0%
	Total	30	100.0%	26	100.0%	56	100.0%
Gender	Male	26	86.7%	22	84.6%	48	85.7%
	Female	4	13.3%	3	11.5%	7	12.5%
	Unknown	0	.0%	1	3.8%	1	1.8%
	Total	30	100.0%	26	100.0%	56	100.0%
Ethnic/Racial Background	White	13	43.3%	9	34.6%	22	39.3%
	Black/African American	3	10.0%	2	7.7%	5	8.9%
	Asian/Pacific Islander	1	3.3%	2	7.7%	3	5.4%
	Native American/Eskimo/Aleut	3	10.0%	3	11.5%	6	10.7%
	Hispanic	4	13.3%	6	23.1%	10	17.9%
	Multiracial	2	6.7%	0	.0%	2	3.6%
	Other	4	13.3%	1	3.8%	5	8.9%
	Unknown	0	.0%	3	11.5%	3	5.4%
Total	30	100.0%	26	100.0%	56	100.0%	
Length of Stay in Treatment	15 days or less	8	26.7%	3	11.5%	11	19.6%
	16 - 30 days	6	20.0%	2	7.7%	8	14.3%
	31 - 45 days	6	20.0%	5	19.2%	11	19.6%
	46 - 60 days	0	.0%	3	11.5%	3	5.4%
	61 - 75 days	4	13.3%	2	7.7%	6	10.7%
	76 - 90 days	1	3.3%	0	.0%	1	1.8%
	Over 90 days	3	10.0%	3	11.5%	6	10.7%
	Unknown	2	6.7%	8	30.8%	10	17.9%
	Total	30	100.0%	26	100.0%	56	100.0%
Source of Funding	Private	0	.0%	2	7.7%	2	3.6%
	Public	25	83.3%	19	73.1%	44	78.6%
	Other	1	3.3%	3	11.5%	4	7.1%
	Unknown	4	13.3%	2	7.7%	6	10.7%
	Total	30	100.0%	26	100.0%	56	100.0%

Patients Speak Out 2009
Appendix A: Results for JRA Treatment Programs

Table 25
Comparing Responses to Questions 1 and 3 of the DBHR Youth Patient Satisfaction Survey
Between Community Youth and JRA Patients
Residential Treatment

		Community Youth		JRA Youth		Total	
		Count	Column N %	Count	Column N %	Count	Column N %
How satisfied are you with the service you have received?	Very satisfied	55	24.3%	6	20.0%	61	23.8%
	Mostly satisfied	139	61.5%	22	73.3%	161	62.9%
	Subtotal	194	85.8%	28	93.3%	222	86.7%
	Dissatisfied	29	12.8%	2	6.7%	31	12.1%
	Very dissatisfied	3	1.3%	0	.0%	3	1.2%
	Subtotal	32	14.2%	2	6.7%	34	13.3%
	Did not respond	0	.0%	0	.0%	0	.0%
	Total	226	100.0%	30	100.0%	256	100.0%
Would you say our staff treated you with respect?	All of the time	88	38.9%	10	33.3%	98	38.3%
	Some of the time	114	50.4%	17	56.7%	131	51.2%
	Subtotal	202	89.4%	27	90.0%	229	89.5%
	Little of the time	21	9.3%	1	3.3%	22	8.6%
	Never	2	.9%	2	6.7%	4	1.6%
	Subtotal	23	10.2%	3	10.0%	26	10.2%
	Did not respond	1	.4%	0	.0%	1	.4%
	Total	226	100.0%	30	100.0%	256	100.0%

Outpatient/Intensive Outpatient

		Community Youth		JRA Youth		Total	
		Count	Column N %	Count	Column N %	Count	Column N %
How satisfied are you with the service you have received?	Very satisfied	578	44.0%	6	23.1%	584	43.5%
	Mostly satisfied	633	48.1%	17	65.4%	650	48.5%
	Subtotal	1211	92.1%	23	88.5%	1234	92.0%
	Dissatisfied	59	4.5%	2	7.7%	61	4.5%
	Very dissatisfied	35	2.7%	1	3.8%	36	2.7%
	Subtotal	94	7.1%	3	11.5%	97	7.2%
	Did not respond	10	.8%	0	.0%	10	.7%
	Total	1315	100.0%	26	100.0%	1341	100.0%
Would you say our staff treated you with respect?	All of the time	1067	81.1%	8	30.8%	1075	80.2%
	Some of the time	203	15.4%	10	38.5%	213	15.9%
	Subtotal	1270	96.6%	18	69.2%	1288	96.0%
	Little of the time	25	1.9%	6	23.1%	31	2.3%
	Never	13	1.0%	2	7.7%	15	1.1%
	Subtotal	38	2.9%	8	30.8%	46	3.4%
	Did not respond	7	.5%	0	.0%	7	.5%
	Total	1315	100.0%	26	100.0%	1341	100.0%

Patients Speak Out 2009
Appendix A: Results for JRA Treatment Programs

Table 26a
Responses to Questions 1-7 of the DBHR Youth Patient Satisfaction Survey by Year of Survey in Residential Treatment

		Year											
		2004		2005		2006		2007		2009		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	10	16.4%	8	13.1%	6	9.2%	9	16.1%	6	20.0%	39	14.3%
	Mostly satisfied	33	54.1%	38	62.3%	33	50.8%	38	67.9%	22	73.3%	164	60.1%
	Subtotal	43	70.5%	46	75.4%	39	60.0%	47	83.9%	28	93.3%	203	74.4%
	Dissatisfied	12	19.7%	6	9.8%	17	26.2%	7	12.5%	2	6.7%	44	16.1%
	Very dissatisfied	6	9.8%	9	14.8%	9	13.8%	1	1.8%	0	.0%	25	9.2%
	Subtotal	18	29.5%	15	24.6%	26	40.0%	8	14.3%	2	6.7%	69	25.3%
	Did not respond	0	.0%	0	.0%	0	.0%	1	1.8%	0	.0%	1	.4%
	Total	61	100.0%	61	100.0%	65	100.0%	56	100.0%	30	100.0%	273	100.0%
How satisfied are you with the comfort and appearance of this facility?	Very satisfied	8	13.1%	8	13.1%	5	7.7%	13	23.2%	7	23.3%	41	15.0%
	Mostly satisfied	31	50.8%	38	62.3%	33	50.8%	33	58.9%	21	70.0%	156	57.1%
	Subtotal	39	63.9%	46	75.4%	38	58.5%	46	82.1%	28	93.3%	197	72.2%
	Dissatisfied	19	31.1%	7	11.5%	11	16.9%	8	14.3%	1	3.3%	46	16.8%
	Very dissatisfied	3	4.9%	8	13.1%	15	23.1%	2	3.6%	0	.0%	28	10.3%
	Subtotal	22	36.1%	15	24.6%	26	40.0%	10	17.9%	1	3.3%	74	27.1%
	Did not respond	0	.0%	0	.0%	1	1.5%	0	.0%	1	3.3%	2	.7%
	Total	61	100.0%	61	100.0%	65	100.0%	56	100.0%	30	100.0%	273	100.0%
Would you say our staff treated you with respect?	All of the time	7	11.5%	18	29.5%	16	24.6%	23	41.1%	10	33.3%	74	27.1%
	Some of the time	34	55.7%	34	55.7%	34	52.3%	27	48.2%	17	56.7%	146	53.5%
	Subtotal	41	67.2%	52	85.2%	50	76.9%	50	89.3%	27	90.0%	220	80.6%
	Little of the time	15	24.6%	4	6.6%	13	20.0%	3	5.4%	1	3.3%	36	13.2%
	Never	3	4.9%	5	8.2%	1	1.5%	2	3.6%	2	6.7%	13	4.8%
	Subtotal	18	29.5%	9	14.8%	14	21.5%	5	8.9%	3	10.0%	49	17.9%
	Did not respond	2	3.3%	0	.0%	1	1.5%	1	1.8%	0	.0%	4	1.5%
	Total	61	100.0%	61	100.0%	65	100.0%	56	100.0%	30	100.0%	273	100.0%
How safe do you feel in this program?	Very safe	14	23.0%	20	32.8%	21	32.3%	26	46.4%	18	60.0%	99	36.3%
	Somewhat safe	32	52.5%	27	44.3%	33	50.8%	25	44.6%	10	33.3%	127	46.5%
	Subtotal	46	75.4%	47	77.0%	54	83.1%	51	91.1%	28	93.3%	226	82.8%
	Not very safe	11	18.0%	7	11.5%	8	12.3%	5	8.9%	2	6.7%	33	12.1%
	Not safe at all	2	3.3%	7	11.5%	3	4.6%	0	.0%	0	.0%	12	4.4%
	Subtotal	13	21.3%	14	23.0%	11	16.9%	5	8.9%	2	6.7%	45	16.5%
	Did not respond	2	3.3%	0	.0%	0	.0%	0	.0%	0	.0%	2	.7%
	Total	61	100.0%	61	100.0%	65	100.0%	56	100.0%	30	100.0%	273	100.0%

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Patients Speak Out 2009
Appendix A: Results for JRA Treatment Programs

How helpful are the group sessions?	Very helpful	10	16.4%	13	21.3%	10	15.4%	19	33.9%	10	33.3%	62	22.7%
	Somewhat helpful	30	49.2%	31	50.8%	35	53.8%	30	53.6%	15	50.0%	141	51.6%
	Subtotal	40	65.6%	44	72.1%	45	69.2%	49	87.5%	25	83.3%	203	74.4%
	Not helpful	12	19.7%	15	24.6%	15	23.1%	7	12.5%	4	13.3%	53	19.4%
	Made things worse	5	8.2%	1	1.6%	2	3.1%	0	.0%	0	.0%	8	2.9%
	Subtotal	17	27.9%	16	26.2%	17	26.2%	7	12.5%	4	13.3%	61	22.3%
	Did not receive	1	1.6%	1	1.6%	3	4.6%	0	.0%	0	.0%	5	1.8%
	Did not respond	3	4.9%	0	.0%	0	.0%	0	.0%	1	3.3%	4	1.5%
	Total	61	100.0%	61	100.0%	65	100.0%	56	100.0%	30	100.0%	273	100.0%
How helpful is the individual counseling?	Very helpful	21	34.4%	23	37.7%	23	35.4%	23	41.1%	17	56.7%	107	39.2%
	Somewhat helpful	24	39.3%	25	41.0%	25	38.5%	22	39.3%	8	26.7%	104	38.1%
	Subtotal	45	73.8%	48	78.7%	48	73.8%	45	80.4%	25	83.3%	211	77.3%
	Not helpful	7	11.5%	6	9.8%	8	12.3%	9	16.1%	2	6.7%	32	11.7%
	Made things worse	3	4.9%	1	1.6%	3	4.6%	0	.0%	0	.0%	7	2.6%
	Subtotal	10	16.4%	7	11.5%	11	16.9%	9	16.1%	2	6.7%	39	14.3%
	Did not receive	5	8.2%	6	9.8%	6	9.2%	2	3.6%	3	10.0%	22	8.1%
	Did not respond	1	1.6%	0	.0%	0	.0%	0	.0%	0	.0%	1	.4%
	Total	61	100.0%	61	100.0%	65	100.0%	56	100.0%	30	100.0%	273	100.0%
If you were to seek help again, would you come back to this program?	Yes, definitely	8	13.1%	6	9.8%	5	7.7%	8	14.3%	6	20.0%	33	12.1%
	Yes, probably	9	14.8%	23	37.7%	22	33.8%	22	39.3%	11	36.7%	87	31.9%
	Subtotal	17	27.9%	29	47.5%	27	41.5%	30	53.6%	17	56.7%	120	44.0%
	No, probably not	25	41.0%	15	24.6%	16	24.6%	12	21.4%	5	16.7%	73	26.7%
	No, definitely not	19	31.1%	17	27.9%	21	32.3%	14	25.0%	7	23.3%	78	28.6%
	Subtotal	44	72.1%	32	52.5%	37	56.9%	26	46.4%	12	40.0%	151	55.3%
	Did not respond	0	.0%	0	.0%	1	1.5%	0	.0%	1	3.3%	2	.7%
	Total	61	100.0%	61	100.0%	65	100.0%	56	100.0%	30	100.0%	273	100.0%

Patients Speak Out 2009
Appendix A: Results for JRA Treatment Programs

Table 26b
Responses to Questions 1-7 of the DBHR Youth Patient Satisfaction Survey by Year of Survey
in Outpatient/Intensive Outpatient

		Year											
		2004		2005		2006		2007		2009		Total	
		Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
How satisfied are you with the service you have received?	Very satisfied	8	34.8%	14	34.1%	8	33.3%	10	37.0%	6	23.1%	46	32.6%
	Mostly satisfied	7	30.4%	16	39.0%	8	33.3%	12	44.4%	17	65.4%	60	42.6%
	Subtotal	15	65.2%	30	73.2%	16	66.7%	22	81.5%	23	88.5%	106	75.2%
	Dissatisfied	3	13.0%	4	9.8%	4	16.7%	4	14.8%	2	7.7%	17	12.1%
	Very dissatisfied	5	21.7%	6	14.6%	4	16.7%	1	3.7%	1	3.8%	17	12.1%
	Subtotal	8	34.8%	10	24.4%	8	33.3%	5	18.5%	3	11.5%	34	24.1%
	Did not respond	0	.0%	1	2.4%	0	.0%	0	.0%	0	.0%	1	.7%
Total	23	100.0%	41	100.0%	24	100.0%	27	100.0%	26	100.0%	141	100.0%	
How satisfied are you with the comfort and appearance of this facility?	Very satisfied	6	26.1%	11	26.8%	3	12.5%	3	11.1%	9	34.6%	32	22.7%
	Mostly satisfied	10	43.5%	13	31.7%	13	54.2%	19	70.4%	8	30.8%	63	44.7%
	Subtotal	16	69.6%	24	58.5%	16	66.7%	22	81.5%	17	65.4%	95	67.4%
	Dissatisfied	4	17.4%	10	24.4%	3	12.5%	3	11.1%	8	30.8%	28	19.9%
	Very dissatisfied	3	13.0%	7	17.1%	5	20.8%	2	7.4%	1	3.8%	18	12.8%
	Subtotal	7	30.4%	17	41.5%	8	33.3%	5	18.5%	9	34.6%	46	32.6%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
Total	23	100.0%	41	100.0%	24	100.0%	27	100.0%	26	100.0%	141	100.0%	
Would you say our staff treated you with respect?	All of the time	8	34.8%	14	34.1%	7	29.2%	12	44.4%	8	30.8%	49	34.8%
	Some of the time	8	34.8%	16	39.0%	10	41.7%	12	44.4%	10	38.5%	56	39.7%
	Subtotal	16	69.6%	30	73.2%	17	70.8%	24	88.9%	18	69.2%	105	74.5%
	Little of the time	5	21.7%	9	22.0%	5	20.8%	3	11.1%	6	23.1%	28	19.9%
	Never	2	8.7%	2	4.9%	2	8.3%	0	.0%	2	7.7%	8	5.7%
	Subtotal	7	30.4%	11	26.8%	7	29.2%	3	11.1%	8	30.8%	36	25.5%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%	0	.0%
Total	23	100.0%	41	100.0%	24	100.0%	27	100.0%	26	100.0%	141	100.0%	
How safe do you feel in this program?	Very safe	13	56.5%	19	46.3%	10	41.7%	17	63.0%	15	57.7%	74	52.5%
	Somewhat safe	7	30.4%	16	39.0%	11	45.8%	10	37.0%	9	34.6%	53	37.6%
	Subtotal	20	87.0%	35	85.4%	21	87.5%	27	100.0%	24	92.3%	127	90.1%
	Not very safe	2	8.7%	2	4.9%	2	8.3%	0	.0%	2	7.7%	8	5.7%
	Not safe at all	1	4.3%	3	7.3%	1	4.2%	0	.0%	0	.0%	5	3.5%
	Subtotal	3	13.0%	5	12.2%	3	12.5%	0	.0%	2	7.7%	13	9.2%
	Did not respond	0	.0%	1	2.4%	0	.0%	0	.0%	0	.0%	1	.7%
Total	23	100.0%	41	100.0%	24	100.0%	27	100.0%	26	100.0%	141	100.0%	

Continued next page.

Patients Speak Out 2009
Appendix A: Results for JRA Treatment Programs


How helpful are the group sessions?	Very helpful	7	30.4%	13	31.7%	11	45.8%	9	33.3%	12	46.2%	52	36.9%
	Somewhat helpful	9	39.1%	16	39.0%	8	33.3%	14	51.9%	12	46.2%	59	41.8%
	Subtotal	16	69.6%	29	70.7%	19	79.2%	23	85.2%	24	92.3%	111	78.7%
	Not helpful	4	17.4%	8	19.5%	5	20.8%	3	11.1%	1	3.8%	21	14.9%
	Made things worse	1	4.3%	1	2.4%	0	.0%	0	.0%	0	.0%	2	1.4%
	Subtotal	5	21.7%	9	22.0%	5	20.8%	3	11.1%	1	3.8%	23	16.3%
	Did not receive	2	8.7%	2	4.9%	0	.0%	1	3.7%	1	3.8%	6	4.3%
	Did not respond	0	.0%	1	2.4%	0	.0%	0	.0%	0	.0%	1	.7%
	Total	23	100.0%	41	100.0%	24	100.0%	27	100.0%	26	100.0%	141	100.0%
How helpful is the individual counseling?	Very helpful	11	47.8%	15	36.6%	8	33.3%	14	51.9%	12	46.2%	60	42.6%
	Somewhat helpful	5	21.7%	16	39.0%	10	41.7%	9	33.3%	5	19.2%	45	31.9%
	Subtotal	16	69.6%	31	75.6%	18	75.0%	23	85.2%	17	65.4%	105	74.5%
	Not helpful	3	13.0%	4	9.8%	3	12.5%	2	7.4%	4	15.4%	16	11.3%
	Made things worse	0	.0%	1	2.4%	0	.0%	0	.0%	0	.0%	1	.7%
	Subtotal	3	13.0%	5	12.2%	3	12.5%	2	7.4%	4	15.4%	17	12.1%
	Did not receive	4	17.4%	5	12.2%	3	12.5%	2	7.4%	4	15.4%	18	12.8%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	1	3.8%	1	.7%
	Total	23	100.0%	41	100.0%	24	100.0%	27	100.0%	26	100.0%	141	100.0%
If you were to seek help again, would you come back to this program?	Yes, definitely	4	17.4%	5	12.2%	3	12.5%	6	22.2%	5	19.2%	23	16.3%
	Yes, probably	8	34.8%	16	39.0%	11	45.8%	11	40.7%	7	26.9%	53	37.6%
	Subtotal	12	52.2%	21	51.2%	14	58.3%	17	63.0%	12	46.2%	76	53.9%
	No, probably not	7	30.4%	8	19.5%	3	12.5%	5	18.5%	8	30.8%	31	22.0%
	No, definitely not	4	17.4%	12	29.3%	7	29.2%	5	18.5%	5	19.2%	33	23.4%
	Subtotal	11	47.8%	20	48.8%	10	41.7%	10	37.0%	13	50.0%	64	45.4%
	Did not respond	0	.0%	0	.0%	0	.0%	0	.0%	1	3.8%	1	.7%
	Total	23	100.0%	41	100.0%	24	100.0%	27	100.0%	26	100.0%	141	100.0%

Appendix B: Survey Instruments

(ADULT/ENGLISH)

PATIENT SATISFACTION SURVEY

Please help us improve our program by answering some questions about the services you have received. We are interested in your honest opinion, whether it is positive or negative. **Please answer all of the questions. We shall keep your responses in the strictest confidence.** Thank you very much. We really appreciate your help. **Please fill in the appropriate oval under each question.**

CORRECT MARK ● INCORRECT MARKS ✕ ◊ ◐  USE NO. 2 PENCIL ONLY

<p>1. In an overall, general sense, how satisfied are you with the service you have received?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Mostly satisfied <input type="radio"/> Dissatisfied <input type="radio"/> Very dissatisfied</p>	<p>4. How do you rate the helpfulness of the group sessions?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not helpful <input type="radio"/> Made things worse</p> <p><input type="radio"/> Did not receive</p>
<p>2. In general, how satisfied are you with the comfort and appearance of this facility?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Mostly satisfied <input type="radio"/> Dissatisfied <input type="radio"/> Very dissatisfied</p>	<p>5. How do you rate the helpfulness of the individual counseling?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not helpful <input type="radio"/> Made things worse</p> <p><input type="radio"/> Did not receive</p>
<p>3. Would you say our staff treated you with respect?</p> <p><input type="radio"/> All of the time <input type="radio"/> Some of the time <input type="radio"/> Little of the time <input type="radio"/> Never</p>	<p>6. If you were to seek help again, would you come back to this program?</p> <p><input type="radio"/> Yes, definitely <input type="radio"/> Yes, probably <input type="radio"/> No, probably not <input type="radio"/> No, definitely not</p>

Please answer all of the questions below. We are interested in knowing how we have been able to assist you in identifying and finding other services that you needed.

<p>7. Did you need <i>legal services</i>? (Example: legal defense, legal advice, DUI assistance)</p> <p><input type="radio"/> YES → IF YES, how helpful were we in assisting you to identify and find <i>legal services</i>?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not very helpful <input type="radio"/> Not helpful at all</p> <p><input type="radio"/> NO</p>
<p>8. Did you need <i>medical services</i>? (Example: medical check-up, medical testing)</p> <p><input type="radio"/> YES → IF YES, how helpful were we in assisting you to identify and find <i>medical services</i>?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not very helpful <input type="radio"/> Not helpful at all</p> <p><input type="radio"/> NO</p>
<p>9. Did you need <i>family services</i>? (Example: parenting class, family recovery services)</p> <p><input type="radio"/> YES → IF YES, how helpful were we in assisting you to identify and find <i>family services</i>?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not very helpful <input type="radio"/> Not helpful at all</p> <p><input type="radio"/> NO</p>
<p>10. Did you need <i>mental health services</i>? (Example: co-occurring disorder treatment, medication management)</p> <p><input type="radio"/> YES → IF YES, how helpful were we in assisting you to identify and find <i>mental health services</i>?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not very helpful <input type="radio"/> Not helpful at all</p> <p><input type="radio"/> NO</p>
<p>11. Did you need <i>educational or vocational services</i>? (Example: basic skills, community college)</p> <p><input type="radio"/> YES → IF YES, how helpful were we in assisting you to identify and find <i>educational or vocational services</i>?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not very helpful <input type="radio"/> Not helpful at all</p> <p><input type="radio"/> NO</p>
<p>12. Did you need <i>employment services</i>? (Example: resumé writing, job placement)</p> <p><input type="radio"/> YES → IF YES, how helpful were we in assisting you to identify and find <i>employment services</i>?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not very helpful <input type="radio"/> Not helpful at all</p> <p><input type="radio"/> NO</p>

- 1 - Please continue on reverse side. →

Please help us to know you better by filling in the section below.

13. How old are you?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

14. I am:

- Male
- Female

15. The best description of my ethnic or racial background is (please mark only one):

- White/European American
- Black/African American
- Asian/Pacific Islander
- Native American/Eskimo/Aleut
- Hispanic
- Multiracial
- Other

16. I am participating in (please mark only one):

- Residential Program
- Outpatient Program
- Methadone Treatment

17. The date I started in this program was:

Month	Day	Year
<input type="radio"/> Jan	0	0
<input type="radio"/> Feb	1	0
<input type="radio"/> Mar	0	0
<input type="radio"/> April	0	0
<input type="radio"/> May	0	0
<input type="radio"/> June	0	0
<input type="radio"/> July	0	0
<input type="radio"/> Aug	0	0
<input type="radio"/> Sept	0	0
<input type="radio"/> Oct	0	0
<input type="radio"/> Nov	0	0
<input type="radio"/> Dec	0	0

Month	Day	Year
<input type="radio"/> Jan		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0	0
<input type="radio"/> April	1	1
<input type="radio"/> May	2	2
<input type="radio"/> June	3	3
<input type="radio"/> July	4	4
<input type="radio"/> Aug	5	5
<input type="radio"/> Sept	6	6
<input type="radio"/> Oct	7	7
<input type="radio"/> Nov	8	8
<input type="radio"/> Dec	9	9

18. Today's date is:

Month	Day	Year
<input type="radio"/> Jan	0	0
<input type="radio"/> Feb	1	0
<input type="radio"/> Mar	0	0
<input type="radio"/> April	0	0
<input type="radio"/> May	0	0
<input type="radio"/> June	0	0
<input type="radio"/> July	0	0
<input type="radio"/> Aug	0	0
<input type="radio"/> Sept	0	0
<input type="radio"/> Oct	0	0
<input type="radio"/> Nov	0	0
<input type="radio"/> Dec	0	0

Month	Day	Year
<input type="radio"/> Jan		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0	0
<input type="radio"/> April	1	1
<input type="radio"/> May	2	2
<input type="radio"/> June	3	3
<input type="radio"/> July	4	4
<input type="radio"/> Aug	5	5
<input type="radio"/> Sept	6	6
<input type="radio"/> Oct	7	7
<input type="radio"/> Nov	8	8
<input type="radio"/> Dec	9	9

19. My treatment is being paid by:

- Private funds (myself, insurance, friend or relative, etc.)
- Public funds (Medicaid, ADATSA, TANF, etc.)

Your comments are important to us. Please let us know what you think about our program by answering the questions below.

What do you like about this program? _____

Is there anything you would change about this program? If yes, what would that be? _____

Thank you for your comments and for taking the time to help us.

Survey prepared by the Washington State Division of Alcohol and Substance Abuse (DASA). Questions or comments about this survey should be directed to Felix Rodriguez, Ph.D., by calling 360-725-3761, by E-mail at rod.fili@dshs.wa.gov, or by writing him at this address: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

(ADULT/SPANISH)
Evaluación del nivel de satisfacción del paciente

Ayúdenos a mejorar nuestro programa respondiendo algunas preguntas sobre los servicios que recibí. Estamos interesados en su honesta opinión, sea positiva o negativa. **Por favor, responda todas las preguntas. Sus respuestas serán estrictamente confidenciales.** Valoramos su ayuda. Muchas gracias.
Rellene el espacio ovalado, como se muestra a continuación, que corresponda a cada pregunta.

MARCA CORRECTA ● MARCAS INCORRECTAS ✗ ⚡

Solo utilice lápiz N° 2

<p>1. En un sentido general, ¿cómo se siente con respecto a los servicios recibidos?</p> <p><input type="radio"/> Muy satisfecho <input type="radio"/> Casi satisfecho <input type="radio"/> Insatisfecho <input type="radio"/> Muy insatisfecho</p>	<p>4. ¿Como clasificaría la ayuda recibida de los grupos de terapia?</p> <p><input type="radio"/> Me ayudaron mucho <input type="radio"/> No recibí <input type="radio"/> Me ayudaron un poco <input type="radio"/> No me ayudaron <input type="radio"/> Empeoraron mi situación</p>
<p>2. En general, ¿cómo se siente sobre la comodidad y aspecto del establecimiento?</p> <p><input type="radio"/> Muy satisfecho <input type="radio"/> Casi satisfecho <input type="radio"/> Insatisfecho <input type="radio"/> Muy insatisfecho</p>	<p>5. ¿Cómo clasificaría la ayuda recibida en las sesiones de terapia individual?</p> <p><input type="radio"/> Me ayudaron mucho <input type="radio"/> No recibí <input type="radio"/> Me ayudaron un poco <input type="radio"/> No me ayudaron <input type="radio"/> Empeoraron mi situación</p>
<p>3. ¿Opina usted que fue tratado con respeto por los empleados?</p> <p><input type="radio"/> Todo el tiempo <input type="radio"/> A menudo <input type="radio"/> Pocas veces <input type="radio"/> Nunca</p>	<p>6. Si necesitara ayuda otra vez, ¿volvería a este programa?</p> <p><input type="radio"/> Sí, por supuesto <input type="radio"/> Sí, probablemente <input type="radio"/> No, probablemente no <input type="radio"/> No, definitivamente no</p>

Responda las siguientes preguntas en su totalidad. Estamos interesados en saber de qué manera le hemos podido ayudar a identificar y encontrar otros servicios que pudiera necesitar.

<p>7. ¿Necesitó servicios legales? (Ej.: defensa legal, asesoría legal, ayuda DUI.)</p> <p><input type="radio"/> Sí → Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios legales? <input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>8. ¿Necesitó atención médica? (Ej.: un examen general o análisis.)</p> <p><input type="radio"/> Sí → Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar atención médica? <input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>9. ¿Necesitó servicios para la familia? (Ej.: clases para padres, recuperación familiar.)</p> <p><input type="radio"/> Sí → Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios especiales para la familia? <input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>10. ¿Necesitó servicios para la salud mental? (Ej.: desórdenes colaterales, tratamiento con medicamentos.)</p> <p><input type="radio"/> Sí → Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios para la salud mental? <input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>11. ¿Necesitó servicios para la educación o vocacionales? (Ej.: habilidades básicas, colegio comunitario.)</p> <p><input type="radio"/> Sí → Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios para la educación y vocacionales? <input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>
<p>12. ¿Necesitó servicios de empleo? (Ej.: búsqueda de trabajo, para escribir su historia de empleo.)</p> <p><input type="radio"/> Sí → Si seleccionó SÍ, ¿le ayudamos a identificar y encontrar servicios de empleo? <input type="radio"/> Mucho <input type="radio"/> Un poco <input type="radio"/> No <input type="radio"/> Nada</p> <p><input type="radio"/> No</p>

- 1 - **Continúa en el reverso. →**

Ayúdenos a conocerlo mejor complementando la siguiente sección.

13. ¿Cuánto años tiene?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

14. Sexo:

- Masculino
 Femenino

15. La mejor descripción de mi origen racial o étnico es (marque sólo una):

- Blanco/Euroamericano
 Negro/Afroamericano
 Asiático/Islands del Pacífico
 Indígena americano/Esquimal/Aleutiano
 Hispano/Latino
 Multi-racial
 Otro

16. Estoy participando en (marque sólo uno):

- Programa residencial
 Programa de paciente externo
 Tratamiento médico con metadona

17. Le fecha en que empecé en este programa es:

Mes	Día	Año
<input type="radio"/> Ene		
<input type="radio"/> Feb	0	0
<input type="radio"/> Mar	0	0
<input type="radio"/> Abr	1	1
<input type="radio"/> May	2	2
<input type="radio"/> Jun	3	3
<input type="radio"/> Jul	4	4
<input type="radio"/> Ago	5	5
<input type="radio"/> Sep	6	6
<input type="radio"/> Oct	7	7
<input type="radio"/> Nov	8	8
<input type="radio"/> Dic	9	9

18. La fecha de hoy es:

Mes	Día	Año
<input type="radio"/> Ene		
<input type="radio"/> Feb		
<input type="radio"/> Mar	0	0
<input type="radio"/> Abr	1	1
<input type="radio"/> May	2	2
<input type="radio"/> Jun	3	3
<input type="radio"/> Jul	4	4
<input type="radio"/> Ago	5	5
<input type="radio"/> Sep	6	6
<input type="radio"/> Oct	7	7
<input type="radio"/> Nov	8	8
<input type="radio"/> Dic	9	9

19. Mi tratamiento se paga con:

- Fondos privados (mios, seguro, amigo o pariente, etc.)
 Fondos públicos (Medicaid, ADATSA, TANF, etc.)

Sus comentarios son muy importantes. Por favor, permítanos saber lo que piensa con respecto a nuestro programa, respondiendo a las siguientes preguntas.

¿Qué le gusta de este programa? _____

¿Hay algo que usted cambiaría en este programa? Si así es, ¿qué cambiaría? _____

Muchas gracias por sus comentarios y por tomar el tiempo necesario para ayudarnos.


Este cuestionario fue preparado por Washington State Division of Alcohol and Substance Abuse (DASA). Si tiene preguntas o comentarios acerca de este cuestionario diríjelas a Felix Rodriguez, Ph.D., llamando al teléfono 360-725-3761, por correo electrónico a rodrif@dsas.wa.gov, o escribiéndole a esta dirección: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

(ADULT/Vietnamese)

Thăm Dò Mức Độ HÀi Lòng của Bệnh Nhân

Xin quý vị giúp đỡ chúng tôi cải thiện chương trình bằng cách trả lời những câu hỏi về các dịch vụ quý vị đã nhận được. Chúng tôi rất quan tâm đến các ý kiến trung thực của các bạn, dù đó là khen hay chê. **Xin quý vị trả lời toàn bộ các câu hỏi. Chúng tôi sẽ giữ kín một cách tuyệt đối các câu trả lời của quý vị.** Chúng tôi thành thật cảm ơn sự giúp đỡ của quý vị!

Hãy điền vào ô thích hợp cho từng câu hỏi.

DẤU ĐÁNH ĐÚNG **DẤU ĐÁNH SAI** 

<p>1. Nói chung, sự hài lòng của quý vị về dịch vụ quý vị nhận ở mức độ nào?</p> <p><input type="radio"/> Rất hài lòng</p> <p><input type="radio"/> Hài lòng phần nhiều</p> <p><input type="radio"/> Không hài lòng</p> <p><input type="radio"/> Không hài lòng chút nào</p>	<p>4. Quý vị đánh giá sự hữu ích của những nhóm họp, hội thảo ở mức độ nào?</p> <p><input type="radio"/> Rất lợi</p> <p><input type="radio"/> Khá lợi</p> <p><input type="radio"/> Không lợi</p> <p><input type="radio"/> Làm cho mọi chuyện tệ hơn</p> <p><input type="radio"/> Không nhận được</p>
<p>2. Nói chung, sự hài lòng của quý vị ở mức độ nào khi nói về sự thoải mái và hình thái cơ sở này tạo ra cho quý vị?</p> <p><input type="radio"/> Rất hài lòng</p> <p><input type="radio"/> Hài lòng phần nhiều</p> <p><input type="radio"/> Không hài lòng</p> <p><input type="radio"/> Không hài lòng chút nào</p>	<p>5. Quý vị đánh giá sự hữu ích của những cuộc tham vấn cá nhân ở mức độ nào?</p> <p><input type="radio"/> Rất lợi</p> <p><input type="radio"/> Khá lợi</p> <p><input type="radio"/> Không lợi</p> <p><input type="radio"/> Làm cho mọi chuyện tệ hơn</p> <p><input type="radio"/> Không nhận được</p>
<p>3. Theo suy nghĩ của quý vị, nhân viên của chương trình có đối xử với quý vị với sự tôn trọng không?</p> <p><input type="radio"/> Luôn luôn</p> <p><input type="radio"/> Đôi khi</p> <p><input type="radio"/> Ít khi</p> <p><input type="radio"/> Không bao giờ</p>	<p>6. Nếu quý vị muốn tìm sự giúp đỡ nữa, quý vị có trở lại chương trình này không?</p> <p><input type="radio"/> Có, chắc chắn</p> <p><input type="radio"/> Có, có thể</p> <p><input type="radio"/> Không, có thể là không</p> <p><input type="radio"/> Không, chắc chắn là không</p>

Hãy trả lời tất cả những câu hỏi dưới đây. Chúng tôi rất mong muốn để biết xem chúng tôi đã có thể trợ giúp quý vị như thế nào trong vấn đề nhận định và tìm giúp những dịch vụ khác mà quý vị cần.

<p>7. Trước đây, quý vị có cần dịch vụ pháp lý không? (thí dụ: biện hộ pháp lý, cố vấn pháp lý, trợ giúp về vấn đề lái xe trong lúc bị ảnh hưởng-DUI)</p> <p><input type="radio"/> CÓ <input type="radio"/> KHÔNG</p> <p>NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ pháp lý đó?</p> <p><input type="radio"/> Rất lợi</p> <p><input type="radio"/> Khá lợi</p> <p><input type="radio"/> Không có lợi</p> <p><input type="radio"/> Không có lợi chút nào</p>
<p>8. Trước đây, quý vị có cần dịch vụ y tế không? (thí dụ: khám sức khỏe, thử nghiệm y tế)</p> <p><input type="radio"/> CÓ <input type="radio"/> KHÔNG</p> <p>NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ y tế đó?</p> <p><input type="radio"/> Rất lợi</p> <p><input type="radio"/> Khá lợi</p> <p><input type="radio"/> Không có lợi</p> <p><input type="radio"/> Không có lợi chút nào</p>
<p>9. Trước đây, quý vị có cần những dịch vụ về gia đình không? (thí dụ: cách nuôi dạy con trẻ, dịch vụ phục hồi quan hệ gia đình)</p> <p><input type="radio"/> CÓ <input type="radio"/> KHÔNG</p> <p>NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ về gia đình đó?</p> <p><input type="radio"/> Rất lợi</p> <p><input type="radio"/> Khá lợi</p> <p><input type="radio"/> Không có lợi</p> <p><input type="radio"/> Không có lợi chút nào</p>
<p>10. Trước đây, quý vị có cần những dịch vụ về sức khỏe tâm thần không? (thí dụ: dịch vụ dành cho những người không những có bệnh tâm thần mà còn có chứng nghiện ngập rượu, bia hoặc thuốc phiện, quản lý việc dùng thuốc)</p> <p><input type="radio"/> CÓ <input type="radio"/> KHÔNG</p> <p>NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ về sức khỏe tâm thần đó?</p> <p><input type="radio"/> Rất lợi</p> <p><input type="radio"/> Khá lợi</p> <p><input type="radio"/> Không có lợi</p> <p><input type="radio"/> Không có lợi chút nào</p>
<p>11. Trước đây, quý vị có cần những dịch vụ giáo dục và huấn nghệ không? (thí dụ: kỹ năng cơ bản, trường cao đẳng cộng đồng)</p> <p><input type="radio"/> CÓ <input type="radio"/> KHÔNG</p> <p>NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ giáo dục và huấn nghệ đó?</p> <p><input type="radio"/> Rất lợi</p> <p><input type="radio"/> Khá lợi</p> <p><input type="radio"/> Không có lợi</p> <p><input type="radio"/> Không có lợi chút nào</p>
<p>12. Trước đây, quý vị có cần những dịch vụ tìm kiếm việc làm không? (thí dụ: viết tiểu sử việc làm, tìm việc làm)</p> <p><input type="radio"/> CÓ <input type="radio"/> KHÔNG</p> <p>NẾU CÓ, thì chúng tôi có lợi ích cho quý vị như thế nào trong việc nhận biết và tìm những dịch vụ tìm kiếm việc làm đó?</p> <p><input type="radio"/> Rất lợi</p> <p><input type="radio"/> Khá lợi</p> <p><input type="radio"/> Không có lợi</p> <p><input type="radio"/> Không có lợi chút nào</p>

Xin tiếp tục ở mặt sau →

- 1 -

Để giúp chúng tôi hiểu thêm về quý vị, xin điền vào những phần dưới đây

13. Quý vị được bao nhiêu tuổi?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

14. Tôi là:

- Nam
 Nữ

15. Sự mô tả gần nhất khi nói về chủng tộc hoặc sắc tộc của tôi là (hãy chọn một chi tiết thôi):

- Da trắng, người Mỹ gốc châu Âu
 Da đen, người Mỹ gốc châu Phi
 Người châu Á/các vùng đảo Thái-bình-Dương
 Thổ dân Mỹ/dân Eskimo/dân Aleut
 Người gốc Tây-ban-Nha
 Người đa chủng/đa sắc tộc
 Người thuộc chủng tộc/sắc tộc khác khác

16. Tôi đang tham dự trong (xin chọn một chi tiết thôi):

- Trị liệu nội trú
 Trị liệu ngoại trú
 Trị liệu với thuốc Methadone

17. Ngày tôi bắt đầu tham gia chương trình này là:

Tháng	Ngày	Năm
1	0	1
2	0	1
3	0	1
4	0	1
5	0	1
6	0	1
7	0	1
8	0	1
9	0	1
10	0	1
11	0	1
12	0	1

Tháng	Ngày	Năm
1		
2		
3	0	0
4	1	1
5	2	2
6	3	3
7	4	4
8	5	5
9	6	6
10	7	7
11	8	8
12	9	9

18. Hôm nay là ngày:

Tháng	Ngày	Năm
1	0	0
2	0	0
3	0	0
4	0	0
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10	0	0
11	0	0
12	0	0

Tháng	Ngày	Năm
1		
2		
3	0	0
4	1	1
5	2	2
6	3	3
7	4	4
8	5	5
9	6	6
10	7	7
11	8	8
12	9	9

19. Sự trợ giúp của tôi được trang trải bằng:

- Quỹ tư (cá nhân, hãng bảo hiểm, bạn bè hoặc người thân, v.v.)
 Quỹ công (Medicaid, ADATSA, TANF, v.v.)

Những nhận xét của quý vị rất quan trọng đối với chúng tôi. Hãy cho chúng tôi biết quý vị nghĩ gì về chương trình của chúng tôi qua sự trả lời những câu hỏi dưới đây:

Quý vị thích điều gì ở chương trình này? _____

Có điều gì mà quý vị muốn thay đổi trong chương trình này không? Nếu có, điều đó là điều gì? _____

Chúng tôi thành thật cảm ơn những nhận xét của quý vị và thời giờ quý vị bỏ ra để giúp chúng tôi.

Các thông tin về nghiên cứu được chia sẻ bởi Bộ Cựu Chiến Sĩ và Thuế Thu nhập ở tiểu bang Washington, Washington State Division of Alcohol and Substance Abuse, gọi tắt là DASAA. Nếu có thắc mắc hoặc cần thêm thông tin, xin liên lạc với Tiến Sĩ Peter Rodriguez qua số điện thoại 360-725-3761, hoặc thư điện tử ở địa chỉ rodriff@shs.wa.gov, hoặc gửi thư theo địa chỉ sau đây: DASAA, P.O. Box 15320, Olympia, WA 98501-5320

(ADULT/Cambodian)

ការស្ទាបស្ទង់មតិពីភាពពេញចិត្តរបស់អ្នកជំងឺ

សូមជួយពួកយើងដើម្បីកែលម្អការថែទាំរបស់យើងដោយធ្វើការស្ទង់មតិចំនួនខ្លះៗស្តីពីលេវាកម្មដែលអ្នកបានទទួល។ យើងមានការចាប់អារម្មណ៍ចំពោះមតិដ៏ស្តោះម្តងរបស់អ្នក ទោះបីជាវាមានភាពខុសប្លែកពីការយល់ឃើញរបស់យើង។ សូមឆ្លើយត្របត់សំណួរទាំងអស់។ យើងរក្សាទុកទិន្នន័យទាំងអស់របស់អ្នកដោយលក្ខណៈសម្ងាត់បំផុត។ យើងពិតជាគោរពសេចក្តីសុំព្រះការពាររបស់អ្នក។

សូមបំពេញនៅក្នុងរង្វង់ដែលនៅក្រោមសំណួរនីមួយៗ

សញ្ញាភូមិសាស្ត្រ	សញ្ញាភូមិសាស្ត្រ
<p>1. នៅក្នុងអំឡុងពេលសរុបជាទូទៅ តើអ្នកពេញចិត្តនឹងសេវាដែលអ្នកបានទទួលដោយយ៉ាងម្តេច?</p> <p><input type="radio"/> ពេញចិត្តណាស់</p> <p><input type="radio"/> ពេញចិត្តភាគច្រើន</p> <p><input type="radio"/> មិនពេញចិត្ត</p> <p><input type="radio"/> មិនពេញចិត្តសោះ</p>	<p>4. តើអ្នកឱ្យចំណាត់ថ្នាក់ពីជំនួយនៃវត្តបង្កាត់បង្ហាញរបស់ក្រុមយ៉ាងម្តេច?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់</p> <p><input type="radio"/> ជួយត្រឹមត្រូវ</p> <p><input type="radio"/> មិនជួយទេ</p> <p><input type="radio"/> ធ្វើអោយធ្វើការកាន់តែទ្រន់ទ្រទៅៗ</p>
<p>2. ជាទូទៅ តើអ្នកពេញចិត្តនឹងភាពកក់ក្តៅនិងរូបភាពនៃអគារនេះយ៉ាងម្តេច?</p> <p><input type="radio"/> ពេញចិត្តណាស់</p> <p><input type="radio"/> ពេញចិត្តភាគច្រើន</p> <p><input type="radio"/> មិនពេញចិត្ត</p> <p><input type="radio"/> មិនពេញចិត្តសោះ</p>	<p>5. តើអ្នកឱ្យចំណាត់ថ្នាក់ពីជំនួយនៃការពិគ្រោះយោបល់របស់វាងបុគ្គលយ៉ាងម្តេច?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់</p> <p><input type="radio"/> ជួយត្រឹមត្រូវ</p> <p><input type="radio"/> មិនជួយទេ</p> <p><input type="radio"/> ធ្វើអោយធ្វើការកាន់តែទ្រន់ទ្រទៅៗ</p>
<p>3. តើអ្នកនឹងនិយាយ រឺក៏បុគ្គលិកប្រតិបត្តិចំពោះអ្នកដោយគោរពដែរទេ?</p> <p><input type="radio"/> គ្រប់ពេលទាំងអស់</p> <p><input type="radio"/> មានពេលខ្លះ</p> <p><input type="radio"/> តិចតួច</p> <p><input type="radio"/> មិនដែលទាល់តែសោះ</p>	<p>6. បើសិនអ្នកត្រូវស្រែកកង្វែងម្តងទៀត តើអ្នកនឹងត្រឡប់មកកាន់កន្លែងនេះវិញទេ?</p> <p><input type="radio"/> បាទ/ចាស ប្រាកដជាមក</p> <p><input type="radio"/> បាទ/ចាស ប្រហែលជាមក</p> <p><input type="radio"/> ទេ ប្រហែលជាអត់ទេ</p> <p><input type="radio"/> ទេ ប្រាកដជាអត់ទេ</p>

សូមឆ្លើយនឹងសំណួរទាំងឡាយនៅខាងក្រោម។ យើងមានការចាប់អារម្មណ៍ចំពោះការដឹងថាតើយើងអាចជួយអ្នកក្នុងការកំណត់និងរកសេវាដទៃទៀតដែលអ្នកត្រូវការ។

<p>7. តើអ្នកត្រូវការសេវាផ្សេងៗទៀតដែរទេ? (ឧទាហរណ៍: ការពារផ្នែកថ្លា យោបល់ថ្លា ជំនួយរបស់ DVPI)</p> <p><input type="radio"/> បាទ/ចាស</p> <p><input type="radio"/> ទេ</p>	<p>ប្រសិនបើត្រូវការ តើយើងអាចជួយកិច្ចការផ្សេងៗដោយរបៀបណាក្នុងការដើម្បីកំណត់និងស្វែងរកសេវាផ្សេងៗទៀតបានដែរទេ?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់</p> <p><input type="radio"/> ជួយត្រឹមត្រូវ</p> <p><input type="radio"/> មិនសូវជាជួយណាស់</p> <p><input type="radio"/> មិនជួយទាល់តែសោះ</p>
<p>8. តើអ្នកត្រូវការសេវាវេជ្ជសាស្ត្រដែរទេ? (ឧទាហរណ៍: ការពិនិត្យសុខភាព ការធ្វើតេស្តផ្នែកវេជ្ជសាស្ត្រ)</p> <p><input type="radio"/> បាទ/ចាស</p> <p><input type="radio"/> ទេ</p>	<p>ប្រសិនបើត្រូវការ តើយើងអាចជួយកិច្ចការផ្សេងៗដោយរបៀបណាក្នុងការដើម្បីកំណត់និងស្វែងរកសេវាវេជ្ជសាស្ត្របានដែរទេ?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់</p> <p><input type="radio"/> ជួយត្រឹមត្រូវ</p> <p><input type="radio"/> មិនសូវជាជួយណាស់</p> <p><input type="radio"/> មិនជួយទាល់តែសោះ</p>
<p>9. តើអ្នកត្រូវការសេវាគ្រួសារទេ? (ឧទាហរណ៍: ថ្នាក់បង្រៀនមាតាបិតា សេវាថែទាំគ្រួសារ)</p> <p><input type="radio"/> បាទ/ចាស</p> <p><input type="radio"/> ទេ</p>	<p>ប្រសិនបើត្រូវការ តើយើងអាចជួយកិច្ចការផ្សេងៗដោយរបៀបណាក្នុងការដើម្បីកំណត់និងស្វែងរកសេវាគ្រួសារបានដែរទេ?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់</p> <p><input type="radio"/> ជួយត្រឹមត្រូវ</p> <p><input type="radio"/> មិនសូវជាជួយណាស់</p> <p><input type="radio"/> មិនជួយទាល់តែសោះ</p>
<p>10. តើអ្នកត្រូវការសេវាសុខភាពផ្លូវចិត្តទេ? (ឧទាហរណ៍: ការព្យាបាលពីភាពមិនប្រក្រតីនៃការកើតឡើងជួនពេលគនា ការគ្រប់គ្រងសមាជិក)</p> <p><input type="radio"/> បាទ/ចាស</p> <p><input type="radio"/> ទេ</p>	<p>ប្រសិនបើត្រូវការ តើយើងអាចជួយកិច្ចការផ្សេងៗដោយរបៀបណាក្នុងការដើម្បីកំណត់និងស្វែងរកសេវាសុខភាពផ្លូវចិត្តបានដែរទេ?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់</p> <p><input type="radio"/> ជួយត្រឹមត្រូវ</p> <p><input type="radio"/> មិនសូវជាជួយណាស់</p> <p><input type="radio"/> មិនជួយទាល់តែសោះ</p>
<p>11. តើអ្នកត្រូវការសេវាអប់រំ ប្រឹក្សាជីវិតទេ? (ឧទាហរណ៍: ជំនាញជាមូលដ្ឋាន មហាវិទ្យាល័យតាមសហគមន៍)</p> <p><input type="radio"/> បាទ/ចាស</p> <p><input type="radio"/> ទេ</p>	<p>ប្រសិនបើត្រូវការ តើយើងអាចជួយកិច្ចការផ្សេងៗដោយរបៀបណាក្នុងការដើម្បីកំណត់និងស្វែងរកសេវាអប់រំបានដែរទេ?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់</p> <p><input type="radio"/> ជួយត្រឹមត្រូវ</p> <p><input type="radio"/> មិនសូវជាជួយណាស់</p> <p><input type="radio"/> មិនជួយទាល់តែសោះ</p>
<p>12. តើអ្នកត្រូវការងារដែរទេ? (ឧទាហរណ៍: ការសរសេរប្រវត្តិរូប ការដាក់អោយធ្វើការតាមកន្លែងធ្វើការនានា)</p> <p><input type="radio"/> បាទ/ចាស</p> <p><input type="radio"/> ទេ</p>	<p>ប្រសិនបើត្រូវការ តើយើងអាចជួយកិច្ចការផ្សេងៗដោយរបៀបណាក្នុងការដើម្បីកំណត់និងស្វែងរកសេវាងារបានដែរទេ?</p> <p><input type="radio"/> ជួយខ្លាំងណាស់</p> <p><input type="radio"/> ជួយត្រឹមត្រូវ</p> <p><input type="radio"/> មិនសូវជាជួយណាស់</p> <p><input type="radio"/> មិនជួយទាល់តែសោះ</p>

សូមបន្តទៅខាងម្ខាងទៀត

សូមជួយយើងឱ្យស្គាល់អនកកាន់តែប្រសើរឡើងដោយបំពេញសំណួរក្នុងជំពូកនេះ

13. តើអ្នកមានអាយុប៉ុន្មាន?

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

14. ខ្ញុំជាភេទ

ប្រុស

ស្រី

15. ការពិពណ៌នាពីប្រសើរបំផុតអំពីនាពិពណ៌នា ឬជាតិសាសន៍របស់ខ្ញុំគឺ (សូមជ្រើសរើសមួយចំនួន៖)

វិស្វកម្ម

វិស្វកម្មខ្មែរ/អាហ្វ្រិកអាមេរិកាំង

អាស៊ី អ្នករស់នៅទីកោះអាស៊ីប៉ាស៊ីហ្វិក

ជ្រើសរើសព័ត៌មានអាមេរិកាំង/អាស៊ី/អឺរ៉ុប

អ៊ីស្លាម

មានជាតិសាសន៍ច្រើន

ដទៃទៀត

16. ខ្ញុំកំពុងចូលរួមក្នុង (សូមជ្រើសរើសមួយចំនួន៖)

នៅទីអង្គការប្រយុទ្ធនឹងជំងឺ

អ្នកជំងឺខាងក្រៅដែលជាយុវជន

Methadone Treatment

17. កាលបរិច្ឆេទដែលខ្ញុំបានចាប់ផ្តើមកម្មវិធីនេះគឺ

ថ្ងៃ	ខែ	ឆ្នាំ
0	1	2
១	2	3
២	3	4
៣	4	5
៤	5	6
៥	6	7
៦	7	8
៧	8	9
៨	9	0

ខែ	ថ្ងៃ	ឆ្នាំ
មករា		
កុម្ភៈ	0	0
មីនា	1	1
មេសា	2	2
ឧសភា	3	3
មិថុនា	4	4
កក្កដា	5	5
សីហា	6	6
កញ្ញា	7	7
តុលា	8	8
វិច្ឆិកា	9	9

18. កាលបរិច្ឆេទថ្ងៃនេះ

ថ្ងៃ	ខែ	ឆ្នាំ
0	1	2
១	2	3
២	3	4
៣	4	5
៤	5	6
៥	6	7
៦	7	8
៧	8	9
៨	9	0

ខែ	ថ្ងៃ	ឆ្នាំ
មករា		
កុម្ភៈ	0	0
មីនា	1	1
មេសា	2	2
ឧសភា	3	3
មិថុនា	4	4
កក្កដា	5	5
សីហា	6	6
កញ្ញា	7	7
តុលា	8	8
វិច្ឆិកា	9	9

19. ការវាយតម្លៃរបស់ខ្ញុំត្រូវបានបង្ហាញដោយ

មូលនិធិឯកជន (ដោយខ្លួនឯង ការបានរ៉ាប់រង មិត្តភក្តិ ឬសាច់ប្រាក់ ជាដើម ។ល។)

មូលនិធិសាធារណៈ (ម៉ែឌីខេប ADATSA, TANNF ជាដើម ។ល។)

យោបល់របស់អ្នកមានសារៈសំខាន់ចំពោះយើង។ សូមប្រាប់ឱ្យយើងដឹងទ្វេដងដែលអ្នកគិតអំពីកម្មវិធីរបស់យើងដោយឆ្លើយនឹងសំណួរខាងក្រោមនេះ។

តើអនកកាន់ចិត្តអំពីកម្មវិធីនេះ? _____

តើមានអ្វីដែលអនកកាន់ចិត្ត ផ្លាស់ប្តូរអំពីកម្មវិធីនេះ? ប្រសិនបើមាន តើនឹងជាអ្វី? _____

សូមអរគុណអ្នកចំពោះយោបល់របស់អ្នក និងការចំណាយពេលវេលារបស់អ្នកជួយយើង។

ការស្រាវជ្រាវនេះត្រូវបានប្រើប្រាស់ដោយក្រុមការងារស្រាវជ្រាវ និងគ្រូបង្រៀន (OASRA) របស់វិទ្យាស្ថានយូអាយស៊ីប៊ិក។ សំណួរនិងយោបល់របស់អ្នកស្រាវជ្រាវនេះត្រូវបានផ្តល់ជូនដល់លោក Felix Rodriguez, PH.D., ដោយឥតគិតថ្លៃទៅលេខ ៣០២-៧២៥-៣៧៦១, ឬដោយសារតែ E-mail លើកែវកាត់តាម: rodmi@rdshs.wa.gov.

(YOUTH/ENGLISH)
**YOUTH PATIENT
SATISFACTION SURVEY**

Please help us improve our program by answering some questions about the services you have received. We are interested in your honest opinion, whether it is positive or negative. **Please answer all of the questions. We shall keep your responses in the strictest confidence.** Thank you very much. We really appreciate your help.

For questions 1 through 7, please fill in the appropriate oval that best describes what you feel.

CORRECT MARK  USE NO. 2 PENCIL ONLY
INCORRECT MARKS   

<p>1. How satisfied are you with the service you have received?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Mostly satisfied <input type="radio"/> Dissatisfied <input type="radio"/> Very dissatisfied</p>	<p>6. How helpful is the individual counseling?</p> <p><input type="radio"/> Very helpful <input type="radio"/> Somewhat helpful <input type="radio"/> Not helpful <input type="radio"/> Made things worse <input type="radio"/> Did not receive</p>																				
<p>2. How satisfied are you with the comfort and appearance of this facility?</p> <p><input type="radio"/> Very satisfied <input type="radio"/> Mostly satisfied <input type="radio"/> Dissatisfied <input type="radio"/> Very dissatisfied</p>	<p>7. If you were to seek help again, would you come back to this program?</p> <p><input type="radio"/> Yes, definitely <input type="radio"/> Yes, probably <input type="radio"/> No, probably not <input type="radio"/> No, definitely not</p>																				
<p>3. Would you say our staff treated you with respect?</p> <p><input type="radio"/> All of the time <input type="radio"/> Some of the time <input type="radio"/> Little of the time <input type="radio"/> Never</p>	<p>8. How old are you?</p> <table border="1" data-bbox="1096 997 1144 1270"> <tr><td>0</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> <tr><td>3</td><td>3</td></tr> <tr><td>4</td><td>4</td></tr> <tr><td>5</td><td>5</td></tr> <tr><td>6</td><td>6</td></tr> <tr><td>7</td><td>7</td></tr> <tr><td>8</td><td>8</td></tr> <tr><td>9</td><td>9</td></tr> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9
0		0																			
1	1																				
2	2																				
3	3																				
4	4																				
5	5																				
6	6																				
7	7																				
8	8																				
9	9																				
<p>4. How safe do you feel in this program?</p> <p><input type="radio"/> Very safe <input type="radio"/> Somewhat safe <input type="radio"/> Not very safe <input type="radio"/> Not safe at all</p>	<p>9. What racial or ethnic category best describes you? (please mark only one)</p> <p><input type="radio"/> White <input type="radio"/> Black/African American <input type="radio"/> Asian/Pacific Islander <input type="radio"/> Native American/Eskimo/Aleut <input type="radio"/> Hispanic <input type="radio"/> Multiracial <input type="radio"/> Other</p>																				

Please continue on the reverse side.

10. Are you:

- Male
- Female

11. What program are you participating in?

- Youth residential treatment
- Youth outpatient treatment

12. When did you start in this program?

Month	Day	Year
<input type="radio"/> Jan		
<input type="radio"/> Feb		
<input type="radio"/> Mar	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 0 <input type="radio"/> 0	
<input type="radio"/> April	<input type="radio"/> 1 <input type="radio"/> 1 <input type="radio"/> 1 <input type="radio"/> 1	
<input type="radio"/> May	<input type="radio"/> 2 <input type="radio"/> 2 <input type="radio"/> 2 <input type="radio"/> 2	
<input type="radio"/> June	<input type="radio"/> 3 <input type="radio"/> 3 <input type="radio"/> 3 <input type="radio"/> 3	
<input type="radio"/> July	<input type="radio"/> 4 <input type="radio"/> 4 <input type="radio"/> 4 <input type="radio"/> 4	
<input type="radio"/> Aug	<input type="radio"/> 5 <input type="radio"/> 5 <input type="radio"/> 5 <input type="radio"/> 5	
<input type="radio"/> Sept	<input type="radio"/> 6 <input type="radio"/> 6 <input type="radio"/> 6 <input type="radio"/> 6	
<input type="radio"/> Oct	<input type="radio"/> 7 <input type="radio"/> 7 <input type="radio"/> 7 <input type="radio"/> 7	
<input type="radio"/> Nov	<input type="radio"/> 8 <input type="radio"/> 8 <input type="radio"/> 8 <input type="radio"/> 8	
<input type="radio"/> Dec	<input type="radio"/> 9 <input type="radio"/> 9 <input type="radio"/> 9 <input type="radio"/> 9	

Month	Day	Year
<input type="radio"/> Jan	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 0 <input type="radio"/> 3	
<input type="radio"/> Feb		
<input type="radio"/> Mar	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 0 <input type="radio"/> 3	
<input type="radio"/> April	<input type="radio"/> 1 <input type="radio"/> 1 <input type="radio"/> 1 <input type="radio"/> 1	
<input type="radio"/> May	<input type="radio"/> 2 <input type="radio"/> 2 <input type="radio"/> 2 <input type="radio"/> 2	
<input type="radio"/> June	<input type="radio"/> 3 <input type="radio"/> 3 <input type="radio"/> 3 <input type="radio"/> 3	
<input type="radio"/> July	<input type="radio"/> 4 <input type="radio"/> 4 <input type="radio"/> 4 <input type="radio"/> 4	
<input type="radio"/> Aug	<input type="radio"/> 5 <input type="radio"/> 5 <input type="radio"/> 5 <input type="radio"/> 5	
<input type="radio"/> Sept	<input type="radio"/> 6 <input type="radio"/> 6 <input type="radio"/> 6 <input type="radio"/> 6	
<input type="radio"/> Oct	<input type="radio"/> 7 <input type="radio"/> 7 <input type="radio"/> 7 <input type="radio"/> 7	
<input type="radio"/> Nov	<input type="radio"/> 8 <input type="radio"/> 8 <input type="radio"/> 8 <input type="radio"/> 8	
<input type="radio"/> Dec	<input type="radio"/> 9 <input type="radio"/> 9 <input type="radio"/> 9 <input type="radio"/> 9	

13. What is today's date?

Month	Day	Year
<input type="radio"/> Jan		
<input type="radio"/> Feb		
<input type="radio"/> Mar	<input type="radio"/> 0 <input type="radio"/> 0 <input type="radio"/> 0	
<input type="radio"/> April	<input type="radio"/> 1 <input type="radio"/> 1 <input type="radio"/> 1	
<input type="radio"/> May	<input type="radio"/> 2 <input type="radio"/> 2 <input type="radio"/> 2	
<input type="radio"/> June	<input type="radio"/> 3 <input type="radio"/> 3 <input type="radio"/> 3	
<input type="radio"/> July	<input type="radio"/> 4 <input type="radio"/> 4 <input type="radio"/> 4	
<input type="radio"/> Aug	<input type="radio"/> 5 <input type="radio"/> 5 <input type="radio"/> 5	
<input type="radio"/> Sept	<input type="radio"/> 6 <input type="radio"/> 6 <input type="radio"/> 6	
<input type="radio"/> Oct	<input type="radio"/> 7 <input type="radio"/> 7 <input type="radio"/> 7	
<input type="radio"/> Nov	<input type="radio"/> 8 <input type="radio"/> 8 <input type="radio"/> 8	
<input type="radio"/> Dec	<input type="radio"/> 9 <input type="radio"/> 9 <input type="radio"/> 9	

Month	Day	Year
<input type="radio"/> Jan	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 0 <input type="radio"/> 3	
<input type="radio"/> Feb		
<input type="radio"/> Mar	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 0 <input type="radio"/> 3	
<input type="radio"/> April	<input type="radio"/> 1 <input type="radio"/> 1 <input type="radio"/> 1 <input type="radio"/> 1	
<input type="radio"/> May	<input type="radio"/> 2 <input type="radio"/> 2 <input type="radio"/> 2 <input type="radio"/> 2	
<input type="radio"/> June	<input type="radio"/> 3 <input type="radio"/> 3 <input type="radio"/> 3 <input type="radio"/> 3	
<input type="radio"/> July	<input type="radio"/> 4 <input type="radio"/> 4 <input type="radio"/> 4 <input type="radio"/> 4	
<input type="radio"/> Aug	<input type="radio"/> 5 <input type="radio"/> 5 <input type="radio"/> 5 <input type="radio"/> 5	
<input type="radio"/> Sept	<input type="radio"/> 6 <input type="radio"/> 6 <input type="radio"/> 6 <input type="radio"/> 6	
<input type="radio"/> Oct	<input type="radio"/> 7 <input type="radio"/> 7 <input type="radio"/> 7 <input type="radio"/> 7	
<input type="radio"/> Nov	<input type="radio"/> 8 <input type="radio"/> 8 <input type="radio"/> 8 <input type="radio"/> 8	
<input type="radio"/> Dec	<input type="radio"/> 9 <input type="radio"/> 9 <input type="radio"/> 9 <input type="radio"/> 9	

14. How is your treatment being paid?

- Private funds (family, private insurance)
- Public funds (state-DASA, Title 19)
- Other

Your comments are important to us. Please let us know what you think about our program by answering the questions below.

What do you like about this program? _____

What do you not like about this program? _____

Great job! Thank you for your comments and for taking the time to help us.

Survey prepared by the Washington State Division of Alcohol and Substance Abuse (DASA). Questions or comments about this survey should be directed to Felix Rodriguez, Ph.D., by calling 800-726-3761, by E-mail at redrifi@dshs.wa.gov, or by writing him at this address: DASA, P.O. Box 45380, Olympia, WA 98504-5380.



(YOUTH/SPANISH)
Evaluación del nivel de satisfacción de los pacientes jóvenes

Ayúdanos a mejorar nuestro programa respondiendo algunas preguntas sobre los servicios que recibiste. Estamos interesados en tu honesta opinión, sea positiva o negativa. **Por favor, responde todas las preguntas. Tus respuestas serán estrictamente confidenciales.** Valoramos su ayuda. Muchas gracias.

Para las preguntas 1 a 7, por favor rellena el espacio ovalado, como se muestra a continuación, que mejor describe cómo te sientes.

MARCA CORRECTA 
MARCAS INCORRECTAS   

<p>1. ¿Estás satisfecho con los servicios que recibiste?</p> <p><input type="radio"/> Muy satisfecho <input type="radio"/> Casi satisfecho <input type="radio"/> Insatisfecho <input type="radio"/> Muy insatisfecho</p>	<p>6. ¿Te ayudan las sesiones de terapia individual?</p> <p><input type="radio"/> Me ayudan mucho <input type="radio"/> Me ayudan un poco <input type="radio"/> No me ayudan <input type="radio"/> Me hacen peor <input type="radio"/> No participo en terapia individual</p>																				
<p>2. ¿Cómo te sientes sobre la comodidad y aspecto del establecimiento?</p> <p><input type="radio"/> Muy satisfecho <input type="radio"/> Casi satisfecho <input type="radio"/> Insatisfecho <input type="radio"/> Muy insatisfecho</p>	<p>7. Si necesitaras ayuda otra vez, ¿volverías a este programa?</p> <p><input type="radio"/> Sí, por supuesto <input type="radio"/> Sí, probablemente <input type="radio"/> No, probablemente no <input type="radio"/> No, definitivamente no</p>																				
<p>3. ¿Dirías que nuestros empleados te trataron con respeto?</p> <p><input type="radio"/> Todo el tiempo <input type="radio"/> A menudo <input type="radio"/> Pocas veces <input type="radio"/> Nunca</p>	<p>8. ¿Cuántos años tienes?</p> <table border="1" data-bbox="1096 997 1144 1270"> <tr><td>0</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> <tr><td>3</td><td>3</td></tr> <tr><td>4</td><td>4</td></tr> <tr><td>5</td><td>5</td></tr> <tr><td>6</td><td>6</td></tr> <tr><td>7</td><td>7</td></tr> <tr><td>8</td><td>8</td></tr> <tr><td>9</td><td>9</td></tr> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9
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9	9																				
<p>4. ¿Te sientes seguro en este programa?</p> <p><input type="radio"/> Muy seguro <input type="radio"/> Algo seguro <input type="radio"/> No muy seguro <input type="radio"/> Totalmente inseguro</p>	<p>9. ¿Qué grupo racial o étnico te describe mejor? (marca sólo uno):</p> <p><input type="radio"/> Blanco/Euroamericano <input type="radio"/> Negro/Afroamericano <input type="radio"/> Asiático/Islands del Pacífico <input type="radio"/> Indígena americano/Esquimal/Aleutiano <input type="radio"/> Hispano/Latino <input type="radio"/> Multi-racial <input type="radio"/> Otro</p>																				
<p>5. ¿Te ayudan las sesiones de terapia en grupo?</p> <p><input type="radio"/> Me ayudan mucho <input type="radio"/> Me ayudan un poco <input type="radio"/> No me ayudan <input type="radio"/> Me hacen peor <input type="radio"/> No participo en terapia en grupo</p>																					

Por favor, continúa del otro lado.

10. Sexo:

- Masculino
- Femenino

11. ¿En qué programa estás participando?

- Programa residencial para jóvenes
- Programa de paciente externo para jóvenes

12. ¿Cuándo empezaste en este programa?

Mes	Día	Año
<input type="radio"/> Ene		
<input type="radio"/> Feb		
<input type="radio"/> Mar	01	01
<input type="radio"/> Abr	01	01
<input type="radio"/> May	02	02
<input type="radio"/> Jun	03	03
<input type="radio"/> Jul	04	04
<input type="radio"/> Ago	05	05
<input type="radio"/> Sep	06	06
<input type="radio"/> Oct	07	07
<input type="radio"/> Nov	08	08
<input type="radio"/> Dic	09	09

Mes	Día	Año
<input type="radio"/> Ene	0	0
<input type="radio"/> Feb	0	0
<input type="radio"/> Mar	00	00
<input type="radio"/> Abr	00	00
<input type="radio"/> May	00	00
<input type="radio"/> Jun	00	00
<input type="radio"/> Jul	00	00
<input type="radio"/> Ago	00	00
<input type="radio"/> Sep	00	00
<input type="radio"/> Oct	00	00
<input type="radio"/> Nov	00	00
<input type="radio"/> Dic	00	00

13. La fecha de hoy es:

Mes	Día	Año
<input type="radio"/> Ene		
<input type="radio"/> Feb		
<input type="radio"/> Mar	01	01
<input type="radio"/> Abr	01	01
<input type="radio"/> May	02	02
<input type="radio"/> Jun	03	03
<input type="radio"/> Jul	04	04
<input type="radio"/> Ago	05	05
<input type="radio"/> Sep	06	06
<input type="radio"/> Oct	07	07
<input type="radio"/> Nov	08	08
<input type="radio"/> Dic	09	09

Mes	Día	Año
<input type="radio"/> Ene	0	0
<input type="radio"/> Feb	0	0
<input type="radio"/> Mar	00	00
<input type="radio"/> Abr	00	00
<input type="radio"/> May	00	00
<input type="radio"/> Jun	00	00
<input type="radio"/> Jul	00	00
<input type="radio"/> Ago	00	00
<input type="radio"/> Sep	00	00
<input type="radio"/> Oct	00	00
<input type="radio"/> Nov	00	00
<input type="radio"/> Dic	00	00

14. Mi tratamiento se paga con:

- Fondos privados (familia, seguro privado)
- Fondos públicos (Estado-DASA, Title 19)
- Otros

Tus comentarios son muy importantes. Por favor, permítenos saber lo que piensas con respecto a nuestro programa, respondiendo a las siguientes preguntas.

¿Qué te gusta de este programa? _____

¿Qué es lo que no te gusta de este programa? _____

¡Excelente! Muchas gracias por tus comentarios y por tomar el tiempo necesario para ayudarnos.



Este cuestionario fue preparado por Washington State Division of Alcohol and Substance Abuse (DASA). Si tienes preguntas o comentarios acerca de este cuestionario dirígetas a Felix Rodriguez, Ph.D., llamando al teléfono 360-725-3761, por correo electrónico a lorrifi@dhs.wa.gov, o escribiéndolo a esta dirección: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

(YOUTH/VIETNAMESE)

THĂM DÒ MỨC ĐỘ HÀI LÒNG CỦA BỆNH NHÂN THANH NIÊN

Xin quý vị giúp đỡ chúng tôi cải thiện chương trình bằng cách trả lời những câu hỏi về các dịch vụ quý vị đã nhận được. Chúng tôi rất quan tâm đến các ý kiến trung thực của các bạn, dù đó là khen hay chê. Xin quý vị trả lời toàn bộ các câu hỏi. Chúng tôi sẽ giữ kín một cách tuyệt đối các câu trả lời của quý vị. Chúng tôi thành thật cảm ơn sự giúp đỡ của quý vị!

Đối với các câu hỏi từ 1 đến 7, hãy điền vào ô thích hợp với suy nghĩ của quý vị nhất.

DẤU ĐÁNH ĐÚNG  **DẤU ĐÁNH SAI** 

<p>1. Quý vị hài lòng với dịch vụ đã nhận ở mức độ nào?</p> <p><input type="radio"/> Rất hài lòng <input type="radio"/> Hài lòng phần nhiều <input type="radio"/> Không hài lòng <input type="radio"/> Không hài lòng chút nào</p>	<p>6. Sự tham vấn cá nhân có lợi ích như thế nào?</p> <p><input type="radio"/> Rất lợi <input type="radio"/> Khá lợi <input type="radio"/> Không lợi <input type="radio"/> Khiến cho mọi việc tệ hơn <input type="radio"/> Không nhận được</p>																				
<p>2. Quý vị hài lòng về cơ sở này ở mức độ nào khi đề cập đến sự thoải mái và hình thái cơ sở này tạo ra cho quý vị?</p> <p><input type="radio"/> Rất hài lòng <input type="radio"/> Hài lòng phần nhiều <input type="radio"/> Không hài lòng <input type="radio"/> Không hài lòng chút nào</p>	<p>7. Nếu quý vị cần sự giúp đỡ nữa, quý vị có trở lại chương trình này không?</p> <p><input type="radio"/> Có, chắc chắn <input type="radio"/> Có, có thể có <input type="radio"/> Không, có lẽ là không <input type="radio"/> Không, chắc chắn là không</p>																				
<p>3. Các nhân viên của chúng tôi có đối đãi quý vị với sự tôn trọng không?</p> <p><input type="radio"/> Luôn luôn <input type="radio"/> Đôi khi <input type="radio"/> Ít khi <input type="radio"/> Không bao giờ</p>	<p>8. Quý vị được bao nhiêu tuổi?</p> <table border="1" data-bbox="1096 997 1144 1270"> <tbody> <tr><td>0</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> <tr><td>3</td><td>3</td></tr> <tr><td>4</td><td>4</td></tr> <tr><td>5</td><td>5</td></tr> <tr><td>6</td><td>6</td></tr> <tr><td>7</td><td>7</td></tr> <tr><td>8</td><td>8</td></tr> <tr><td>9</td><td>9</td></tr> </tbody> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	6	7	7	8	8	9	9
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9	9																				
<p>4. Quý vị có cảm thấy an toàn khi tham dự trong chương trình này không?</p> <p><input type="radio"/> Rất an toàn <input type="radio"/> Khá an toàn <input type="radio"/> Không an toàn lắm <input type="radio"/> Không an toàn chút nào</p>	<p>9. Quý vị thuộc chủng tộc hoặc sắc tộc nào? (xin đánh dấu một chi tiết thôi)</p> <p><input type="radio"/> Mỹ Trắng <input type="radio"/> Mỹ đen/ Mỹ gốc châu Phi <input type="radio"/> Người châu Á/vùng đảo Thái bình Dương <input type="radio"/> Thổ dân Mỹ/Eskimo/Aleut <input type="radio"/> Người gốc Tây-ban-Nha <input type="radio"/> Người đa chủng/đa sắc tộc <input type="radio"/> Người thuộc chủng tộc/sắc tộc khác</p>																				
<p>5. Các nhóm họp mặt, hội thảo có lợi ích như thế nào?</p> <p><input type="radio"/> Rất lợi <input type="radio"/> Khá lợi <input type="radio"/> Không lợi <input type="radio"/> Làm cho mọi sự tệ hơn <input type="radio"/> Không nhận được</p>																					

Xin tiếp tục ở mặt sau.

- 1 -

<p>10. Quý vị là:</p> <p><input type="radio"/> Nam</p> <p><input type="radio"/> Nữ</p> <hr/> <p>11. Quý vị đang tham gia trong chương trình nào?</p> <p><input type="radio"/> Trị liệu nội trú cho thanh niên</p> <p><input type="radio"/> Trị liệu ngoại trú cho thanh niên</p> <hr/> <p>12. 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Những nhận xét của quý vị rất quan trọng đối với chúng tôi. Hãy cho chúng tôi biết quý vị nghĩ gì về chương trình của chúng tôi qua sự trả lời những câu hỏi dưới đây:

Quý vị thích điều gì ở chương trình này? _____

Quý vị không thích điều gì ở chương trình này? _____

Thật tốt đẹp! Chúng tôi xin cảm ơn quý vị về những nhận xét và thời gian quý vị dành ra để giúp chúng tôi.

Cuộc thăm dò ý kiến này được chuẩn bị bởi Bộ Cải Thiện Khỏe và Thịnh Vượng (sau đây là DASA), một cơ chế mức hợp có nhàn xóc gì về cuộc thăm dò ý kiến này, xin liên lạc với Tiến Sĩ Felix Rodriguez gọi số điện thoại 360-725-3761, bằng thư điện tử ở địa chỉ zdndr@dasu.wa.gov, hoặc gửi thư theo địa chỉ sau đây: DASA, P.O. Box 45330, Olympia, WA 98504-5330.

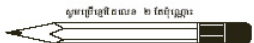
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ការស្ទាបស្ទង់មតិពីភាពពេញចិត្តរបស់អ្នកជំងឺយុវវ័យ

- សូមជួយពួកយើងដើម្បីកែលម្អ កម្មវិធីរបស់យើងដោយធ្វើយន្តការណ៍ខ្លះៗស្តីពីសេវាកម្មដែលអ្នកបានទទួល។
- យើងមានការចាប់អារម្មណ៍ចំពោះមតិស្នើសុំរបស់អ្នក ទោះបីជាវាមានភាពវិជ្ជមានឬអវិជ្ជមានក៏ដោយ។
- សូមឆ្លើយគ្រប់សំណួរទាំងអស់។ យើងរកទុកទ្រទ្រង់ទើបទាំងអស់របស់អ្នកដោយលក្ខណៈសំងាត់បំផុត។
- យើងពិតជាគោរពសេរីចំពោះការជួយរបស់អ្នក។

សញ្ញាសម្រេច



សញ្ញាមិនសម្រេច



សំណួរទី 1 ដល់ទី 7

សូមបំពេញនៅក្នុងរង្វង់ដែលពណ៌នាអារម្មណ៍អ្វីដែលអ្នកមាន។

<p>1. តើអ្នកមានការពេញចិត្តនឹងសេវាដែលអ្នកទទួលបានយ៉ាងដូចម្តេច?</p> <ul style="list-style-type: none"> <input type="radio"/> ពេញចិត្តណាស់ <input type="radio"/> ពេញចិត្តភាគច្រើន <input type="radio"/> មិនពេញចិត្ត <input type="radio"/> មិនពេញចិត្តសោះ 	<p>6. តើការពិគ្រោះយោបល់រវាងបុគ្គល ជួយដោយរបៀបណា?</p> <ul style="list-style-type: none"> <input type="radio"/> ជួយខ្លាំងណាស់ <input type="radio"/> ជួយត្រឹមត្រូវមិនពេញលេញ <input type="radio"/> មិនជួយឡើយ <input type="radio"/> ធ្វើឱ្យអ្វីៗកាន់តែធ្ងន់ធ្ងរទៅៗ <input type="radio"/> មិនបានទទួលឡើយ 																				
<p>2. តើអ្នកមានការពេញចិត្តនឹងភាពងាយស្រួលនិងរូបភាព នៃអាគារនេះយ៉ាងដូចម្តេច?</p> <ul style="list-style-type: none"> <input type="radio"/> ពេញចិត្តណាស់ <input type="radio"/> ពេញចិត្តភាគច្រើន <input type="radio"/> មិនពេញចិត្ត <input type="radio"/> មិនពេញចិត្តសោះ 	<p>7. ប្រសិនបើអ្នកត្រូវការការជំនួយម្តងទៀត តើអ្នកនឹងត្រឡប់មកកម្មវិធីនេះវិញទេ?</p> <ul style="list-style-type: none"> <input type="radio"/> បាទ/ចាស៍ ប្រាកដជាមក <input type="radio"/> បាទ/ចាស៍ ប្រហែលជាមក <input type="radio"/> ទេ ប្រហែលជាអត់ទេ <input type="radio"/> ទេ ប្រាកដជាអត់ទេ 																				
<p>3. តើអ្នកនឹងនិយាយថា បុគ្គលិកប្រព្រឹត្តិចំពោះអ្នកដោយគោរពដែរឬទេ?</p> <ul style="list-style-type: none"> <input type="radio"/> គ្រប់ពេលទាំងអស់ <input type="radio"/> មានពេលខ្លះ <input type="radio"/> តិចតួច <input type="radio"/> មិនដែលទាល់តែសោះ 	<p>8. តើអ្នកអាចប៉ុន្មាន?</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>0</td><td>0</td></tr> <tr><td>1</td><td>1</td></tr> <tr><td>2</td><td>2</td></tr> <tr><td>3</td><td>3</td></tr> <tr><td>4</td><td>4</td></tr> <tr><td>5</td><td>5</td></tr> <tr><td>6</td><td>5</td></tr> <tr><td>7</td><td>7</td></tr> <tr><td>8</td><td>8</td></tr> <tr><td>9</td><td>9</td></tr> </table>	0	0	1	1	2	2	3	3	4	4	5	5	6	5	7	7	8	8	9	9
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<p>4. តើអ្នកមានអារម្មណ៍សុវត្ថិភាពយ៉ាងណាចំពោះកម្មវិធីនេះ?</p> <ul style="list-style-type: none"> <input type="radio"/> មានសុវត្ថិភាពណាស់ <input type="radio"/> មានសុវត្ថិភាពត្រឹមត្រូវណាមួយ <input type="radio"/> មិនមានសុវត្ថិភាព <input type="radio"/> មិនមានសុវត្ថិភាពទាល់តែសោះ 	<p>9. តើប្រភេទជំនាញជាតិសាសន៍អ្វីដែលពណ៌នាពីរូបអ្នក? (សូមស្វែងរកមួយប៉ុណ្ណោះ)</p> <ul style="list-style-type: none"> <input type="radio"/> ស្បែកស <input type="radio"/> ស្បែកខ្មៅ/អាហ្វ្រិកាណេអ៊ីកាំង <input type="radio"/> អាស៊ី/អ្នករស់នៅជុំវិញអាស៊ី/ប៉ាស៊ីហ្វិក <input type="radio"/> ដើមកំណើតអាមេរិកាំង/អេស្ប៉ា/អាល្លឺម៉ង់ <input type="radio"/> អ៊ីស្ប៉ានិក <input type="radio"/> មានជាតិសាសន៍ច្រើន <input type="radio"/> ដទៃទៀត 																				
<p>5. តើការបង្ហាញរបស់ក្រុមអាចជួយបានយ៉ាងដូចម្តេច?</p> <ul style="list-style-type: none"> <input type="radio"/> ជួយខ្លាំងណាស់ <input type="radio"/> ជួយត្រឹមត្រូវមិនពេញលេញ <input type="radio"/> មិនជួយឡើយ <input type="radio"/> ធ្វើអោយអ្វីៗកាន់តែធ្ងន់ធ្ងរទៅៗ <input type="radio"/> មិនបានទទួលឡើយ 																					

សូមបន្តទៅខាងម្ខាងទៀត

10. ខ្ញុំជាភេទ

ប្រុស
 ស្រី

11. តើកម្មវិធីអ្វីដែលអ្នកកំពុងចូលរួម?

ការព្យាបាលតាមមន្ទីររក្សាយុវជន
 ការព្យាបាលអ្នកជំងឺខាងក្រៅដែលជាយុវជន

12. តើអ្នកបានចាប់ផ្តើមនៅក្នុងកម្មវិធីនេះនៅពេលណា?

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ		
<input type="radio"/> មីនា	① ② ③ ④	① ②
<input type="radio"/> មេសា	① ② ③ ④	① ②
<input type="radio"/> ឧសភា	① ② ③ ④	① ②
<input type="radio"/> មិថុនា	① ② ③ ④	① ②
<input type="radio"/> ក្រដា	① ② ③ ④	① ②
<input type="radio"/> សីហា	① ② ③ ④	① ②
<input type="radio"/> កញ្ញា	① ② ③ ④	① ②
<input type="radio"/> តុលា	① ② ③ ④	① ②
<input type="radio"/> វិច្ឆិកា	① ② ③ ④	① ②
<input type="radio"/> ធ្នូ	① ② ③ ④	① ②

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ		
<input type="radio"/> មីនា	① ② ③ ④	① ②
<input type="radio"/> មេសា	① ② ③ ④	① ②
<input type="radio"/> ឧសភា	① ② ③ ④	① ②
<input type="radio"/> មិថុនា	① ② ③ ④	① ②
<input type="radio"/> ក្រដា	① ② ③ ④	① ②
<input type="radio"/> សីហា	① ② ③ ④	① ②
<input type="radio"/> កញ្ញា	① ② ③ ④	① ②
<input type="radio"/> តុលា	① ② ③ ④	① ②
<input type="radio"/> វិច្ឆិកា	① ② ③ ④	① ②
<input type="radio"/> ធ្នូ	① ② ③ ④	① ②

13. កាលបរិច្ឆេទថ្ងៃនេះ

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ		
<input type="radio"/> មីនា	① ② ③ ④	① ②
<input type="radio"/> មេសា	① ② ③ ④	① ②
<input type="radio"/> ឧសភា	① ② ③ ④	① ②
<input type="radio"/> មិថុនា	① ② ③ ④	① ②
<input type="radio"/> ក្រដា	① ② ③ ④	① ②
<input type="radio"/> សីហា	① ② ③ ④	① ②
<input type="radio"/> កញ្ញា	① ② ③ ④	① ②
<input type="radio"/> តុលា	① ② ③ ④	① ②
<input type="radio"/> វិច្ឆិកា	① ② ③ ④	① ②
<input type="radio"/> ធ្នូ	① ② ③ ④	① ②

ខែ	ថ្ងៃ	ឆ្នាំ
<input type="radio"/> មករា		
<input type="radio"/> កុម្ភៈ		
<input type="radio"/> មីនា	① ② ③ ④	① ②
<input type="radio"/> មេសា	① ② ③ ④	① ②
<input type="radio"/> ឧសភា	① ② ③ ④	① ②
<input type="radio"/> មិថុនា	① ② ③ ④	① ②
<input type="radio"/> ក្រដា	① ② ③ ④	① ②
<input type="radio"/> សីហា	① ② ③ ④	① ②
<input type="radio"/> កញ្ញា	① ② ③ ④	① ②
<input type="radio"/> តុលា	① ② ③ ④	① ②
<input type="radio"/> វិច្ឆិកា	① ② ③ ④	① ②
<input type="radio"/> ធ្នូ	① ② ③ ④	① ②

14. តើការព្យាបាលរបស់អ្នកត្រូវបានបង្កើតដោយរបៀបណា?

មូលដ្ឋានពេទ្យ (ត្រូវការ ការធានារ៉ាប់រងឯកជន)
 មូលដ្ឋានពេទ្យ (រដ្ឋ - DASA Title 19)
 ដទៃទៀត

យោបល់របស់អ្នកមានសារៈសំខាន់ចំពោះយើង។
សូមប្រាប់ឱ្យយើងដឹងអ្វីដែលអ្នកគិតអំពីកម្មវិធីរបស់យើងដោយធ្វើយន្តការសំណួរខាងក្រោមនេះ។

តើអ្នកចូលចិត្តអ្វីអំពីកម្មវិធីនេះ? _____

តើអ្នកមិនចូលចិត្តអ្វីអំពីកម្មវិធីនេះ? _____

ធ្វើបានល្អមែន! សូមអរគុណអ្នកចំពោះយោបល់របស់អ្នក និងការចំណាយពេលរបស់អ្នកឱ្យយើង។

ការសម្របសម្រួលនេះត្រូវបានរៀបចំឡើងដោយក្រុមការងារប្រជាជន និង គ្រូបង្រៀន (DASA) របស់មជ្ឈមណ្ឌលសុខភាពស្រី និង កុមារ (WV)។ សំណួរនិងយោបល់សិក្សាស្រាវជ្រាវត្រូវបានរៀបចំឡើងដោយលោក Felix Rodriguez, Ph.D., លោកវេជ្ជបណ្ឌិតនៅលេខ 360-275-3761, អ៊ីម៉ែលលេខ E-mail គេហទំព័រគេហទំព័រ: rodrif@dshs.wv.gov

Washington State Division of Alcohol and Substance Abuse (DASA)

2009 Statewide Patient Satisfaction Survey GUIDELINES FOR ADMINISTRATION



These Guidelines provide the basic information regarding the administration of the Statewide Patient Satisfaction Survey. However, if treatment agencies would like further information or assistance, they should contact:

Felix Rodriguez, Ph.D.
Washington State Division of Alcohol
and Substance Abuse (DASA)
P.O. Box 45330
Olympia, WA 98504-5330
Phone: 360-725-3761, or toll-free at
1-877-301-4557
FAX: 360-586-0344
E-mail: rodfrfi@dshs.wa.gov
DASA website:
www1.dshs.wa.gov/dasa/

What is the purpose of the Statewide Patient Satisfaction Survey?

The Statewide Patient Satisfaction Survey aims to assess patients' perception of the quality of chemical dependency (CD) treatment services they receive. This information is very essential in ensuring that patients receive the highest quality of CD treatment services in Washington State.

When will treatment agencies administer the survey?

Treatment agencies will give the survey to their patients who are participating in treatment during the week of **March 23-27, 2009**.

What is the goal of the survey?

To obtain completed surveys from 100% of patients receiving treatment during the week of the survey. This will include patients who have started treatment any day during that week.

How will treatment agencies administer the survey? What are some helpful tips for a successful survey?

- It is important for agencies to use procedures that encourage patients to complete the survey, ensure confidentiality of their responses, and allow them to respond as honestly as possible.
- Agencies who have successfully administered patient satisfaction surveys in the past suggest that it is helpful to designate a **survey coordinator** who will be responsible for: (a) distributing and collecting the surveys, and (b) returning them to DASA.
- It is important to know the best time and manner to distribute and collect the surveys during the week of March 23-27 2009. **We have found from previous surveys that the best time to give the survey to patients is during the group sessions.**
- It is important: (a) to encourage patients to answer all of the questions in the survey, and (b) to ensure that they complete the survey only once during the week. **We have found that it is helpful to keep a list of patients who have and who have not completed the survey. Experience tells us that 85% to 90% of patients who are participating in treatment will complete the survey.**
- It is important to allow patients to seek help from a staff member or another patient if they need assistance in completing the survey (e.g. clarification with questions, definition of some terms, and difficulty in reading).
- **For opiate substitution programs**, we have found that it is particularly helpful to train front staff: (a) to encourage patients to complete the survey as they check in, and (b) to remind them to return completed surveys after dosing. It is also helpful for front staff to remind patients that: (a) the survey is confidential, and (b) the survey is a good opportunity for patients to give feedback about their own treatment. It is helpful to put up posters about the survey, display the surveys in a very visible manner, provide patients with clipboards, and provide locked boxes for putting in completed surveys.

What will treatment providers do after collecting all the completed surveys?

Fill out the **Completion Summary Form**. This form will provide the information needed to calculate the statewide and agency response rates. Return the Completion Summary Form and all the original completed surveys on or before **April 3, 2009**, to:

Felix Rodriguez, Ph.D.
Division of Alcohol and Substance Abuse (DASA)
P.O. Box 45330
Olympia, WA 98504-5330

Appendix C: DSHS Washington State Map of County by Regions

Department of Social and Health Services - County by Regions

