



# Kennebec Behavioral Health Client Satisfaction Survey

2<sup>nd</sup> QTR FY 2015  
December 2014

## SURVEY:

**617** surveys were returned in the month of December 2014.

- 457 were in the Clinic Based programs.
- 163 in Community Based Services (includes Supported Housing, Community Living Services, Clubhouse, and DSTCM).

Note: we did not distribute surveys in the following programs as these programs were part of a Statewide Client Satisfaction survey effort by SAMHS in November 2014.-Community Integration Services, Behavioral Health Home Services, Children’s Case Management Services, HCT and MST

### Clinic Based

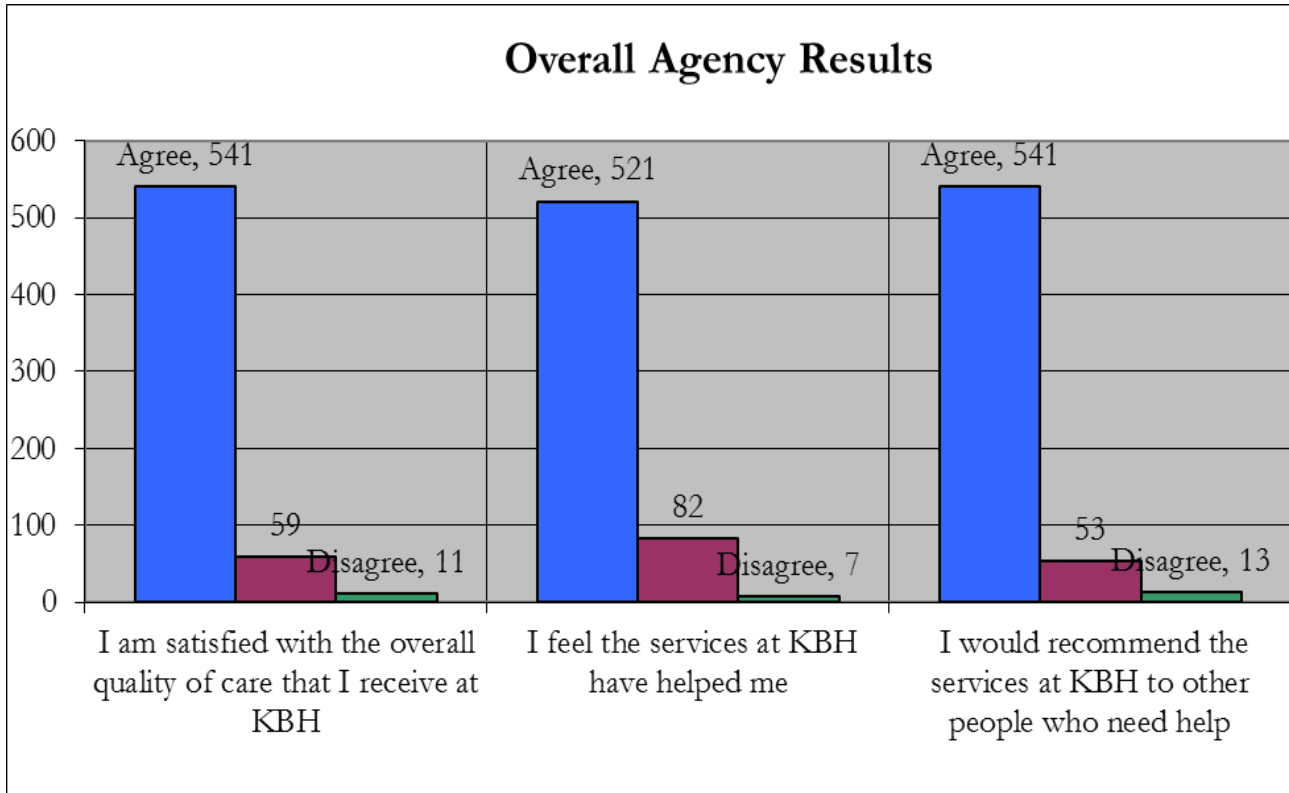
| Location                                | Number | % of total |
|---|--------|------------|
| Augusta                                 | 148    | 32.39%     |
| Waterville                              | 150    | 32.82%     |
| Skowhegan                               | 95     | 20.79%     |
| Winthrop                                | 64     | 14.00%     |
|   |        |            |
|   |        |            |
|   |        |            |
| Respondent Information                  |        |            |
| Child                                   | 54     | 11.82%     |
| Caregiver of Child                      | 69     | 15.10%     |
| child survey but unknown who completed  | 35     | 7.66%      |
| Adult                                   | 298    | 65.21%     |
|   |        |            |
| Services Received (contains duplicates) |        |            |
| OP                                      | 218    |            |
| SA                                      | 22     |            |
| MC                                      | 233    |            |
| MCC                                     | 120    |            |

### Community Based

| Program                 | # of surveys   |
|-------------------------|----------------|
| Community Integration   | Did not survey |
| High Hopes              | 36             |
| Capitol Clubhouse       | 44             |
| Looking Ahead Clubhouse | 41             |
| Supported Housing       | 12             |
| CLS                     | 16             |
| DSTCM                   | 14             |

## OVERALL AGENCY RESULTS

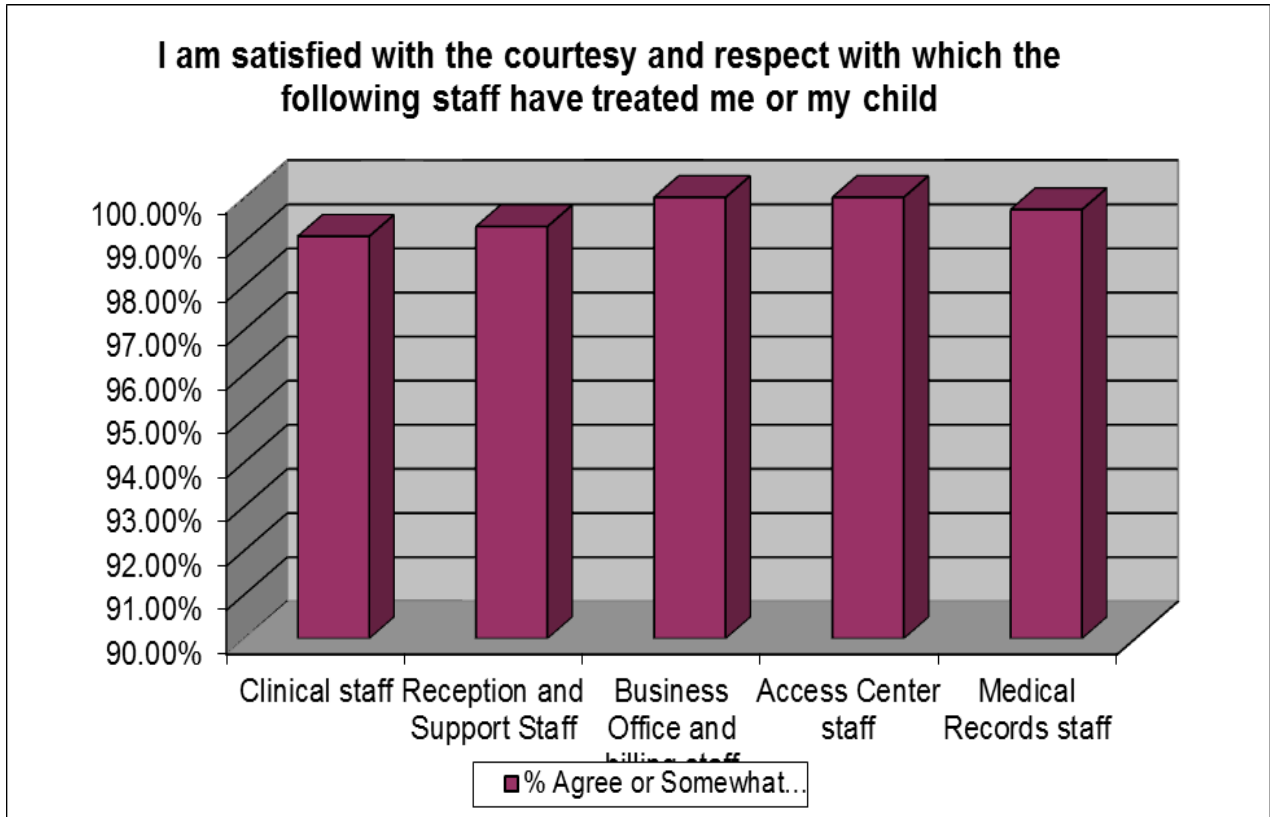
Overall results indicate that clients are very much satisfied with the services they are receiving at KBH and that these services have helped them in their everyday lives.



| Survey Question   |                 | Number     | Agree      | Somewhat Agree | Disagree  | % Agree or Somewhat Agree |
|---|-----------------|------------|------------|----------------|-----------|---------------------------|
| I am satisfied with the overall quality of care that I receive at KBH | Clinic Based    | 452        | 411        | 37             | 4         | 99.12%                    |
|   | Community Based | 159        | 130        | 22             | 7         | 95.60%                    |
|   | <b>Total</b>    | <b>611</b> | <b>541</b> | <b>59</b>      | <b>11</b> | <b>98.20%</b>             |
| I feel the services at KBH have helped me                             | Clinic Based    | 451        | 386        | 60             | 5         | 98.89%                    |
|   | Community Based | 159        | 135        | 22             | 2         | 98.74%                    |
|   | <b>Total</b>    | <b>610</b> | <b>521</b> | <b>82</b>      | <b>7</b>  | <b>98.85%</b>             |
| I would recommend the services at KBH to other people who need help   | Clinic Based    | 449        | 404        | 39             | 6         | 98.66%                    |
|   | Community Based | 158        | 137        | 14             | 7         | 95.57%                    |
|   | <b>Total</b>    | <b>607</b> | <b>541</b> | <b>53</b>      | <b>13</b> | <b>97.86%</b>             |

## Customer Service

**Strategic objective:** “Strengthen cultural aspects of the agency including staff fulfillment, leadership development and internal and **external customer service**”.



| Welcoming Environment:  |                                   |        |          |                |       |                |         |                           |
|---|-----------------------------------|--------|----------|----------------|-------|----------------|---------|---------------------------|
| I am satisfied with the courtesy and respect which the following staff have treated me/my child |                                   |        |          |                |       |                |         |                           |
|   |                                   | Number | Disagree | Somewhat Agree | Agree | Not applicable | % Agree | % Agree or Somewhat Agree |
| 7   | Clinical staff                    | 453    | 4        | 27             | 422   | 0              | 93.16%  | 99.12%                    |
| 8   | Reception and Support Staff       | 453    | 3        | 19             | 431   | 0              | 95.14%  | 99.34%                    |
| 9   | Business Office and billing staff | 449    | 0        | 30             | 377   | 42             | 92.63%  | 100.00%                   |
| 10  | Access Center staff               | 444    | 0        | 18             | 367   | 59             | 95.32%  | 100.00%                   |
| 11  | Medical Records staff             | 441    | 1        | 25             | 333   | 82             | 92.76%  | 99.72%                    |

- *The staff are always pleasant to talk with and very helpful if I have any questions or need to reschedule my appointments*
- *I am most impressed with the respect I am given by every single staff member I interact with. From the billing office to the receptionists, the nurses to the doctors, I always feel like I am treated as a person who is coming into an appointment like any other place. I never feel looked down on or less than like I have at other mental health providers. I am respected and each individual here takes the time needed to help me. I never feel rushed. Thank you!*

## Outpatient and Professional Services

| Question   | Total Responded | % Agree or Somewhat Agree |
|--|-----------------|---------------------------|
| I am satisfied with the ability to obtain appointments with the counselor/physician  | 456             | 99.12%                    |
| I am satisfied with the ability to reach my (my child's) counselor or the Med Clinic by phone during office hours                | 455             | 97.91%                    |
| I am satisfied with the accessibility of the facility to meet my needs (physical barriers, office hours, parking, location etc). | 456             | 98.44%                    |
| I am satisfied with the comfort and cleanliness of the office and waiting areas  | 454             | 99.78%                    |
| I am satisfied with the level of respect that staff have for my (my child's) privacy and confidentiality                         | 455             | 99.34%                    |
| I am satisfied that I received adequate information about how my (my child's) services are paid                                  | 453             | 98.85%                    |

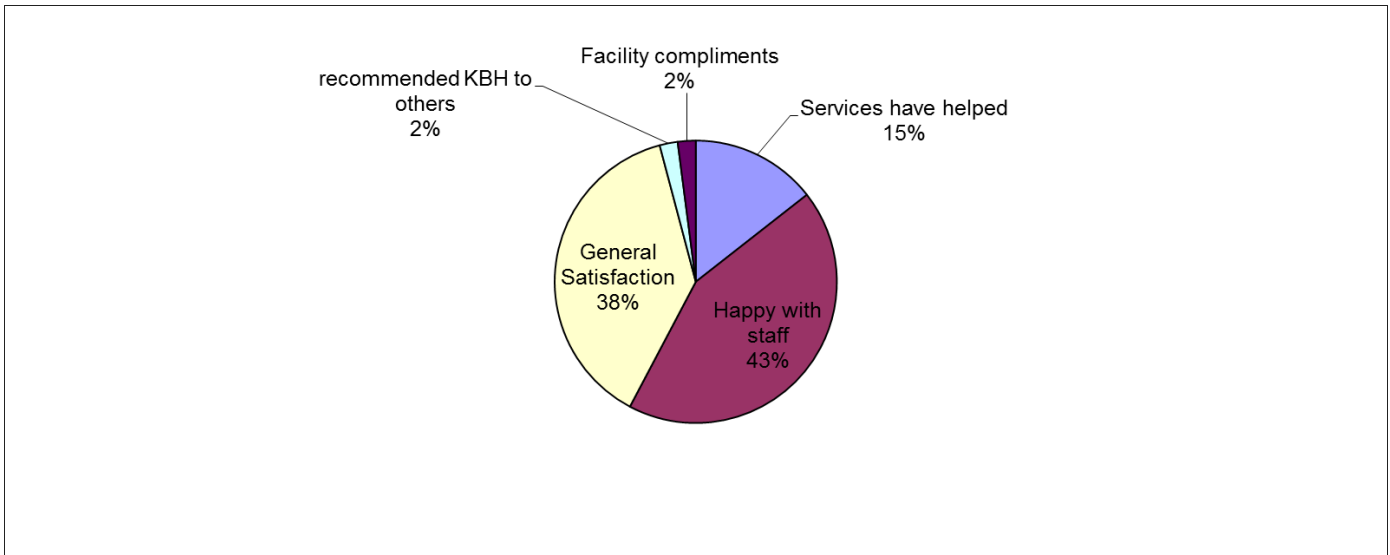
## Community Services

| Question   | Total Responded | % Satisfied or Neutral |
|--|-----------------|------------------------|
| It was easy to get appointments with my worker.  | 157             | 97.45%                 |
| My worker/KBH staff treated me with dignity and respect.   | 158             | 98.10%                 |
| My worker/KBH staff respected my privacy and confidentiality.  | 158             | 96.84%                 |
| When I requested it, my family, friends and significant others had the opportunity to participate in my treatment. | 162             | 97.53%                 |
| My complaints and grievances were addressed.   | 136             | 93.38%                 |
| I feel that my worker/KBH staff listened to me.  | 158             | 96.20%                 |
| I felt safe expressing my opinions to my worker/KBH staff.   | 155             | 92.90%                 |
| My worker/KBH staff helped me meet my needs through the ISP.   | 150             | 97.33%                 |
| My worker/KBH staff encouraged me to work toward my recovery.  | 142             | 96.48%                 |
| I felt the services that I received were useful and positive in my life.   | 157             | 98.09%                 |
| As a result of the services I received, I am better able to deal with crisis.                                      | 145             | 96.55%                 |
| As a result of the services I received, I feel more confident to deal with my daily problems.                      | 154             | 95.45%                 |

## Analysis of Comments: Things we are doing well.....Positive Comments

64% of all comments made were positive. 43% of those positive comments were directed towards staff, some directed towards specific staff and some general. 15% of comments indicated that the services clients were receiving have made a positive impact on their lives.

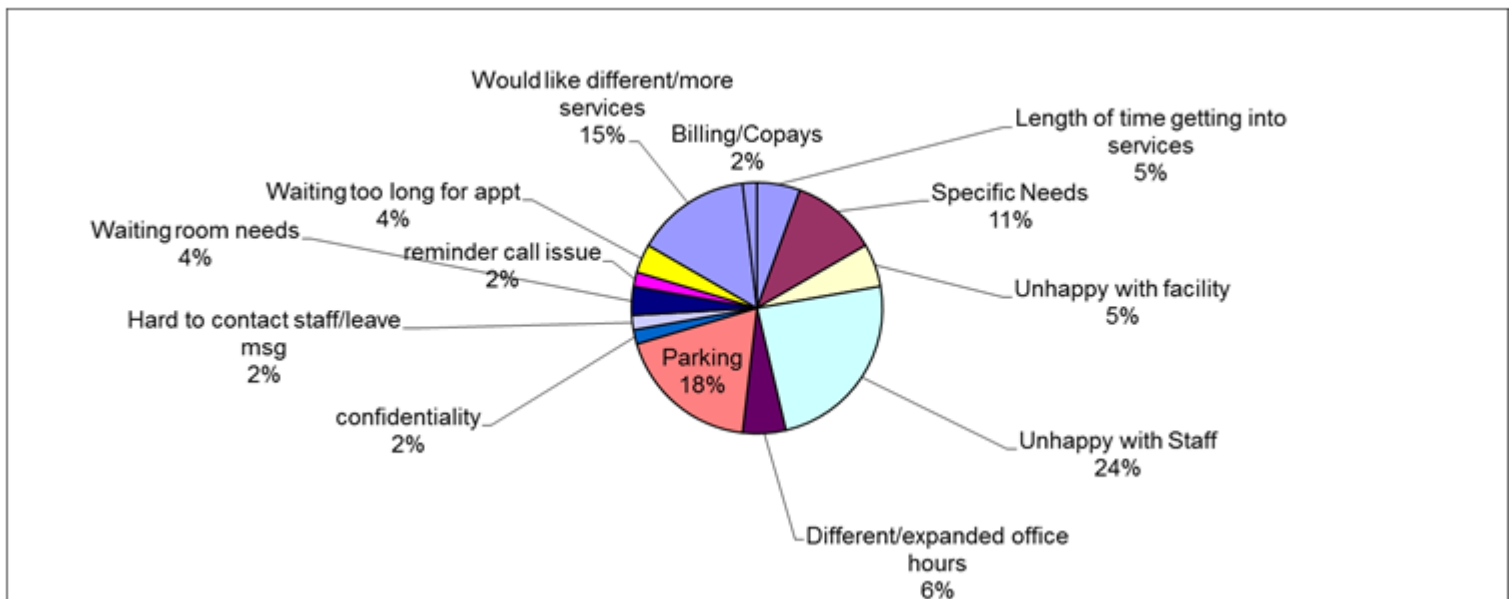
- *KBH is a professional facility who cares and respects the parents and children's privacy and needs. They have helped my child a lot and I am grateful for that. Thank you.*
- *I feel though you guys are doing a great job and treat everyone with respect. I have nothing bad to say about KBH. You are all awesome.*



## Areas for improvement....Negative Comments

While the majority of the positive comments indicated that clients were happy with the staff that they interact with at KBH, there were also a significant number of negative comments related to client interactions with staff.

18% of the comments were directed towards parking issues, predominantly at our 67 Eustis Parkway Clinic.



## Attachments

Comments from Clinic Based Survey

Comments from Community Based Survey

Comments from Waiting Room Comment Boxes (July 15, 2014-January 23, 2015)