

Northwest Counseling Services
CLIENT IMPRESSION AND SATISFACTION SURVEY
TOTAL AGENCY RESPONSES
May 2009

Data is based on 112 surveys completed from 149 surveys provided to clients. A sample size of 103 was desired. The 112 returned forms represent 6% of the agency clients deemed as active for the purposes of this survey. There is a margin of error of +/- 7.6% for the questions. Of the responses below 59% are from the adult and youth counseling clients, 26% are from the Older Adult Program clients, and 15% from AOD clients.

It is important to us that we provide you with the highest quality care possible. Please take a few minutes to evaluate our service by completing this confidential questionnaire. Participation is completely voluntary, but we value and appreciate your opinions.

A. Please mark the category that most accurately reflects your evaluation of each statement.

	Exceeds Expectations	Meets Expectations	Did Not Meet Expectations	Not Applicable	No Response
1. Is the office location convenient? <i>97% indicated the office location was convenient.</i>	33	55	3	20	1
2. Are the office hours convenient? <i>99% indicated the office hours are convenient.</i>	47	47	1	16	1
3. Is the reception area comfortable and clean? <i>99% indicated the office reception area is comfortable and clean.</i>	51	40	1	19	1
4. Is the office staff competent and knowledgeable? <i>99% indicated the office staff is competent and knowledgeable.</i>	64	34	1	11	2
5. Are all staff members friendly, courteous, and respectful? <i>99% indicated all staff members are friendly, courteous, and caring.</i>	74	30	1	7	0
6. Are appointment procedures timely? <i>97% indicated appointment procedures are timely.</i>	62	45	3	1	1
7. Are office phone calls handled quickly and efficiently? <i>97% indicated office calls are handled quickly and efficiently.</i>	56	47	3	3	3
8. Is your therapist friendly and courteous? <i>100% indicated their therapist is friendly and courteous.</i>	93	18	0	1	0

	Exceeds Expectations	Meets Expectations	Did Not Meet Expectations	Not Applicable	No Response
9. Does he/she spend adequate time with you? <i>99% indicated their therapist spends an adequate amount of time with them.</i>	80	29	1	2	0
10. Do you feel he/she is knowledgeable and professional? <i>99% indicated their therapist is knowledgeable and professional.</i>	87	22	1	2	0
11. Do you think our fees are fair and reasonable? <i>99% indicated the fees are fair and reasonable.</i>	66	26	1	17	2
12. Has your billing been accurate, efficient, and timely? <i>100% indicated their billing is accurate, efficient, and timely.</i>	56	22	0	30	4
13. Do you receive adequate help with your insurance claims? <i>98% indicated they receive adequate help with their insurance claims.</i>	42	17	1	46	6

If you checked “Did Not Meet Expectations” for any category above, please use space in Question J. to explain how we did not meet your expectations.

B. Has your counseling at Northwest Counseling Services helped you resolve/cope with the problem that brought you here?

I have made: 57 Much progress 44 Some progress 5 No progress 6 No response

95% of respondents indicated they made progress.

C. In general, how satisfied have you been with the services you have received?

70 A. Very satisfied 0 D. Dissatisfied 4 No response

31 B. Satisfied 0 E. Very dissatisfied

7 C. Neutral

94% of respondents indicated satisfaction with service; 6% were neutral; 0% were dissatisfied

D. Would you return to Northwest Counseling Services if you felt the need for service in the future?

102 Yes 1 No 4 Uncertain 5 No response 0 Not applicable

95% of respondents indicated they would return for services.

E. Why did you choose Northwest Counseling Services for services? (Clients could check more than one category.)

<u>25</u> fee scale	<u>16</u> a friend/family member
<u>24</u> location	<u>44</u> other (noted below)
<u>24</u> I heard positive things about it	<u>7</u> no response

<p><u>UA Responses</u></p> <p><i>Referred by NetCare (6)</i> <i>Previously a client (1)</i> <i>Referred (2))</i> <i>Insurance coverage (4)</i> <i>Referred by Doctor (2)</i> <i>Marriage counselor</i> <i>Riverside Hospital</i> <i>Phone Book</i> <i>A lot of other counseling services would not take new clients.</i> <i>Medicaid Insurance Network</i> <i>I like John and know him for a long time.</i> <i>Harding Hospital</i> <i>Appt. set up for me by psych ward I was discharged from.</i> <i>Heard great things about Jane Kush</i> <i>Phone number given; you answered the phone.</i></p>	<p><i>Accepted Medicaid</i> <i>Referral from BVR</i> <i>HEA Program</i></p>	<p><u>Older Adult Responses</u></p> <p><i>Service Coordinator</i> <i>Build A Bridge</i> <i>Dept. of Aging</i> <i>Police</i> <i>Return Client (2)</i> <i>Sr.Options Case Manager (3)</i> <i>Franklin County Mental Health Assoc.</i> <i>Catholic Social Services</i> <i>Sharon Shepphard – PASSPORT</i> <i>PASSPORT Case Manager</i> <i>Used to be on Board</i> <i>Doctor</i></p>
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F. Are there any additional services you would like Northwest Counseling Services to offer?
28 Yes 73 No 11 No response Please specify:

<p><u>UA Responses</u> <i>Support groups during the day.</i> <i>Grandparent support groups</i> <i>Case managers</i> <i>Support groups to call</i> <i>More doctor availability (3)</i> <i>More assertiveness training</i> <i>More time</i> <i>More groups (2)</i> <i>Drug counseling some self-help groups</i> <i>Improv hour</i> <i>More psychiatrists</i> <i>Group grief support based on the 12- steps</i> <i>Couples counseling</i></p>	<p><i>Closer to home</i> <i>A space for people to “decompress” as needed before they leave.</i> <i>Hot dogs</i> <i>Evening hours</i> <i>Other possible family members</i></p> <p><u>Older Adult Responses</u> <i>Wish you did what CSS and Sr. Options do</i> <i>More Transportation</i> <i>Maybe have AA meetings or support groups</i> <i>Wish you had housing for disabled seniors</i> <i>Grocery shopping/errands</i> <i>Would like option to return from counseling or grief counseling – very pleased with help received.</i> <i>Oh Shopping, go to a wider number of stores.</i></p>
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G. Did a staff member from Northwest Counseling Services refer you to another organization or individual for other help or services?
48 Yes 57 No 6 No response 1 Both responses
46% of respondents indicated they were referred for additional services.

H. If you answered “yes” to Question G., did you find the referral to be helpful?
33 Yes 3 No 12 Not used yet Please explain:

<p><u>UA Responses</u> (referral helpful) <i>Hospitalization when necessary.</i> <i>A person who deals with mental health</i> <i>Alice’s group. It has been very beneficial.</i> <i>They helped me cope better.</i></p>	<p><u>Older Adult Responses</u> (referral helpful) <i>Referred to potential Asst. living & coord. w/ Clintonville CRC.</i> <i>CRC for transportation</i> <i>Dr. Friedman & Dr. Brandemil</i> <i>CSS, Sr. Op., Pauline Home, Student Interns</i></p>
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H. (cont'd) UA Responses (referral helpful)
Christmas boxes for grandkids-with food. Suggested places to call about abducted daughter.
Helped me find out about prescription assistance and funding available in case I need to see a Dr. since I have no health ins.
Referred to in-house psychiatrist services for meds.
Participated in a group.
Netcare helped me.
Amethyst
Didn't go, liked the attention.

UA Not Used Yet

Appt. is next week.
Referral was for a support group which I hope to start attending soon.
Have not been ready.
Referral will be helpful just to busy to use at this time.

UA Referral not helpful

No responses

Older Adult Responses (referral helpful) (cont'd)

Prevent Blindness, Dentist OSU Dental
CSS choreworker & transportation & student intern helping
Went to Families in Touch – found it very helpful.
Helpful but didn't qualify.
Legal Aid & Columbus Housing Partnership. Both are helping me with my foreclosure situation.
Pauline Home has helped me with bills and with my worry about them.
HEAP, housing new FMD, I was able to receive Medicare and social security payments that I didn't know that I was eligible for.

Older Adult Referrals Not Used Yet

Senior Center
Pauline Home

Older Adult Referrals not helpful

Regarding medication.
I don't feel 10 or 15 minutes is enough time.

I. Do you have any suggestions regarding how we can improve quality care?

20 Yes 79 No 13 No response

20% of respondents indicated they had suggestions for improving quality of care.

UA Responses

Continued access to counselors after initial counseling is over. Every 2 or 3 months.
More people answering phones.

Older Adult Responses

I'm very pleased with my service and progress.
Spend more time.
Have less forms/paperwork i.e. streamline/combine forms-too

I. UA Responses (cont'd)

Pay your therapist/staff more – it's a sick world out there- these people are saints.
More Psychiatrist availability.
Office staff's understanding of record transfer to this facility.
Everyone seems to be very helpful, educated, and caring.
More comfortable waiting area.
A psychiatrist that is not one who puts down people.
Everything is perfect a it is.
None-everything is wonderful- Carol is an excellent clinician and so helpful an supportive toward everything in my life.
More time with their doctors.
Phone system –get stuck on hold a lot.
I think it would be nice to have early office hours too – 8 am or 9 am. Also, I have been places that offer a discount if you pay all up front or cash.
Computerize scheduling
More groups
Hot Dogs
If docs. were available, they could work w/therapist to get a good overall idea of how client could improve with medicine & therapy. I've progressed for the better thanks to therapy, but also feel that it would be better & more productive if some other things were discussed in therapy.

Older Adult Responses (cont'd)

many repeating/similar questions in assessment forms.
Maxine, most caring and offers suggestions.
Keep up the good work.
Dr. 's nurse or assistant is very rude, has a bad personality.
Widen services for Blind and Visually impaired persons

J. If you would like to comment on some aspect of our service that you were not satisfied with, please indicate here:
101 people gave no response.

<u>UA Responses</u>	<u>Older Adult Responses</u>
<p><i>None- it's always been extremely positive.</i> <i>For me personally, the office is a little far (2)</i> <i>Reception area is clean but not comfortable.</i> <i>My experience I believe is more personal- I'm very sensitive and take things personally and when hurt[sic] comments are approached by therapist I freeze and do not know what to say and their thought about it.</i> <i>A psychiatrist that is not one who puts down people.</i> <i>Elevator/Lift sucks.</i> <i>It's boring – make it more interesting (referring to group)</i> <i>Not enough time spent with my doctor.</i> <i>Waiting area seems to open.</i> <i>Wish you could open earlier.</i> Following refer to Question A.: <i>Are all staff members friendly... -Most of the time</i> <i>Are fees fair... - My insurance doesn't cover so it is a bit high</i> <i>Is therapist knowledgeable...- Sometimes</i></p>	<p><i>I was very lucky to meet and spend time with Jan.</i> <i>Doctor does not take time with me like I would like. I understand this is the proper time for his position. Doctor has appointments only one day a week!</i> <i>I am given help beyond help with my yard and getting RX's and other and I'm deeply grateful.</i> <i>I feel that Mrs. Stevens has helped me so much, when I first started going to her, I didn't think anyone could pull me thru such a bad thing in my life. She listens to me, helps me thru other services that are available to m. Provides me with good written memo. She is very caring person. When I see the other person who is a male, I don't feel that 5 or 10 minutes is enough time. I disagree with many issues but I do not let him know.</i> Following refer to Question A.: <i>Are all staff member friendly...They are too friendly</i> <i>Are office phone calls... She was annoyingly cheerful</i> <i>Are office phone calls... Staff part-time – longer call back time.</i> <i>Does he/she spend adequate time...Female therapist did, male therapist did not.</i></p>

K. I have seen a Northwest clinician: 94 More than three times 13 Three times or less 5 No response
 88% of respondents indicated they saw a Northwest clinician more than three times.

L. Do you consider yourself to be a part of a minority group?

21 Yes 84 No 7 No Response

20% of respondents identified themselves as part of a minority group.

If you answered “yes,” please identify the minority group(s) that represents you:

<u>UA Responses</u>	<u>Older Adult Responses</u>
<i>more episodes of depression</i>	<i>age</i>
<i>Lesbian (2)</i>	<i>African American (2)</i>
<i>single white divorced mother</i>	<i>Disabled senior</i>
<i>multi-ethnic Bantu-Caucasoid</i>	<i>Native American & elderly senior</i>
<i>African-American 2</i>	<i>Appalachian</i>
<i>make less than \$10,000/year</i>	<i>Apt where I live is composed of mostly Chinese, Indian, and Sri</i>
<i>Hispanic</i>	<i>Lakan</i>
<i>Wack-jobs Anomaas [sic]</i>	<i>Visual impairment</i>
<i>gay</i>	

If you answered ‘yes’, do you feel that the staff at Northwest Counseling Services is sensitive to minority, ethnic, and/or cultural issues when working with you?

20 Yes 1 No 0 No response

If you answered “no”, please give examples as to how we can improve our sensitivity to these issues:

UA Responses

No responses

Older Adult Responses

I don't look at myself as a minority or part of a group. I consider myself unique & an individual like no one else.

M. Do you have a hearing impairment, speak a language other than English as your primary language, or have a physical disability?

30 Yes 72 No 3 Unsure 7 No response

31% of respondents felt that accommodations were made to suit their needs.

If you answered “yes”, do you feel that accommodations were made to suit your needs?

27 Yes 0 No 1 Unsure 3 No response

90% of respondents felt accommodations were made to suit their needs.

M. ((cont'd)

If you answered "no" or "unsure," please tell us what accommodations would be helpful:

UA Responses

One client marked "No" to any disability, "Yes" that accommodations were made and included a comment that could not be deciphered

Older Adult Responses

(The following comments were on forms on which the respondent had checked that accommodations were made to suit needs.)

Home Visits- LISW comes to my home. She's also helped with Dr. appt., getting my glasses, helping w/ my will.

I have "peace of mind" due to your help and consideration

Making more accommodation for a blind or visually impaired person

The analysis below was created for Question B (I have made: ___Much progress; or ___Some progress; or ___No progress) based on the responses to Question K (I have seen a Northwest clinician: 94 More than three times 13 Three times or fewer 5 No response):

Of the clients (92 total) who had seen a clinician more than three times and who answered Question B:

51 respondents (55.4%) selected much progress

38 respondents (41.3%) selected some progress

3 respondents (3.3%) selected no progress

Of the clients (10 total) who had seen a clinician three times or fewer and who answered Question B:

4 respondents (40%) selected much progress

5 respondents (50%) selected some progress

1 respondents (10%) selected no progress

Of the clients (4 total) who did not respond to Question K (number of times seeing a therapist) but answered Question B:

2 respondents (50%) selected much progress

1 respondent (25%) selected some progress

1 respondent (25%) selected no progress

Results of Client Suggestion Box Surveys
August 2008 through June 2009

The Comment Box contained four surveys during the above time frame. The average for the five-point Lieckert Scale (where 1= yes, very much and 5 = no, not at all) for each of the six questions is as follows:

Question 1: Did you find the receptionist/appointment coordinator friendly and helpful?
Average = 2

Question 2: Did you find the appointment coordinator friendly and helpful?
Average = 2

Question 3: Was your counselor prompt and courteous?
Average = 2.25

Question 4: Do you feel that your counselor understood your concerns?
Average = 2.25

Question 5: If you had any questions about Northwest Counseling Services or about receiving counseling, were those questions adequately answered?
Average = 2.25

Question 6: Did the service(s) you received today meet your expectations?
Average = 2.5

The comments below are from the open-ended Question #7: “Is there anything else you would like to tell us?” and an additional three papers submitted with comments.

Diane has been our counselor for our daughters for awhile and she has been such a blessing. We are so happy that she is having a play group therapy for children. It is something we have been searching for over 2 years for our daughters. Group therapy will help her identify with other children, find support and grow in her self image.

Regarding question #6, haven't seen any change in child's behavior. I wish she (counselor) would report what my child tells her to FCCS and not just me for we can stop it from happening again!

During my first appointment seeing Sharon I came in during a serious anxiety attack. Heather took some time with me and was very helpful and sweet and understanding. She helped me calm down quite a bit. Sharon is wonderful, too!

Counseling don't help. I feel like you people want to be God but your not he is the only one that can make miracles happen.

I don't (expletive deleted) know.

(In response to the question “Please note any suggestion that you feel would improve our services:”)

Put paper and pen next to suggestion box.

Maybe put a bell or something similar at the Reception desk so that one can get the receptionists attention when they're in the filling room.

Relax, it's not so serious.

Have free cookies.