 

Garrett County Center for Behavioral Health

Client Satisfaction Survey

Thank you for taking some time out of your busy schedule to help us look at ways in which we can improve our services. You answers to the following questions are confidential. When you have completed this survey please place in the box in the lobby.

What type of service are you receiving? (Choose One)

\_\_\_\_ Mental Health Services \_\_\_\_Substance Abuse Treatment Services

How old are you? \_\_\_\_

1. How would you rate the quality of service you are receiving?

\_\_\_\_\_Excellent

\_\_\_\_\_Good

\_\_\_\_\_Fair

\_\_\_\_\_Poor

1. Are you getting the type of service you feel you need?

\_\_\_\_\_Yes, definitely

\_\_\_\_\_Yes, generally

\_\_\_\_\_No, not really

\_\_\_\_\_No definitely not

1. To what extent has the Behavioral Health Center met your needs?

\_\_\_\_\_Almost all my needs have been met

\_\_\_\_\_Most of my needs have been met

\_\_\_\_\_Only a few of my needs have been met

\_\_\_\_\_None of my needs have been met

1. If a friend were in need of help, would you recommend our program?

\_\_\_\_\_Yes, definitely

\_\_\_\_\_Yes, I think so

\_\_\_\_\_No, I don’t think so

\_\_\_\_\_No, definitely not

**[OVER]**

1. How satisfied are you with the amount of help you receive?

\_\_\_\_\_Very satisfied

\_\_\_\_\_Mostly satisfied

\_\_\_\_\_Indifferent or mildly dissatisfied

\_\_\_\_\_Quite unhappy

1. Have the services you received help you deal more effectively with your problems?

\_\_\_\_\_Yes, they are helping me a great deal

\_\_\_\_\_Yes, they are helping somewhat

\_\_\_\_\_No, they really aren’t helping me

\_\_\_\_\_No, my therapist is making things worse

1. Overall, how satisfied are you with the service you are receiving?

\_\_\_\_\_Very satisfied

\_\_\_\_\_Mostly satisfied

\_\_\_\_\_Indifferent or mildly dissatisfied

\_\_\_\_\_Quite unhappy

8. If you needed to seek help again, at a later time, would you come back to our program?

\_\_\_\_\_Yes, definitely

\_\_\_\_\_Yes, I think I would

\_\_\_\_\_No, I don’t think so

\_\_\_\_\_No, definitely not.

9. It is my feeling that services are better than they were a year ago?

\_\_\_\_\_Yes, services at definitely better than a year ago.

\_\_\_\_\_Services are about the same

\_\_\_\_\_Services are worse than a year ago.

\_\_\_\_\_I don’t know. I was not a client here last year.

One thing I would change about the clinic is:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

One thing I like about the clinic is:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Thank you for completing this survey.

P:/CQI/Surveys/2016 Client Satisfaction