

Our Client's Perceptions

At least two times each year we conduct client satisfaction survey blitzes. We will typically get several hundred responses from clients of all ages and from parents of our child clients each time we do a blitz. We study this data closely so that we can continuously learn and grow as a mental health treatment provider. We utilize a survey instrument that is very detailed, and that is used by mental health agencies across the United States. This allows us to compare our clients' experiences with mental health clients throughout the country.

Our most recent survey results indicated that 93% of our respondents were satisfied with the quality of our care – the national results on these very same quality of care measures are 88% satisfied. On questions about overall satisfaction with all aspects of our care, 96.9% of our respondents were satisfied, compared to 88% of national respondents to these same questions.

We also ask our clients about treatment outcomes or how helpful they think the services have been in their lives. 62.8% of our respondents felt that they were better able to function in key elements of their life as a result of their treatment to date – this compares to 70.1% of national respondents. 63.6% of our clients were satisfied with their overall treatment outcomes; this compares to 72% of national respondents.

Our next survey blitz is coming up in early November and we will report those results here as soon as they are available.

We are committed to providing care that is highly satisfying and effective for each and every individual client and family.