

NorthCare: Client Satisfaction Survey Results Summary

for Pathways Substance Abuse CA (all Tx Providers), FY 2005

Q.1 *I received clear explanations of treatment/support choices and options.*

	Annual TOTAL
<i>Strongly Agree/Agree</i>	763
<i>Disagree/ Strongly Disagree</i>	7
Left Blank	1
Agreed / Total Surveys Returned - Left Blank = % Satisfied:	99.09%

Q.2 *My rights as a client of substance abuse or health treatment services are respected.*

	Annual TOTAL
<i>Strongly Agree/Agree</i>	764
<i>Disagree/ Strongly Disagree</i>	7
Left Blank	0
Agreed / Total Surveys Returned - Left Blank = % Satisfied:	99.09%

Q.3 *I feel free to complain when I am not satisfied.*

	Annual TOTAL
<i>Strongly Agree/Agree</i>	744
<i>Disagree/ Strongly Disagree</i>	25
Left Blank	2
Agreed / Total Surveys Returned - Left Blank = % Satisfied:	96.75%

Q.4 *My cultural/ethnic values are respected.*

	Annual TOTAL
<i>Strongly Agree/Agree</i>	761
<i>Disagree/ Strongly Disagree</i>	3
Left Blank	7
Agreed / Total Surveys Returned - Left Blank = % Satisfied:	99.61%

Q.5 The services/supports I receive are based on my needs and desires.

	Annual TOTAL
<i>Strongly Agree/Agree</i>	749
<i>Disagree/ Strongly Disagree</i>	21
Left Blank	1
Agreed / Total Surveys Returned - Left Blank = % Satisfied:	97.27%

Q.6 I would recommend this Pathways SA Provider to a friend.

	Annual TOTAL
<i>Strongly Agree/Agree</i>	735
<i>Disagree/ Strongly Disagree</i>	33
Left Blank	3
Agreed / Total Surveys Returned - Left Blank = % Satisfied:	95.70%

Q.7 Overall, I am satisfied with my experience at this Pathways SA Provider.

	Annual TOTAL
<i>Strongly Agree/Agree</i>	753
<i>Disagree/ Strongly Disagree</i>	13
Left Blank	5
Agreed / Total Surveys Returned - Left Blank = % Satisfied:	98.30%

Total Surveys Distributed = 1,493 Total Surveys Returned = 771 %Returned = 51.64%

Notes: Pathways CA Client Satisfaction Surveys, which contain NorthCare's 7 Core Survey questions, are distributed by each of the CA's 15 regional SA Treatment Providers, as well as the NorthCare CDR, throughout the year. Surveys are distributed to Youth (under age 18) and Adult clients who receive Medicaid, as well as other funding sources authorized by the NorthCare CDR. Although Youth and Adult surveys are tallied separately for use in the MDCH SA Performance Indicator Quarterly Reports, they are combined for this NorthCare Annual Summary. CDR Surveys are distributed entirely by mail. Treatment Providers may distribute their surveys by mail or in person to clients who have been discharged, as well as to clients currently in treatment. Since clients have a choice of where they choose to receive treatment in the region, as well as different levels of care being offered at different providers, it is possible that a particular client may be surveyed by more than one Provider in a given Fiscal Year.