

NEW DIRECTIONS FOR WOMEN
PATIENT SATISFACTION SURVEY RESULTS
MARCH 2008

Introduction and Background

Patient satisfaction survey results were summarized for fifty-two patients (25 who successfully discharged between October 2007 and January 2008 and 27 patients who were successfully discharged between April and September 2007). A patient satisfaction survey (PSS) is administered to patients approximately three days prior to their discharge. It solicits their assessments of and opinions about the quality of services they received in several program areas including the admission process, clinical and medical services, helpfulness of treatment services for personal recovery, satisfaction with treatment services, experiences with support services, satisfaction with administrative services and overall satisfaction with treatment at NDFW.

The results are presented below by areas with the results broken down by patients who discharged between April and September 2007 and those who discharged between October 2007 and January 2008. Mean ratings represent the average ratings of patients over each item on the five-point Likert scales. Percentage scores reflected in the tables indicate the overall performance score for each separate item. The performance indicator for satisfactory levels of NDFW's performance was set at 80 percent of patients expressing satisfaction.

Results

Although results among specific program areas varied, overall satisfaction revealed that approximately nine out of ten patients expressed overall satisfaction with the outcomes of their treatment. Overall satisfaction results in Table 1 below reveal that more than ninety percent of respondents agreed that they have a better understanding of the disease of addiction, understand the negative consequences of their disease, know that they are responsible for their own recovery, understand they can never drink or use without risking relapse, have a personal relapse prevention plan, and are motivated to maintain their recovery. More importantly, 85 percent of all respondents said they would recommend New Directions to other women. With the exception of two services in the clinical/medical services areas (clinical staff took time to provide personal help [78 percent] and staff adequately addressed medical needs [76 percent] for respondents in the October 2007 – January 2008 group, all other services met the 80 percent threshold.

As was expected, there were services that fell below the 80 percent indicator for acceptable performance in each of the specific areas. For example, less than 80 percent of respondents agreed or were satisfied with the explanation of financial responsibilities, the comfort of the admission waiting area, the ease of contacting the facility and the length of

time to complete the admission process. These and other areas that fell below the 80 percent threshold will be addressed by the clinical staff. Support services received the lowest percentage of agreement among the areas patients evaluated.

Recommendations

While treatment services typically receive lower ratings, the Quality Improvement Council, based on the results of this year-long assessment of patient satisfaction, make the following recommendations:

1. That the entire clinical curriculum be reviewed for currency with evidence-based industry best treatment practices.
2. That a thorough literature review be conducted to identify evidence-based best treatment practices for women including treatment regimens for patients with co-occurring substance abuse and trauma issues as well as co-occurring substance abuse and mental health diagnoses.
3. That the Clinical Services Plan reflect, as part of its update, clear goals, objectives and action steps for upgrading the treatment services.

TABLE 1 OVERALL IMPRESSIONS OF TREATMENT AT NDFW

Use the following scale to indicate your agreement with each of the statements below:

- 1 (SD) Strongly Disagree 2 (D) Disagree 3 (N) Neutral (Neither agree or disagree)
 4 (A) Agree 5 (SA) Strongly Agree

| | Oct 2007 – March 2008 | April – Sept 2007 |
|--|----------------------------|----------------------------|
| <i>As a result of my treatment at New Directions for Women:</i> | <i>[n] Mean rating (%)</i> | <i>[n] Mean rating (%)</i> |
| I have a better understanding of the disease of addiction | [25] 4.25 (90%) | [27] 4.63 (93%) |
| I have a better understanding of the negative consequences of my addiction | [25] 4.64 (93%) | [27] 4.74 (95%) |
| I understand that I am responsible for my recovery | [25] 4.80 (96%) | [27] 4.85 (97%) |
| I believe that having a sponsor is essential to my recovery | [24] 4.63 (93%) | [27] 4.59 (92%) |
| I understand that I can never drink or use without risking relapse | [25] 4.80 (96%) | [27] 4.63 (93%) |
| I understand the importance of my higher power in my recovery | [25] 4.72 (94%) | [27] 4.59 (92%) |
| I was educated on the 12-step principles and traditions | [25] 4.44 (89%) | [27] 4.63 (93%) |
| My family/significant other is supportive of my recovery | [25] 4.40 (88%) | [27] 4.67 (93%) |
| I am motivated to work to maintain my recovery | [25] 4.72 (94%) | [27] 4.78 (96%) |
| I have a relapse prevention program | [24] 4.50 (90%) | [27] 4.41 (88%) |
| I would recommend New Directions for Women to others | [24] 4.40 (88%) | [26] 4.31 (86%) |

TABLE 2 EXPERIENCES DURING ADMISSION

Directions: Use the following scale to indicate your agreement with each of the statements below:

1 (SD) Strongly Disagree 2 (D) Disagree 3 (N) Neutral (Neither agree or disagree)
 4 (A) Agree 5 (SA) Strongly Agree 0 (NA) Does not apply to me

| <i>Admission Process Ratings</i> | <i>Oct 2007 – March 2008</i> | <i>April – Sept 2007</i> |
|---|---|---|
| <i>During my admission to New Directions:</i> | <i>[n] Mean ratings (%)¹</i> | <i>[n] Mean ratings (%)²</i> |
| The admission staff was very professional | [25] 4.46 (89%) | [27] 4.41 (88%) |
| I felt welcomed by the staff and soon felt at ease | [26] 4.23 (85%) | [26] 4.38 (88%) |
| My family/significant others were greeted warmly and treated respectfully | [21] 4.33 (87%) | [21] 4.29 (86%) |
| The information given to me helped prepare me for treatment | [24] 4.00 (80%) | [27] 3.85 (77%) |
| The Information given to my family/significant others was informative and helpful | [21] 4.14 (83%) | [21] 3.90 (78%) |
| My financial responsibilities were clearly explained | [21] 3.90 (78%) | [25] 3.84 (77%) |
| The waiting area was comfortable | [25] 3.48 (70%) | [27] 3.85 (77%) |
| It was difficult making an appointment, it took two or more telephone calls | [17] 3.18 (64%) | [22] 1.91 (62%) |
| The directions for getting to New Directions were difficult to follow | [17] 2.76 (55%) | [21] 2.10 (58%) |
| The admission process was long and confusing | [26] 2.96 (59%) | [25] 2.60 (48%) |

TABLE 3 EXPERIENCES WITH CLINICAL AND MEDICAL SERVICES

| <i>Clinical Services Ratings</i> | <i>Oct 2007 – March 2008</i> | <i>April – Sept 2007</i> |
|--|---|-----------------------------|
| <i>The clinical and medical staff at New Directions:</i> | <i>[n] Mean ratings (%)³</i> | <i>[n] Mean ratings (%)</i> |
| Treated me in a very professional manner | [26] 4.12 (82%) | [27] 4.22 (84%) |
| Seemed competent in their areas of specialty | [26] 4.15 (83%) | [27] 4.30 (86%) |
| Took time to provide personal help when I needed it | [26] 3.92 (78%) | [26] 4.23 (85%) |
| Adequately addressed my health and medical concerns | [25] 3.80 (76%) | [26] 4.08 (82%) |
| Helped me to better understand the treatment process | [26] 4.04 (81%) | [27] 4.15 (83%) |
| Treated me with respect and dignity | [26] 4.27 (85%) | [27] 4.26 (85%) |
| Performed a physical exam within 72 hours of my admission | [26] 4.62 (92%) | [26] 4.23 (85%) |
| My Therapist was competent and knowledgeable of the disease of addiction | [26] 4.62 (92%) | [27] 4.70 (94%) |
| My Therapist was genuinely interested in my recovery | [26] 4.77 (95%) | [25] 4.76 (95%) |

¹ The percentage of respondents who *agreed* or *strongly agreed*.

² The percentage of respondents who *agreed* or *strongly agreed*.

³ The percentage of respondents who *agreed* or *strongly agreed*.

TABLE 4 HELPFULNESS OF TREATMENT SERVICES FOR PERSONAL RECOVERY

Directions: Use the scale below to indicate *how helpful* each of the services listed below was to your recovery

1 = [NH] *Not helpful for my recovery* 2 = [SH] *Somewhat helpful to my recovery* 3 = [N] *Neutral (Not sure how helpful)*
 4 = [VH] *Very helpful for my recovery* 5 = [EH] *Extremely helpful for my recovery* 0 = [NA] *Did not have this activity*

| | Oct 2007 – March 2008 | April – Sept 2007 | | April – Sept 2007 | Oct 2007 – March 2008 |
|-------------------|-----------------------|----------------------------------|--------------------|---------------------|-----------------------|
| Activity (n) | [n] Mean rating (%) | [n] Mean rating (%) ⁴ | Activity (n) | [n] Mean rating (%) | [n] Mean rating (%) |
| Anger Management | [25] 3.64 (73%) | [25] 3.68 (74%) | Meditation | [23] 3.30 (66%) | [26] 3.46 (69%) |
| Big Book Study | [25] 3.68 (74%) | [26] 3.77 (75%) | Massage Therapy | [9] 3.89 (78%) | [6] 3.83 (77%) |
| Biofeedback | [10] 3.40 (68%) | [12] 3.17 (63%) | Multi-family Group | [22] 4.14 (83%) | [26] 3.46 (69%) |
| Cognitive | [23] 3.70 (74%) | [19] 3.63 (73%) | Parenting | [11] 4.00 (80%) | [12] 3.67 (73%) |
| Communication | [23] 3.74 (75%) | [24] 3.50 (70%) | Process Group | [24] 4.21 (84%) | [25] 3.64 (73%) |
| Community Mtg | [24] 3.38 (68%) | [27] 3.41 (68%) | Psychodrama | [21] 4.43 (89%) | [23] 4.13 (83%) |
| Energy Meditation | [21] 2.33 (47%) | [23] 2.96 (59%) | Recreation | [24] 3.87 (77%) | [25] 3.60 (72%) |
| Equine Therapy | [18] 3.00 (60%) | [20] 2.60 (52%) | Relationships | [19] 3.53 (71%) | [17] 3.59 (72%) |
| Grief | [23] 3.74 (75%) | [22] 3.36 (67%) | Self-esteem | [23] 3.91 (78%) | [21] 3.76 (75%) |
| Healing Art | [21] 3.14 (63%) | [21] 2.95 (59%) | Spirituality | [17] 3.65 (73%) | [18] 3.44 (69%) |
| Health Education | [20] 3.50 (70%) | [23] 3.13 (63%) | Stress Mgt | [24] 3.88 (78%) | [26] 3.65 (73%) |
| House Meeting | [25] 3.16 (63%) | [26] 2.58 (52%) | Relapse Prevention | [25] 4.16 (83%) | [27] 3.85 (77%) |
| Life Skills | [19] 3.37 (67%) | [19] 3.00 (60%) | Yoga | [21] 3.10 (62%) | [26] 2.54 (51%) |

⁴ Percent of patients who rated the treatment service as *very helpful* or *extremely helpful* to their recovery.

TABLE 5 SATISFACTION WITH TREATMENT SERVICES

Directions: Use the following scale to indicate your degree of satisfaction with each of the statements below by circling the option that best describes your level of satisfaction

5 *Very satisfied [VS]* 4 *Somewhat satisfied [SS]* 3 *Neutral (neither satisfied nor dissatisfied [N])*
 2 *Dissatisfied [Dis]* 1 *Very dissatisfied [VDis]* 0 *Not applicable/does not apply to me [NA]*

| <i>Ratings of Treatment Services</i> | <i>Oct 2007– March 2008</i> | <i>April – Sept 2007</i> |
|---|--|----------------------------|
| <i>Satisfaction with Treatment Services at New Directions:</i> | <i>[n] Mean rating (%)⁵</i> | <i>[n] Mean rating (%)</i> |
| The understanding I gained about the disease of addiction | [25] 4.28 (86%) | [27] 4.59 (92%) |
| Step 1 (Powerlessness and unmanageability) | [23] 4.52 (90%) | [27] 4.56 (92%) |
| The experiential therapy I was encouraged to participate in | [20] 4.60 (92%) | [23] 4.43 (89%) |
| Being allowed to participate in developing my own treatment plan | [23] 4.43 (89%) | [25] 4.52 (90%) |
| My family’s and/or significant other’s involvement in my treatment | [23] 4.09 (82%) | [25] 4.00 (80%) |
| Child care services provided for children in treatment with mothers | [8] 4.50 (90%) | [8] 4.63 (93%) |
| The ability to have my child (ren) with me in treatment | [6] 5.00 (100%) | [8] 4.50 (90%) |
| Education on my responsibility for my recovery | [23] 4.48 (90%) | [27] 4.56 (91%) |
| The opportunity to design my personal recovery | [23] 4.13 (83%) | [26] 4.42 (88%) |

⁵ Percent of patients who indicated they were *somewhat satisfied* or *very satisfied*

TABLE 6 EXPERIENCE WITH SUPPORT SERVICES

Directions: Use the following scale to indicate your agreement with each of the statements below:

1 (SD) Strongly Disagree 2 (D) Disagree 3 (N) Neutral (Neither agree or disagree) 4 (A) Agree 5 (SA) Strongly Agree

| | Oct 2007 – March 2008 | April – Sept 2007 |
|---|--|--|
| <i>Experiences with Support Services at New Directions:</i> | <i>[n] Mean rating (%)⁶</i> | <i>[n] Mean rating (%)⁷</i> |
| The meals were appetizing and well prepared | [25] 3.44 (69%) | [26] 4.31 (86%) |
| There was ample amounts of food and snacks | [25] 3.64 ((73%) | [26] 4.15 (83%) |
| Patient input was considered in planning meals | [25] 2.96 (59%) | [26] 3.46 (69%) |
| The kitchen was clean and well kept | [25] 3.96 (79%) | [26] 4.23 (85%) |
| The dining area was clean and well kept | [25] 4.20 84%) | [26] 4.42 (88%) |
| The food services staff was courteous and respectful | [25] 4.16 (83%) | [26] 4.54 (91%) |
| The facility was kept clean | [25] 4.08 (82%) | [26] 4.31 (86%) |
| The housekeeping staff was courteous and respectful | [24] 4.54 91%) | [27] 4.48 (90%) |
| The living areas were comfortable and well maintained | [25] 4.12 (82%) | [27] 4.26 (85%) |
| I felt safe in the environment at New Directions | [25] 4.56 (91%) | [27] 4.67 (93%) |
| The child services were safe and nurturing | [21] 3.95 (79%) | [25] 3.96 (79%) |

TABLE 7 EXPERIENCE WITH ADMINISTRATIVE SERVICES

Directions: Use the following scale to indicate your agreement with each of the statements below:

1 (SD) Strongly Disagree 2 (D) Disagree 3 (N) Neutral (Neither agree or disagree)
4 (A) Agree 5 (SA) Strongly Agree

| | Oct 2007 – March 2008 | April – Sept 2007 |
|---|--|----------------------------|
| <i>Experiences with the Administration:</i> | <i>[n] Mean rating (%)⁸</i> | <i>[n] Mean rating (%)</i> |
| Administrative staff competently managed the program | [24] 4.00 (80%) | [27] 3.70 (74%) |
| Problems with billing and other financial matters were addressed in a timely manner | [24] 3.58 (72%) | [24] 3.67 (73%) |
| Administrative staff was ethical in the way they addressed my treatment | [24] 4.08 (81%) | [27] 4.11 (82%) |
| Administrators and managers treated patients with dignity and respect | [25] 4.00 (80%) | [27] 3.93 (79%) |
| NDFW’s mission and core values were explained to me | [25] 3.88 (78%) | [27] 3.70 (74%) |
| I was told what New Directions ethical standards were | [25] 4.00 (80%) | [27] 3.89 (78%) |

⁶ Percent of patients who indicated they *agreed* or *strongly agreed*

⁷ Percent of patients who indicated they *agreed* or *strongly agreed*

⁸ Percent of patients who indicated they *agreed* or *strongly agreed*