

2011 Client Satisfaction: Report to the Board

February, 2012:

Each year the Kilgore Center distributes its annual Client Satisfaction Survey. We do this, first, because making sure our clients have a voice in the quality of their therapy is the right thing to do. We do this, second, because, as a member of the Samaritan Institute network of pastoral counseling centers, we are held to a set of standards that goes beyond the rules of mental health licensure.

They say that one picture (or three in this case) can tell a thousand words, and the charts below are certainly no exception. The first chart shows scores for all questions, with an overall average per survey score of 94.6. The second chart, an excerpt from the full questionnaire cites three very critical benchmark questions and it indicates consistently high client satisfaction over the past several years. First, the chart shows that our clients responded with a 96% satisfaction level in telling us that they would not hesitate to refer others to our Center for help. Second, the chart shows a 96% satisfaction level among clients when asked if they would return to us, should the need arise again. Finally, the graph below shows a 96% level of Overall satisfaction with the work that we do at Kilgore.

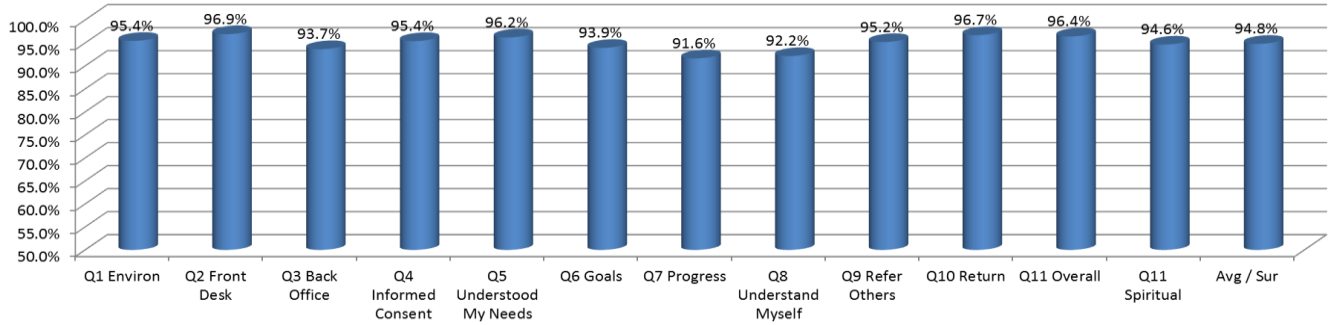
And, as noted, this year's results are not a fluke, not some sort of aberration or anomaly. As the chart also shows, we've been scoring consistently at these levels over the years, and this year's results are a virtual mirror image of results from 2009 and 2010.

This information is important. It says that professionals (physicians, attorneys, other mental health professionals, and clergy persons) can refer patients and clients to us with confidence. In fact, as the second chart shows, 25% of our referrals come from such persons. As well, and as importantly, the chart also shows that the majority of our clients (almost 40%) come via word of mouth through other clients.

Finally, please note an additional question this year concerning spiritual welfare for our clients. One characteristic of our Center that sets us apart from other lay practices in the area is that we are a faith-based counseling center. And we want to know how our clients respond to that aspect of their treatment. From the below, in its first year on the Survey, we see that there was a 95% satisfaction level among our clients in this area.

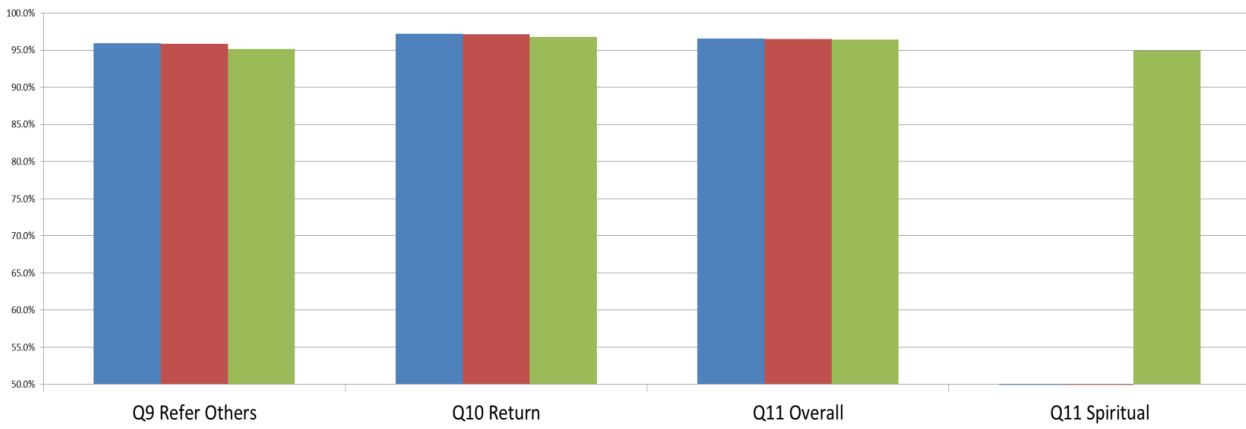
Wayne J. Harper, EdD
// Executive Director
// Kilgore Samaritan Counseling Center

CLIENT SATISFACTION YEAR AFTER YEAR.

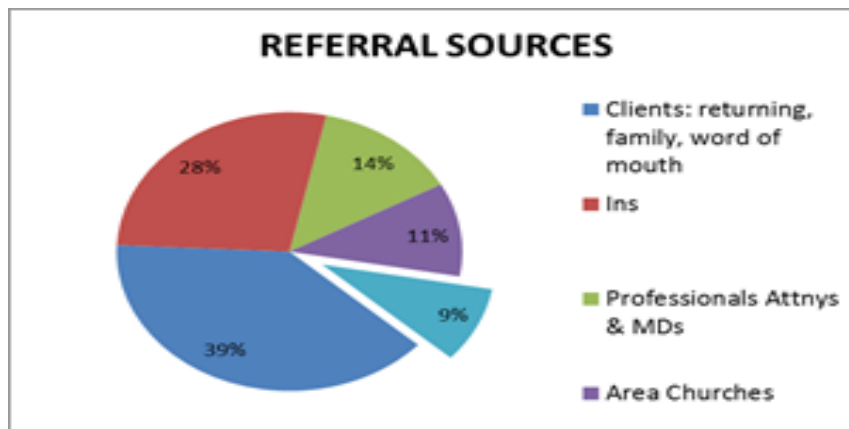


KSCC 2011 Client Satisfaction Results

Client Satisfaction Surveys: 2009 (Blue), 2010 (Red), 2011 (Green)



There's a direct connection between Client Satisfaction and Referrals. Almost 40% of our referrals come through our clients.



Kilgore Samaritan Counseling Center

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CLIENT SATISFACTION SURVEY for CY 2011

Note to Clients: This anonymous survey will help our Center improve the quality of its services. Your candid input will be very much appreciated. Please answer all of the questions. Written comments are especially helpful. **If you wish to complete your survey outside the office, please ask for a self-addressed stamped envelope for return mailing (SASE).**

Data Compiled: Nov 15, 2011 – Dec 15, 2011

Your Therapist _____

Number of Therapy Sessions You Have Had: 1-5 5-10 10-20 More than 20

Type of Therapy: Individual Couple Family Group

1 – Low ◇ 2 – Below Average ◇ 3 – Average ◇ 4 Above Average ◇ 5 High

Q #	Item: Please Circle your satisfaction from 1 to 5	Degree of Satisfaction				
1	Environment: Location, waiting area, therapy room	1	2	3	4	5
2	Front Desk (Melissa): Courtesy, Efficiency, Helpfulness	1	2	3	4	5
3	“Back Office” (Brenda): Courtesy, Efficiency, Helpfulness	1	2	3	4	5
4	Received adequate information to make an informed consent	1	2	3	4	5
5	Therapist understood and responded to my concerns and needs	1	2	3	4	5
6	My therapist and I developed and discussed goals together	1	2	3	4	5
7	I believe that I am making progress in my therapy	1	2	3	4	5
8	Understanding myself more and seeing differences inside myself	1	2	3	4	5
9	Readiness to refer a friend or family member to the Center	1	2	3	4	5
10	Readiness to return to the Center if the need should arise	1	2	3	4	5
11	Overall Satisfaction with my therapy experience at the Center	1	2	3	4	5
12	If I had spiritual concerns, they were included appropriately.	1	2	3	4	5

Referral: How were you referred to us? _____

Comments: _____

While this survey is anonymous, you may include your name and date if you so choose.

Name: _____ Date: _____

Check here if you would like your name to be put on the Center's mailing list to receive our periodic newsletters and other announcements.

Thank you. The Therapists, Staff and Board at the Kilgore Samaritan Counseling Center.