

M E T H A D O N E

C L I E N T S A T I S F A C T I O N S U R V E Y

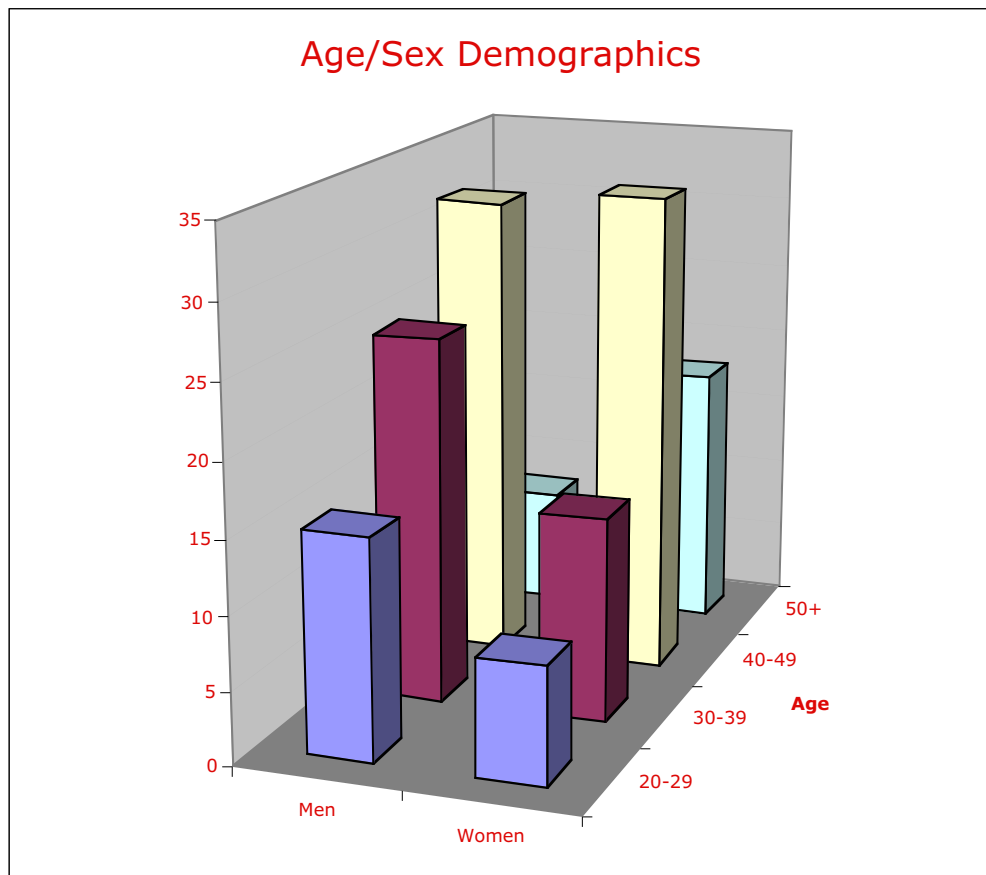
of 153 clients surveyed in 2001

94%

*would recommend our program
to someone else with a
substance abuse problem*

Survey results were obtained through distributing questionnaires to Methadone clients. Returned surveys were used to tabulate survey results. Of those Methadone clients surveyed, the following age and gender demographic information was obtained. A total of 153 completed surveys were available for use in this survey.

Age Group	Men	Women
20-29	15	8
30-39	25	14
40-49	32	33
50+	8	18
total	80	73

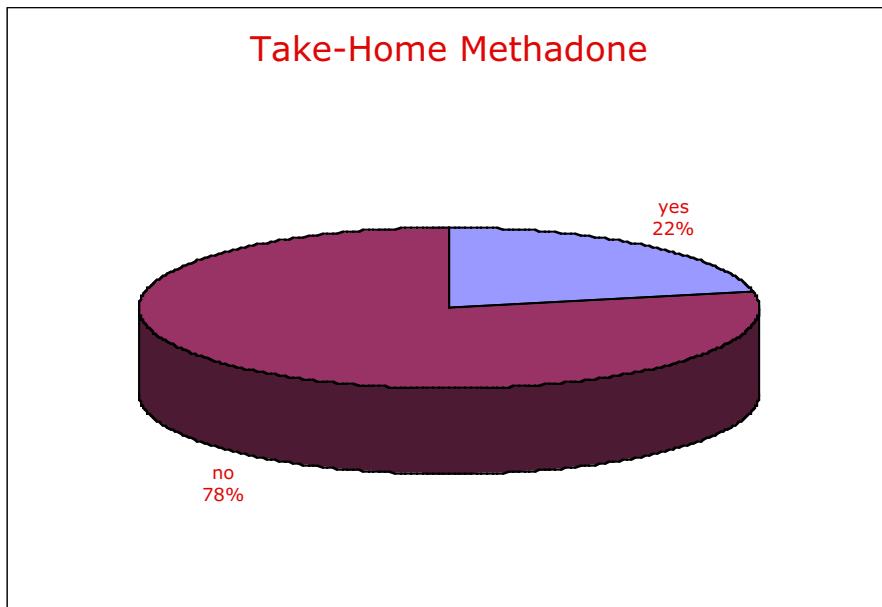


59% of surveyed clients were employed

41% were unemployed



Most comment from the surveyed clients that are employed stated ,
“Take homes should be easier to obtain”



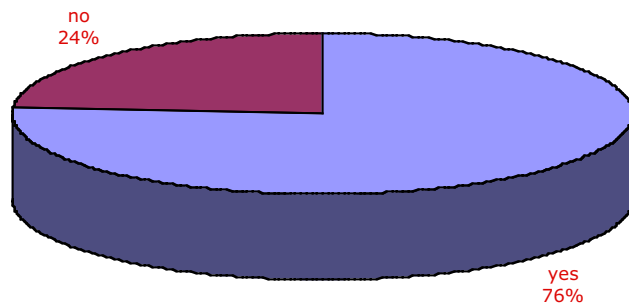
22% of surveyed clients have take-home doses

78% receive doses in the clinic.

Patient Advisory Interest

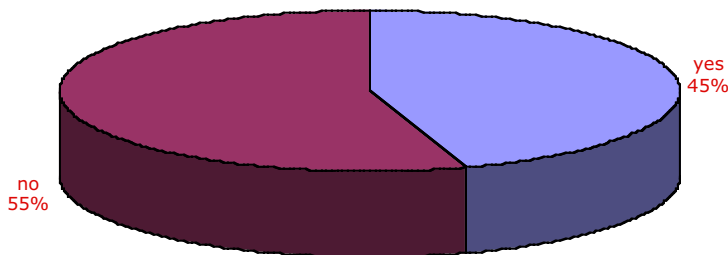
76% of surveyed clients showed interest in a patient advisory committee

24% did not show interest.



Majority of the clients surveyed liked the idea of a Patient Advisory Committee and stated, *“I’d be willing to sit in on the committee”*

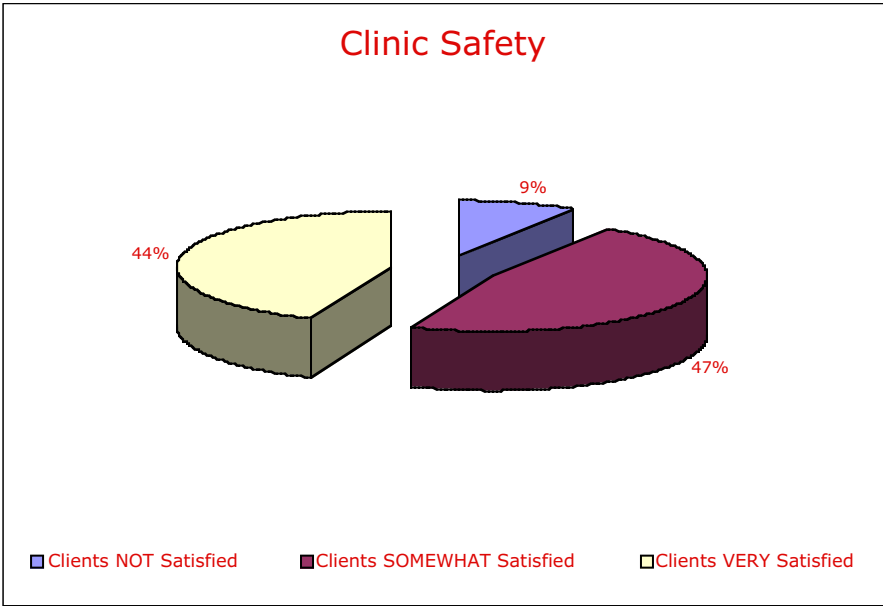
Interest in Methadone 12-Step



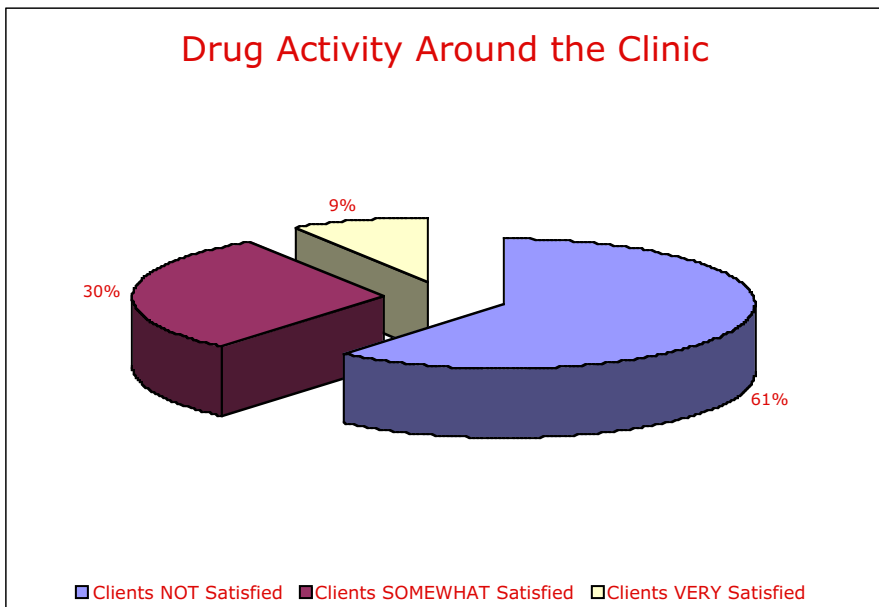
45% of surveyed clients showed interest in a Methadone 12-step program

55% did not show interest.

44% of surveyed clients were very satisfied with the safety of the clinic
 47% felt the clinic was somewhat safe
 9% were not satisfied with the safety of the clinic.

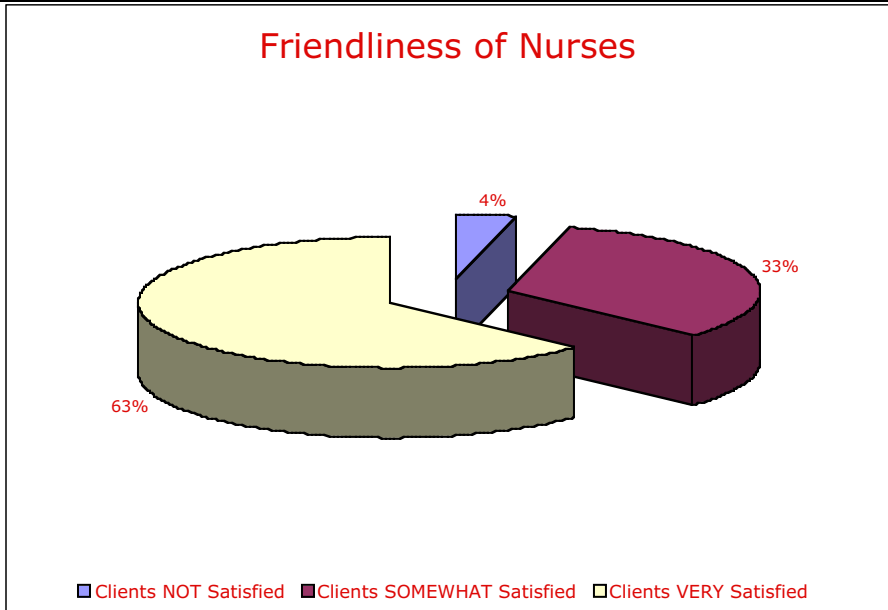


Most comments from the surveyed clients stated that the clinic environment was “good” and “clean;” however, there were some concerns shown by the clients. These concerns included safety concerns such as “bringing children here is not safe,” there is “too much loitering,” and there were sanitation concerns such as “the women’s restroom needs a good cleaning.”

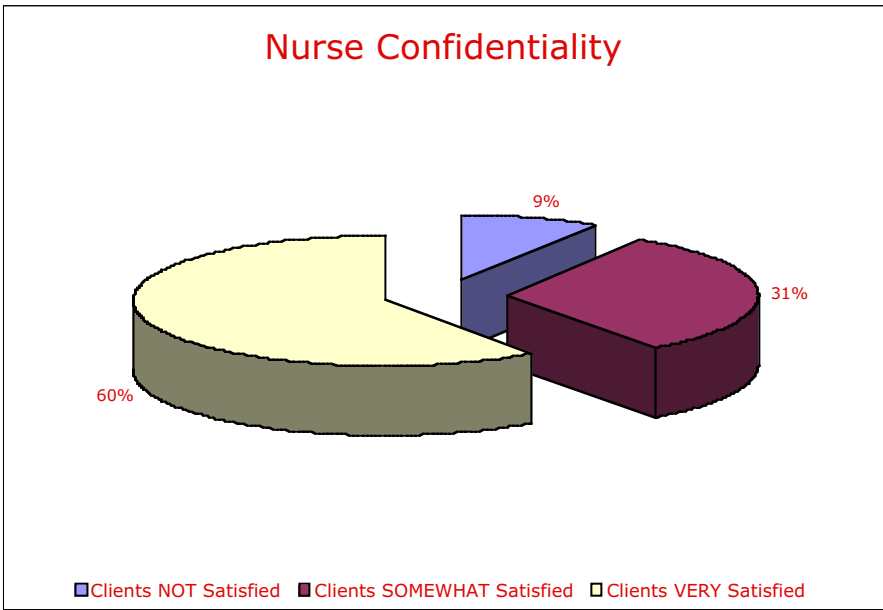


61% of surveyed clients did not see drug activity around the clinic
 30% saw some drug activity
 9% felt that drug activity around the clinic occurred very often.

63% of surveyed clients were very satisfied with the demeanor and friendliness of nurses at the clinic
33% were somewhat satisfied
4% were not satisfied.



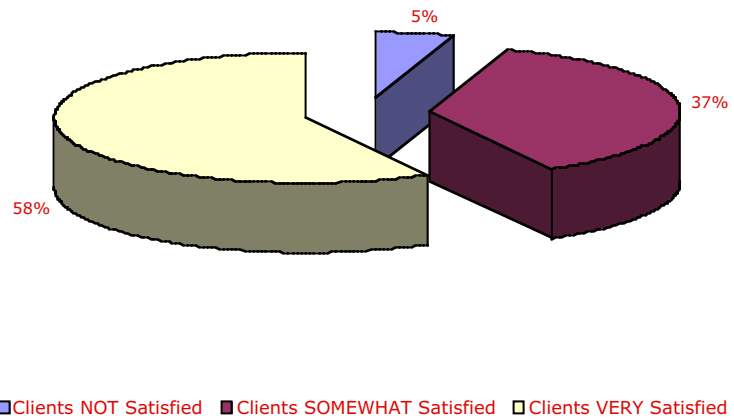
Few complaints were heard when clients were asked to comment on the nursing staff. One concern that was expressed, however, was that the clients “would like to see less judgemental nurses.”



60% of surveyed clients were very satisfied with the attention paid to confidentiality by the nursing staff
31% were somewhat satisfied
9% were not satisfied.

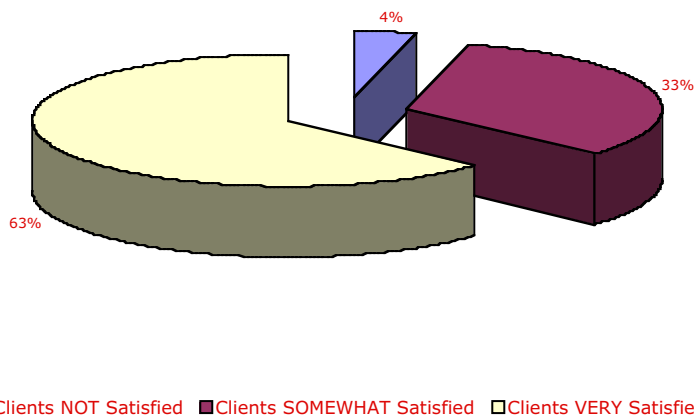
58% of surveyed clients were very satisfied with the respect shown to them by nurses at the clinic
 33% were somewhat satisfied
 5% were not satisfied.

Respectfulness of Nurses



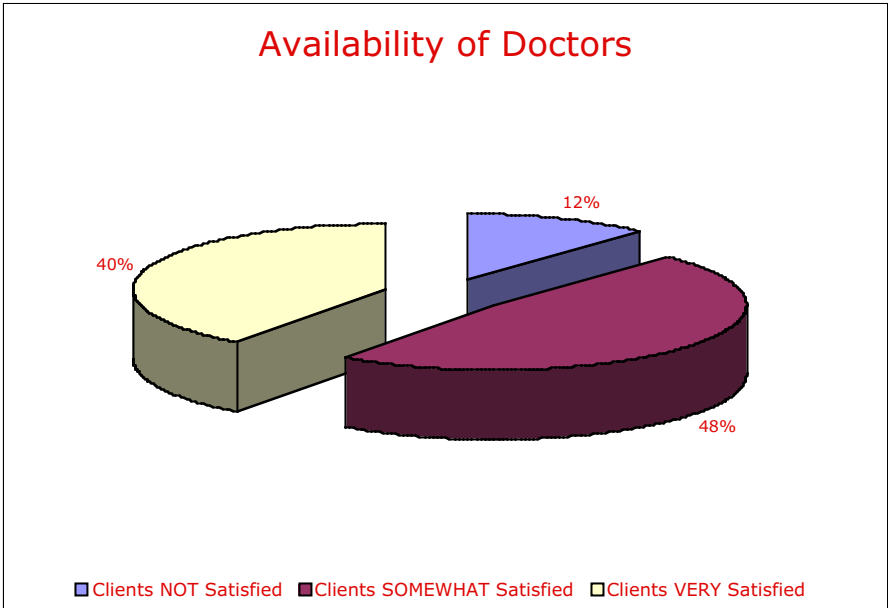
Overall, comments regarding the nursing staff were very positive. Client accolades included, but were not limited to, stating that the nurses are “*always nice and helpful,*” “*friendly,*” and a “*great bunch.*”

Overall View of Nurses

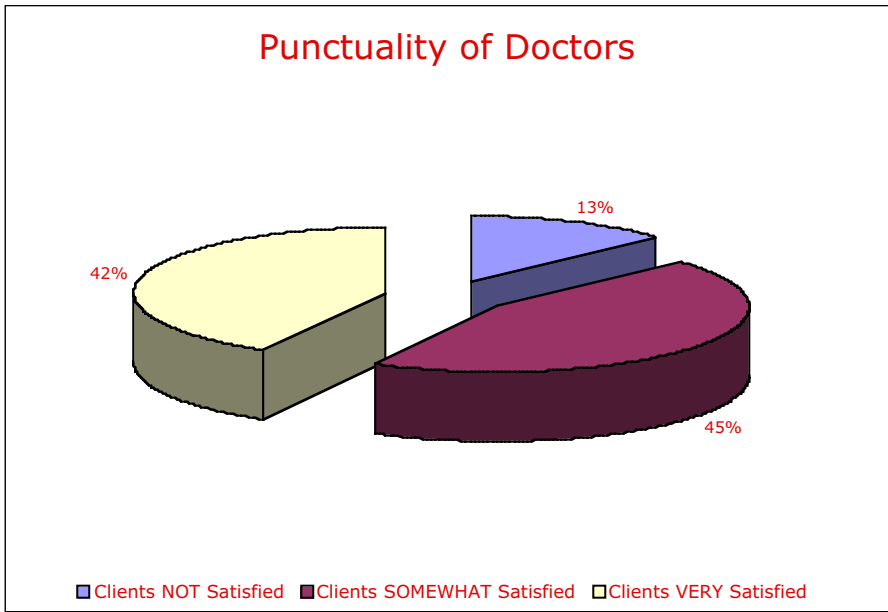


63% of surveyed clients were very satisfied with the overall services of the nursing staff
 33% were somewhat satisfied
 4% were not satisfied.

40% of surveyed clients were very satisfied with the availability of doctors
 48% were somewhat satisfied
 12% were not satisfied.

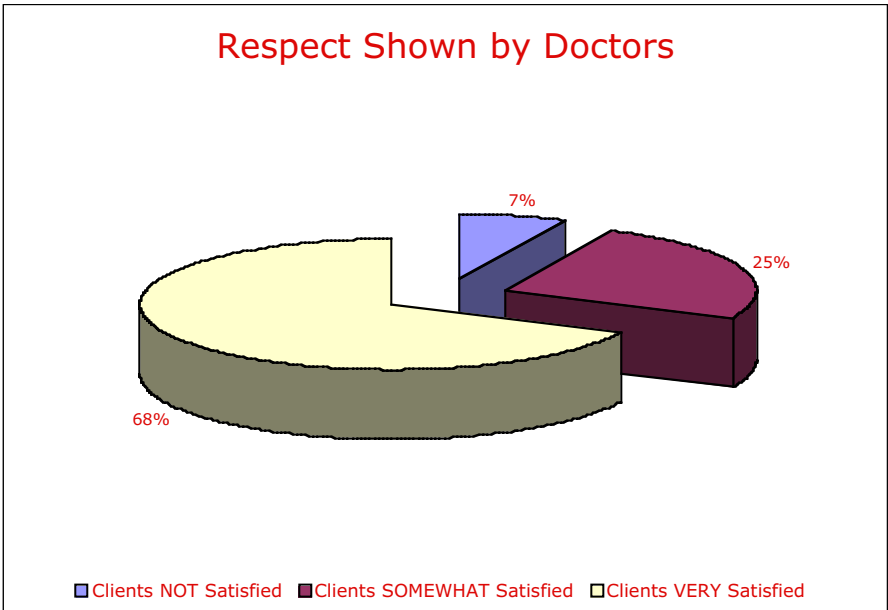


In regards to medication services, clients requested that “take homes should increase...” “two windows should be open every day,” doses should be “available on holidays,” and the “computer could be slightly improved.” Clients did, however, also express “thank you for longer hours,” and said that the program has “improved so much in the last five years.”

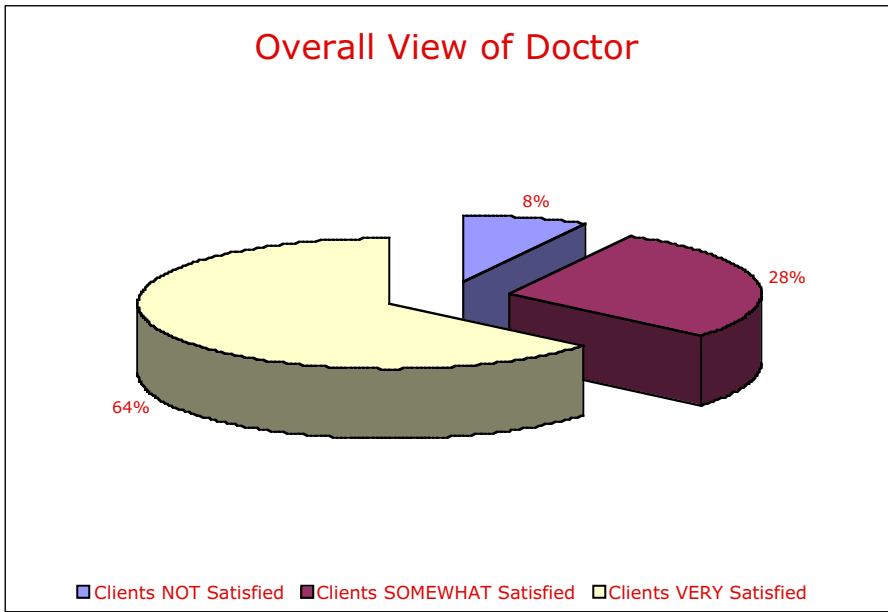


42% of surveyed clients were very satisfied with the punctuality of the doctors
 45% were somewhat satisfied
 13% were not satisfied.

68% of surveyed clients were very satisfied with the level of respect shown to them by the doctors
25% were somewhat satisfied
7% were not satisfied.

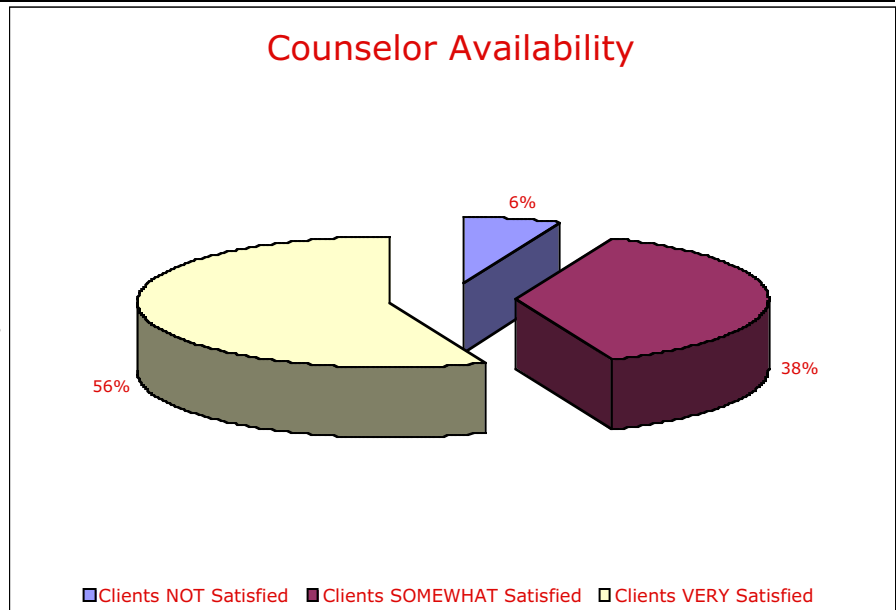


The most common comment about the medical staff was that they were “friendly and helpful.” Although, some clients felt that the doctors “should spend more time with clients,” and it was “hard to see the doctor.” Comments were mostly positive, “Always great” “Excellent” “Doctor cares”

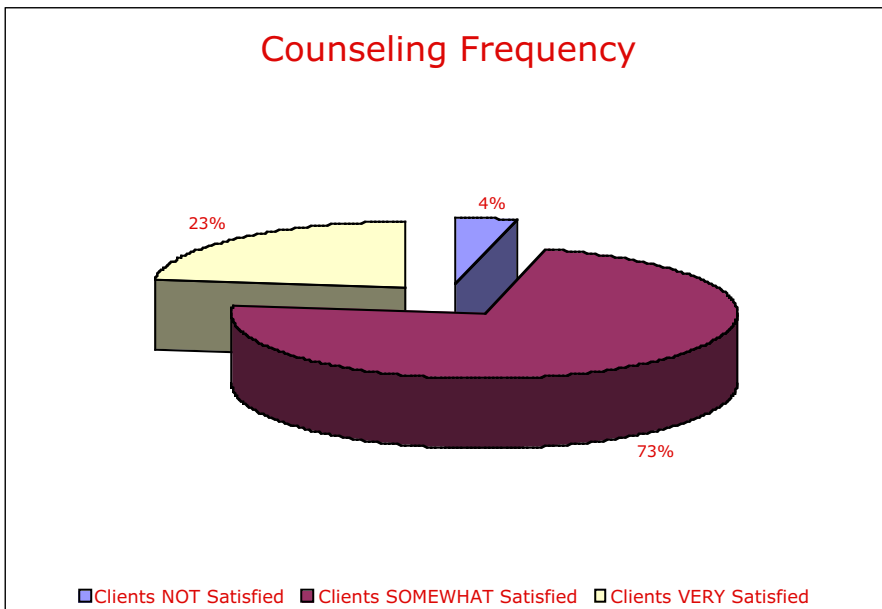


64% of surveyed clients were very satisfied with the overall services provided by the doctors
28% were somewhat satisfied
8% were not satisfied.

56% of surveyed clients were very satisfied with the availability of counselors
38% were somewhat satisfied
6% were not satisfied.

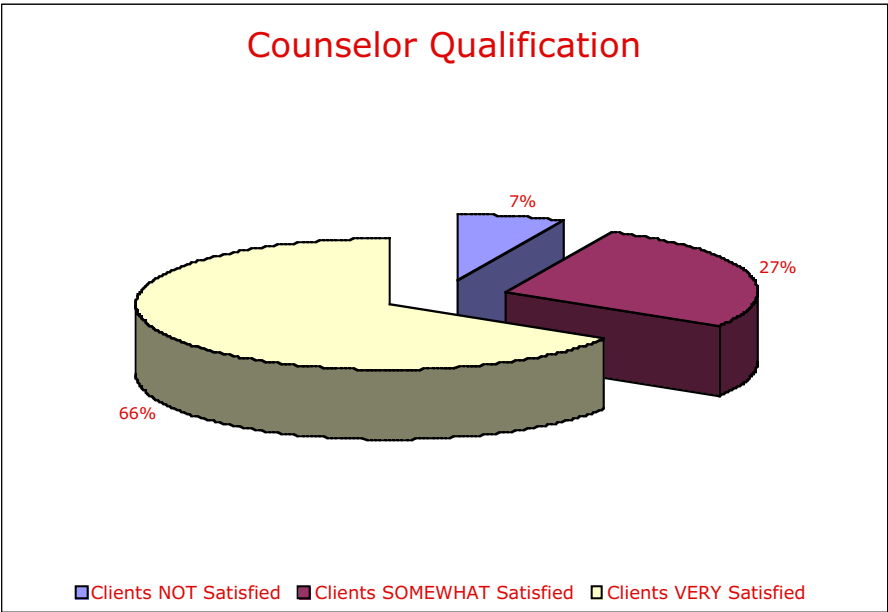


-Counseling “Has Changed My Life.”

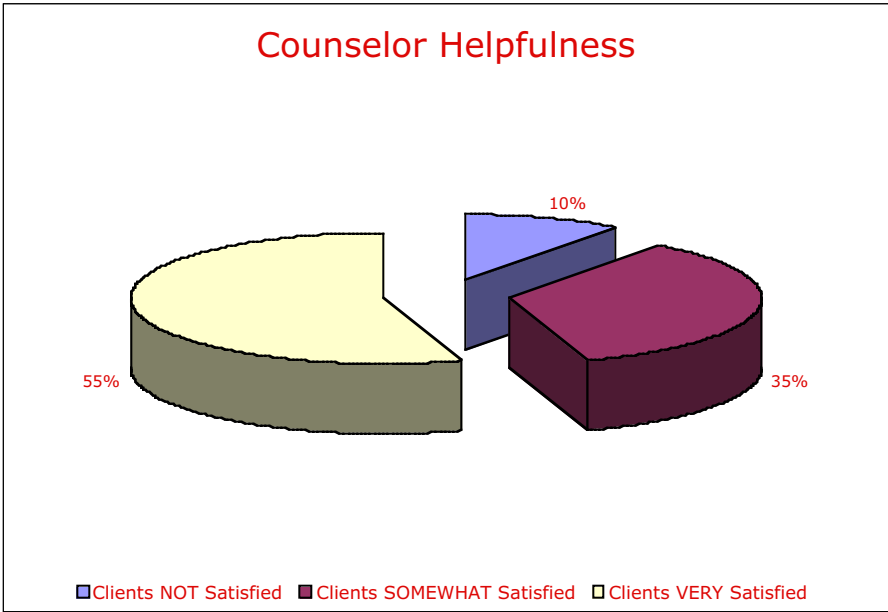


23% of surveyed clients felt that they needed more counseling
73% were satisfied with their current counseling frequency
4% wanted fewer counseling sessions.

66% of surveyed clients were very satisfied with the qualifications of the counseling staff
27% were somewhat satisfied
7% were not satisfied.



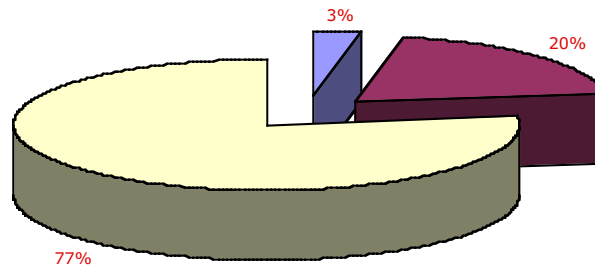
Few clients felt that some things should be changed with the counseling services that accompany the Methadone program. For example, “If UDS is clean, counseling should be a choice,” “could be more available,” “meet too much,” “should not preach religion,” and “don’t get along.”



55% of surveyed clients were very satisfied with the helpfulness of their counseling
35% were somewhat satisfied
10% were not satisfied.

77% of surveyed clients were very satisfied with the level of respect shown to them by their counselor
20% were somewhat satisfied
3% were not satisfied.

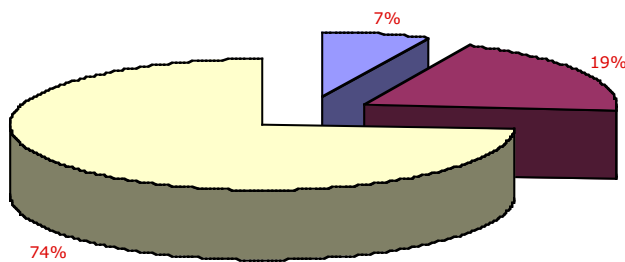
Respect Shown by Counselors



■ Clients NOT Satisfied ■ Clients SOMEWHAT Satisfied ■ Clients VERY Satisfied

Many clients commented very favorably towards the counselors saying, “wouldn’t change a thing,” “excellent,” and “friendly and helpful.”

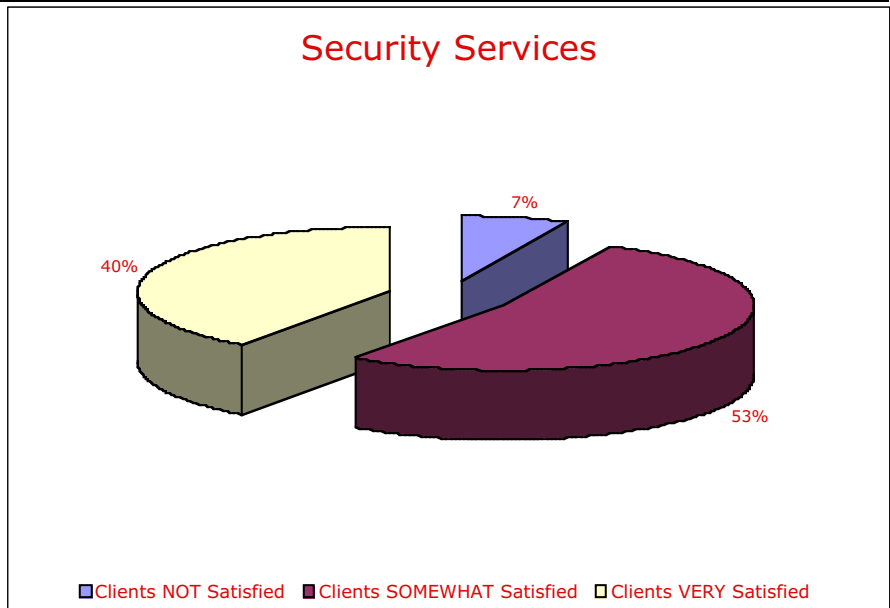
Overall View of Counselor



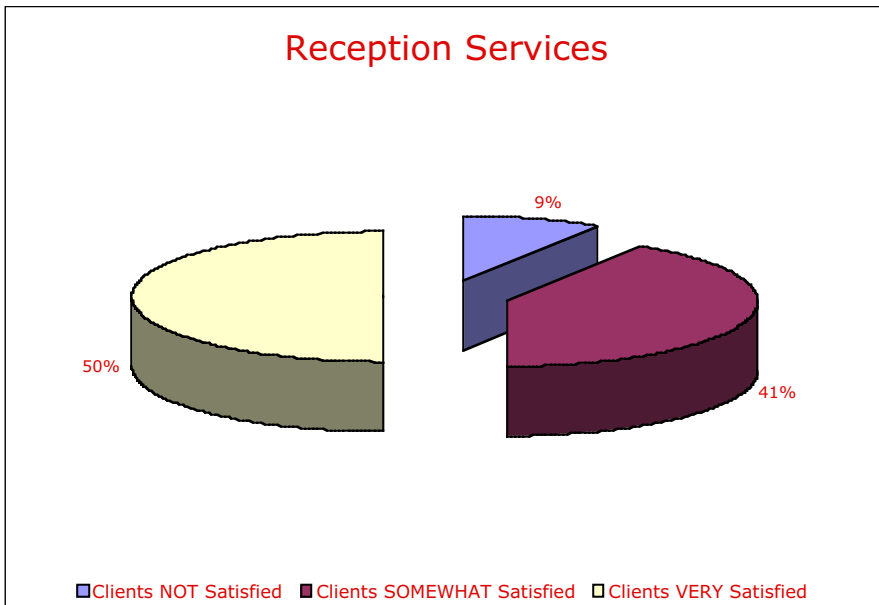
■ Clients NOT Satisfied ■ Clients SOMEWHAT Satisfied ■ Clients VERY Satisfied

74% of surveyed clients were very satisfied with the overall services provided to them by the counseling staff
19% were somewhat satisfied
7% were not satisfied.

40% of surveyed clients were very satisfied with the security services
 53% were somewhat satisfied
 7% were not satisfied.



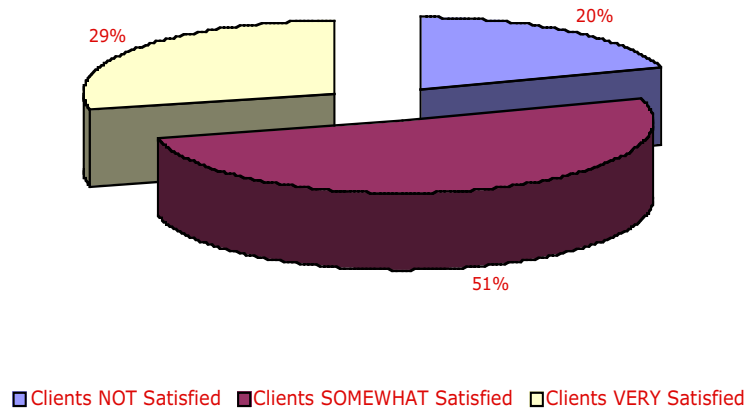
The main complaint seen in comments about administrative services from clients involve the billing staff. For example, “Billing, my only problem,” “Billing, no respect,” “Billing, never anything nice to say,” and “Would like financial manager to be nicer.” Some clients also commented that reception staff is “not very pleasant” and “needs to take a course on people skills.”



40% of surveyed clients were very satisfied with the reception services
 53% were somewhat satisfied
 7% were not satisfied.

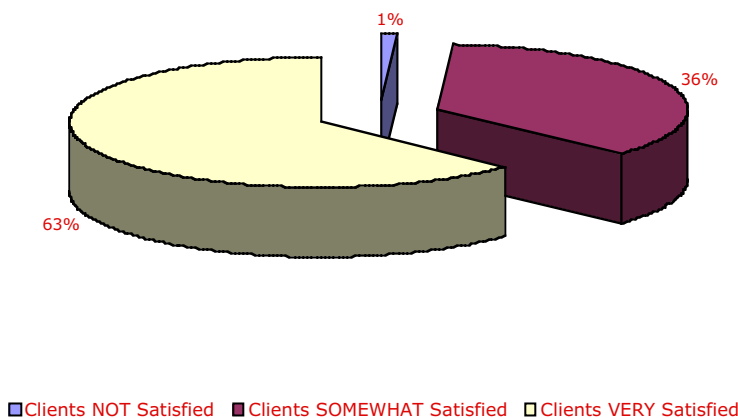
29% of surveyed clients were very satisfied with the fairness in which rules and policies were carried out at the clinic
 51% were somewhat satisfied
 20% were not satisfied.

Rules & Policies Carried Out



Most comments concerning the administration were positive- such as, “*Excellent,*” “*Administration, great,*” and “*Administration, no problems.*” Some clients felt that administrators were “*rude and come in with attitudes,*” and that it is “*hard to get grievances settled.*”

Overall View Of Program



63% of surveyed clients were very satisfied with the overall methadone program
 36% were somewhat satisfied
 1% were not satisfied.

...[The Methadone Program] *“saved my life...”*

(as stated by 7 clients on the survey)

94% of surveyed clients said that if they knew someone else with a substance abuse problem, they would recommend the program 6% would not.

