

2017 Client Satisfaction Survey Results

Survey Question	Count	Excellent	Good	Fair	Poor	Positive Response
1. My treatment provider's promptness in seeing me has been:	422	75%	19%	5%	0%	95%
2. The respect I have been given from the Concord staff has been:	428	89%	10%	1%	0%	99%
3. My experiences working with the staff at the front desk have been:	422	89%	9%	2%	0%	98%
4. My treatment provider's understanding of my problem/concern has been:	424	77%	18%	3%	1%	96%
5. My treatment provider's acceptance of me for who I am has been:	424	85%	11%	3%	1%	96%
6. My treatment provider's involvement of me in developing treatment goals has been:	417	76%	20%	3%	1%	96%
7. The progress I have made as a result of coming to Concord has been:	410	54%	36%	8%	2%	90%
8. The accessibility of Concord's location is:	421	60%	26%	12%	3%	85%
9. Concord's handicap accessibility (includes wheelchair accessibility, translators, etc.) is:	257	70%	23%	6%	2%	92%
10. My treatment provider's openness to persons of all backgrounds has been:	392	83%	15%	2%	1%	97%
11. My treatment provider's ability to understand and respect my cultural beliefs has been:	391	83%	14%	3%	1%	96%
12. Accessing assistance for paying for services and working with the billing department has been:	346	81%	15%	3%	1%	96%
13. Accessing Concord staff when I have questions or concerns has been:	409	74%	21%	4%	1%	95%
14. Overall, I think the care provided to me at Concord has been:	425	80%	17%	3%	1%	96%