



Crossroads of Asheville

Patient Satisfaction Survey August, 2009

Crossroads of Asheville performed its first patient satisfaction outcome study in August 2009 which focused on the efficiency and effectiveness of our treatment approach and services. Patient overall satisfaction will be compared to similar surveys conducted at Woodlands Treatment Center, our facility in Greenville, SC as a component of our 2009 Outcome Management study.

The August 2009 study/analysis continued data gathering that used the attached survey instrument at Crossroads Treatment Center. The survey was made available to all patients enrolled in the program. Forms were available in the lobby of the treatment center. Case managers and staff encouraged participation and stressed confidentiality as well as optional anonymity of the survey. This survey will compare and gauge patient's overall assessment of services with those found at Woodlands in March, 2007 several months after it opened. Both surveys review scores in 12 specific clinic performance areas for the test period. Crossroads also measured three additional items which were (a) Ability to be seen by staff, (b) Hours the center is open and (c) Promptness is return of calls. There is no comparison with these questions. A narrative follows for this survey.

Table 1 ~ Patient Satisfaction Survey Comparison

DESCRIPTION	2009 Satisfaction Comparison	
	CTC ~ 8/09	WTC ~ 3/07
Overall Impression of Clinic	97.50	96.36
Overall Impression of Staff	98.33	97.27
Director	98.26	97.21
Counselor	98.26	97.21
Administrative Personnel	96.00	98.57
Medical Director	90.00	97.73
Wait Time	83.33	76.82
Confidentiality	96.67	95.91
Recommend to Family/Friends	96.67	96.36

Description of Measures

Scores ~ CTC Asheville

Scores ~ WTC Greenville

Overall impression of clinic:

97.50%

96.36%

The overall impression of the treatment center is significant but expected in that the "Honeymoon Period" has come to an end. Slightly lower numbers are expected. The benchmark of 80% expected over the period has been exceeded. Continued hospitality and increased staffing are factors in positive perceptions.

Crossroads of Asheville
Patient Satisfaction Survey August, 2009 (continued)

<u>Description of Measures</u>	<u>Scores ~ CTC Asheville</u>	<u>Scores ~ WTC Greenville</u>
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Overall impression of staff:	98.33%	97.27%
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The overall impression of staff is quite favorable. Increase in population has not decreased staff availability. Groups, community outreach and work with supporting agencies contributed to positive impressions. Welcoming clinical approaches continue to foster relationships with patients.

Staff Assessments (Friendliness & Efficiency):

1) Director:	98.26%	97.21%
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There was a dramatic change in administrative direction in May, 2009 which might suggest at least a slight decline in this indicator. The treatment center added the services of an experienced Certified Addiction Registered Nurse in the Director's position. She was the primary disciplinarian for the treatment center which would put her in a sometimes adversarial position with persons served yet her positive perception is evident. Increased interaction with patients and leadership in group counseling initiatives are factors to consider in the perception of persons served.

2) Counselors:	98.26%	97.21%
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There is a strong relationship between persons served and the clinical supervisor indicated in the findings of the satisfaction survey. The score can be attributed to their continual visibility and accessibility to patients.

3) Administration:	96.00%	98.57%
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The high scoring represents the supportive and welcoming interaction with our administrative assistant. She has been the "face and voice" of Crossroads. Her role as a collector of the treatment center funds could be seen as a position that would make her seen as unfriendly to consumers. She has been able to overcome this with her positive approach to patient care.

4) Medical Director:	90.00%	97.73%
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Dr. Martin's score indicates the strong approval of persons served in his focused relationship as their physician. He does not serve the clinic in same way as Dr. McCormac (WTC) and does not see the patients weekly as is the case in Greenville.

Wait Time:	83.33%	76.82%
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The significantly positive CTC score for wait time was pleasantly received by CTC staff. We have worked to have an atmosphere that does not resemble the lines encountered at typical methadone clinics. Our treatment center is designed to have a professional but relaxed atmosphere. The patients would like to see the wait time improved and hours extended on Saturday. We responded by opening for one extra hour on Saturdays.

Confidentiality:	96.67%	95.91%
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Patient confidence and satisfaction in their privacy and clinic handling of confidentiality were scored favorably at our treatment center. A patient privacy "room" and curtain were added to the medication area to increase the sense of privacy. Patient numbers and first names are used when calling for patients.

Recommend Program:	96.67%	96.35%
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A high rate of recommendation to friends and family is seen as significant. Persons served have indicated that they are confident in the care that they receive. Referrals to the clinic from existing patients continue at an ever increasing rate from May to November.