

Behavioral Health Satisfaction Survey

Behavioral Health Co-Occurring

Total: 29

11/4/2021

Collected throughout October 2021

- I. Staff at Muskegon Family Care BH was sensitive to my language, cultural and spiritual needs.
 - a. Agree = 97%
 - b. Neutral= 0
 - c. Disagree= 0
 - d. **N/A=3%**

- II. My Rights, the program and its processes have been explained to me so I can understand.
 - a. Agree = 100%
 - b. Neutral=0
 - c. Disagree= 0
 - d. N/A=0

- III. I have been fully involved in my treatment planning
 - a. Agree = 97%
 - b. Neutral=3%
 - c. Disagree= 0
 - d. N/A=0

- IV. The therapy and other services that I receive through BH helped to improve my quality of life.
 - a. Agree =100%
 - b. Neutral= 0
 - c. Disagree= 0

- d. N/A=0
- V. I would recommend MFC BH Services to someone needing treatment
- a. Agree = 100%
 - b. Neutral= 0
 - c. Disagree= 0
 - d. N/A=
- VI. Overall I am satisfied with the services I have received
- a. Agree = 100%
 - b. Neutral= 0
 - c. Disagree=
 - d. N/A=0
- VII. Front desk was courteous when checking me in/scheduling/assisting with my apt.
- a. Agree = 100%
 - b. Neutral= 0
 - c. Disagree= 0
 - d. N/A=0
- VIII. The service hours and days are convenient for me
- a. Agree = 100%
 - b. Neutral= 0
 - c. Disagree= 0
 - d. N/A=0

Comments

- I think that she is great. - Alicia
- Very thankful for the service I have been receiving through Muskegon Family Care. - Alicia
- Cindy is really great, end of story. Everyone else as well – Cindy
- You rock keep up the great work. – Cindy
- I appreciate the help- Cindy
- I enjoy my session with Cindy, they are very helpful- Cindy
- I love who I see, she is amazing and so thoughtful. Great job! – Cindy
- Therapist is sensitive, intelligent and caring. – Cindy
- The staff at Muskegon Family Care is amazing! Everyone member goes above and beyond to ensure I feel safe and comfortable as possible. I look forward to every visit. –Cindy
- My experience with behavioral health has been very good. All the staff have been wonderful. – Cindy
- I have never had a therapist treat me like I really matter. Cindy has helped me be a better person. However, I still have a ways to go. I always leave my apt feeling better. She is my support. –Cindy
- I have been very pleased with MFC services. – Josh
- I absolutely love m sessions with Josh and feel my life is very much so improving. The staff is always friendly and welcoming. I appreciate the help of the front desk staff and working with me. Thanks so much behavioral health staff. -Josh