

Behavioral Health Satisfaction Survey

MAT/SUD

8 Total Patients collected

11/5/2021

Collected throughout October 2021

- I. Staff at Muskegon Family Care BH was sensitive to my language, cultural and spiritual needs.
 - a. Agree = 100%
 - b. Neutral=
 - c. Disagree=
 - d. N/A=

- II. My rights, program services and processes were all explained to me in a way that I could understand.
 - a. **Agree = 100%**
 - b. Neutral=
 - c. Disagree=
 - d. N/A=

- III. I have been fully involved in my treatment planning
 - a. Agree =100%
 - b. Neutral=**
 - c. Disagree=
 - d. N/A=

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

- d. N/A=
- V. I would recommend MFC BH Services to someone needing treatment
 - a. **Agree = 88%**
 - b. Neutral= 12%
 - c. Disagree=
 - d. Strongly Disagree=
 - e. N/A=
- VI. Overall I am satisfied with the services I have received
 - a. Agree =88%
 - b. Neutral= 12%
 - c. Disagree=
 - d. N/A=
- VII. The front desk BH was courteous when checking me in and scheduling my appointments.
 - a. **Agree = 100%**
 - b. Neutral=
 - c. Disagree=
 - d. N/A=
- VIII. The service hours and days are convenient for me
 - a. **Agree = 100%**
 - b. Neutral=
 - c. Disagree=
 - d. N/A=

- I. Medical staff regarding Suboxone has treated me with dignity and respect.
- a. Agree = 100%
 - b. Neutral= 0
 - c. Disagree= 0
 - d. N/A=10.51%
- II. Pharmacy staff regarding Suboxone has treated me with dignity and respect.
- a. Agree = 100%
 - b. Neutral=
 - c. Disagree=
 - d. N/A=
- III. Behavioral Health (MAT) Staff have treated me with dignity and respect.
- a. Agree = 100%
 - b. Neutral= 0
 - c. Disagree= 0
 - d. N/A=0.

Comments:

- I love each and everyone here! This place has literally saved my life.
- MFC is an absolutely amazing place and if you're willing to put in the work and work the program you can succeed.
- I like everyone I see
- My case manager Becky Burr has helped me with all the issues that I have asked to in a private and understanding way. Pamela, Alicia, and Clay also has been very helpful in my treatment at MFC.
- I liked that my recovery coach is a recovering addict so she can relate to my situation.
- I like the fact that the people know how to work with me and are very helpful and make sure I'm heading in the right direction