



# Client Satisfaction Survey

## February 2017

1. The therapist(s) explained the treatment and goals in a manner that was understandable to me.
2. The therapist(s) had a kind and caring attitude
3. The therapist(s) was responsive to my needs
4. The quality of this therapy was satisfactory
5. Progress was made as a result of this therapy

Occupational Therapy				
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	1	2	58	67
		1	46	79
	1	3	55	67
	3	1	47	76
	1	4	54	67

Physical Therapy				
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
2	1	5	57	68
		1	49	82
	1	2	56	73
	2	2	50	78
1	1	5	54	71

Speech Therapy				
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
			27	43
			27	44
			30	41
			34	37
			29	41

### These questions relate to your overall rehab experience

6. The therapy resulted in an improved quality of life
7. Overall, the quality of therapy services received was satisfactory
8. I would use these therapy services again or recommend these services if someone I know needed care

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	3	8	62	82
1	0	3	54	96
0	1	5	55	96

### Comments & Feedback

Juanita Carmen- It really helped me be able to get around better  
 Angie and Kim were amazing they made my experience sooooo wonderful. I always got excited to work with them. Julie was also very kind and helpful. Thanks ladies  
 Everyone was kind-hearted, talked to me like a person met a lot of friends, they were very caring  
 The therapy staff was very knowledgeable about the care provided  
 If I had only one word to say it would be very GOOD  
 I didn't make much progress but I can get up and into my wc alone so I'm happy  
 I want to know where my wheelchair and walker went. I think I brought it from the HIX  
 I got a new wheelchair and can get in it myself  
 I don't know why they stopped and my insurance stopped paying  
 All excellent, nice and worked with you  
 I don't feel like I made progress and i was not treated for very long. They didn't do what they did in other places.  
 My experiences were wonderful. I was a patient in 2013 and I felt they saved my life and then I feel the same again. Couldn't have made it without everyone!  
 the therapy really cares about you.  
 All were excellent except Joseph who wasn't good at all  
 Feels like therapy did not address pain in wrists and hands, she says everything still hurts  
 Explain the goals better  
 Everything the therapy did was great- would recommend to anyone. Very glad I stayed, and everyone worked together  
 Its very important to me that the medical/Physical staff listens to my questions and concerns and doesn't make me feel rusher & unheard. Francis is really great at this, also the other staff as well, but him even more so. Thank you all for your help & time!  
 The service and knowledge was excellent and I will use the knowledge in the future!  
 Joe was very professional  
 I would come back again and will tell others of my experience.  
 Mostly had Joe & Chris they were very kind and caring  
 quality of life not improved due to strokes that she has had not due to actual therapy. Everyone was kind to her.  
 Mr. Sombrono is now ambulating independently states past knee replacement with complications of patella fracture  
 Mr. Navarrette came in requiring total assist for mobility and all ADLS- on g tube and trach! Now is walking independently, eating and breathing on his own!  
 Happy with diet upgrade. enjoyed physical therapy.  
 Everyone was kind & loving, enjoyed my stay I'll miss everyone here. Everyone made me feel at home. May God Bless Everyone.  
 Lulu did good helping him  
 Said therapist did good with her pain and knows it will help for now but knows it won't cure her pain and also said therapists were always nice to her.