



Client Satisfaction Survey

March 2017

Occupational Therapy				
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
	6	8	44	62
		3	51	66
		6	48	66
	3	2	51	64
	2	10	43	65

Physical Therapy				
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
	6	4	47	56
		5	42	66
		5	48	60
	1	3	46	63
	2	2	49	60

Speech Therapy				
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
	5	3	27	24
		4	27	28
	2	3	29	25
		3	31	25
	3	6	24	26

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

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
	4	16	74	53
		7	71	70
	4	5	67	73

Comments & Feedback

My treatment and therapy here was very good. I enjoyed my stay here. Thanks to everyone who took care of me. God bless you all as you continue to serve and take care of others.

The therapy is excellent, I met some very kind and nice people

If I had to be somewhere to do therapy I would be here again

I think it is important to work hard to get good results

I will proudly say all the PTs have been wonderful and have enjoyed them teaching me

I would certainly come back to you guys if I ever need therapy again

If I ever decide to get my other knee done and I have to go to a SNF I'll come back for my therapy

I would pick this therapy team each time. I've used you before and I'll do it again if I need to.

Everyone has been very helpful and courteous

I am very happy with all the therapists! Good job- Thank you all so much

This is my 3rd time for me in this facility. They are exemplary. I have referred them to several people. very satisfied.

Therapy helped loosen up my left arm.

I felt like therapy helped be but with my history of Polio its just really hard for me to do some things like rolling her wheelchair and self feeding

Very Pleased, he stated, but hopes nursing will continue to exercise and walk him

I appreciate all the therapists

Everyone is so nice!

My knee feels better

Its always nice and fin in here and they spoil us

Patient did not like therapy at the first facility but liked it here

You all worked with me, I appreciate it, God Bless You All, Keep the good work up

Extremely please with therapy, professionalism and knowledge is exceptional. I was flat on my back for over 4 weeks in 1 month I'm up and able to take care of myself. Great team & team effort.

Thankful for reacher and shower sponge, has already recommended services to someone he knows.

I was very pleased with my therapy, I am feeling stronger.

The therapy gym was too hot

They all were like family to me, Savannah Thompson and Jamie Lerche the 2 were outstanding and wonderful. They went far and beyond to help me with everything.

Thanks for all the help these past months

Not always felt good but the therapist still find ways to help me that day

I could not be more please than I am with the quality of treatment, improvement in physical well being, caregivers, and program in general. Cody and BJ have been a pleasure to work with. Their encouragement and attitude gave me the added incentive that has been lacking in my recent lifestyle. I was encouraged and actually looked forward to my Rehab everyday (even though I am always worn out and later each day sore. "No Pain No Gain"

The staff was always ready to help in any way that they could