

Client Satisfaction Survey

Examples of client satisfaction surveys that may provide important feedback on areas where additional staff training may be helpful include the following:

Workbooks and Questionnaires

[Workbook 6 – Client Satisfaction Survey](#) was developed by the World Health Organization to educate program planners, managers, staff, and other decision-makers about evaluation and services for the treatment of psychoactive substance use disorders. The objective of the workbook is to enhance organizational capacity to carrying out evaluation activities. It discusses assessment of client satisfaction and focuses on: 1) reasons for assessing client satisfaction, 2) use of client satisfaction measures for program improvement, and 3) measures of client satisfaction.

[The Client Satisfaction Questionnaire \(CSQ-8\)](#) is a portfolio of scales designed to assess consumer/client satisfaction with health, human service, governmental, and public benefit programs and services. CSQ Scales are available in varying lengths to suit the range of applications and circumstances encountered when evaluating the effectiveness of service programs. CSQ Scales have been used world-wide in a variety of service settings since 1978. Research to improve measurement has been continuous since that time.

Peer-reviewed Articles and Reports

[Evidence-Based Effectiveness of a Private Practice Intensive Outpatient Program With Dual Diagnosis Patients](#) is a report in the Journal of Dual Diagnosis by Edward A. Wise (Journal of Dual Diagnosis, 6:25-45, 2010) that discusses a study designed to demonstrate the effectiveness of a freestanding intensive outpatient program (IOP) in a private practice setting for the treatment of dual diagnosis substance-abusing patients that assessed numerous outcome measurements, including client satisfaction at the end of treatment.

[Assessing Client Satisfaction with Treatment for Substance Use Problems and the Development of the Treatment Perceptions Questionnaire](#) (TPQ) is a report that describes development of a brief 10-item scale to measure client satisfaction with treatment for substance use problems. Results from these studies show that the instrument has good construct and discriminate validity, good internal reliability and acceptable test-retest reliability. The TPQ can be used in research studies of treatment process and outcome and routine program audit activities.