

# STOP CD Surveys

Rating scale is as follows: Great = 5 Good = 4 OK = 3 Fair = 2 Poor = 1

## *Ease of getting care:*

**1.** Ability to get in to be seen Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.5	4.5	3.7	4.5	4.7	4.6	4.6

Task:

**2.** Hours that the office is open Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.6	4.5	4.2	4.3	4.7	4.5	4.7

Task:

**3.** Convenience of the office's location Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.5	4.1	4.1	4.7	4.5	4.5	4.6

Task:

**4.** Prompt return on phone calls Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.4	3.7	3.6	4.2	4	4.6	3.7

Task:

## *Waiting time:*

**5.** Time in waiting room overall Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.1	4	4.1	4.1	4.5	4.6	4.2

Task:

**6.** Time waiting for counselor Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.2	4.2	4.1	4.5	4.6	4.6	4.6

Task:

**7. Waiting for billing staff** Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.6	4.2	3.5	3.8	4.5	4.5	4.4

Task:

**Staff - Counselors:**

**8. Listens to you** Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.8	4.7	4.1	4.8	4.8	4.8	4.7

Task:

**9. Takes enough time with you** Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.7	4.6	4	4.8	4.6	4.8	4.7

Task:

**10. Explains what you want or need to know** Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.6	4.6	4	4.7	4.5	4.8	4.7

Task:

**11. Gives you good advice and information** Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.8	4.6	4	4.7	4.8	4.8	4.7

Task:

**12. Is friendly and helpful to you** Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.5	4.5	4	4.7	4.8	4.6	4.8

Task:

**13. Answers your questions** Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.6	4.4	4	4.8	4.8	4.5	4.7

Task:

**14. Keeps your personal information private** Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.8</b>	<b>4.3</b>	<b>4</b>	<b>4.9</b>	<b>4.8</b>	<b>4.7</b>	<b>4.7</b>

Task:

**Other Staff:**

**15.** Is friendly and helpful to you Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.7</b>	<b>4.4</b>	<b>4</b>	<b>4.8</b>	<b>4.8</b>	<b>4.8</b>	<b>4.3</b>

Task:

**16.** Answers your questions Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.8</b>	<b>4.4</b>	<b>3.9</b>	<b>4.7</b>	<b>4.8</b>	<b>4.7</b>	<b>4.5</b>

Task:

**17.** Treats you with respect Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.8</b>	<b>4.4</b>	<b>4</b>	<b>4.9</b>	<b>4.8</b>	<b>4.8</b>	<b>4.6</b>

Task:

**18.** Keeps your personal information private Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.9</b>	<b>4.2</b>	<b>4</b>	<b>4.8</b>	<b>4.8</b>	<b>4.8</b>	<b>4.7</b>

Task:

**Charges/Billing:**

**19.** Costs for services Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>3</b>	<b>2.9</b>	<b>2.8</b>	<b>3.6</b>	<b>3.6</b>	<b>3.8</b>	<b>4.2</b>

Task:

**20.** Explanation for charges Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.3</b>	<b>3.5</b>	<b>3</b>	<b>4.7</b>	<b>4.4</b>	<b>3.6</b>	<b>4.4</b>

Task:

**21.** Collection of payments/money Goal 4 or above

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4</b>	<b>3.8</b>	<b>3.3</b>	<b>4.8</b>	<b>4.6</b>	<b>3.2</b>	<b>4.9</b>



Top Suggestions for Improvement by Location:  
(The most 'do-able' suggestions and plan and/or action taken)

<p><b>Tacoma</b> update films &amp; tv, offer coffee, add skylite in house AA's, 7am group, finger painting nicer offices</p>	<p style="text-align: center;"><b>Plan of action/action taken</b></p>
<p><b>Puyallup</b> Smaller groups, stay on sched, Free! Hire addicts, larger staff, more vip classes</p>	<p style="text-align: center;"><b>Plan of action/action taken</b></p>
<p>more time to pay, too many dif. counselors</p>	
<p><b>Aberdeen</b> work with people on payments, free more groups at diff times,</p>	<p style="text-align: center;"><b>Plan of action/action taken</b></p>
<p>needs snacks</p>	
<p><b>Shelton</b> Add an air conditioner and a vending machine</p>	<p style="text-align: center;"><b>Plan of action/action taken</b></p>
<p><b>Spokane</b> add weekend groups</p>	<p style="text-align: center;"><b>Plan of action/action taken</b></p>
<p><b>Kent</b> offer more groups, lower the fee</p>	<p style="text-align: center;"><b>Plan of action/action taken</b></p>
<p><b>Kent</b> colored pictures, office in Moses Lake Vending machines &amp; Snacks, Add voicemail, better books &amp; chairs</p>	<p style="text-align: center;"><b>Plan of action/action taken</b></p>