

# STOP DV 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
4.4	4.7	4.4	4.5	4.4	4.7	4.7

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.5	4.5	4.3	4.4	4.1	4.3	5

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.2	4.4	4.2	4.6	4.3	4.3	4.3

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
3.5	4.1	3.9	3.8	3.5	4	3.8

Task:

## *Waiting time:*

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.3	4.5	4.2	4.6	4	4.6	4.6

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.5	4.5	4.2	4.6	4	4.6	4.7

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.4	4.7	4	4	4.3	4.6	4.8

Task:

*Staff - Counselors:*

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

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

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.6	4.8	4.5	4.8	4.5	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	4.7	4.5	4.8	4.5	4.8	4.9

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.8	4.8	4.4	4.7	4.5	4.8	4.9

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.8	4.8	4.4	4.8	4.4	4.9	5

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.7	4.7	4.4	4.7	4.4	4.7	4.9

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4</b>	<b>4.8</b>	<b>4.5</b>	<b>4.7</b>	<b>4.3</b>	<b>4.8</b>	<b>4.9</b>

Task:

**Other Staff:**

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.6	4.8	4.3	4.7	4.5	4.6	5

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.6	4.7	4.1	4.6	4.4	4.7	5

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.6	4.8	4.3	4.7	4.4	4.7	5

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.8	4.8	4.4	4.8	4.2	4.4	4.8

Task:

**Charges/Billing:**

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
3.5	3.5	3.4	4.1	3.1	3.9	3.8

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
3.9	4.3	3.5	4.3	3.6	4.2	4.8

Task:

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

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.3	4.4	3.7	4.6	3.7	4.2	4.3



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

<b>Tacoma</b>		<b>Plan of action/action taken</b>
Lower assessment costs, better chairs		
more counselors, more structure		
more affordable		
<b>Puyallup</b>		<b>Plan of action/action taken</b>
More videos		
<b>Aberdeen</b>		<b>Plan of action/action taken</b>
Need receptionist, need elevator, cost		
More class times, location		
<b>Shelton</b>		<b>Plan of action/action taken</b>
Pictures on wall, add an air conditioner		
add a vending machine, update the decor		
<b>Spokane</b>		<b>Plan of action/action taken</b>
work with clients more, shorter programs		
provide breakfast, smaller groups, too \$\$\$		
better chairs, larger coffee pot		
<b>Kent</b>		<b>Plan of action/action taken</b>
make it more affordable		
<b>Moses Lake</b>		<b>Plan of action/action taken</b>
Hire a cleaning company		
Provide an office in Omak		