


Clients rated West Bergen 1-5 (5 being excellent) in 25 areas encompassing:


- Personal Therapy
- Physical Environment
- Client/Staff Interaction
- Outcome and Reputation


### Overall Highlights:

- Privacy and Confidentiality was the highest rated item for West Bergen at 4.7.
- Bill payment accommodation was the lowest rated item at 4.1
- 98% of West Bergen clients feel their individual needs were addressed.
- 98% of West Bergen Clients would recommend our services to others.
- West Bergen scored 4.5 for Overall Outcome and Reputation.
- Quality of Service: 4.5
- West Bergen scored consistently higher than the mhca database in Personal Therapy, Physical Environment, Client/Staff Interaction and Overall Outcome.
- Overall Grand Summary—West Bergen scored 4.5 compared with the mhca database of 4.1.

## Service Locations

**West Bergen Mental Healthcare**  
120 Chestnut Street  
Ridgewood, NJ 07450 

**West Bergen  
Center for Children and Youth**  
One Cherry Lane  
Ramsey, NJ 07446 

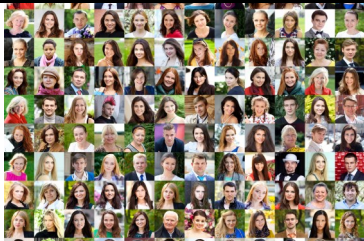
**West Bergen Counseling**  
860 Wyckoff Avenue  
2nd Floor  
Mahwah, NJ 07430 

For appointments or questions  
contact our Access Department at  
201-485-7172

The Staff at West Bergen  
Would Like to Thank You for  
Participating in the 2017  
Customer Satisfaction  
Survey.



## Annual Client Satisfaction Outcomes 2017 Survey Period



*Making a  
difference...  
one life at a  
time.*



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# RESULTS

## Adult Counseling

- **Personal Therapy** – Overall Score: 4.6
- **Physical Environment** – Overall Score: 4.6
- **Client Staff Interaction** – Overall Score: 4.8
- **Outcome and Reputation** – Overall Score: 4.7
- **99% of Adult Services Clients would recommend West Bergen to others.**

## Comments from Adult Counseling Clients:

“Have received excellent care and support for problems that need to be addressed. Caring and professional staff dedicated to assisting clients' needs.”

“My therapist and doctor are outstanding in treating and recognizing my needs and guiding me on the path to good mental health. Thank you.”

“Overall for the last 11 years a great deal better. Considering all programs. I feel like I am listened to, understood and I have an opportunity to talk about personal concerns.”



## Children and Family Services

- **Personal Therapy** – Overall Score: 4.6
- **Physical Environment** – Overall Score: 4.7
- **Client Staff Interaction** – Overall Score: 4.8
- **Outcome and Reputation** – Overall Score: 4.6
- **99% of Children and Family Services Clients would recommend West Bergen to others.**



## Comments from Children and Family Clients:

“Delighted with the progress made with our son!”

“Excellent facility and staff!”

“Our child’s therapist is great. She always includes us as parents to be involved in her treatments. Overall excellent.”

“My therapist helps me with sister sessions and tools to help with our arguments.”



## Residential Program

- **Personal Therapy** – Overall Score: 4.3
- **Physical Environment** – Overall Score: 4.4
- **Client Staff Interaction** – Overall Score: 4.3
- **Outcome and Reputation** – Overall Score: 4.2

## Comments from Residential Consumers:

“I like the program which has helped me in my efforts to maintain the progress I have made towards my wellness and recovery.”

“Thank you West Bergen for having me.”

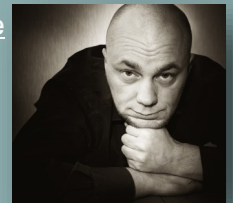
“I would recommend this organization to others. The program and staff at the office and residence are excellent.”

## Partial Care Program

- **Personal Therapy** – Overall Score: 3.9
- **Physical Environment** – Overall Score: 4.1
- **Client Staff Interaction** – Overall Score: 4.1
- **Outcome and Reputation** – Overall Score: 4.1

## Comments from Partial Care Consumers:

“West Bergen PC is great program to get into. They have helped me so much and I am forever grateful.”



“I think West Bergen is a great place and I feel the staff have really helped my needs.”

“West Bergen is the best treatment facility that I have encountered. The doctor, staff and employees are top notch and caring individuals that care and are always there for me and my treatment. I am always happy and thankful to be here.”

## **Things we did to improve client satisfaction and services in 2017:**

- In an effort to reduce our waiting list, we hired more hourly therapists so we were able to see new clients quicker!
- Added more beds to our group homes to serve our severe and persistent mentally ill clients who need housing.
- Will be expanding services in a new building adjacent to our 120 Chestnut Street Ridgewood campus.
- New telephone system that improves communication between sites and staff.

We at West Bergen understand that quality of care, as measured by **customer satisfaction**, is the key to success in healthcare service delivery. Annually, we survey our clients and tabulate our results with the Mental Health Corporations of America (mhca), who process our data comparatively to similar mental health agencies across the United States. In this brochure we've compiled a summary of the results.

