




Highlights:


- Professionalism of our staff was the highest rated at **4.6** compared to the national MHCA average of **4.3**
- **98%** of West Bergen clients feel their individual needs were addressed.
- **99%** of West Bergen Clients would recommend our services to others.
- West Bergen scored **4.5** for Overall Outcome and Reputation compared to the national average of **4.1**.
- Quality of Service: **4.6**.


Things we did to improve client satisfaction and services:

- In an effort to reduce our waiting list, we hired more hourly therapists so we were able to see new clients quicker!
 - Based on popular demand, we now have FREE Wi-Fi access in all our waiting rooms!
 - Expanded the number of groups offered in our programs.
 - We installed a speed bump outside 120 Chestnut to address safety concerns in the parking lot.
- 



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 2016
Customer Satisfaction
Survey.*



**WEST BERGEN
MENTAL HEALTHCARE
WWW.WESTBERGEN.ORG**



Annual Customer Satisfaction Survey Outcomes

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.

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

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

In this brochure we've compiled a summary of the results.



Adult Counseling

- **Personal Therapy** – Overall Score: 4.5
- **Physical Environment** – Overall Score: 4.4
- **Client Staff Interaction** – Overall Score: 4.7
- **Outcome and Reputation** – Overall Score: 4.5
- **99% of Adult Services Clients would recommend West Bergen to others.**

Comments from Adult Counseling Clients:

"I look forward to coming here weekly. The therapist and the staff are very accommodating and helpful with scheduling as needed etc."

"My therapist has an abundance of empathy and the ability to understand and help me with my challenges. Thank you for her, she has helped my life so much."

"West Bergen is the best."

"Every day I accomplish something I would have never thought I could do. My counseling helps me to have faith in myself and confidence."



Comments from Children and Family Clients:

"The entire staff has been a pleasure to work with and are helping my daughter's behavior to improve dramatically."

"We've seen positive results for our daughter. We're feeling very hopeful."

"Our therapist goes above and beyond to support our family. She provides insight, accountability and information, she listens closely and makes herself available. She is truly making a tremendous impact on our family."

"Everyone is polite and welcoming."

Residential Program

- **Personal Therapy** – Overall Score: 4.4
- **Physical Environment** – Overall Score: 4.4
- **Client Staff Interaction** – Overall Score: 4.5
- **Outcome and Reputation** – Overall Score: 4.3

Comments from Residential Consumers:

"West Bergen is a beautiful program with great people to along with it. I am very happy and grateful here. Thank you West Bergen!"

"West Bergen is an excellent organization. All the counselors are very caring and concerned with their clients' welfare. I highly recommend it to others."



Children and Family Services

- **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
- **100% of Children and Family Services Clients would recommend West Bergen to others.**

Partial Care Program

- **Personal Therapy** – Overall Score: 4.2
- **Physical Environment** – Overall Score: 4.2
- **Client Staff Interaction** – Overall Score: 4.1
- **Outcome and Reputation** – Overall Score: 4.1

Comments from Partial Care Consumers:

"I would highly recommend this program to others. The staff is excellent. They are very dedicated and concerned with all their clients."

"The community is very close-knit and welcoming and it is a very pleasant environment for anyone to be in. "

"West Bergen is an excellent care facility and I have had the best care and accommodation. I wholeheartedly recommend West Bergen."

"I am very happy with the program. The staff is courteous and helpful with us learning new things. I find the program very useful and interesting."

