

Site # _____
Session # _____
Therapist # _____
Participant # _____
Date _____
Edit # _____
Edit Date _____

Treatment Satisfaction Index
Version 1.0.3

The next questions are about how you feel about the staff in the programs where you have received treatment and/or case management since the last interview. Your answers are private. After each statement, please respond with strongly disagree, disagree, feel mixed, agree or strongly agree.

T1. You are satisfied that the staff (in this/these programs)...	Strongly Disagree	Disagree	Feel Mixed	Agree	Strongly Agree
a. did a good job.	1	2	3	4	5
b. were fair with client/patients.....	1	2	3	4	5
c. explained the rules of the program.....	1	2	3	4	5
d. had the time to see you.....	1	2	3	4	5
e. respected clients/patients.....	1	2	3	4	5
f. (staff) and you agreed on what your problems were.	1	2	3	4	5
g. explained what your treatment was supposed to accomplish.....	1	2	3	4	5
h. asked for your opinions about your problems and how to solve them.	1	2	3	4	5
j. (staff) and you agreed on what to do about your substance use.....	1	2	3	4	5
k. helped you do something about your substance use.....	1	2	3	4	5
m. (staff) and you agreed on what to do about your other problems.....	1	2	3	4	5
n. helped you do something about your other problems.....	1	2	3	4	5
p. were sensitive to your cultural background.....	1	2	3	4	5
q. gave you enough help for now.....	1	2	3	4	5
s. Who completed this form?					
	Participant.....	1			
	Family member/collateral.....	2			
	Therapist.....	3			
	Other (please give relationship below)	99			

Source: Dennis, M.L., Titus, J.C, White, M.K., Unsicker, J.I., Hodgkins, D.V. (2002). Global Appraisal of Individual Needs (GAIN): Administration guide for the GAIN and related measures. Bloomington, IL: Chestnut Health Systems. [Online] Available at: www.chestnut.org/li/gain.