

# Evaluation of client satisfaction

[Business](#), [Marketing](#)



In the case presented, a person doing the assessment should begin with the client category that is smaller in population, noncomplex treatment, and with fewest conditions to measure. The consideration should assume an ascending order of population size, the complexity of treatment technique, and complexity of the conditions. In that line, the assessment plan should prioritize clients with mental disorder and subject to medical management. This population represents 15% of the 75% of the people with a mental health disorder. The reason for prioritizing this population is that the nature of treatment (medical management) is less complex. At this level, the assessment may involve reviewing compliance to prescription if available and response to medication.

The next population in the assessment plan should be the 30% population with mental health disorder and subject to individual psychotherapy only. Assessment of this population will involve interviews of the clients and analysis of behaviors of the clients. Due to the bigger size of the population, the activity will consider three-quarter of the population as a sample. Following will be 15% of the population with mental health disorder and subject to family therapy. Assessment of this population will also involve an interview of the individual clients and family members. In addition, an assessment will analyze the behaviors of the clients to determine any changes. The plan will then consider the 30% population with mental health disorder and subject to individual psychotherapy and medication management. Assessment of the population will combine techniques used in assessing both the treatment techniques (individual psychotherapy and

medical management). Since the population is somewhat big, the assessment will take three-quarter of the total subjects.

The next in the plan will be the 10% population with mental health disorder and subject to both individual psychotherapy and family therapy models of treatment. Assessing the population at this position is important since the evaluator will benefit from the already explored issues when assessing the techniques individually. The task will be less complex and less confusing as would be if conducted earlier before considering the individual techniques. Assessment at this stage will combine the techniques used for individual therapy and family therapy as discussed above.