

Mid-Ohio Psychological Services - Franklin County
Client Satisfaction Survey Quarterly Comparisons
December 11 - 17, 2007

Adult Surveys	Respondents Selecting "Strongly Agree"			
	Current Quarter Dec, 2006	Previous Quarter Sept, 2006	Difference (Current - Previous)	Running 12 Month Average**
Questions	N = 3*	N =67*		49*/70**
1. I like the services I received here.	75.0%	70.7%	4.3%	71.0%
2. If I had other choices, I would still get services from this agency.	66.7%	67.4%	-0.7%	66.4%
3. I would recommend this agency to a friend or family member.	50.0%	70.7%	-20.7%	63.2%
4. The location of services was convenient (parking, public trans, distance, etc.)	50.0%	41.3%	8.7%	42.7%
5. Staff were willing to see me as often as I felt it was necessary.	50.0%	70.3%	-20.3%	62.6%
6. Staff returned my call in 24 hours.	50.0%	65.9%	-15.9%	58.0%
7. Services were available at times that were good for me.	50.0%	67.4%	-17.4%	60.2%
8. I was able to get all the services I thought I needed.	50.0%	62.9%	-12.9%	57.0%
9. I was able to see a psychiatrist when I wanted to.	25.0%	59.5%	-34.5%	46.2%
10. Staff here believe that I can grow, change and recover.	25.0%	65.9%	-40.9%	53.5%
11. I felt comfortable asking questions about my treatment and medication.	75.0%	64.8%	10.2%	68.2%
12. I felt free to complain	50.0%	63.1%	-13.1%	58.7%
13. I was given information about my rights.	50.0%	73.6%	-23.6%	63.7%
14. Staff encouraged me to take responsibility for how I live my life.	50.0%	64.4%	-14.4%	60.6%
15. Staff told me what side effects to watch out for.	25.0%	56.9%	-31.9%	44.3%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	50.0%	70.5%	-20.5%	60.9%
17. I, not staff, decided my treatment goals.	50.0%	59.6%	-9.6%	53.4%
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	50.0%	62.2%	-12.2%	59.1%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	50.0%	63.4%	-13.4%	55.3%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	33.3%	56.3%	-23.0%	43.1%
21. I deal more effectively with daily problems.	50.0%	47.7%	2.3%	43.9%
22. I am better able to control my life.	50.0%	47.7%	2.3%	43.7%
23. I am better able to deal with crisis.	50.0%	42.4%	7.6%	40.8%
24. I am getting along better with my family.	75.0%	45.8%	29.2%	50.9%
25. I do better in social situations.	50.0%	43.9%	6.1%	39.8%
26. I do better in school and/or work.	50.0%	35.4%	14.6%	40.8%
27. My housing situation has improved.	25.0%	35.0%	-10.0%	31.9%
28. My symptoms are not bothering me as much.	0.0%	33.3%	-33.3%	21.4%
Average	50.0%	57.4%	-10.1%	53.1%
Max	75.0%	73.6%	29.2%	72.8%
Minimum	25.0%	33.3%	-40.9%	27.9%
Difference	50.0%	40.3%	70.1%	44.8%

* Maximum number of responses for the "Strongly Agree" response category.

** June, 2006 - December, 2006 - Full year's data not yet available

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