

Satisfaction Survey Results by Response for Fairfield County - 10194 Mid Ohio Psychological Services

Survey Dates: 10/22/2012 through 11/2/2012

Adult Consumer Satisfaction Survey ACSS - (Ohio Version MHSIP 03-09-10)

	Strongly Agree (1)		Agree (2)		Neutral (3)		Disagree (4)		Str Disagree (5)		Total:
	Count:	Pct:	Count:	Pct:	Count:	Pct:	Count:	Pct:	Count:	Pct:	
*Note: Domain scores less than 2.5 are considered 'positive'											
1. I like the services that I received here.	71	57%	41	33%	9	7%	3	2%	0	0%	124
2. If I had other choices, I would still get services from this agency.	68	55%	42	34%	8	6%	3	2%	3	2%	124
3. I would recommend this agency to a friend or family member.	78	64%	34	28%	5	4%	4	3%	1	1%	122
General Satisfaction:	Domain Average:		1.56								
4. The location of services was convenient.	60	48%	41	33%	14	11%	7	6%	3	2%	125
5. Staff were willing to see me as often as I felt it was necessary.	76	61%	39	31%	8	6%	1	1%	0	0%	124
6. Staff returned my call in 24 hours.	70	60%	36	31%	5	4%	4	3%	2	2%	117
7. Services were available at times that were good for me.	75	60%	39	31%	8	6%	3	2%	0	0%	125
8. I was able to get all the services I thought I needed.	71	58%	38	31%	9	7%	4	3%	0	0%	122
9. I was able to see a psychiatrist when I wanted to.	42	42%	26	26%	21	21%	9	9%	2	2%	100
Access:	Domain Average:		1.61								
10. Staff here believe that I can grow, change and recover.	69	57%	46	38%	6	5%	1	1%	0	0%	122
12. I felt free to complain.	70	57%	33	27%	16	13%	3	2%	1	1%	123
13. I was given information about my rights.	80	64%	40	32%	3	2%	2	2%	0	0%	125
14. Staff encouraged me to take responsibility for how I live my life.	73	60%	39	32%	9	7%	1	1%	0	0%	122
15. Staff told me what side effects to watch out for.	41	39%	29	28%	31	30%	3	3%	0	0%	104
16. Staff respected my wishes about who and who is not to be given info about my treatment.	77	64%	33	27%	9	7%	2	2%	0	0%	121
18. Staff were sensitivie to my cultural background.	60	51%	44	38%	11	9%	1	1%	1	1%	117
19. Staff helped me obtain the info I needed so that I could take charge of managing my illness.	62	53%	38	32%	15	13%	3	3%	0	0%	118
20. I was encouraged to use consumer run programs.	42	38%	34	31%	28	25%	6	5%	0	0%	110
Quality and Appropriateness of Care	Domain Average:		1.52								
11. I felt comfortable asking questions about my treatment and medications.	61	52%	39	33%	14	12%	3	3%	0	0%	117
17. I, not staff, decided my treatment goals.	51	43%	37	31%	17	14%	12	10%	3	3%	120
Participation in Treatment	Domain Average:		1.65								
21. I deal more effectively with my daily problems.	50	41%	42	35%	23	19%	6	5%	0	0%	121
22. I am better able to control my life.	49	40%	40	33%	27	22%	6	5%	0	0%	122
23. I am better able to deal with crisis.	45	38%	42	35%	27	23%	6	5%	0	0%	120
24. I am getting along better with my family.	41	35%	36	31%	32	27%	4	3%	4	3%	117
25. I do better in social situations.	40	33%	37	31%	31	26%	10	8%	2	2%	120
26. I do better in school and/or work.	36	36%	32	32%	29	29%	3	3%	1	1%	101
27. My housing situation has improved.	34	30%	22	19%	39	35%	10	9%	8	7%	113
28. My symptoms are not bothering me as much.	35	29%	35	29%	27	23%	18	15%	5	4%	120
Outcomes	Domain Average:		1.99								
29. I do things that are more meaningful to me.	42	35%	43	36%	21	17%	13	11%	2	2%	121
30. I am better able to take care of my needs.	43	37%	39	34%	24	21%	9	8%	1	1%	116
31. I am better able to handle things when they go wrong.	38	32%	42	35%	26	22%	12	10%	2	2%	120
32. I am better able to do things I want to do.	43	36%	36	30%	27	23%	11	9%	3	3%	120
Functioning	Domain Average:		2.04								
33. I am happy with the friendships I have.	49	40%	38	31%	22	18%	11	9%	3	2%	123
34. I have people with whom I can do enjoyable things.	52	43%	40	33%	22	18%	4	3%	4	3%	122
35. I feel I belong in my community.	43	34%	36	29%	29	23%	8	6%	9	7%	125
36. In a crisis, I would have the support I need from family or friends.	55	45%	41	33%	17	14%	3	2%	7	6%	123
Social	Domain Average:		1.99								