

**Mid-Ohio Psychological Services - Fairfield 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**
<b>Questions</b>	<b>N = 68*</b>	<b>N =67*</b>		<b>71*/97**</b>
1. I like the services I received here.	77.6%	70.7%	6.9%	71.9%
2. If I had other choices, I would still get services from this agency.	70.6%	67.4%	3.2%	67.7%
3. I would recommend this agency to a friend or family member.	78.8%	70.7%	8.1%	72.8%
4. The location of services was convenient (parking, public trans, distance, etc.)	52.4%	41.3%	11.1%	43.5%
5. Staff were willing to see me as often as I felt it was necessary.	75.3%	70.3%	5.0%	71.1%
6. Staff returned my call in 24 hours.	77.8%	65.9%	11.9%	67.3%
7. Services were available at times that were good for me.	76.5%	67.4%	9.1%	69.0%
8. I was able to get all the services I thought I needed.	72.3%	62.9%	9.4%	64.5%
9. I was able to see a psychiatrist when I wanted to.	62.2%	59.5%	2.7%	58.6%
10. Staff here believe that I can grow, change and recover.	72.6%	65.9%	6.7%	69.4%
11. I felt comfortable asking questions about my treatment and medication.	75.9%	64.8%	11.1%	68.5%
12. I felt free to complain	75.0%	63.1%	11.9%	67.0%
13. I was given information about my rights.	81.0%	73.6%	7.4%	74.1%
14. Staff encouraged me to take responsibility for how I live my life.	68.7%	64.4%	4.3%	66.8%
15. Staff told me what side effects to watch out for.	62.7%	56.9%	5.8%	56.9%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	77.1%	70.5%	6.6%	69.9%
17. I, not staff, decided my treatment goals.	63.5%	59.6%	3.9%	57.9%
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	73.5%	62.2%	11.3%	66.9%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	68.3%	63.4%	4.9%	61.4%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	59.0%	56.3%	2.7%	51.7%
21. I deal more effectively with daily problems.	50.6%	47.7%	2.9%	44.1%
22. I am better able to control my life.	50.6%	47.7%	2.9%	43.9%
23. I am better able to deal with crisis.	46.8%	42.4%	4.4%	39.7%
24. I am getting along better with my family.	46.8%	45.8%	1.0%	41.5%
25. I do better in social situations.	48.1%	43.9%	4.2%	39.2%
26. I do better in school and/or work.	52.6%	35.4%	17.2%	41.7%
27. My housing situation has improved.	48.6%	35.0%	13.6%	39.7%
28. My symptoms are not bothering me as much.	33.8%	33.3%	0.5%	32.7%
<b>Average</b>	66.0%	57.4%	6.8%	58.4%
<b>Max</b>	81.0%	73.6%	17.2%	74.8%
<b>Minimum</b>	46.8%	33.3%	0.5%	35.2%
<b>Difference</b>	34.2%	40.3%	16.7%	39.6%

\* 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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