

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

Survey Dates: 5/13/2013 through 5/24/2013

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.	75	59%	39	31%	13	10%	0	0%	0	0%	127
2. If I had other choices, I would still get services from this agency.	65	50%	49	38%	12	9%	1	1%	2	2%	129
3. I would recommend this agency to a friend or family member.	68	53%	52	41%	7	5%	1	1%	0	0%	128
General Satisfaction:	Domain Average:		1.55								
4. The location of services was convenient.	52	41%	55	43%	14	11%	7	5%	0	0%	128
5. Staff were willing to see me as often as I felt it was necessary.	73	61%	39	31%	8	7%	0	0%	0	0%	120
6. Staff returned my call in 24 hours.	68	59%	37	32%	10	9%	1	1%	0	0%	116
7. Services were available at times that were good for me.	72	56%	51	40%	5	4%	1	1%	0	0%	129
8. I was able to get all the services I thought I needed.	67	54%	39	32%	14	11%	3	2%	0	0%	123
9. I was able to see a psychiatrist when I wanted to.	37	39%	28	30%	22	23%	3	3%	4	4%	94
Access:	Domain Average:		1.65								
10. Staff here believe that I can grow, change and recover.	68	55%	48	39%	6	5%	1	1%	0	0%	123
12. I felt free to complain.	65	52%	48	38%	10	8%	1	1%	1	1%	125
13. I was given information about my rights.	75	60%	40	32%	7	6%	2	2%	0	0%	124
14. Staff encouraged me to take responsibility for how I live my life.	69	57%	43	35%	9	7%	1	1%	0	0%	122
15. Staff told me what side effects to watch out for.	36	37%	36	37%	21	21%	4	4%	1	1%	98
16. Staff respected my wishes about who and who is not to be given info about my treatment.	69	55%	44	35%	10	8%	2	2%	0	0%	125
18. Staff were sensitive to my cultural background.	58	50%	42	37%	12	10%	3	3%	0	0%	115
19. Staff helped me obtain the info I needed so that I could take charge of managing my illness.	59	50%	41	35%	14	12%	3	3%	0	0%	117
20. I was encouraged to use consumer run programs.	36	34%	31	29%	28	26%	10	9%	2	2%	107
Quality and Appropriateness of Care	Domain Average:		1.67								
11. I felt comfortable asking questions about my treatment and medications.	61	50%	50	41%	10	8%	0	0%	0	0%	121
17. I, not staff, decided my treatment goals.	50	41%	41	34%	20	17%	8	7%	2	2%	121
Participation in Treatment	Domain Average:		1.73								
21. I deal more effectively with my daily problems.	40	33%	60	49%	19	16%	3	2%	0	0%	122
22. I am better able to control my life.	41	33%	54	44%	23	19%	5	4%	0	0%	123
23. I am better able to deal with crisis.	37	31%	53	44%	23	19%	8	7%	0	0%	121
24. I am getting along better with my family.	42	35%	42	35%	28	24%	4	3%	3	3%	119
25. I do better in social situations.	37	31%	45	37%	28	23%	9	7%	2	2%	121
26. I do better in school and/or work.	27	30%	31	34%	27	30%	5	6%	0	0%	90
27. My housing situation has improved.	41	38%	32	30%	26	24%	8	7%	1	1%	108
28. My symptoms are not bothering me as much.	27	23%	42	36%	32	27%	11	9%	5	4%	117
Outcomes	Domain Average:		2.06								
29. I do things that are more meaningful to me.	35	29%	51	43%	26	22%	6	5%	1	1%	119
30. I am better able to take care of my needs.	40	34%	45	38%	28	24%	4	3%	1	1%	118
31. I am better able to handle things when they go wrong.	35	28%	50	41%	25	20%	11	9%	2	2%	123
32. I am better able to do things I want to do.	37	31%	48	40%	29	24%	6	5%	1	1%	121
Functioning	Domain Average:		2.06								
33. I am happy with the friendships I have.	46	37%	47	38%	20	16%	8	7%	2	2%	123
34. I have people with whom I can do enjoyable things.	52	41%	51	40%	18	14%	3	2%	2	2%	126
35. I feel I belong in my community.	44	35%	34	27%	31	25%	15	12%	1	1%	125
36. In a crisis, I would have the support I need from family or friends.	57	46%	52	42%	9	7%	4	3%	3	2%	125
Social	Domain Average:		1.93								