

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

Survey Dates: 12/5/2010 through 12/18/2010

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

Strongly Agree (1) Agree (2) Neutral (3) Disagree (4) Str Disagree (5) Total:

***Note: Domain scores less than 2.5 are considered 'positive'**

Count: Pct: Count: Pct: Count: Pct: Count: Pct: Count: Pct:

| | | | | | | | | | | | |
|--|------------------------|-----|-------------|-----|----|-----|----|-----|---|----|-----|
| 1. I like the services that I received here. | 77 | 70% | 28 | 25% | 4 | 4% | 1 | 1% | 0 | 0% | 110 |
| 2. If I had other choices, I would still get services from this agency. | 73 | 66% | 28 | 25% | 6 | 5% | 1 | 1% | 2 | 2% | 110 |
| 3. I would recommend this agency to a friend or family member. | 72 | 65% | 31 | 28% | 7 | 6% | 0 | 0% | 0 | 0% | 110 |
| General Satisfaction: | Domain Average: | | 1.41 | | | | | | | | |
| 4. The location of services was convenient. | 64 | 57% | 31 | 28% | 11 | 10% | 5 | 4% | 1 | 1% | 112 |
| 5. Staff were willing to see me as often as I felt it was necessary. | 77 | 69% | 30 | 27% | 4 | 4% | 0 | 0% | 0 | 0% | 111 |
| 6. Staff returned my call in 24 hours. | 63 | 59% | 33 | 31% | 11 | 10% | 0 | 0% | 0 | 0% | 107 |
| 7. Services were available at times that were good for me. | 78 | 71% | 28 | 25% | 3 | 3% | 0 | 0% | 1 | 1% | 110 |
| 8. I was able to get all the services I thought I needed. | 74 | 69% | 27 | 25% | 4 | 4% | 2 | 2% | 0 | 0% | 107 |
| 9. I was able to see a psychiatrist when I wanted to. | 47 | 53% | 25 | 28% | 8 | 9% | 7 | 8% | 2 | 2% | 89 |
| Access: | Domain Average: | | 1.50 | | | | | | | | |
| 10. Staff here believe that I can grow, change and recover. | 74 | 68% | 28 | 26% | 7 | 6% | 0 | 0% | 0 | 0% | 109 |
| 12. I felt free to complain. | 71 | 65% | 29 | 26% | 10 | 9% | 0 | 0% | 0 | 0% | 110 |
| 13. I was given information about my rights. | 73 | 66% | 33 | 30% | 3 | 3% | 0 | 0% | 1 | 1% | 110 |
| 14. Staff encouraged me to take responsibility for how I live my life. | 72 | 65% | 29 | 26% | 10 | 9% | 0 | 0% | 0 | 0% | 111 |
| 15. Staff told me what side effects to watch out for. | 47 | 53% | 22 | 25% | 16 | 18% | 2 | 2% | 1 | 1% | 88 |
| 16. Staff respected my wishes about who and who is not to be given info about my treatment. | 72 | 69% | 30 | 29% | 2 | 2% | 0 | 0% | 1 | 1% | 105 |
| 18. Staff were sensitivie to my cultural background. | 68 | 66% | 26 | 25% | 9 | 9% | 0 | 0% | 0 | 0% | 103 |
| 19. Staff helped me obtain the info I needed so that I could take charge of managing my illness. | 66 | 62% | 25 | 23% | 14 | 13% | 1 | 1% | 1 | 1% | 107 |
| 20. I was encouraged to use consumer run programs. | 50 | 51% | 26 | 27% | 18 | 18% | 3 | 3% | 1 | 1% | 98 |
| Quality and Appropriateness of Care | Domain Average: | | 1.50 | | | | | | | | |
| 11. I felt comfortable asking questions about my treatment and medications. | 70 | 64% | 32 | 29% | 6 | 6% | 0 | 0% | 1 | 1% | 109 |
| 17. I, not staff, decided my treatment goals. | 59 | 56% | 32 | 30% | 12 | 11% | 1 | 1% | 2 | 2% | 106 |
| Participation in Treatment | Domain Average: | | 1.54 | | | | | | | | |
| 21. I deal more effectively with my daily problems. | 45 | 42% | 41 | 38% | 18 | 17% | 3 | 3% | 1 | 1% | 108 |
| 22. I am better able to control my life. | 45 | 42% | 37 | 35% | 19 | 18% | 4 | 4% | 1 | 1% | 106 |
| 23. I am better able to deal with crisis. | 42 | 39% | 44 | 40% | 18 | 17% | 3 | 3% | 2 | 2% | 109 |
| 24. I am getting along better with my family. | 47 | 44% | 32 | 30% | 23 | 21% | 6 | 6% | 0 | 0% | 108 |
| 25. I do better in social situations. | 39 | 37% | 29 | 27% | 28 | 26% | 8 | 8% | 2 | 2% | 106 |
| 26. I do better in school and/or work. | 26 | 33% | 29 | 36% | 21 | 26% | 3 | 4% | 1 | 1% | 80 |
| 27. My housing situation has improved. | 30 | 34% | 25 | 28% | 20 | 22% | 10 | 11% | 4 | 4% | 89 |
| 28. My symptoms are not bothering me as much. | 29 | 29% | 35 | 35% | 22 | 22% | 13 | 13% | 2 | 2% | 101 |
| Outcomes | Domain Average: | | 2.03 | | | | | | | | |
| 29. I do things that are more meaningful to me. | 40 | 37% | 34 | 31% | 26 | 24% | 7 | 6% | 1 | 1% | 108 |
| 30. I am better able to take care of my needs. | 35 | 32% | 43 | 40% | 24 | 22% | 5 | 5% | 1 | 1% | 108 |
| 31. I am better able to handle things when they go wrong. | 34 | 31% | 41 | 38% | 22 | 20% | 8 | 7% | 3 | 3% | 108 |
| 32. I am better able to do things I want to do. | 32 | 30% | 40 | 38% | 26 | 25% | 6 | 6% | 2 | 2% | 106 |
| Functioning | Domain Average: | | 2.11 | | | | | | | | |
| 33. I am happy with the friendships I have. | 45 | 41% | 35 | 32% | 17 | 16% | 8 | 7% | 4 | 4% | 109 |
| 34. I have people with whom I can do enjoyable things. | 47 | 44% | 43 | 40% | 8 | 7% | 4 | 4% | 6 | 6% | 108 |
| 35. I feel I belong in my community. | 29 | 28% | 32 | 31% | 28 | 27% | 8 | 8% | 5 | 5% | 102 |
| 36. In a crisis, I would have the support I need from family or friends. | 44 | 41% | 44 | 41% | 10 | 9% | 3 | 3% | 6 | 6% | 107 |
| Social | Domain Average: | | 2.02 | | | | | | | | |