

# Fairfield County ADAMH Board - Mid-Ohio Psychological Services Client Satisfaction Results

Most Recent Four Survey Administrations Prior to 06/05/08 Compared to State/Federal Data from FY 2005

|                                | Adults<br>(Appendix A) |       |     |                   |                   | Children and Family<br>(Appendix B) |       |     |                   |                   | Youth <sup>3</sup><br>(Appendix C) |       |     |
|--------------------------------|------------------------|-------|-----|-------------------|-------------------|-------------------------------------|-------|-----|-------------------|-------------------|------------------------------------|-------|-----|
|                                | Agency                 | Board | PPS | Ohio <sup>1</sup> | U.S. <sup>2</sup> | Agency                              | Board | PPS | Ohio <sup>1</sup> | U.S. <sup>2</sup> | Agency                             | Board | PPS |
| <b>Access</b>                  | 93%                    | 90%   | 85% | 93%               | 84%               | 84%                                 | 77%   | 80% | 100%              | 82%               | 76%                                | 79%   | 67% |
| <b>Quality/Appropriateness</b> | 94%                    | 93%   | 89% | 94%               | 85%               |                                     |       |     |                   |                   |                                    |       |     |
| <b>Outcomes</b>                | 67%                    | 74%   | 70% | 69%               | 71%               | 67%                                 | 57%   | 55% | 83%               | 73%               | 67%                                | 69%   | 62% |
| <b>Treatment Planning</b>      | 85%                    | 84%   | 76% | 92%               | 83%               | 87%                                 | 92%   | 87% | 88%               | 86%               | 80%                                | 77%   | 65% |
| <b>General Satisfaction</b>    | 95%                    | 95%   | 88% | 93%               | 88%               | 83%                                 | 84%   | 81% | 79%               | 81%               | 88%                                | 83%   | 74% |
| <b>Cultural Sensitivity</b>    |                        |       |     |                   |                   | 93%                                 | 95%   | 92% | 96%               | 91%               | 91%                                | 89%   | 85% |

## Key Indicator:

"I would recommend this agency to a friend or family member"

|  | Adults<br>(Appendix A) |       |     | Children and Family<br>(Appendix B) |       |     | Youth <sup>3</sup><br>(Appendix C) |       |     |
|--|------------------------|-------|-----|-------------------------------------|-------|-----|------------------------------------|-------|-----|
|  | Agency                 | Board | PPS | Agency                              | Board | PPS | Agency                             | Board | PPS |
|  | 67%                    | 65%   | 52% | 59%                                 | 57%   | 53% | 34%                                | 28%   | 26% |

### DATA CALCULATION NOTES:

- A. Individual questions from the client satisfaction surveys are collapsed into five domains, each domain consists of between 2 and 9 questions. A valid domain must contain at least 66% of the questions in that domain with an answer ranging from 1 to 5. All other responses are considered "missing". Once the domain score is calculated the 'positive' scores in this report are determined. For the Appendix A, a positive score must be an average that is below 2.5 (Appendix A scores range from 1 being most positive to 5 being most negative). For the Appendix B and C, a positive score must be an average that is above 3.5 (Appendix B and C scores range from 5 being the most positive to 1 being the most negative). The percentages in this report = (Total 'Positive' Domains) / (Total Domains).
- B. The BOARD scores are calculated based on all Agencies in the same board area EXCEPT the agency listed in the title bar of the report.
- C. The PPS scores are calculated based on all boards in the PPS region EXCEPT the board listed in the title bar of the report.
- D. The KEY INDICATOR section of the report counts the number of MOST POSITIVE (1 for Appendix A, 5 for Appendix B and C) responses for the question "I would recommend this agency to a friend or family member" and divides that by the total valid responses (Responses between 1 and 5) received for the same question.

### Footnotes:

- 1-2. Source: United States Department of Health and Human Resources, SAMHSA (Substance Abuse and Mental Health Services Organization), National Center for Mental Health Statistics, Center for Mental Health Services (CMHS) [http://download.ncadi.samhsa.gov/ken/pdf/URS\\_Data05/OH.pdf](http://download.ncadi.samhsa.gov/ken/pdf/URS_Data05/OH.pdf) (2005 CMHS Uniform Reporting System Output Table, Pages 29-31)
3. The Youth Self-Report Survey is considered optional at the federal level.