

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

Survey Dates: 5/20/2012 through 6/2/2012

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.	69	59%	38	32%	9	8%	0	0%	1	1%	117
2. If I had other choices, I would still get services from this agency.	65	56%	39	33%	11	9%	1	1%	1	1%	117
3. I would recommend this agency to a friend or family member.	64	56%	38	33%	9	8%	0	0%	3	3%	114
General Satisfaction:	Domain Average:		1.57								
4. The location of services was convenient.	52	45%	44	38%	12	10%	5	4%	2	2%	115
5. Staff were willing to see me as often as I felt it was necessary.	64	56%	41	35%	7	6%	1	1%	1	1%	114
6. Staff returned my call in 24 hours.	60	56%	30	28%	16	15%	2	2%	0	0%	108
7. Services were available at times that were good for me.	65	57%	40	35%	8	7%	1	1%	1	1%	115
8. I was able to get all the services I thought I needed.	60	52%	38	33%	14	12%	2	2%	1	1%	115
9. I was able to see a psychiatrist when I wanted to.	32	34%	25	27%	28	30%	3	3%	5	5%	93
Access:	Domain Average:		1.70								
10. Staff here believe that I can grow, change and recover.	66	57%	40	34%	10	9%	0	0%	0	0%	116
12. I felt free to complain.	65	58%	33	29%	13	12%	2	2%	0	0%	113
13. I was given information about my rights.	75	66%	32	28%	7	6%	0	0%	0	0%	114
14. Staff encouraged me to take responsibility for how I live my life.	65	57%	43	37%	7	6%	0	0%	0	0%	115
15. Staff told me what side effects to watch out for.	32	35%	32	35%	22	24%	4	4%	1	1%	91
16. Staff respected my wishes about who and who is not to be given info about my treatment.	69	60%	39	34%	6	5%	1	1%	0	0%	115
18. Staff were sensitivie to my cultural background.	58	55%	33	31%	14	13%	0	0%	0	0%	105
19. Staff helped me obtain the info I needed so that I could take charge of managing my illness.	57	51%	40	36%	12	11%	1	1%	1	1%	111
20. I was encouraged to use consumer run programs.	39	39%	23	23%	32	32%	6	6%	1	1%	101
Quality and Appropriateness of Care	Domain Average:		1.63								
11. I felt comfortable asking questions about my treatment and medications.	65	57%	33	29%	15	13%	1	1%	0	0%	114
17. I, not staff, decided my treatment goals.	50	44%	41	36%	17	15%	3	3%	3	3%	114
Participation in Treatment	Domain Average:		1.72								
21. I deal more effectively with my daily problems.	43	38%	47	42%	19	17%	3	3%	1	1%	113
22. I am better able to control my life.	40	35%	49	43%	17	15%	5	4%	2	2%	113
23. I am better able to deal with crisis.	39	35%	42	38%	23	21%	5	5%	2	2%	111
24. I am getting along better with my family.	37	35%	39	37%	18	17%	10	9%	2	2%	106
25. I do better in social situations.	38	34%	40	36%	25	23%	5	5%	3	3%	111
26. I do better in school and/or work.	30	33%	29	32%	24	26%	8	9%	1	1%	92
27. My housing situation has improved.	34	33%	34	33%	27	26%	6	6%	3	3%	104
28. My symptoms are not bothering me as much.	31	28%	39	36%	27	25%	9	8%	3	3%	109
Outcomes	Domain Average:		2.06								
29. I do things that are more meaningful to me.	39	35%	45	41%	23	21%	2	2%	1	1%	110
30. I am better able to take care of my needs.	38	34%	47	42%	24	21%	2	2%	1	1%	112
31. I am better able to handle things when they go wrong.	36	32%	40	36%	29	26%	6	5%	1	1%	112
32. I am better able to do things I want to do.	34	31%	46	41%	25	23%	4	4%	2	2%	111
Functioning	Domain Average:		2.04								
33. I am happy with the friendships I have.	44	39%	45	39%	17	15%	6	5%	2	2%	114
34. I have people with whom I can do enjoyable things.	52	45%	42	37%	14	12%	5	4%	2	2%	115
35. I feel I belong in my community.	40	35%	35	30%	27	23%	9	8%	4	3%	115
36. In a crisis, I would have the support I need from family or friends.	52	46%	41	36%	14	12%	3	3%	4	4%	114
Social	Domain Average:		1.93								