

Adult Consumer Satisfaction Survey Agency and Aggregate System Results for Surveys Administered between 4/19/2009 and 5/2/2009

Mid-Ohio Psychological Services

| Survey Questions | Strongly Agree: | | | Range | | | |
|--|-----------------|---------|-------------|--------|--------|-------------|--------|
| | Agency: | County: | Difference: | Max: | Min: | Difference: | |
| 1. I like the services I received here. | 66.85% | 65.08% | 1.77% | 83.33% | 55.81% | 27.52% | |
| 2. If I had other choices, I would still get services from this agency. | 62.98% | 61.26% | 1.72% | 82.35% | 45.98% | 36.38% | |
| 3. I would recommend this agency to a friend or family member. | 67.98% | 65.45% | 2.52% | 83.33% | 51.14% | 32.20% | |
| 4. The location of services was convenient (parking, public trans, distance, etc.) | 49.44% | 52.15% | -2.70% | 63.19% | 34.48% | 28.71% | |
| 5. Staff were willing to see me as often as I felt it was necessary. | 65.92% | 55.89% | 10.04% | 60.27% | 47.13% | 13.15% | |
| 6. Staff returned my call in 24 hours. | 59.28% | 50.46% | 8.82% | 57.86% | 42.86% | 15.00% | |
| 7. Services were available at times that were good for me. | 65.92% | 58.68% | 7.24% | 66.90% | 50.57% | 16.32% | |
| 8. I was able to get all the services I thought I needed. | 60.80% | 55.99% | 4.80% | 66.67% | 43.68% | 22.99% | |
| 9. I was able to see a psychiatrist when I wanted to. | 50.65% | 40.84% | 9.81% | 47.45% | 32.84% | 14.61% | |
| 10. Staff here believe that I can grow, change and recover. | 65.17% | 62.56% | 2.61% | 76.47% | 56.10% | 20.37% | |
| 11. I felt comfortable asking questions about my treatment and medication. | 60.34% | 62.44% | -2.10% | 78.57% | 54.32% | 24.25% | |
| 12. I felt free to complain. | 64.44% | 52.70% | 11.74% | 68.75% | 42.11% | 26.64% | |
| 13. I was given information about my rights. | 71.51% | 60.25% | 11.26% | 70.59% | 54.02% | 16.57% | |
| 14. Staff encouraged me to take responsibility for how I live my life. | 64.77% | 58.12% | 6.65% | 76.47% | 44.44% | 32.03% | |
| 15. Staff told me what side effects to watch out for. | 58.50% | 49.35% | 9.15% | 64.29% | 41.79% | 22.49% | |
| 16. Staff respected my wishes about who is and who is not to be given information about my treatment. | 66.67% | 62.57% | 4.09% | 83.33% | 51.14% | 32.20% | |
| 17. I, not staff, decided my treatment goals. | 52.33% | 47.76% | 4.56% | 64.71% | 36.90% | 27.80% | |
| 18. Staff were sensitive to my cultural background (race, religion, language, etc.) | 59.52% | 56.35% | 3.18% | 75.00% | 44.93% | 30.07% | |
| 19. Staff helped me obtain the information I needed so that I could take charge of managing my illness. | 61.18% | 48.56% | 12.61% | 58.33% | 38.16% | 20.18% | |
| 20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.). | 47.68% | 46.95% | 0.73% | 56.25% | 33.82% | 22.43% | |
| 21. I deal more effectively with daily problems. | 41.48% | 45.56% | -4.08% | 55.56% | 40.24% | 15.31% | |
| 22. I am better able to control my life. | 36.93% | 41.11% | -4.18% | 47.06% | 36.81% | 10.25% | |
| 23. I am better able to deal with crisis. | 36.84% | 36.77% | 0.07% | 42.53% | 31.25% | 11.28% | |
| 24. I am getting along better with my family. | 36.00% | 38.20% | -2.20% | 41.18% | 35.97% | 5.21% | |
| 25. I do better in social situations. | 31.58% | 33.66% | -2.08% | 39.08% | 28.57% | 10.51% | |
| 26. I do better in school and/or work. | 30.60% | 37.66% | -7.07% | 42.86% | 31.82% | 11.04% | |
| 27. My housing situation has improved. | 37.74% | 33.53% | 4.20% | 40.00% | 26.51% | 13.49% | |
| 28. My symptoms are not bothering me as much. | 31.36% | 31.20% | 0.16% | 43.75% | 23.46% | 20.29% | |
| NOTES: | | | | | | | |
| * Indicates at least one agency had 0 responses to the question indicated | | | | | | | |
| | Average | 61.47% | 56.37% | 5.10% | 69.57% | 45.50% | 24.08% |
| | Maximum | 71.51% | 65.45% | 6.05% | 83.33% | 56.10% | 36.38% |
| | Minimum | 47.68% | 40.84% | 6.84% | 47.45% | 32.8% | 13.15% |
| | Difference | 23.83% | 24.61% | -0.79% | 35.89% | 23.26% | 23.23% |