

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

**Survey Dates: 12/5/2011 through 12/18/2011**

**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.	72	71%	25	25%	2	2%	1	1%	2	2%	102
2. If I had other choices, I would still get services from this agency.	67	66%	25	25%	4	4%	2	2%	4	4%	102
3. I would recommend this agency to a friend or family member.	79	77%	18	18%	2	2%	2	2%	1	1%	102
<b>General Satisfaction:</b>	<b>Domain Average:</b>		<b>1.42</b>								
4. The location of services was convenient.	62	61%	26	25%	10	10%	2	2%	2	2%	102
5. Staff were willing to see me as often as I felt it was necessary.	80	78%	17	17%	4	4%	0	0%	1	1%	102
6. Staff returned my call in 24 hours.	77	75%	19	18%	4	4%	3	3%	0	0%	103
7. Services were available at times that were good for me.	77	76%	20	20%	3	3%	0	0%	1	1%	101
8. I was able to get all the services I thought I needed.	63	61%	28	27%	8	8%	4	4%	0	0%	103
9. I was able to see a psychiatrist when I wanted to.	41	46%	20	22%	16	18%	8	9%	4	4%	89
<b>Access:</b>	<b>Domain Average:</b>		<b>1.50</b>								
10. Staff here believe that I can grow, change and recover.	71	69%	22	21%	9	9%	1	1%	0	0%	103
12. I felt free to complain.	63	64%	24	24%	8	8%	1	1%	3	3%	99
13. I was given information about my rights.	77	75%	22	21%	2	2%	0	0%	2	2%	103
14. Staff encouraged me to take responsibility for how I live my life.	69	68%	20	20%	11	11%	1	1%	1	1%	102
15. Staff told me what side effects to watch out for.	50	60%	19	23%	11	13%	2	2%	1	1%	83
16. Staff respected my wishes about who and who is not to be given info about my treatment.	74	74%	20	20%	4	4%	2	2%	0	0%	100
18. Staff were sensitivie to my cultural background.	67	70%	22	23%	6	6%	1	1%	0	0%	96
19. Staff helped me obtain the info I needed so that I could take charge of managing my illness.	69	72%	18	19%	7	7%	2	2%	0	0%	96
20. I was encouraged to use consumer run programs.	51	63%	15	19%	11	14%	4	5%	0	0%	81
<b>Quality and Appropriateness of Care</b>	<b>Domain Average:</b>		<b>1.45</b>								
11. I felt comfortable asking questions about my treatment and medications.	64	64%	25	25%	7	7%	3	3%	1	1%	100
17. I, not staff, decided my treatment goals.	62	63%	20	20%	11	11%	6	6%	0	0%	99
<b>Participation in Treatment</b>	<b>Domain Average:</b>		<b>1.56</b>								
21. I deal more effectivly with my daily problems.	45	46%	34	35%	15	15%	3	3%	1	1%	98
22. I am better able to control my life.	42	42%	33	33%	20	20%	4	4%	1	1%	100
23. I am better able to deal with crisis.	38	38%	37	37%	17	17%	6	6%	1	1%	99
24. I am getting along better with my family.	38	38%	26	26%	17	17%	15	15%	4	4%	100
25. I do better in social situations.	37	38%	28	29%	17	17%	13	13%	3	3%	98
26. I do better in school and/or work.	33	45%	15	21%	19	26%	4	5%	2	3%	73
27. My housing situation has improved.	36	41%	20	23%	18	21%	11	13%	2	2%	87
28. My symptoms are not bothering me as much.	29	30%	26	27%	26	27%	10	10%	5	5%	96
<b>Outcomes</b>	<b>Domain Average:</b>		<b>2.05</b>								
29. I do things that are more meaningful to me.	41	41%	28	28%	29	29%	1	1%	1	1%	100
30. I am better able to take care of my needs.	42	41%	33	32%	18	18%	6	6%	3	3%	102
31. I am better able to handle things when they go wrong.	36	36%	33	33%	19	19%	10	10%	3	3%	101
32. I am better able to do things I want to do.	37	37%	30	30%	23	23%	8	8%	2	2%	100
<b>Functioning</b>	<b>Domain Average:</b>		<b>2.07</b>								
33. I am happy with the friendships I have.	41	41%	26	26%	21	21%	6	6%	5	5%	99
34. I have people with whom I can do enjoyable things.	47	47%	33	33%	11	11%	7	7%	2	2%	100
35. I feel I belong in my community.	39	39%	26	26%	21	21%	9	9%	5	5%	100
36. In a crisis, I would have the support I need from family or friends.	49	49%	30	30%	13	13%	8	8%	1	1%	101
<b>Social</b>	<b>Domain Average:</b>		<b>1.96</b>								