

Adult Consumer Satisfaction Survey Scores for each Question by Response Category for Surveys Administered between 5/23/2008 and 5/30/2008

Mid-Ohio Psychological Services

Survey Questions

	Total Response	Strongly Agree		Agree		I am Neutral		Disagree		Strongly Disagree	
1. I like the services I received here.	105	69	65.7%	28	26.7%	7	6.7%	1	1.0%	0	0.0%
2. If I had other choices, I would still get services from this agency.	105	69	65.7%	29	27.6%	5	4.8%	1	1.0%	1	1.0%
3. I would recommend this agency to a friend or family member.	104	64	61.5%	31	29.8%	7	6.7%	1	1.0%	1	1.0%
4. The location of services was convenient (parking, public trans, distance, etc.)	105	49	46.7%	36	34.3%	14	13.3%	5	4.8%	1	1.0%
5. Staff were willing to see me as often as I felt it was necessary.	105	72	68.6%	29	27.6%	4	3.8%	0	0.0%	0	0.0%
6. Staff returned my call in 24 hours.	97	67	69.1%	25	25.8%	4	4.1%	1	1.0%	0	0.0%
7. Services were available at times that were good for me.	105	71	67.6%	29	27.6%	4	3.8%	1	1.0%	0	0.0%
8. I was able to get all the services I thought I needed.	102	65	63.7%	26	25.5%	10	9.8%	1	1.0%	0	0.0%
9. I was able to see a psychiatrist when I wanted to.	84	47	56.0%	21	25.0%	11	13.1%	5	6.0%	0	0.0%
10. Staff here believe that I can grow, change and recover.	104	68	65.4%	32	30.8%	4	3.8%	0	0.0%	0	0.0%
11. I felt comfortable asking questions about my treatment and medication.	102	61	59.8%	34	33.3%	7	6.9%	0	0.0%	0	0.0%
12. I felt free to complain.	104	63	60.6%	35	33.7%	6	5.8%	0	0.0%	0	0.0%
13. I was given information about my rights.	104	74	71.2%	26	25.0%	3	2.9%	1	1.0%	0	0.0%
14. Staff encouraged me to take responsibility for how I live my life.	105	70	66.7%	27	25.7%	6	5.7%	0	0.0%	2	1.9%
15. Staff told me what side effects to watch out for.	86	47	54.7%	23	26.7%	14	16.3%	1	1.2%	1	1.2%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	104	68	65.4%	29	27.9%	7	6.7%	0	0.0%	0	0.0%
17. I, not staff, decided my treatment goals.	102	54	52.9%	30	29.4%	14	13.7%	4	3.9%	0	0.0%
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	96	57	59.4%	23	24.0%	15	15.6%	1	1.0%	0	0.0%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	100	59	59.0%	23	23.0%	16	16.0%	2	2.0%	0	0.0%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	91	43	47.3%	28	30.8%	16	17.6%	3	3.3%	1	1.1%
21. I deal more effectively with daily problems.	101	41	40.6%	35	34.7%	22	21.8%	1	1.0%	2	2.0%
22. I am better able to control my life.	101	36	35.6%	37	36.6%	23	22.8%	3	3.0%	2	2.0%
23. I am better able to deal with crisis.	98	32	32.7%	33	33.7%	27	27.6%	4	4.1%	2	2.0%
24. I am getting along better with my family.	98	30	30.6%	30	30.6%	32	32.7%	4	4.1%	2	2.0%
25. I do better in social situations.	101	31	30.7%	35	34.7%	22	21.8%	9	8.9%	4	4.0%
26. I do better in school and/or work.	77	28	36.4%	21	27.3%	22	28.6%	6	7.8%	0	0.0%
27. My housing situation has improved.	93	32	34.4%	27	29.0%	25	26.9%	6	6.5%	3	3.2%
28. My symptoms are not bothering me as much.	96	25	26.0%	29	30.2%	20	20.8%	11	11.5%	11	11.5%