

## Adult Consumer Satisfaction Survey Quarterly Comparisons and Rolling Twelve (12) Month Average for the Year Ending 4/2009

### Mid-Ohio Psychological Services

#### Survey Questions

	Quarter 1: 4/2009	Quarter 2: 8/2008	Difference (Q1 - Q2)	Quarter 3 5/2008	Quarter 4: 2/2008	Running 12 Month Average	
1. I like the services I received here.	66.85%	69.32%	-2.47%	65.71%	66.04%	66.98%	
2. If I had other choices, I would still get services from this agency.	62.98%	69.32%	-6.33%	65.71%	62.26%	65.07%	
3. I would recommend this agency to a friend or family member.	67.98%	72.41%	-4.44%	61.54%	66.35%	67.07%	
4. The location of services was convenient (parking, public trans, distance, etc.)	49.44%	51.14%	-1.69%	46.67%	40.95%	47.05%	
5. Staff were willing to see me as often as I felt it was necessary.	65.92%	72.41%	-6.49%	68.57%	63.81%	67.68%	
6. Staff returned my call in 24 hours.	59.28%	71.08%	-11.80%	69.07%	60.42%	64.96%	
7. Services were available at times that were good for me.	65.92%	72.41%	-6.49%	67.62%	66.67%	68.16%	
8. I was able to get all the services I thought I needed.	60.80%	65.52%	-4.72%	63.73%	60.95%	62.75%	
9. I was able to see a psychiatrist when I wanted to.	50.65%	61.84%	-11.19%	55.95%	48.24%	54.17%	
10. Staff here believe that I can grow, change and recover.	65.17%	67.82%	-2.65%	65.38%	62.75%	65.28%	
11. I felt comfortable asking questions about my treatment and medication.	60.34%	59.76%	0.59%	59.80%	62.00%	60.48%	
12. I felt free to complain.	64.44%	67.44%	-3.00%	60.58%	60.19%	63.16%	
13. I was given information about my rights.	71.51%	76.14%	-4.63%	71.15%	70.75%	72.39%	
14. Staff encouraged me to take responsibility for how I live my life.	64.77%	67.86%	-3.08%	66.67%	61.90%	65.30%	
15. Staff told me what side effects to watch out for.	58.50%	50.72%	7.78%	54.65%	52.87%	54.19%	
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	66.67%	67.82%	-1.15%	65.38%	67.31%	66.79%	
17. I, not staff, decided my treatment goals.	52.33%	59.04%	-6.71%	52.94%	50.96%	53.82%	
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	59.52%	74.03%	-14.50%	59.38%	58.59%	62.88%	
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	61.18%	66.25%	-5.07%	59.00%	58.25%	61.17%	
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	47.68%	55.07%	-7.39%	47.25%	46.24%	49.06%	
21. I deal more effectively with daily problems.	41.48%	37.65%	3.83%	40.59%	38.68%	39.60%	
22. I am better able to control my life.	36.93%	35.29%	1.64%	35.64%	38.68%	36.64%	
23. I am better able to deal with crisis.	36.84%	36.90%	-0.06%	32.65%	35.24%	35.41%	
24. I am getting along better with my family.	36.00%	39.29%	-3.29%	30.61%	35.58%	35.37%	
25. I do better in social situations.	31.58%	28.57%	3.01%	30.69%	33.96%	31.20%	
26. I do better in school and/or work.	30.60%	32.81%	-2.22%	36.36%	34.09%	33.47%	
27. My housing situation has improved.	37.74%	31.58%	6.16%	34.41%	43.62%	36.84%	
28. My symptoms are not bothering me as much.	31.36%	29.11%	2.25%	26.04%	32.04%	29.64%	
	<b>Average</b>	53.73%	56.74%	-3.00%	53.35%	52.83%	54.16%
	<b>Maximum</b>	71.51%	76.14%	7.78%	71.15%	70.75%	72.39%
	<b>Minimum</b>	30.60%	28.57%	-14.50%	26.04%	32.04%	29.64%
	<b>Variance (Max - Min)</b>	40.91%	47.56%	22.28%	45.11%	38.72%	42.75%

NOTES: Q1 is the most recent, current, quarter. Q4 is the oldest quarter in the rolling year. Blank columns indicate no survey has been administered for the quarter indicated.

In each column the first number is the number of clients responding STRONGLY AGREE. The second number is the total number of clients responding to the question indicated.

Rolling year is based on the most recent four (4) surveys completed to allow for spans slightly longer or shorter than 1 year.