

### Consumer Evaluation of Care by Consumer Characteristic: Race/Ethnicity (Appendix A)

Produced on 4/2/2008

Fairfield County ADAMH Board, Mid-Ohio Psychological Services Adult Consumer Satisfaction Survey for the most recent four quarters starting 12/11/2006 and ending 3/1/2008

Indicators	Total		Black		White		Hispanic		Native American		Asian		Other/Multi		Missing	
	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response
Reporting Positively about Access	318	346	4	4	303	327	1	1	0	3	0	0	5	5	5	6
	91.91%		100.00%		92.66%		100.00%		0.00%				100.00%		83.33%	
Reporting Positively about Quality and Appropriateness	319	341	4	4	303	322	1	1	0	3	0	0	5	5	6	6
	93.55%		100.00%		94.10%		100.00%		0.00%				100.00%		100.00%	
Reporting Positively about Outcomes	226	333	3	4	215	315	1	1	0	3	0	0	5	5	2	5
	67.87%		75.00%		68.25%		100.00%		0.00%				100.00%		40.00%	
Reporting Positively about Participation in Treatment Planning	284	334	3	4	272	316	0	1	0	3	0	0	5	5	4	5
	85.03%		75.00%		86.08%		0.00%		0.00%				100.00%		80.00%	
Reporting Positively about General Satisfaction	331	350	4	4	316	331	1	1	0	3	0	0	4	5	6	6
	94.57%		100.00%		95.47%		100.00%		0.00%				80.00%		100.00%	

### Consumer Evaluation of Care by Consumer Characteristic: Age

Indicators	Total		Age 18 - 20		Age 21 - 25		Age 26 - 35		Age 36 - 45		Age 46 - 55		Age 56 - 65		Age 66+	
	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response
Reporting Positively about Access	275	297	22	23	40	43	75	81	73	80	39	43	25	26	1	1
	92.59%		95.65%		93.02%		92.59%		91.25%		90.70%		96.15%		100.00%	
Reporting Positively about Quality and Appropriateness	275	292	23	23	37	42	76	79	75	78	39	43	24	26	1	1
	94.18%		100.00%		88.10%		96.20%		96.15%		90.70%		92.31%		100.00%	
Reporting Positively about Outcomes	196	286	20	23	23	40	58	78	56	79	24	38	14	27	1	1
	68.53%		86.96%		57.50%		74.36%		70.89%		63.16%		51.85%		100.00%	
Reporting Positively about Participation in Treatment Planning	248	289	21	23	36	42	67	78	70	78	31	40	22	27	1	1
	85.81%		91.30%		85.71%		85.90%		89.74%		77.50%		81.48%		100.00%	
Reporting Positively about General Satisfaction	287	301	22	23	39	44	77	81	80	81	41	43	27	28	1	1
	95.35%		95.65%		88.64%		95.06%		98.77%		95.35%		96.43%		100.00%	

### Consumer Evaluation of Care by Consumer Characteristic: Gender

Indicators	Total		Female		Male		Missing	
	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response
Reporting Positively about Access	318	346	195	214	123	132	0	0
	91.91%		91.12%		93.18%			
Reporting Positively about Quality and Appropriateness	319	341	193	210	126	131	0	0
	93.55%		91.90%		96.18%			
Reporting Positively about Outcomes	226	333	133	206	93	127	0	0
	67.87%		64.56%		73.23%			
Reporting Positively about Participation in Treatment Planning	284	334	176	205	108	129	0	0
	85.03%		85.85%		83.72%			
Reporting Positively about General Satisfaction	331	350	204	216	127	134	0	0
	94.57%		94.44%		94.78%			