

# Fairfield County ADAMH Board - Mid-Ohio Psychological Services Client Satisfaction Results

Most Recent Four Survey Administrations Prior to 06/05/08 Compared to State/Federal Data from FY 2005

	Adults (Appendix A)					Children and Family (Appendix B)					Youth <sup>3</sup> (Appendix C)		
	Agency	Board	PPS	Ohio <sup>1</sup>	U.S. <sup>2</sup>	Agency	Board	PPS	Ohio <sup>1</sup>	U.S. <sup>2</sup>	Agency	Board	PPS
<b>Access</b>	93%	90%	85%	93%	84%	84%	77%	80%	100%	82%	76%	79%	67%
<b>Quality/Appropriateness</b>	94%	93%	89%	94%	85%								
<b>Outcomes</b>	67%	74%	70%	69%	71%	67%	57%	55%	83%	73%	67%	69%	62%
<b>Treatment Planning</b>	85%	84%	76%	92%	83%	87%	92%	87%	88%	86%	80%	77%	65%
<b>General Satisfaction</b>	95%	95%	88%	93%	88%	83%	84%	81%	79%	81%	88%	83%	74%
<b>Cultural Sensitivity</b>						93%	95%	92%	96%	91%	91%	89%	85%

## Key Indicator:

"I would recommend this agency to a friend or family member"

	Adults (Appendix A)			Children and Family (Appendix B)			Youth <sup>3</sup> (Appendix C)		
	Agency	Board	PPS	Agency	Board	PPS	Agency	Board	PPS
	67%	65%	52%	59%	57%	53%	34%	28%	26%

### DATA CALCULATION NOTES:

- A. Individual questions from the client satisfaction surveys are collapsed into five domains, each domain consists of between 2 and 9 questions. A valid domain must contain at least 66% of the questions in that domain with an answer ranging from 1 to 5. All other responses are considered "missing". Once the domain score is calculated the 'positive' scores in this report are determined. For the Appendix A, a positive score must be an average that is below 2.5 (Appendix A scores range from 1 being most positive to 5 being most negative). For the Appendix B and C, a positive score must be an average that is above 3.5 (Appendix B and C scores range from 5 being the most positive to 1 being the most negative). The percentages in this report = (Total 'Positive' Domains) / (Total Domains).
- B. The BOARD scores are calculated based on all Agencies in the same board area EXCEPT the agency listed in the title bar of the report.
- C. The PPS scores are calculated based on all boards in the PPS region EXCEPT the board listed in the title bar of the report.
- D. The KEY INDICATOR section of the report counts the number of MOST POSITIVE (1 for Appendix A, 5 for Appendix B and C) responses for the question "I would recommend this agency to a friend or family member" and divides that by the total valid responses (Responses between 1 and 5) received for the same question.

### Footnotes:

- 1-2. Source: United States Department of Health and Human Resources, SAMHSA (Substance Abuse and Mental Health Services Organization), National Center for Mental Health Statistics, Center for Mental Health Services (CMHS) [http://download.ncadi.samhsa.gov/ken/pdf/URS\\_Data05/OH.pdf](http://download.ncadi.samhsa.gov/ken/pdf/URS_Data05/OH.pdf) (2005 CMHS Uniform Reporting System Output Table, Pages 29-31)
3. The Youth Self-Report Survey is considered optional at the federal level.