

Mid-Ohio Psychological Services - Fairfield County
Client Satisfaction Survey
Adults - Appendix A

Percent of Respondents Indicating "Strongly Agree"

				Range						
				MOPS - FA	All Agencies	Difference	Max	Min	Difference	
1.	I like the services I received here.	77.6%	70.3%	7.3%	90.0%	43.8%	46.2%			
2.	If I had other choices, I would still get services from this agency.	70.6%	65.6%	5.0%	80.0%	38.7%	41.3%			
3.	I would recommend this agency to a friend or family member.	78.8%	67.1%	11.7%	86.0%	38.7%	47.3%			
4.	The location of services was convenient (parking, public trans, distance, etc.)	52.4%	56.8%	-4.4%	75.0%	30.0%	45.0%			
5.	Staff were willing to see me as often as I felt it was necessary.	75.3%	63.4%	11.9%	80.0%	38.7%	41.3%			
6.	Staff returned my call in 24 hours.	77.8%	63.8%	14.0%	80.0%	36.0%	44.0%			
7.	Services were available at times that were good for me.	76.5%	65.9%	10.6%	90.0%	46.9%	43.1%			
8.	I was able to get all the services I thought I needed.	72.3%	65.0%	7.3%	100.0%	38.7%	61.3%			
9.	I was able to see a psychiatrist when I wanted to.	62.2%	46.2%	16.0%	66.7%	19.0%	47.7%			
10.	Staff here believe that I can grow, change and recover.	72.6%	61.5%	11.1%	88.9%	25.0%	63.9%			
11.	I felt comfortable asking questions about my treatment and medication.	75.9%	66.5%	9.4%	75.9%	50.0%	25.9%			
12.	I felt free to complain	75.0%	56.8%	18.2%	75.0%	34.5%	40.5%			
13.	I was given information about my rights.	81.0%	65.7%	15.3%	90.0%	46.9%	43.1%			
14.	Staff encouraged me to take responsibility for how I live my life.	68.7%	59.9%	8.8%	70.0%	50.0%	20.0%			
15.	Staff told me what side effects to watch out for.	62.7%	49.3%	13.4%	64.7%	25.0%	39.7%			
16.	Staff respected my wishes about who is and who is not to be given information about my treatment.	77.1%	65.4%	11.7%	88.9%	43.3%	45.6%			
17.	I, not staff, decided my treatment goals.	63.5%	55.0%	8.5%	70.0%	16.1%	53.9%			
18.	Staff were sensitive to my cultural background (race, religion, language, etc.)	73.5%	62.9%	10.6%	76.2%	34.5%	41.7%			
19.	Staff helped me obtain the information I needed so that I could take charge of managing my illness.	68.3%	53.3%	15.0%	68.3%	33.3%	35.0%			
20.	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	59.0%	52.7%	6.3%	72.2%	33.3%	38.9%			
21.	I deal more effectively with daily problems.	50.6%	47.0%	3.6%	54.5%	25.0%	29.5%			
22.	I am better able to control my life.	50.6%	46.8%	3.8%	54.5%	25.0%	29.5%			
23.	I am better able to deal with crisis.	46.8%	45.0%	1.8%	54.5%	21.9%	32.6%			
24.	I am getting along better with my family.	46.8%	44.5%	2.3%	75.0%	14.3%	60.7%			
25.	I do better in social situations.	48.1%	42.4%	5.7%	55.0%	26.7%	28.3%			
26.	I do better in school and/or work.	52.6%	40.7%	11.9%	52.6%	26.1%	26.5%			
27.	My housing situation has improved.	48.6%	30.4%	18.2%	48.6%	0.0%	48.6%			
28.	My symptoms are not bothering me as much.	33.8%	24.8%	9.0%	45.0%	0.0%	45.0%			
Average		64.2%	54.8%	9.4%	72.4%	30.8%	41.6%			Average
Maximum		81.0%	70.3%	10.7%	100.0%	50.0%	63.9%			Max
Minimum		33.8%	24.8%	9.0%	45.0%	0.0%	20.0%			Min
Difference		47.2%	45.4%	1.8%	55.0%	50.0%	43.9%			Difference

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