

**Mid-Ohio Psychological Services  
Client Satisfaction Survey**

**Percent of Respondents Indicating "Strongly Agree"**

				<b>Range</b>					
				<b>MOPS</b>	<b>All Agencies</b>	<b>Variance</b>	<b>Max</b>	<b>Min</b>	<b>Variance</b>
1.	I like the services I received here.			67.3%	66.5%	0.8%	94.4%	47.1%	47.3%
2.	If I had other choices, I would still get services from this agency.			65.2%	61.7%	3.6%	94.1%	35.3%	58.8%
3.	I would recommend this agency to a friend or family member.			68.8%	70.2%	-1.4%	94.4%	53.6%	40.8%
4.	The location of services was convenient (parking, public trans, distance, etc.)			36.8%	53.1%	-16.3%	83.3%	34.5%	48.8%
5.	Staff were willing to see me as often as I felt it was necessary.			67.6%	65.9%	1.7%	88.9%	50.0%	38.9%
6.	Staff returned my call in 24 hours.			58.1%	55.5%	2.6%	81.3%	15.4%	65.9%
7.	Services were available at times that were good for me.			63.2%	60.1%	3.2%	83.3%	29.4%	53.9%
8.	I was able to get all the services I thought I needed.			58.2%	60.0%	-1.8%	88.2%	29.4%	58.8%
9.	I was able to see a psychiatrist when I wanted to.			54.0%	48.2%	5.8%	64.3%	30.0%	34.3%
10.	Staff here believe that I can grow, change and recover.			69.7%	63.5%	6.2%	86.7%	47.1%	39.6%
11.	I felt comfortable asking questions about my treatment and medication.			64.8%	63.4%	1.4%	85.7%	33.3%	52.4%
12.	I felt free to complain			62.9%	54.5%	8.5%	68.8%	31.3%	37.5%
13.	I was given information about my rights.			67.6%	60.9%	6.7%	94.1%	35.3%	58.8%
14.	Staff encouraged me to take responsibility for how I live my life.			67.3%	60.0%	7.3%	81.3%	47.1%	34.2%
15.	Staff told me what side effects to watch out for.			51.1%	54.9%	-3.8%	91.7%	36.4%	55.3%
16.	Staff respected my wishes about who is and who is not to be given information about my treatment.			62.2%	63.7%	-1.5%	100.0%	28.6%	71.4%
17.	I, not staff, decided my treatment goals.			50.5%	48.4%	2.1%	86.7%	21.4%	65.3%
18.	Staff were sensitive to my cultural background (race, religion, language, etc.)			65.0%	57.7%	7.3%	93.8%	25.0%	68.8%
19.	Staff helped me obtain the information I needed so that I could take charge of managing my illness.			52.5%	52.0%	0.5%	76.9%	26.7%	50.2%
20.	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).			39.8%	51.1%	-11.3%	90.0%	37.5%	52.5%
21.	I deal more effectively with daily problems.			34.0%	43.7%	-9.7%	80.0%	26.7%	53.3%
22.	I am better able to control my life.			33.3%	44.2%	-10.9%	80.0%	33.3%	46.7%
23.	I am better able to deal with crisis.			30.0%	36.1%	-6.1%	53.3%	21.6%	31.7%
24.	I am getting along better with my family.			32.0%	38.9%	-6.9%	66.7%	25.0%	41.7%
25.	I do better in social situations.			25.5%	37.0%	-11.5%	57.1%	25.5%	31.6%
26.	I do better in school and/or work.			37.0%	41.2%	-4.2%	80.0%	23.1%	56.9%
27.	My housing situation has improved.			35.6%	34.8%	0.8%	50.0%	18.2%	31.8%
28.	My symptoms are not bothering me as much.			30.9%	32.5%	-1.6%	46.2%	20.0%	26.2%
<b>Average</b>				51.8%	52.8%	-1.0%	80.0%	31.7%	48.3%
<b>Maximum</b>				69.7%	70.2%	-0.5%	100.0%	53.6%	71.4%
<b>Minimum</b>				25.5%	32.5%	-7.0%	46.2%	15.4%	26.2%
<b>Variance</b>				44.2%	37.7%	6.5%	53.8%	38.2%	45.2%

Data from June 18 - 24, 2006

Report Date: July 7, 2006