

**Fairfield ADAMH Board**  
**Client Satisfaction Survey Quarterly Comparisons**  
**Mid-Ohio Psychological Services**

Adult Surveys	Respondents Selecting "Strongly Agree"			
	Current Quarter Sept., 2006	Previous Quarter June, 2006	Difference (Current - Previous)	Running 12 Month Average**
<b>Questions</b>	<b>N =67*</b>	<b>N =77*</b>		
1. I like the services I received here.	70.7%	67.3%	3.4%	69.0%
2. If I had other choices, I would still get services from this agency.	67.4%	65.2%	2.2%	66.3%
3. I would recommend this agency to a friend or family member.	70.7%	68.8%	1.9%	69.8%
4. The location of services was convenient (parking, public trans, distance, etc.)	41.3%	36.8%	4.5%	39.1%
5. Staff were willing to see me as often as I felt it was necessary.	70.3%	67.6%	2.7%	69.0%
6. Staff returned my call in 24 hours.	65.9%	58.1%	7.8%	62.0%
7. Services were available at times that were good for me.	67.4%	63.2%	4.2%	65.3%
8. I was able to get all the services I thought I needed.	62.9%	58.2%	4.7%	60.6%
9. I was able to see a psychiatrist when I wanted to.	59.5%	54.0%	5.5%	56.8%
10. Staff here believe that I can grow, change and recover.	65.9%	69.7%	-3.8%	67.8%
11. I felt comfortable asking questions about my treatment and medication.	64.8%	64.8%	0.0%	64.8%
12. I felt free to complain	63.1%	62.9%	0.2%	63.0%
13. I was given information about my rights.	73.6%	67.6%	6.0%	70.6%
14. Staff encouraged me to take responsibility for how I live my life.	64.4%	67.3%	-2.9%	65.9%
15. Staff told me what side effects to watch out for.	56.9%	51.1%	5.8%	54.0%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	70.5%	62.2%	8.3%	66.4%
17. I, not staff, decided my treatment goals.	59.6%	50.5%	9.1%	55.1%
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	62.2%	65.0%	-2.8%	63.6%
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	63.4%	52.5%	10.9%	58.0%
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	56.3%	39.8%	16.5%	48.1%
21. I deal more effectively with daily problems.	47.7%	34.0%	13.7%	40.9%
22. I am better able to control my life.	47.7%	33.3%	14.4%	40.5%
23. I am better able to deal with crisis.	42.4%	30.0%	12.4%	36.2%
24. I am getting along better with my family.	45.8%	32.0%	13.8%	38.9%
25. I do better in social situations.	43.9%	25.5%	18.4%	34.7%
26. I do better in school and/or work.	35.4%	37.0%	-1.6%	36.2%
27. My housing situation has improved.	35.0%	35.6%	-0.6%	35.3%
28. My symptoms are not bothering me as much.	33.3%	30.9%	2.4%	32.1%
<b>Average</b>	57.4%	51.8%	5.6%	54.6%
<b>Max</b>	73.6%	69.7%	18.4%	70.6%
<b>Minimum</b>	33.3%	25.5%	-3.8%	32.1%
<b>Difference</b>	40.3%	44.2%	22.2%	38.5%

\* Maximum number of responses for the "Strongly Agree" response category.

\*\* June, 2006 - September, 2006 - Full year's data not yet available