

Adult Consumer Satisfaction Survey Agency and Aggregate System Results for Surveys Administered between 9/24/2007 and 9/30/2007

Mid-Ohio Psychological Services

Survey Questions	Strongly Agree:			Range			
	Agency:	County:	Difference:	Max:	Min:	Difference:	
1. I like the services I received here.	58.70%	70.28%	-11.59%	92.86%	58.82%	34.03%	
2. If I had other choices, I would still get services from this agency.	58.70%	60.21%	-1.52%	78.57%	48.28%	30.30%	
3. I would recommend this agency to a friend or family member.	60.22%	66.64%	-6.43%	92.31%	53.13%	39.18%	
4. The location of services was convenient (parking, public trans, distance, etc.)	46.74%	56.98%	-10.24%	75.00%	41.18%	33.82%	
5. Staff were willing to see me as often as I felt it was necessary.	61.96%	60.89%	1.06%	92.86%	48.15%	44.71%	
6. Staff returned my call in 24 hours.	53.49%	58.76%	-5.27%	78.57%	45.45%	33.12%	
7. Services were available at times that were good for me.	52.69%	58.80%	-6.12%	92.86%	46.67%	46.19%	
8. I was able to get all the services I thought I needed.	57.61%	63.35%	-5.74%	92.86%	44.83%	48.03%	
9. I was able to see a psychiatrist when I wanted to.	44.71%	33.16%	11.55%	50.00%	0.00%	50.00%	
10. Staff here believe that I can grow, change and recover.	56.04%	61.57%	-5.53%	78.57%	50.00%	28.57%	
11. I felt comfortable asking questions about my treatment and medication.	53.85%	53.59%	0.25%	66.67%	42.11%	24.56%	
12. I felt free to complain.	58.89%	56.40%	2.49%	76.92%	44.93%	32.00%	
13. I was given information about my rights.	58.06%	64.41%	-6.35%	92.86%	51.72%	41.13%	
14. Staff encouraged me to take responsibility for how I live my life.	56.04%	58.97%	-2.93%	67.86%	47.22%	20.63%	
15. Staff told me what side effects to watch out for.	40.00%	33.77%	6.23%	46.88%	0.00%	46.88%	
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	58.43%	49.76%	8.67%	78.57%	0.00%	78.57%	
17. I, not staff, decided my treatment goals.	51.09%	41.80%	9.29%	69.23%	0.00%	69.23%	
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	51.16%	60.14%	-8.98%	83.33%	48.39%	34.95%	
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	52.22%	57.20%	-4.98%	72.73%	48.00%	24.73%	
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	33.78%	47.20%	-13.41%	55.56%	32.35%	23.20%	
21. I deal more effectively with daily problems.	30.43%	45.59%	-15.16%	69.23%	25.00%	44.23%	
22. I am better able to control my life.	32.61%	42.29%	-9.68%	61.54%	25.00%	36.54%	
23. I am better able to deal with crisis.	28.26%	40.74%	-12.48%	53.85%	26.76%	27.09%	
24. I am getting along better with my family.	31.11%	39.14%	-8.03%	50.00%	25.93%	24.07%	
25. I do better in social situations.	25.00%	41.31%	-16.31%	54.55%	20.29%	34.26%	
26. I do better in school and/or work.	27.03%	36.26%	-9.23%	50.00%	22.22%	27.78%	
27. My housing situation has improved.	28.09%	32.58%	-4.49%	40.00%	27.27%	12.73%	
28. My symptoms are not bothering me as much.	21.59%	37.25%	-15.65%	51.52%	15.71%	35.80%	
NOTES:							
* Indicates at least one agency had 0 responses to the question indicated							
	Average	54.09%	57.49%	-3.41%	79.68%	40.63%	39.04%
	Maximum	61.96%	70.28%	-8.33%	92.86%	58.82%	78.57%
	Minimum	33.78%	33.16%	0.63%	46.88%	0.0%	20.63%
	Difference	28.17%	37.13%	-8.96%	45.98%	58.82%	57.94%