

**Consumer Evaluation of Care by Consumer Characteristic: Race/Ethnicity (Appendix A)**

Produced on 10/30/2007

Fairfield County ADAMH Board, Mid-Ohio Psychological Services Adult Consumer Satisfaction Survey for the most recent four quarters starting 9/18/2006 and ending 9/30/2007

Indicators	Total		Black		White		Hispanic		Native American		Asian		Other/Multi		Missing	
	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response
Reporting Positively about Access	301	332	2	2	284	312	0	0	0	3	0	0	8	8	7	7
	90.66%		100.00%		91.03%				0.00%				100.00%		100.00%	
Reporting Positively about Quality and Appropriateness	296	321	2	2	280	302	0	0	0	3	0	0	8	8	6	6
	92.21%		100.00%		92.72%				0.00%				100.00%		100.00%	
Reporting Positively about Outcomes	208	314	2	2	197	296	0	0	0	3	0	0	7	8	2	5
	66.24%		100.00%		66.55%				0.00%				87.50%		40.00%	
Reporting Positively about Participation in Treatment Planning	273	324	2	2	260	306	0	0	0	3	0	0	7	7	4	6
	84.26%		100.00%		84.97%				0.00%				100.00%		66.67%	
Reporting Positively about General Satisfaction	317	336	2	2	301	316	0	0	0	3	0	0	7	8	7	7
	94.35%		100.00%		95.25%				0.00%				87.50%		100.00%	

**Consumer Evaluation of Care by Consumer Characteristic: Age**

Indicators	Total		Age 18 - 20		Age 21 - 25		Age 26 - 35		Age 36 - 45		Age 46 - 55		Age 56 - 65		Age 66+	
	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response
Reporting Positively about Access	256	280	18	20	32	34	75	80	70	80	42	46	17	18	2	2
	91.43%		90.00%		94.12%		93.75%		87.50%		91.30%		94.44%		100.00%	
Reporting Positively about Quality and Appropriateness	251	270	20	20	27	32	73	76	72	77	42	46	15	17	2	2
	92.96%		100.00%		84.38%		96.05%		93.51%		91.30%		88.24%		100.00%	
Reporting Positively about Outcomes	174	264	13	20	18	31	55	78	49	75	29	40	8	18	2	2
	65.91%		65.00%		58.06%		70.51%		65.33%		72.50%		44.44%		100.00%	
Reporting Positively about Participation in Treatment Planning	233	274	15	19	26	33	68	78	73	80	34	43	15	19	2	2
	85.04%		78.95%		78.79%		87.18%		91.25%		79.07%		78.95%		100.00%	
Reporting Positively about General Satisfaction	271	284	19	20	32	34	75	81	80	81	44	46	19	20	2	2
	95.42%		95.00%		94.12%		92.59%		98.77%		95.65%		95.00%		100.00%	

**Consumer Evaluation of Care by Consumer Characteristic: Gender**

Indicators	Total		Female		Male		Missing	
	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response
Reporting Positively about Access	301	332	194	217	107	115	0	0
	90.66%		89.40%		93.04%			
Reporting Positively about Quality and Appropriateness	296	321	190	209	106	112	0	0
	92.21%		90.91%		94.64%			
Reporting Positively about Outcomes	208	314	130	205	78	109	0	0
	66.24%		63.41%		71.56%			
Reporting Positively about Participation in Treatment Planning	273	324	179	212	94	112	0	0
	84.26%		84.43%		83.93%			
Reporting Positively about General Satisfaction	317	336	206	219	111	117	0	0
	94.35%		94.06%		94.87%			