

Adult Consumer Satisfaction Survey Agency and Aggregate System Results for Surveys Administered between 8/4/2008 and 8/10/2008

Mid-Ohio Psychological Services

Survey Questions	Strongly Agree:			Range			
	Agency:	County:	Difference:	Max:	Min:	Difference:	
1. I like the services I received here.	69.32%	78.54%	-9.22%	100.00%	67.57%	32.43%	
2. If I had other choices, I would still get services from this agency.	69.32%	70.42%	-1.10%	77.78%	63.16%	14.62%	
3. I would recommend this agency to a friend or family member.	72.41%	78.21%	-5.80%	100.00%	61.54%	38.46%	
4. The location of services was convenient (parking, public trans, distance, etc.)	51.14%	64.37%	-13.23%	77.78%	53.62%	24.15%	
5. Staff were willing to see me as often as I felt it was necessary.	72.41%	71.94%	0.47%	100.00%	55.26%	44.74%	
6. Staff returned my call in 24 hours.	71.08%	64.16%	6.92%	100.00%	48.48%	51.52%	
7. Services were available at times that were good for me.	72.41%	66.18%	6.24%	88.89%	53.85%	35.04%	
8. I was able to get all the services I thought I needed.	65.52%	71.00%	-5.48%	100.00%	55.56%	44.44%	
9. I was able to see a psychiatrist when I wanted to.	61.84%	53.88%	7.96%	75.00%	40.00%	35.00%	
10. Staff here believe that I can grow, change and recover.	67.82%	73.84%	-6.02%	100.00%	64.29%	35.71%	
11. I felt comfortable asking questions about my treatment and medication.	59.76%	70.12%	-10.37%	100.00%	53.13%	46.88%	
12. I felt free to complain.	67.44%	62.92%	4.53%	87.50%	46.15%	41.35%	
13. I was given information about my rights.	76.14%	72.45%	3.68%	100.00%	52.63%	47.37%	
14. Staff encouraged me to take responsibility for how I live my life.	67.86%	72.87%	-5.01%	100.00%	59.46%	40.54%	
15. Staff told me what side effects to watch out for.	50.72%	58.71%	-7.99%	83.33%	45.16%	38.17%	
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	67.82%	73.75%	-5.93%	100.00%	55.56%	44.44%	
17. I, not staff, decided my treatment goals.	59.04%	61.06%	-2.02%	100.00%	47.22%	52.78%	
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	74.03%	71.85%	2.18%	100.00%	58.46%	41.54%	
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	66.25%	62.77%	3.48%	77.78%	52.78%	25.00%	
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	55.07%	59.71%	-4.64%	83.33%	41.18%	42.16%	
21. I deal more effectively with daily problems.	37.65%	58.22%	-20.58%	88.89%	40.00%	48.89%	
22. I am better able to control my life.	35.29%	51.50%	-16.21%	66.67%	35.71%	30.95%	
23. I am better able to deal with crisis.	36.90%	50.29%	-13.38%	77.78%	30.00%	47.78%	
24. I am getting along better with my family.	39.29%	44.79%	-5.50%	56.06%	34.33%	21.73%	
25. I do better in social situations.	28.57%	42.81%	-14.24%	51.56%	30.43%	21.13%	
26. I do better in school and/or work.	32.81%	43.53%	-10.72%	58.06%	27.50%	30.56%	
27. My housing situation has improved.	31.58%	43.87%	-12.29%	57.14%	28.13%	29.02%	
28. My symptoms are not bothering me as much.	29.11%	41.44%	-12.32%	62.50%	24.64%	37.86%	
NOTES:							
* Indicates at least one agency had 0 responses to the question indicated							
	Average	66.46%	68.70%	-2.23%	92.71%	54.79%	37.92%
	Maximum	76.14%	78.54%	-2.40%	100.00%	67.57%	52.78%
	Minimum	50.72%	53.88%	-3.16%	75.00%	40.0%	14.62%
	Difference	25.41%	24.66%	0.76%	25.00%	27.57%	38.16%