

Adult Consumer Satisfaction Survey Agency and Aggregate System Results for Surveys Administered between 2/24/2008 and 3/1/2008

Mid-Ohio Psychological Services

Survey Questions	Strongly Agree:			Range			
	Agency:	County:	Difference:	Max:	Min:	Difference:	
1. I like the services I received here.	66.04%	67.20%	-1.16%	75.00%	61.29%	13.71%	
2. If I had other choices, I would still get services from this agency.	62.26%	64.34%	-2.08%	75.00%	56.76%	18.24%	
3. I would recommend this agency to a friend or family member.	66.35%	69.62%	-3.28%	87.50%	61.29%	26.21%	
4. The location of services was convenient (parking, public trans, distance, etc.)	40.95%	59.01%	-18.06%	75.00%	36.11%	38.89%	
5. Staff were willing to see me as often as I felt it was necessary.	63.81%	62.35%	1.46%	71.43%	56.76%	14.67%	
6. Staff returned my call in 24 hours.	60.42%	62.00%	-1.58%	71.43%	53.57%	17.86%	
7. Services were available at times that were good for me.	66.67%	63.96%	2.71%	87.50%	48.39%	39.11%	
8. I was able to get all the services I thought I needed.	60.95%	66.33%	-5.38%	85.71%	51.61%	34.10%	
9. I was able to see a psychiatrist when I wanted to.	48.24%	48.40%	-0.16%	60.00%	32.00%	28.00%	
10. Staff here believe that I can grow, change and recover.	62.75%	62.70%	0.04%	71.43%	50.00%	21.43%	
11. I felt comfortable asking questions about my treatment and medication.	62.00%	60.60%	1.40%	71.43%	52.94%	18.49%	
12. I felt free to complain.	60.19%	58.98%	1.22%	75.00%	51.61%	23.39%	
13. I was given information about my rights.	70.75%	66.38%	4.38%	87.50%	51.61%	35.89%	
14. Staff encouraged me to take responsibility for how I live my life.	61.90%	60.34%	1.57%	75.00%	50.00%	25.00%	
15. Staff told me what side effects to watch out for.	52.87%	55.56%	-2.68%	66.67%	48.33%	18.33%	
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	67.31%	70.89%	-3.59%	87.50%	63.33%	24.17%	
17. I, not staff, decided my treatment goals.	50.96%	52.99%	-2.03%	71.43%	35.14%	36.29%	
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	58.59%	59.81%	-1.22%	75.00%	45.45%	29.55%	
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	58.25%	64.64%	-6.39%	100.00%	46.67%	53.33%	
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	46.24%	56.17%	-9.93%	80.00%	26.92%	53.08%	
21. I deal more effectively with daily problems.	38.68%	53.18%	-14.50%	71.43%	40.00%	31.43%	
22. I am better able to control my life.	38.68%	46.28%	-7.61%	57.14%	33.33%	23.81%	
23. I am better able to deal with crisis.	35.24%	43.99%	-8.75%	57.14%	34.48%	22.66%	
24. I am getting along better with my family.	35.58%	44.09%	-8.51%	57.14%	26.67%	30.48%	
25. I do better in social situations.	33.96%	39.57%	-5.60%	48.57%	27.59%	20.99%	
26. I do better in school and/or work.	34.09%	39.46%	-5.37%	50.00%	26.92%	23.08%	
27. My housing situation has improved.	43.62%	36.42%	7.19%	50.00%	16.67%	33.33%	
28. My symptoms are not bothering me as much.	32.04%	38.55%	-6.51%	52.94%	27.59%	25.35%	
NOTES:							
* Indicates at least one agency had 0 responses to the question indicated							
	Average	59.82%	62.40%	-2.58%	77.79%	50.20%	27.59%
	Maximum	70.75%	70.89%	-0.14%	100.00%	63.33%	53.33%
	Minimum	40.95%	48.40%	-7.45%	60.00%	26.9%	13.71%
	Difference	29.80%	22.49%	7.31%	40.00%	36.41%	39.62%