

Adult Consumer Satisfaction Survey Agency and Aggregate System Results for Surveys Administered between 5/23/2008 and 5/30/2008

Mid-Ohio Psychological Services

Survey Questions	Strongly Agree:			Range			
	Agency:	County:	Difference:	Max:	Min:	Difference:	
1. I like the services I received here.	65.71%	59.41%	6.30%	72.04%	40.00%	32.04%	
2. If I had other choices, I would still get services from this agency.	65.71%	56.87%	8.85%	69.44%	40.00%	29.44%	
3. I would recommend this agency to a friend or family member.	61.54%	61.70%	-0.16%	70.27%	46.94%	23.33%	
4. The location of services was convenient (parking, public trans, distance, etc.)	46.67%	45.46%	1.20%	60.00%	20.00%	40.00%	
5. Staff were willing to see me as often as I felt it was necessary.	68.57%	58.89%	9.69%	71.91%	40.00%	31.91%	
6. Staff returned my call in 24 hours.	69.07%	54.04%	15.03%	63.53%	45.05%	18.47%	
7. Services were available at times that were good for me.	67.62%	57.06%	10.56%	67.74%	47.96%	19.78%	
8. I was able to get all the services I thought I needed.	63.73%	49.85%	13.87%	64.84%	25.00%	39.84%	
9. I was able to see a psychiatrist when I wanted to.	55.95%	40.76%	15.19%	50.00%	25.00%	25.00%	
10. Staff here believe that I can grow, change and recover.	65.38%	62.59%	2.80%	71.43%	53.61%	17.82%	
11. I felt comfortable asking questions about my treatment and medication.	59.80%	55.58%	4.23%	65.93%	40.00%	25.93%	
12. I felt free to complain.	60.58%	58.05%	2.53%	72.22%	41.24%	30.99%	
13. I was given information about my rights.	71.15%	56.83%	14.33%	72.22%	40.00%	32.22%	
14. Staff encouraged me to take responsibility for how I live my life.	66.67%	57.71%	8.95%	71.43%	40.00%	31.43%	
15. Staff told me what side effects to watch out for.	54.65%	50.93%	3.72%	62.79%	40.00%	22.79%	
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	65.38%	62.11%	3.27%	68.13%	54.64%	13.49%	
17. I, not staff, decided my treatment goals.	52.94%	48.47%	4.47%	61.76%	40.00%	21.76%	
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	59.38%	55.49%	3.89%	68.24%	40.00%	28.24%	
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	59.00%	54.00%	5.00%	64.71%	40.00%	24.71%	
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	47.25%	49.83%	-2.57%	62.50%	40.00%	22.50%	
21. I deal more effectively with daily problems.	40.59%	45.34%	-4.74%	58.06%	29.90%	28.17%	
22. I am better able to control my life.	35.64%	42.60%	-6.96%	59.78%	22.68%	37.10%	
23. I am better able to deal with crisis.	32.65%	41.30%	-8.65%	54.35%	26.04%	28.31%	
24. I am getting along better with my family.	30.61%	34.93%	-4.32%	47.25%	20.43%	26.82%	
25. I do better in social situations.	30.69%	38.40%	-7.71%	49.45%	20.21%	29.24%	
26. I do better in school and/or work.	36.36%	37.78%	-1.42%	56.79%	18.18%	38.61%	
27. My housing situation has improved.	34.41%	39.68%	-5.27%	53.57%	19.10%	34.47%	
28. My symptoms are not bothering me as much.	26.04%	35.10%	-9.05%	48.31%	13.68%	34.63%	
NOTES:							
* Indicates at least one agency had 0 responses to the question indicated							
	Average	61.98%	54.96%	7.02%	66.82%	39.44%	27.38%
	Maximum	71.15%	62.59%	8.57%	72.22%	54.64%	40.00%
	Minimum	46.67%	40.76%	5.90%	50.00%	20.0%	13.49%
	Difference	24.49%	21.83%	2.66%	22.22%	34.64%	26.51%