

## Adult Consumer Satisfaction Survey Agency and Aggregate System Results for Surveys Administered between 4/19/2009 and 5/2/2009

### Mid-Ohio Psychological Services

Survey Questions	Strongly Agree:			Range			
	Agency:	County:	Difference:	Max:	Min:	Difference:	
1. I like the services I received here.	66.85%	65.08%	1.77%	83.33%	55.81%	27.52%	
2. If I had other choices, I would still get services from this agency.	62.98%	61.26%	1.72%	82.35%	45.98%	36.38%	
3. I would recommend this agency to a friend or family member.	67.98%	65.45%	2.52%	83.33%	51.14%	32.20%	
4. The location of services was convenient (parking, public trans, distance, etc.)	49.44%	52.15%	-2.70%	63.19%	34.48%	28.71%	
5. Staff were willing to see me as often as I felt it was necessary.	65.92%	55.89%	10.04%	60.27%	47.13%	13.15%	
6. Staff returned my call in 24 hours.	59.28%	50.46%	8.82%	57.86%	42.86%	15.00%	
7. Services were available at times that were good for me.	65.92%	58.68%	7.24%	66.90%	50.57%	16.32%	
8. I was able to get all the services I thought I needed.	60.80%	55.99%	4.80%	66.67%	43.68%	22.99%	
9. I was able to see a psychiatrist when I wanted to.	50.65%	40.84%	9.81%	47.45%	32.84%	14.61%	
10. Staff here believe that I can grow, change and recover.	65.17%	62.56%	2.61%	76.47%	56.10%	20.37%	
11. I felt comfortable asking questions about my treatment and medication.	60.34%	62.44%	-2.10%	78.57%	54.32%	24.25%	
12. I felt free to complain.	64.44%	52.70%	11.74%	68.75%	42.11%	26.64%	
13. I was given information about my rights.	71.51%	60.25%	11.26%	70.59%	54.02%	16.57%	
14. Staff encouraged me to take responsibility for how I live my life.	64.77%	58.12%	6.65%	76.47%	44.44%	32.03%	
15. Staff told me what side effects to watch out for.	58.50%	49.35%	9.15%	64.29%	41.79%	22.49%	
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	66.67%	62.57%	4.09%	83.33%	51.14%	32.20%	
17. I, not staff, decided my treatment goals.	52.33%	47.76%	4.56%	64.71%	36.90%	27.80%	
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	59.52%	56.35%	3.18%	75.00%	44.93%	30.07%	
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	61.18%	48.56%	12.61%	58.33%	38.16%	20.18%	
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).	47.68%	46.95%	0.73%	56.25%	33.82%	22.43%	
21. I deal more effectively with daily problems.	41.48%	45.56%	-4.08%	55.56%	40.24%	15.31%	
22. I am better able to control my life.	36.93%	41.11%	-4.18%	47.06%	36.81%	10.25%	
23. I am better able to deal with crisis.	36.84%	36.77%	0.07%	42.53%	31.25%	11.28%	
24. I am getting along better with my family.	36.00%	38.20%	-2.20%	41.18%	35.97%	5.21%	
25. I do better in social situations.	31.58%	33.66%	-2.08%	39.08%	28.57%	10.51%	
26. I do better in school and/or work.	30.60%	37.66%	-7.07%	42.86%	31.82%	11.04%	
27. My housing situation has improved.	37.74%	33.53%	4.20%	40.00%	26.51%	13.49%	
28. My symptoms are not bothering me as much.	31.36%	31.20%	0.16%	43.75%	23.46%	20.29%	
NOTES:							
* Indicates at least one agency had 0 responses to the question indicated							
	Average	61.47%	56.37%	5.10%	69.57%	45.50%	24.08%
	Maximum	71.51%	65.45%	6.05%	83.33%	56.10%	36.38%
	Minimum	47.68%	40.84%	6.84%	47.45%	32.8%	13.15%
	Difference	23.83%	24.61%	-0.79%	35.89%	23.26%	23.23%