

# Satisfaction Survey Results by Response for Fairfield County - 10194 Mid Ohio Psychological Services

Youth Services Survey for Families YSS-F - (Ohio Version MHSIP 03-09-10)

Survey Dates: 12/5/2010 through 12/18/2010

**\*Note: Domain scores greater than 3.5 are considered 'positive'**

	Strongly Disagree (1)		Disagree (2)		Neutral (3)		Agree (4)		Strongly Agree (5)		Total:
	Count:	Pct:	Count:	Pct:	Count:	Pct:	Count:	Pct:	Count:	Pct:	
1. I like the services that I received here.	0	0%	1	1%	7	8%	33	38%	45	52%	86
4. The location of services was convenient.	2	3%	1	1%	5	6%	37	46%	35	44%	80
5. Staff were willing to see me as often as I felt it was necessary.	0	0%	0	0%	3	4%	45	53%	37	44%	85
7. Services were available at times that were good for me.	1	1%	0	0%	10	12%	41	48%	34	40%	86
10. Staff here believe that I can grow, change and recover.	1	1%	1	1%	10	12%	38	44%	36	42%	86
11. I felt comfortable asking questions about my treatment and medications.	1	1%	3	3%	9	10%	41	48%	32	37%	86
<b>General Satisfaction:</b>	<b>Domain Average:</b>		<b>4.29</b>								
2. If I had other choices, I would still get services from this agency.	2	2%	1	1%	10	12%	43	51%	29	34%	85
3. I would recommend this agency to a friend or family member.	3	4%	0	0%	5	6%	37	44%	39	46%	84
6. Staff returned my call in 24 hours.	1	1%	1	1%	4	5%	34	41%	43	52%	83
<b>Participation in Treatment</b>	<b>Domain Average:</b>		<b>4.28</b>								
8. I was able to get all the services I thought I needed.	2	2%	4	5%	6	7%	33	39%	40	47%	85
9. I was able to see a psychiatrist when I wanted to.	1	1%	2	2%	7	8%	36	42%	40	47%	86
<b>Access:</b>	<b>Domain Average:</b>		<b>4.28</b>								
12. I felt free to complain.	0	0%	0	0%	0	0%	21	24%	65	76%	86
13. I was given information about my rights.	0	0%	0	0%	4	5%	25	30%	53	65%	82
14. Staff encouraged me to take responsibility for how I live my life.	0	0%	0	0%	1	1%	26	30%	59	69%	86
15. Staff told me what side effects to watch out for.	0	0%	0	0%	5	6%	23	29%	52	65%	80
<b>Cultural Sensitivity</b>	<b>Domain Average:</b>		<b>4.65</b>								
16. Staff respected my wishes about who and who is not to be given info about my treatment.	0	0%	3	4%	19	23%	45	54%	17	20%	84
17. I, not staff, decided my treatment goals.	0	0%	5	6%	16	19%	43	51%	21	25%	85
18. Staff were sensitivie to my cultural background.	0	0%	2	2%	18	21%	42	49%	23	27%	85
19. Staff helped me obtain the info I needed so that I could take charge of managing my illness.	2	2%	3	4%	20	24%	36	43%	23	27%	84
20. I was encouraged to use consumer run programs.	1	1%	5	6%	22	26%	40	47%	17	20%	85
21. I deal more effectively with my daily problems.	2	2%	4	5%	19	22%	37	44%	23	27%	85
<b>Outcomes</b>	<b>Domain Average:</b>		<b>3.90</b>								
16. Staff respected my wishes about who and who is not to be given info about my treatment.	0	0%	3	4%	19	23%	45	54%	17	20%	84
17. I, not staff, decided my treatment goals.	0	0%	5	6%	16	19%	43	51%	21	25%	85
18. Staff were sensitivie to my cultural background.	0	0%	2	2%	18	21%	42	49%	23	27%	85
19. Staff helped me obtain the info I needed so that I could take charge of managing my illness.	2	2%	3	4%	20	24%	36	43%	23	27%	84
20. I was encouraged to use consumer run programs.	1	1%	5	6%	22	26%	40	47%	17	20%	85
22. I am better able to control my life.	0	0%	3	4%	22	26%	38	45%	22	26%	85
<b>Functioning</b>	<b>Domain Average:</b>		<b>3.91</b>								
23. I am better able to deal with crisis.	0	0%	1	1%	0	0%	45	54%	38	45%	84
24. I am getting along better with my family.	0	0%	0	0%	2	2%	42	49%	41	48%	85
25. I do better in social situations.	0	0%	0	0%	4	5%	39	46%	41	49%	84
26. I do better in school and/or work.	0	0%	1	1%	4	5%	42	49%	38	45%	85
<b>Social</b>	<b>Domain Average:</b>		<b>4.43</b>								