

Satisfaction Survey Results by Response for Fairfield County - 10194 MOPS - Licking

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

Adult Consumer Satisfaction Survey ACSS - (Ohio Version MHSIP 03-09-10)

Strongly Agree (1) Agree (2) Neutral (3) Disagree (4) Str Disagree (5) Total:

***Note: Domain scores less than 2.5 are considered 'positive'**

Count: Pct: Count: Pct: Count: Pct: Count: Pct: Count: Pct:

1. I like the services that I received here.	23	82%	4	14%	1	4%	0	0%	0	0%	28
2. If I had other choices, I would still get services from this agency.	24	86%	4	14%	0	0%	0	0%	0	0%	28
3. I would recommend this agency to a friend or family member.	22	79%	6	21%	0	0%	0	0%	0	0%	28
General Satisfaction:	Domain Average: 1.19										
4. The location of services was convenient.	14	52%	8	30%	3	11%	2	7%	0	0%	27
5. Staff were willing to see me as often as I felt it was necessary.	19	70%	6	21%	2	7%	0	0%	0	0%	27
6. Staff returned my call in 24 hours.	16	70%	4	17%	3	13%	0	0%	0	0%	23
7. Services were available at times that were good for me.	18	64%	8	29%	2	7%	0	0%	0	0%	28
8. I was able to get all the services I thought I needed.	21	75%	6	21%	0	0%	0	0%	1	4%	28
9. I was able to see a psychiatrist when I wanted to.	12	55%	6	27%	3	14%	0	0%	1	5%	22
Access:	Domain Average: 1.51										
10. Staff here believe that I can grow, change and recover.	21	75%	6	21%	1	4%	0	0%	0	0%	28
12. I felt free to complain.	20	71%	6	21%	2	7%	0	0%	0	0%	28
13. I was given information about my rights.	23	82%	5	18%	0	0%	0	0%	0	0%	28
14. Staff encouraged me to take responsibility for how I live my life.	19	68%	5	18%	3	11%	0	0%	1	4%	28
15. Staff told me what side effects to watch out for.	11	58%	4	21%	4	21%	0	0%	0	0%	19
16. Staff respected my wishes about who and who is not to be given info about my treatment.	24	86%	4	14%	0	0%	0	0%	0	0%	28
18. Staff were sensitivie to my cultural background.	19	73%	5	19%	1	4%	0	0%	1	4%	26
19. Staff helped me obtain the info I needed so that I could take charge of managing my illness.	19	76%	4	16%	2	8%	0	0%	0	0%	25
20. I was encouraged to use consumer run programs.	10	53%	6	32%	3	16%	0	0%	0	0%	19
Quality and Appropriateness of Care	Domain Average: 1.33										
11. I felt comfortable asking questions about my treatment and medications.	18	69%	8	31%	0	0%	0	0%	0	0%	26
17. I, not staff, decided my treatment goals.	19	70%	7	26%	1	4%	0	0%	0	0%	27
Participation in Treatment	Domain Average: 1.30										
21. I deal more effectively with my daily problems.	13	52%	6	24%	4	16%	0	0%	2	8%	25
22. I am better able to control my life.	12	46%	6	23%	5	19%	1	4%	2	8%	26
23. I am better able to deal with crisis.	10	38%	9	35%	5	19%	1	4%	1	4%	26
24. I am getting along better with my family.	7	28%	6	24%	6	24%	2	8%	4	16%	25
25. I do better in social situations.	8	32%	9	36%	3	12%	3	12%	2	8%	25
26. I do better in school and/or work.	7	47%	2	13%	4	27%	2	13%	0	0%	15
27. My housing situation has improved.	7	30%	5	22%	8	35%	3	13%	0	0%	23
28. My symptoms are not bothering me as much.	7	28%	6	24%	8	32%	3	12%	1	4%	25
Outcomes	Domain Average: 2.22										
29. I do things that are more meaningful to me.	6	23%	9	35%	7	27%	3	12%	1	4%	26
30. I am better able to take care of my needs.	10	40%	8	32%	5	20%	1	4%	1	4%	25
31. I am better able to handle things when they go wrong.	9	36%	7	28%	7	28%	1	4%	1	4%	25
32. I am better able to do things I want to do.	7	28%	8	32%	8	32%	2	8%	0	0%	25
Functioning	Domain Average: 2.24										
33. I am happy with the friendships I have.	5	19%	10	37%	6	22%	5	19%	1	4%	27
34. I have people with whom I can do enjoyable things.	6	21%	13	46%	4	14%	4	14%	1	4%	28
35. I feel I belong in my community.	4	14%	6	21%	11	39%	5	18%	2	7%	28
36. In a crisis, I would have the support I need from family or friends.	9	32%	8	29%	7	25%	3	11%	1	4%	28
Social	Domain Average: 2.49										