

Fairfield County ADAMH Board - Mid-Ohio Psychological Services Client Satisfaction Results

Most Recent Two Survey Administrations Prior to 12/30/09 Compared to Federal Data from FY 2005

	Adults (Appendix A)				Children and Family (Appendix B)				Youth ² (Appendix C)		
	Agency	Board	PPS	U.S. ¹	Agency	Board	PPS	U.S. ¹	Agency	Board	PPS
Access	94%	91%	88%	84%	90%	81%	78%	82%	83%	77%	74%
Quality/Appropriateness	98%	96%	92%	85%							
Outcomes	69%	76%	69%	71%	68%	70%	65%	73%	80%	70%	72%
Treatment Planning	85%	87%	82%	83%	90%	89%	91%	86%	85%	70%	77%
General Satisfaction	95%	95%	91%	88%	93%	84%	85%	81%	89%	81%	84%
Cultural Sensitivity					98%	93%	89%	91%	95%	90%	93%

Key Indicator:	Adults (Appendix A)				Children and Family (Appendix B)				Youth ² (Appendix C)		
"I would recommend this agency to a friend or family member"	Agency	Board	PPS		Agency	Board	PPS		Agency	Board	PPS
Strongly Agree Only	69%	67%	55%		69%	59%	54%		50%	33%	52%
Agree and Strongly Agree	94%	94%	91%		96%	91%	95%		86%	78%	84%

DATA CALCULATION NOTES:

- A. Individual questions from the client satisfaction surveys are collapsed into five domains, each domain consists of between 2 and 9 questions. A valid domain must contain at least 66% of the questions in that domain with an answer ranging from 1 to 5. All other responses are considered "missing". Once the domain score is calculated the 'positive' scores in this report are determined. For the Appendix A, a positive score must be an average that is below 2.5 (Appendix A scores range from 1 being most positive to 5 being most negative). For the Appendix B and C, a positive score must be an average that is above 3.5 (Appendix B and C scores range from 5 being the most positive to 1 being the most negative. The percentages in this report = (Total 'Positive' Domains) / (Total Domains).
- B. The BOARD scores are calculated based on all Agencies in the same board area EXCEPT the agency listed in the title bar of the report.
- C. The PPS scores are calculated based on all boards in the PPS region EXCEPT the board listed in the title bar of the report.
- D. The KEY INDICATOR section of the report counts the number of MOST POSITIVE (1 for Appendix A, 5 for Appendix B and C) responses for the question "I would recommend this agency to a friend or family member" and divides that by the total valid responses (Responses between 1 and 5) received for the same question.

Footnotes:
 1. Source: United States Department of Health and Human Resources, SAMHSA (Substance Abuse and Mental Health Services Organization), National Center for Mental Health Statistics, Center for Mental Health Services (CMHS) http://download.ncadi.samhsa.gov/ken/pdf/URS_Data05/OH.pdf (2005 CMHS Uniform Reporting System Output Table, Pages 29-31)
 2. The Youth Self-Report Survey is considered optional at the federal level.