

Mid-Ohio Psychological Services, Inc
WAITING ROOM SURVEY
1/08

The survey was conducted during the last week of December 2007 and first week of January 2008. Clients were given a sheet with four questions and asked to answer the questions while waiting for their session. Participants were offered assistance with reading and writing if they wanted help. The questions were:

1. If you could change anything about the current mental health system in Fairfield County, what would you change?
2. What additional mental health services does the community need? What needs are currently not being met?
3. What services should Mid-Ohio add or get rid of?
4. How can Mid-Ohio improve the services we currently provide?

There were 24 respondents to the waiting room survey. The client completed all surveys in writing. The receptionists distributed the surveys and were available to assist clients who asked for helping reading or responding to the questions. Fourteen percent of the approximately 177 clients seen completed a survey. The client count does not include clients who were seen offsite or in the Columbus office.

“If you could change anything about the current mental health system in Fairfield County, what would you change?”

This question yielded twenty-two unique responses. It is evident through the responses of the clients that they would like more information on the services that are currently provided throughout the community. They would also like to see more specialized support groups, such as teen support groups and support groups for those with autism. As was indicated in nearly all of the responses, the consumers wish for Mid-Ohio to have a psychiatrist on staff.

“What additional mental health services does the community need? What needs are currently not being met?”

This question yielded twenty-two unique responses. The clients felt that more psychiatrists should accept Medicaid. They would also like to see quicker appointments from initial phone intake. They believe that the community and schools should be educated about the mental health system and also disorders, and that there should be more groups offered by Mid-Ohio, such as substance abuse groups and Bi-Polar groups.

“What services should Mid-Ohio add/get rid of?”

This question yielded twenty-two unique responses. Several of the clients felt that a day care center during office hours should be added to Mid-Ohio. Other than that most clients were satisfied with the services or asked for Mid-Ohio to get another psychiatrist.

“How can Mid-Ohio improve the services we currently provide?”

The majority of the responses for this question said they were happy with the services provided by Mid-Ohio. One person mentioned that animal therapy would be nice because animals can really help people, and another mentioned that better transportation should be offered for people. Another client mentioned that the buildings could be improved, so that clients who had a hard time walking up and down stairs could get to their sessions easier. Overall, clients indicated that Mid-Ohio was doing a great job at meeting the community’s needs.

Response to Survey Findings:

MOPS staff continuously attempt to respond to the needs and suggestions that that clients indicated in their responses to this survey. The agency strives to maintain and provide information regarding services within the community. Informational brochures and other treatment materials are provided in the waiting rooms for clients. In addition, many agency clinicians search for information and materials via the Internet for their clients. Consideration will be given to methods for increase the dissemination of community social service agency such as more aggressively linking clients with Information and Referral, references to the Network of Care web site, and consider becoming involved with the Benefit Bank.

The agency has been searching continuously for a psychiatrist to resume medication services in the Lancaster office. This information is communicated to all clients who inquire with support or clinical staff. The agency has also been very responsive to the primary care physicians of the clients who have been able to continue their medications under their care.

The agency continuously looks a treatment needs within the community, adding new groups to the continuum of treatment services is weighed with client interest and funding availability. Through an informal survey of clinical staff, there does not appear to be a sufficient volume of clients seeking the kinds of groups suggested in this survey to justify the development of these programs. We will continue to monitor this issue.