



BVHP Integrated Behavioral Health Program

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 38513. The number of clients receiving face-to-face services during the survey period was 66 and surveys were returned for 56 of those served (84.8%). Number of survey client IDs matched to service data: 35 (53.0%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for BVHP Integrated Behavioral Health Program was **4.55** out of five, and the mean for all other programs was **4.31**.

Global Satisfaction 98.2%

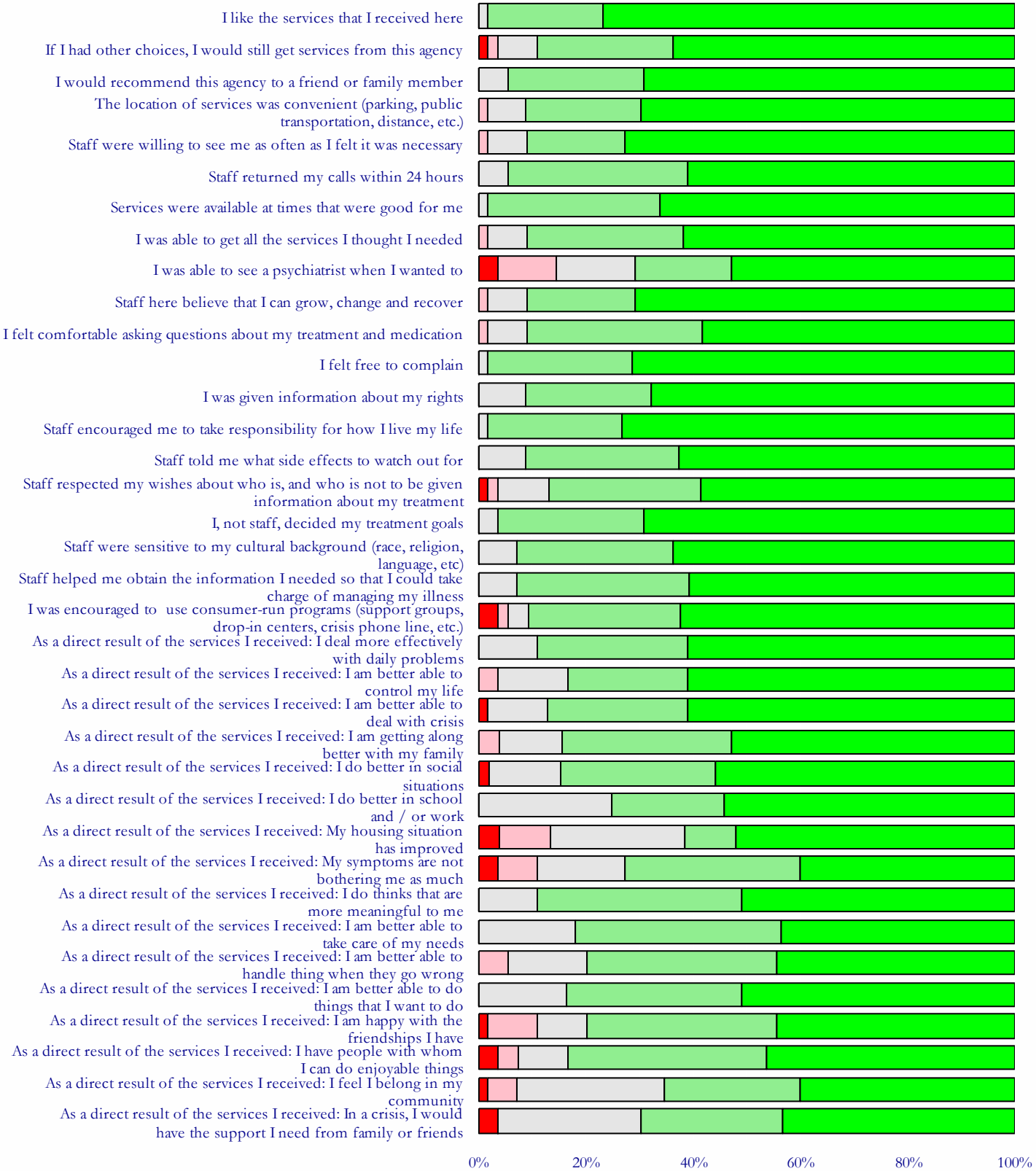
Program / Other Satisfaction			
Satisfaction	BVHP Integrated Behavioral Health Program	Other	Total
Not Satisfied	1 1.8 %	238 10.7 %	239 10.5 %
Satisfied	55 98.2 %	1978 89.3 %	2033 89.5 %
Total	56 100.0 %	2216 100.0 %	2272 100.0 %

Fisher's p=0.026 · df=1 · Φ=0.045

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 3.6 %	0 0 %	2 3.6 %
Impaired	1 1.8 %	0 0 %	1 1.8 %
Language	0 0 %	0 0 %	0 0 %
Other	6 10.7 %	0 0 %	6 10.7 %
Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	47 83.9 %	0 0 %	47 83.9 %
Total	56 100.0 %	0 100.0 %	56 100.0 %

MHSIP Items



MHSIP Items 1-25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I like the services that I received here	0 0 %	0 0 %	1 2 %	12 21 %	43 77 %	0 0 %
If I had other choices, I would still get services from this agency	1 2 %	1 2 %	4 7 %	14 25 %	35 62 %	1 2 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	3 5 %	14 25 %	38 68 %	1 2 %
The location of services was convenient (parking, public transportation, distance, etc.)	0 0 %	1 2 %	4 7 %	12 21 %	39 70 %	0 0 %
Staff were willing to see me as often as I felt it was necessary	0 0 %	1 2 %	4 7 %	10 18 %	40 71 %	1 2 %
Staff returned my calls within 24 hours	0 0 %	0 0 %	3 5 %	18 32 %	33 59 %	2 4 %
Services were available at times that were good for me	0 0 %	0 0 %	1 2 %	18 32 %	37 66 %	0 0 %
I was able to get all the services I thought I needed	0 0 %	1 2 %	4 7 %	16 29 %	34 61 %	1 2 %
I was able to see a psychiatrist when I wanted to	2 4 %	6 11 %	8 14 %	10 18 %	29 52 %	1 2 %
Staff here believe that I can grow, change and recover	0 0 %	1 2 %	4 7 %	11 20 %	39 70 %	1 2 %
I felt comfortable asking questions about my treatment and medication	0 0 %	1 2 %	4 7 %	18 32 %	32 57 %	1 2 %
I felt free to complain	0 0 %	0 0 %	1 2 %	15 27 %	40 71 %	0 0 %
I was given information about my rights	0 0 %	0 0 %	5 9 %	13 23 %	38 68 %	0 0 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	0 0 %	1 2 %	14 25 %	41 73 %	0 0 %
Staff told me what side effects to watch out for	0 0 %	0 0 %	5 9 %	16 29 %	35 62 %	0 0 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	1 2 %	1 2 %	5 9 %	15 27 %	31 55 %	3 5 %
I, not staff, decided my treatment goals	0 0 %	0 0 %	2 4 %	15 27 %	38 68 %	1 2 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	4 7 %	16 29 %	35 62 %	1 2 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0 %	0 0 %	4 7 %	18 32 %	34 61 %	0 0 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 4 %	1 2 %	2 4 %	15 27 %	33 59 %	3 5 %
As a direct result of the services I received: I deal more effectively with daily problems	0 0 %	0 0 %	6 11 %	15 27 %	33 59 %	2 4 %
As a direct result of the services I received: I am better able to control my life	0 0 %	2 4 %	7 12 %	12 21 %	33 59 %	2 4 %
As a direct result of the services I received: I am better able to deal with crisis	1 2 %	0 0 %	6 11 %	14 25 %	33 59 %	2 4 %
As a direct result of the services I received: I am getting along better with my family	0 0 %	2 4 %	6 11 %	16 29 %	27 48 %	5 9 %
As a direct result of the services I received: I do better in social situations	1 2 %	0 0 %	7 12 %	15 27 %	29 52 %	4 7 %

MHSIP Items 26-36

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
As a direct result of the services I received: I do better in school and / or work	0 0 %	0 0 %	12 21 %	10 18 %	26 46 %	8 14 %
As a direct result of the services I received: My housing situation has improved	2 4 %	5 9 %	13 23 %	5 9 %	27 48 %	4 7 %
As a direct result of the services I received: My symptoms are not bothering me as much	2 4 %	4 7 %	9 16 %	18 32 %	22 39 %	1 2 %
As a direct result of the services I received: I do think that are more meaningful to me	0 0 %	0 0 %	6 11 %	21 38 %	28 50 %	1 2 %
As a direct result of the services I received: I am better able to take care of my needs	0 0 %	0 0 %	10 18 %	21 38 %	24 43 %	1 2 %
As a direct result of the services I received: I am better able to handle things when they go wrong	0 0 %	3 5 %	8 14 %	19 34 %	24 43 %	2 4 %
As a direct result of the services I received: I am better able to do things that I want to do	0 0 %	0 0 %	9 16 %	18 32 %	28 50 %	1 2 %
As a direct result of the services I received: I am happy with the friendships I have	1 2 %	5 9 %	5 9 %	19 34 %	24 43 %	2 4 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	2 4 %	2 4 %	5 9 %	20 36 %	25 45 %	2 4 %
As a direct result of the services I received: I feel I belong in my community	1 2 %	3 5 %	15 27 %	14 25 %	22 39 %	1 2 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	2 4 %	0 0 %	14 25 %	14 25 %	23 41 %	3 5 %

