



Chinatown Northbeach Mental Health Services

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 38723. The number of clients receiving face-to-face services during the survey period was 263 and surveys were returned for 102 of those served (38.8%). Number of survey client IDs matched to service data: 86 (32.7%). Number missing client ID (BIS number): 1. The mean MHSIP satisfaction score (items 1-3, 5-20) for Chinatown Northbeach Mental Health Services was **4.37** out of five, and the mean for all other programs was **4.31**.

Global Satisfaction 95.2%

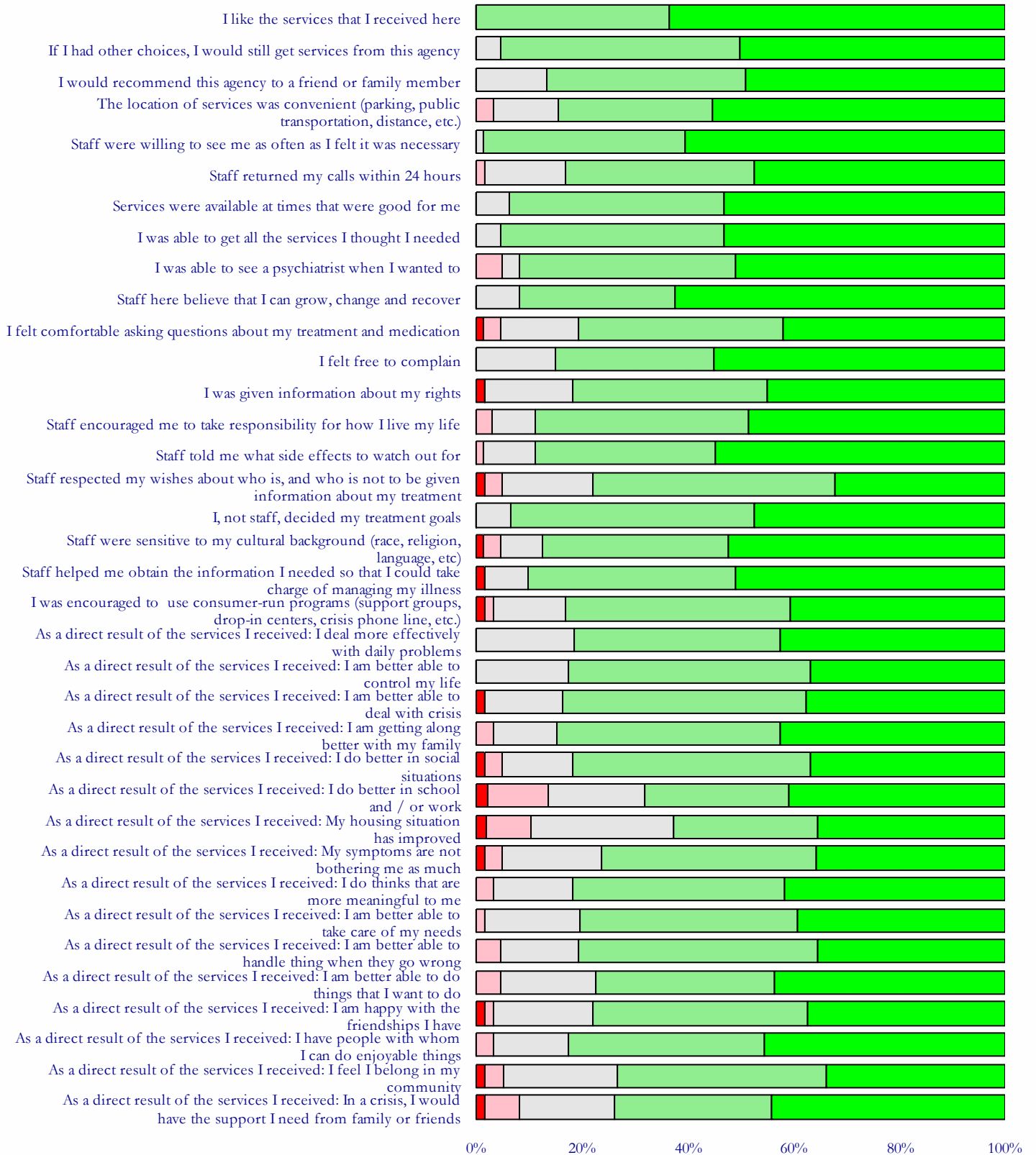
Satisfaction	Program / Other Satisfaction		Total
	Chinatown Northbeach Mental Health	Other	
Not Satisfied	3 4.8 %	236 10.7 %	239 10.5 %
Satisfied	60 95.2 %	1973 89.3 %	2033 89.4 %
Total	63 100.0 %	2209 100.0 %	2272 100.0 %

Fisher's p=0.148 · df=1 · Φ=0.032

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	8 11.3 %	5 15.2 %	13 12.5 %
Impaired	5 7 %	7 21.2 %	12 11.5 %
Language	0 0 %	3 9.1 %	3 2.9 %
Other	9 12.7 %	2 6.1 %	11 10.6 %
Missing w/o Reason	1 1.4 %	1 3 %	2 2 %
Completed Survey	48 67.6 %	15 45.5 %	63 60.6 %
Total	71 100.0 %	33 100.0 %	104 100.0 %

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 %	0 0 %	23 22 %	40 38 %	41 39 %
If I had other choices, I would still get services from this agency	0 0 %	0 0 %	3 3 %	28 27 %	31 30 %	42 40 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	8 8 %	22 21 %	29 28 %	45 43 %
The location of services was convenient (parking, public transportation, distance, etc.)	0 0 %	2 2 %	7 7 %	17 16 %	32 31 %	46 44 %
Staff were willing to see me as often as I felt it was necessary	0 0 %	0 0 %	1 1 %	24 23 %	38 37 %	41 39 %
Staff returned my calls within 24 hours	0 0 %	1 1 %	9 9 %	21 20 %	28 27 %	45 43 %
Services were available at times that were good for me	0 0 %	0 0 %	4 4 %	25 24 %	33 32 %	42 40 %
I was able to get all the services I thought I needed	0 0 %	0 0 %	3 3 %	26 25 %	33 32 %	42 40 %
I was able to see a psychiatrist when I wanted to	0 0 %	3 3 %	2 2 %	25 24 %	31 30 %	43 41 %
Staff here believe that I can grow, change and recover	0 0 %	0 0 %	5 5 %	18 17 %	38 37 %	43 41 %
I felt comfortable asking questions about my treatment and medication	1 1 %	2 2 %	9 9 %	24 23 %	26 25 %	42 40 %
I felt free to complain	0 0 %	0 0 %	9 9 %	18 17 %	33 32 %	44 42 %
I was given information about my rights	1 1 %	0 0 %	10 10 %	22 21 %	27 26 %	44 42 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	2 2 %	5 5 %	25 24 %	30 29 %	42 40 %
Staff told me what side effects to watch out for	0 0 %	1 1 %	6 6 %	21 20 %	34 33 %	42 40 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	1 1 %	2 2 %	10 10 %	27 26 %	19 18 %	45 43 %
I, not staff, decided my treatment goals	0 0 %	0 0 %	4 4 %	27 26 %	28 27 %	45 43 %
Staff were sensitive to my cultural background (race, religion, language, etc)	1 1 %	2 2 %	5 5 %	22 21 %	33 32 %	41 39 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1 %	0 0 %	5 5 %	24 23 %	31 30 %	43 41 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 1 %	1 1 %	8 8 %	25 24 %	24 23 %	45 43 %
As a direct result of the services I received: I deal more effectively with daily problems	0 0 %	0 0 %	11 11 %	23 22 %	25 24 %	45 43 %
As a direct result of the services I received: I am better able to control my life	0 0 %	0 0 %	10 10 %	26 25 %	21 20 %	47 45 %
As a direct result of the services I received: I am better able to deal with crisis	1 1 %	0 0 %	9 9 %	28 27 %	23 22 %	43 41 %
As a direct result of the services I received: I am getting along better with my family	0 0 %	2 2 %	7 7 %	25 24 %	25 24 %	45 43 %
As a direct result of the services I received: I do better in social situations	1 1 %	2 2 %	8 8 %	27 26 %	22 21 %	44 42 %

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	1 1 %	5 5 %	8 8 %	12 12 %	18 17 %	60 58 %
As a direct result of the services I received: My housing situation has improved	1 1 %	4 4 %	13 12 %	13 12 %	17 16 %	56 54 %
As a direct result of the services I received: My symptoms are not bothering me as much	1 1 %	2 2 %	11 11 %	24 23 %	21 20 %	45 43 %
As a direct result of the services I received: I do think that are more meaningful to me	0 0 %	2 2 %	9 9 %	24 23 %	25 24 %	44 42 %
As a direct result of the services I received: I am better able to take care of my needs	0 0 %	1 1 %	11 11 %	25 24 %	24 23 %	43 41 %
As a direct result of the services I received: I am better able to handle things when they go wrong	0 0 %	3 3 %	9 9 %	28 27 %	22 21 %	42 40 %
As a direct result of the services I received: I am better able to do things that I want to do	0 0 %	3 3 %	11 11 %	21 20 %	27 26 %	42 40 %
As a direct result of the services I received: I am happy with the friendships I have	1 1 %	1 1 %	11 11 %	24 23 %	22 21 %	45 43 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0 %	2 2 %	8 8 %	21 20 %	26 25 %	47 45 %
As a direct result of the services I received: I feel I belong in my community	1 1 %	2 2 %	12 12 %	22 21 %	19 18 %	48 46 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 1 %	4 4 %	11 11 %	18 17 %	27 26 %	43 41 %

