



Conard House Outpatient Services

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 89492. The number of clients receiving face-to-face services during the survey period was 197 and surveys were returned for 225 of those served (114.2%). Number of survey client IDs matched to service data: 131 (66.5%). Number missing client ID (BIS number): 1. The mean MHSIP satisfaction score (items 1-3, 5-20) for Conard House Outpatient Services was **4.16** out of five, and the mean for all other programs was **4.33**.

Global Satisfaction 80.9%

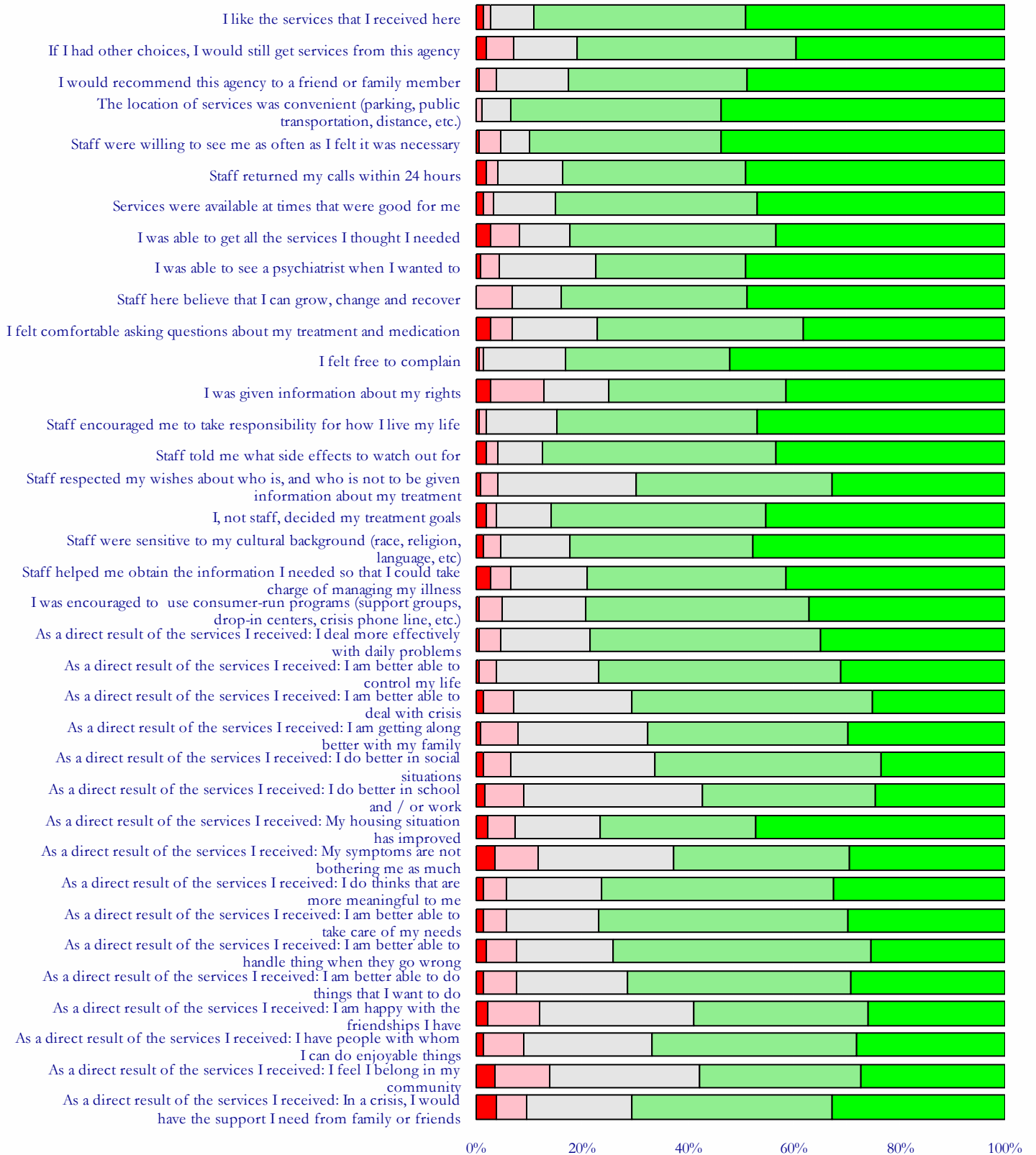
Satisfaction	Program / Other Satisfaction		Total
	Conard House Outpatient Services	Other	
Not Satisfied	30 19.1 %	209 9.9 %	239 10.5 %
Satisfied	127 80.9 %	1906 90.1 %	2033 89.5 %
Total	157 100.0 %	2115 100.0 %	2272 100.0 %

$X^2=12.256 \cdot df=1 \cdot \Phi=0.076 \cdot p=0.000$

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	35 17 %	3 15 %	38 16.8 %
Impaired	16 7.8 %	2 10 %	18 8 %
Language	0 0 %	0 0 %	0 0 %
Other	9 4.4 %	3 15 %	12 5.3 %
Missing w/o Reason	4 1.9 %	0 0 %	4 1.8 %
Completed Survey	142 68.9 %	12 60 %	154 68.1 %
Total	206 100.0 %	20 100.0 %	226 100.0 %

MHSIP Items



MHSIP Items 1-25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I like the services that I received here	2 1 %	2 1 %	12 5 %	59 26 %	72 32 %	79 35 %
If I had other choices, I would still get services from this agency	3 1 %	8 4 %	18 8 %	63 28 %	60 27 %	74 33 %
I would recommend this agency to a friend or family member	1 0 %	5 2 %	20 9 %	50 22 %	72 32 %	78 35 %
The location of services was convenient (parking, public transportation, distance, etc.)	0 0 %	2 1 %	8 4 %	59 26 %	80 35 %	77 34 %
Staff were willing to see me as often as I felt it was necessary	1 0 %	6 3 %	8 4 %	54 24 %	80 35 %	77 34 %
Staff returned my calls within 24 hours	3 1 %	3 1 %	17 8 %	49 22 %	69 31 %	85 38 %
Services were available at times that were good for me	2 1 %	3 1 %	17 8 %	56 25 %	69 31 %	79 35 %
I was able to get all the services I thought I needed	4 2 %	8 4 %	14 6 %	56 25 %	63 28 %	81 36 %
I was able to see a psychiatrist when I wanted to	1 0 %	4 2 %	21 9 %	32 14 %	56 25 %	112 50 %
Staff here believe that I can grow, change and recover	0 0 %	9 4 %	12 5 %	46 20 %	64 28 %	95 42 %
I felt comfortable asking questions about my treatment and medication	4 2 %	6 3 %	23 10 %	56 25 %	55 24 %	82 36 %
I felt free to complain	1 0 %	1 0 %	23 10 %	46 20 %	77 34 %	78 35 %
I was given information about my rights	4 2 %	15 7 %	18 8 %	49 22 %	61 27 %	79 35 %
Staff encouraged me to take responsibility for how I live my life	1 0 %	2 1 %	19 8 %	54 24 %	67 30 %	83 37 %
Staff told me what side effects to watch out for	3 1 %	3 1 %	12 5 %	63 28 %	62 27 %	83 37 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	1 0 %	4 2 %	31 14 %	44 19 %	39 17 %	107 47 %
I, not staff, decided my treatment goals	3 1 %	3 1 %	15 7 %	60 27 %	67 30 %	78 35 %
Staff were sensitive to my cultural background (race, religion, language, etc)	2 1 %	5 2 %	19 8 %	51 23 %	70 31 %	79 35 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	4 2 %	5 2 %	20 9 %	52 23 %	57 25 %	88 39 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 0 %	6 3 %	22 10 %	59 26 %	52 23 %	86 38 %
As a direct result of the services I received: I deal more effectively with daily problems	1 0 %	5 2 %	22 10 %	56 25 %	45 20 %	97 43 %
As a direct result of the services I received: I am better able to control my life	1 0 %	4 2 %	24 11 %	57 25 %	39 17 %	101 45 %
As a direct result of the services I received: I am better able to deal with crisis	2 1 %	8 4 %	31 14 %	63 28 %	35 15 %	87 38 %
As a direct result of the services I received: I am getting along better with my family	1 0 %	8 4 %	27 12 %	42 19 %	33 15 %	115 51 %
As a direct result of the services I received: I do better in social situations	2 1 %	7 3 %	37 16 %	58 26 %	32 14 %	90 40 %

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	2 1 %	8 4 %	37 16 %	36 16 %	27 12 %	116 51 %
As a direct result of the services I received: My housing situation has improved	3 1 %	7 3 %	22 10 %	40 18 %	64 28 %	90 40 %
As a direct result of the services I received: My symptoms are not bothering me as much	5 2 %	11 5 %	35 15 %	45 20 %	40 18 %	90 40 %
As a direct result of the services I received: I do think that are more meaningful to me	2 1 %	6 3 %	25 11 %	61 27 %	45 20 %	87 38 %
As a direct result of the services I received: I am better able to take care of my needs	2 1 %	6 3 %	24 11 %	65 29 %	41 18 %	88 39 %
As a direct result of the services I received: I am better able to handle things when they go wrong	3 1 %	8 4 %	26 12 %	69 31 %	36 16 %	84 37 %
As a direct result of the services I received: I am better able to do things that I want to do	2 1 %	9 4 %	29 13 %	59 26 %	41 18 %	86 38 %
As a direct result of the services I received: I am happy with the friendships I have	3 1 %	13 6 %	38 17 %	43 19 %	34 15 %	95 42 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	2 1 %	10 4 %	32 14 %	51 23 %	37 16 %	94 42 %
As a direct result of the services I received: I feel I belong in my community	5 2 %	14 6 %	38 17 %	41 18 %	37 16 %	91 40 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	5 2 %	7 3 %	25 11 %	47 21 %	41 18 %	101 45 %

