



HealthRIGHT 360 Outpatient Program

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 38CC3. The number of clients receiving face-to-face services during the survey period was 35 and surveys were returned for 35 of those served (100.0%). Number of survey client IDs matched to service data: 31 (88.6%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for HealthRIGHT 360 Outpatient Program was **4.57** out of five, and the mean for all other programs was **4.31**.

Global Satisfaction 100.0%

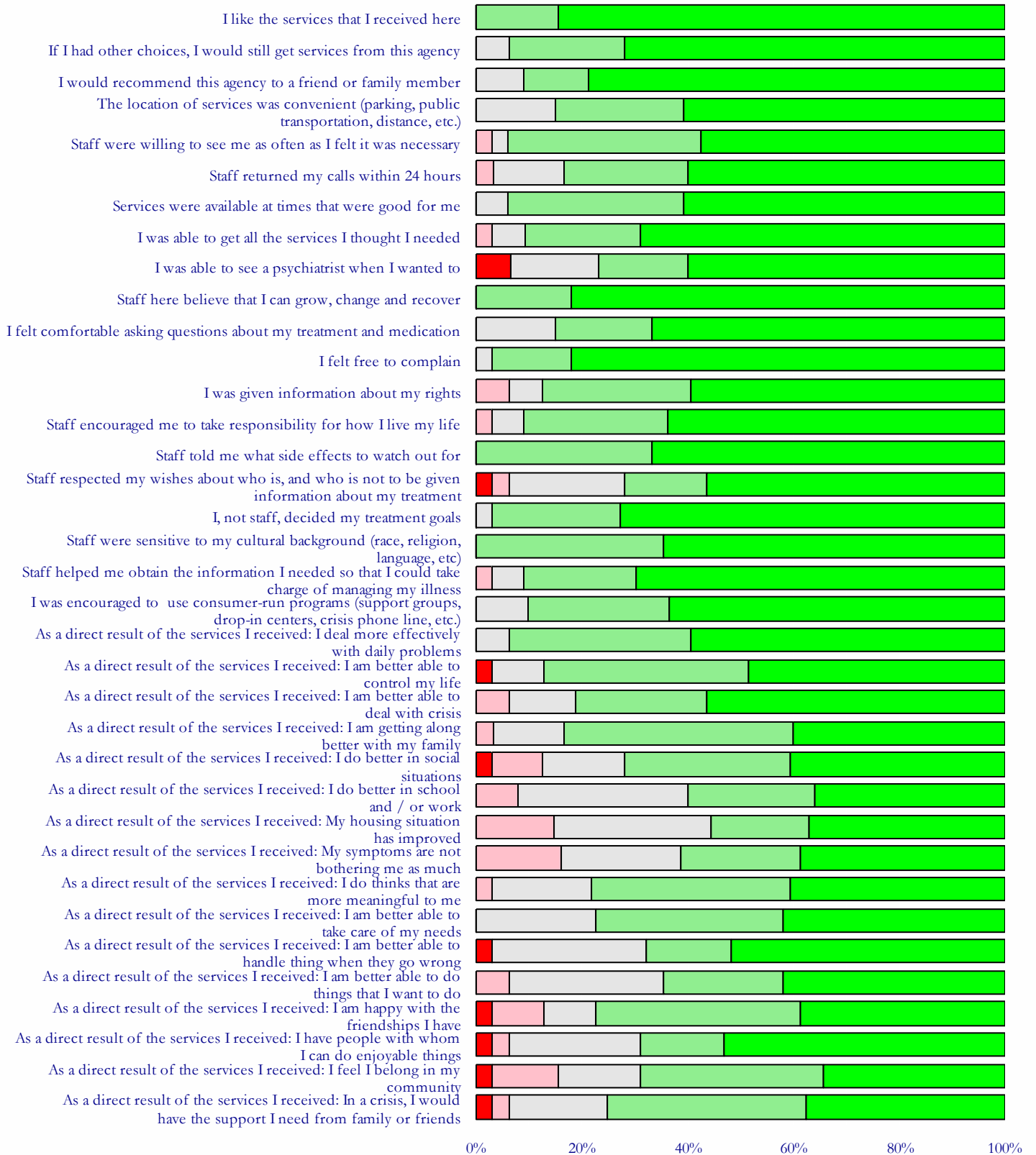
Satisfaction	Program / Other Satisfaction		Total
	HealthRIGHT 360 Outpatient Program	Other	
Not Satisfied	0 0 %	239 10.7 %	239 10.5 %
Satisfied	33 100 %	2000 89.3 %	2033 89.5 %
Total	33 100.0 %	2239 100.0 %	2272 100.0 %

Fisher's p=0.043 · df=1 · Φ=0.042

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	1 2.9 %	0 0 %	1 2.9 %
Impaired	1 2.9 %	0 0 %	1 2.9 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	33 94.3 %	0 0 %	33 94.3 %
Total	35 100.0 %	0 100.0 %	35 100.0 %

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 %	5 14 %	27 77 %	3 9 %
If I had other choices, I would still get services from this agency	0 0 %	0 0 %	2 6 %	7 20 %	23 66 %	3 9 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	3 9 %	4 11 %	26 74 %	2 6 %
The location of services was convenient (parking, public transportation, distance, etc.)	0 0 %	0 0 %	5 14 %	8 23 %	20 57 %	2 6 %
Staff were willing to see me as often as I felt it was necessary	0 0 %	1 3 %	1 3 %	12 34 %	19 54 %	2 6 %
Staff returned my calls within 24 hours	0 0 %	1 3 %	4 11 %	7 20 %	18 51 %	5 14 %
Services were available at times that were good for me	0 0 %	0 0 %	2 6 %	11 31 %	20 57 %	2 6 %
I was able to get all the services I thought I needed	0 0 %	1 3 %	2 6 %	7 20 %	22 63 %	3 9 %
I was able to see a psychiatrist when I wanted to	2 6 %	0 0 %	5 14 %	5 14 %	18 51 %	5 14 %
Staff here believe that I can grow, change and recover	0 0 %	0 0 %	0 0 %	6 17 %	27 77 %	2 6 %
I felt comfortable asking questions about my treatment and medication	0 0 %	0 0 %	5 14 %	6 17 %	22 63 %	2 6 %
I felt free to complain	0 0 %	0 0 %	1 3 %	5 14 %	27 77 %	2 6 %
I was given information about my rights	0 0 %	2 6 %	2 6 %	9 26 %	19 54 %	3 9 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	1 3 %	2 6 %	9 26 %	21 60 %	2 6 %
Staff told me what side effects to watch out for	0 0 %	0 0 %	0 0 %	11 31 %	22 63 %	2 6 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	1 3 %	1 3 %	7 20 %	5 14 %	18 51 %	3 9 %
I, not staff, decided my treatment goals	0 0 %	0 0 %	1 3 %	8 23 %	24 69 %	2 6 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	0 0 %	11 31 %	20 57 %	4 11 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0 %	1 3 %	2 6 %	7 20 %	23 66 %	2 6 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0 %	0 0 %	3 9 %	8 23 %	19 54 %	5 14 %
As a direct result of the services I received: I deal more effectively with daily problems	0 0 %	0 0 %	2 6 %	11 31 %	19 54 %	3 9 %
As a direct result of the services I received: I am better able to control my life	1 3 %	0 0 %	3 9 %	12 34 %	15 43 %	4 11 %
As a direct result of the services I received: I am better able to deal with crisis	0 0 %	2 6 %	4 11 %	8 23 %	18 51 %	3 9 %
As a direct result of the services I received: I am getting along better with my family	0 0 %	1 3 %	4 11 %	13 37 %	12 34 %	5 14 %
As a direct result of the services I received: I do better in social situations	1 3 %	3 9 %	5 14 %	10 29 %	13 37 %	3 9 %

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 %	2 6 %	8 23 %	6 17 %	9 26 %	10 29 %
As a direct result of the services I received: My housing situation has improved	0 0 %	4 11 %	8 23 %	5 14 %	10 29 %	8 23 %
As a direct result of the services I received: My symptoms are not bothering me as much	0 0 %	5 14 %	7 20 %	7 20 %	12 34 %	4 11 %
As a direct result of the services I received: I do think that are more meaningful to me	0 0 %	1 3 %	6 17 %	12 34 %	13 37 %	3 9 %
As a direct result of the services I received: I am better able to take care of my needs	0 0 %	0 0 %	7 20 %	11 31 %	13 37 %	4 11 %
As a direct result of the services I received: I am better able to handle things when they go wrong	1 3 %	0 0 %	9 26 %	5 14 %	16 46 %	4 11 %
As a direct result of the services I received: I am better able to do things that I want to do	0 0 %	2 6 %	9 26 %	7 20 %	13 37 %	4 11 %
As a direct result of the services I received: I am happy with the friendships I have	1 3 %	3 9 %	3 9 %	12 34 %	12 34 %	4 11 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	1 3 %	1 3 %	8 23 %	5 14 %	17 49 %	3 9 %
As a direct result of the services I received: I feel I belong in my community	1 3 %	4 11 %	5 14 %	11 31 %	11 31 %	3 9 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 3 %	1 3 %	6 17 %	12 34 %	12 34 %	3 9 %

