



IFR Adult Behavioral Health Services

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 38183. The number of clients receiving face-to-face services during the survey period was 52 and surveys were returned for 48 of those served (92.3%). Number of survey client IDs matched to service data: 45 (86.5%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for IFR Adult Behavioral Health Services was **4.42** out of five, and the mean for all other programs was **4.31**.

Global Satisfaction 92.9%

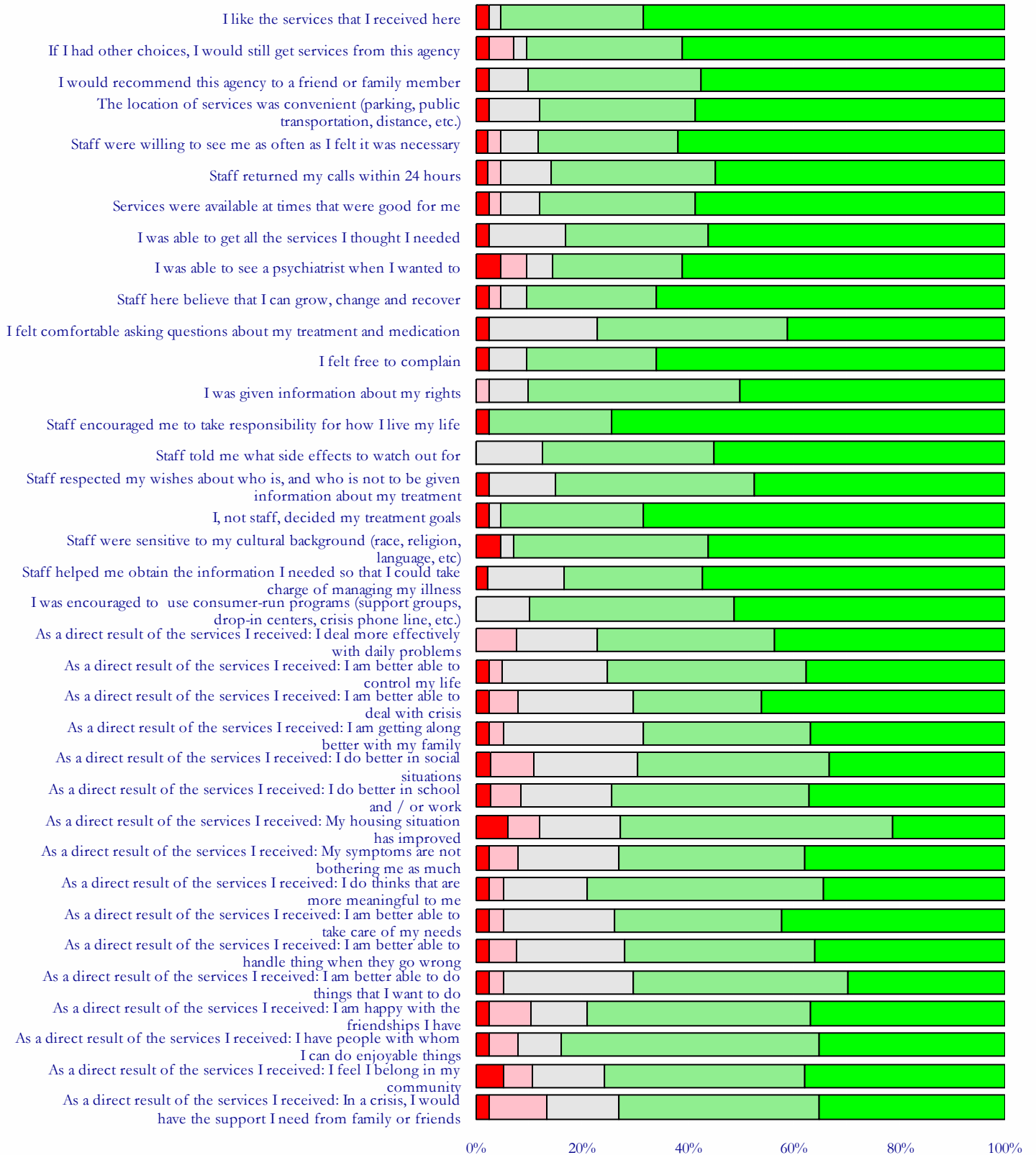
Program / Other Satisfaction			
Satisfaction	IFR Adult Behavioral Health Services	Other	Total
Not Satisfied	3 7.1 %	236 10.6 %	239 10.5 %
Satisfied	39 92.9 %	1994 89.4 %	2033 89.5 %
Total	42 100.0 %	2230 100.0 %	2272 100.0 %

Fisher's p=0.617 · df=1 · Φ=0.015

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	1 2.1 %	0 0 %	1 2 %
Language	0 0 %	0 0 %	0 0 %
Other	6 12.8 %	0 0 %	6 12.2 %
Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	40 85.1 %	2 100 %	42 85.7 %
Total	47 100.0 %	2 100.0 %	49 100.0 %

MHSIP Items



MHSIP Items 1-25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I like the services that I received here	1 2 %	0 0 %	1 2 %	11 22 %	28 57 %	8 16 %
If I had other choices, I would still get services from this agency	1 2 %	2 4 %	1 2 %	12 24 %	25 51 %	8 16 %
I would recommend this agency to a friend or family member	1 2 %	0 0 %	3 6 %	13 27 %	23 47 %	9 18 %
The location of services was convenient (parking, public transportation, distance, etc.)	1 2 %	0 0 %	4 8 %	12 24 %	24 49 %	8 16 %
Staff were willing to see me as often as I felt it was necessary	1 2 %	1 2 %	3 6 %	11 22 %	26 53 %	7 14 %
Staff returned my calls within 24 hours	1 2 %	1 2 %	4 8 %	13 27 %	23 47 %	7 14 %
Services were available at times that were good for me	1 2 %	1 2 %	3 6 %	12 24 %	24 49 %	8 16 %
I was able to get all the services I thought I needed	1 2 %	0 0 %	6 12 %	11 22 %	23 47 %	8 16 %
I was able to see a psychiatrist when I wanted to	2 4 %	2 4 %	2 4 %	10 20 %	25 51 %	8 16 %
Staff here believe that I can grow, change and recover	1 2 %	1 2 %	2 4 %	10 20 %	27 55 %	8 16 %
I felt comfortable asking questions about my treatment and medication	1 2 %	0 0 %	8 16 %	14 29 %	16 33 %	10 20 %
I felt free to complain	1 2 %	0 0 %	3 6 %	10 20 %	27 55 %	8 16 %
I was given information about my rights	0 0 %	1 2 %	3 6 %	16 33 %	20 41 %	9 18 %
Staff encouraged me to take responsibility for how I live my life	1 2 %	0 0 %	0 0 %	9 18 %	29 59 %	10 20 %
Staff told me what side effects to watch out for	0 0 %	0 0 %	5 10 %	13 27 %	22 45 %	9 18 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	1 2 %	0 0 %	5 10 %	15 31 %	19 39 %	9 18 %
I, not staff, decided my treatment goals	1 2 %	0 0 %	1 2 %	11 22 %	28 57 %	8 16 %
Staff were sensitive to my cultural background (race, religion, language, etc)	2 4 %	0 0 %	1 2 %	15 31 %	23 47 %	8 16 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 2 %	0 0 %	6 12 %	11 22 %	24 49 %	7 14 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0 %	0 0 %	4 8 %	15 31 %	20 41 %	10 20 %
As a direct result of the services I received: I deal more effectively with daily problems	0 0 %	3 6 %	6 12 %	13 27 %	17 35 %	10 20 %
As a direct result of the services I received: I am better able to control my life	1 2 %	1 2 %	8 16 %	15 31 %	15 31 %	9 18 %
As a direct result of the services I received: I am better able to deal with crisis	1 2 %	2 4 %	8 16 %	9 18 %	17 35 %	12 24 %
As a direct result of the services I received: I am getting along better with my family	1 2 %	1 2 %	10 20 %	12 24 %	14 29 %	11 22 %
As a direct result of the services I received: I do better in social situations	1 2 %	3 6 %	7 14 %	13 27 %	12 24 %	13 27 %

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 2 %	2 4 %	6 12 %	13 27 %	13 27 %	14 29 %
As a direct result of the services I received: My housing situation has improved	2 4 %	2 4 %	5 10 %	17 35 %	7 14 %	16 33 %
As a direct result of the services I received: My symptoms are not bothering me as much	1 2 %	2 4 %	7 14 %	13 27 %	14 29 %	12 24 %
As a direct result of the services I received: I do think that are more meaningful to me	1 2 %	1 2 %	6 12 %	17 35 %	13 27 %	11 22 %
As a direct result of the services I received: I am better able to take care of my needs	1 2 %	1 2 %	8 16 %	12 24 %	16 33 %	11 22 %
As a direct result of the services I received: I am better able to handle things when they go wrong	1 2 %	2 4 %	8 16 %	14 29 %	14 29 %	10 20 %
As a direct result of the services I received: I am better able to do things that I want to do	1 2 %	1 2 %	9 18 %	15 31 %	11 22 %	12 24 %
As a direct result of the services I received: I am happy with the friendships I have	1 2 %	3 6 %	4 8 %	16 33 %	14 29 %	11 22 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	1 2 %	2 4 %	3 6 %	18 37 %	13 27 %	12 24 %
As a direct result of the services I received: I feel I belong in my community	2 4 %	2 4 %	5 10 %	14 29 %	14 29 %	12 24 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 2 %	4 8 %	5 10 %	14 29 %	13 27 %	12 24 %

