



RAMS Adult/Older Adult Outpatient Services

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 38943, 3894CW. The number of clients receiving face-to-face services during the survey period was 286 and surveys were returned for 169 of those served (59.1%). Number of survey client IDs matched to service data: 142 (49.7%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for RAMS Adult/Older Adult Outpatient Services was **4.37** out of five, and the mean for all other programs was **4.31**.

Global Satisfaction 93.4%

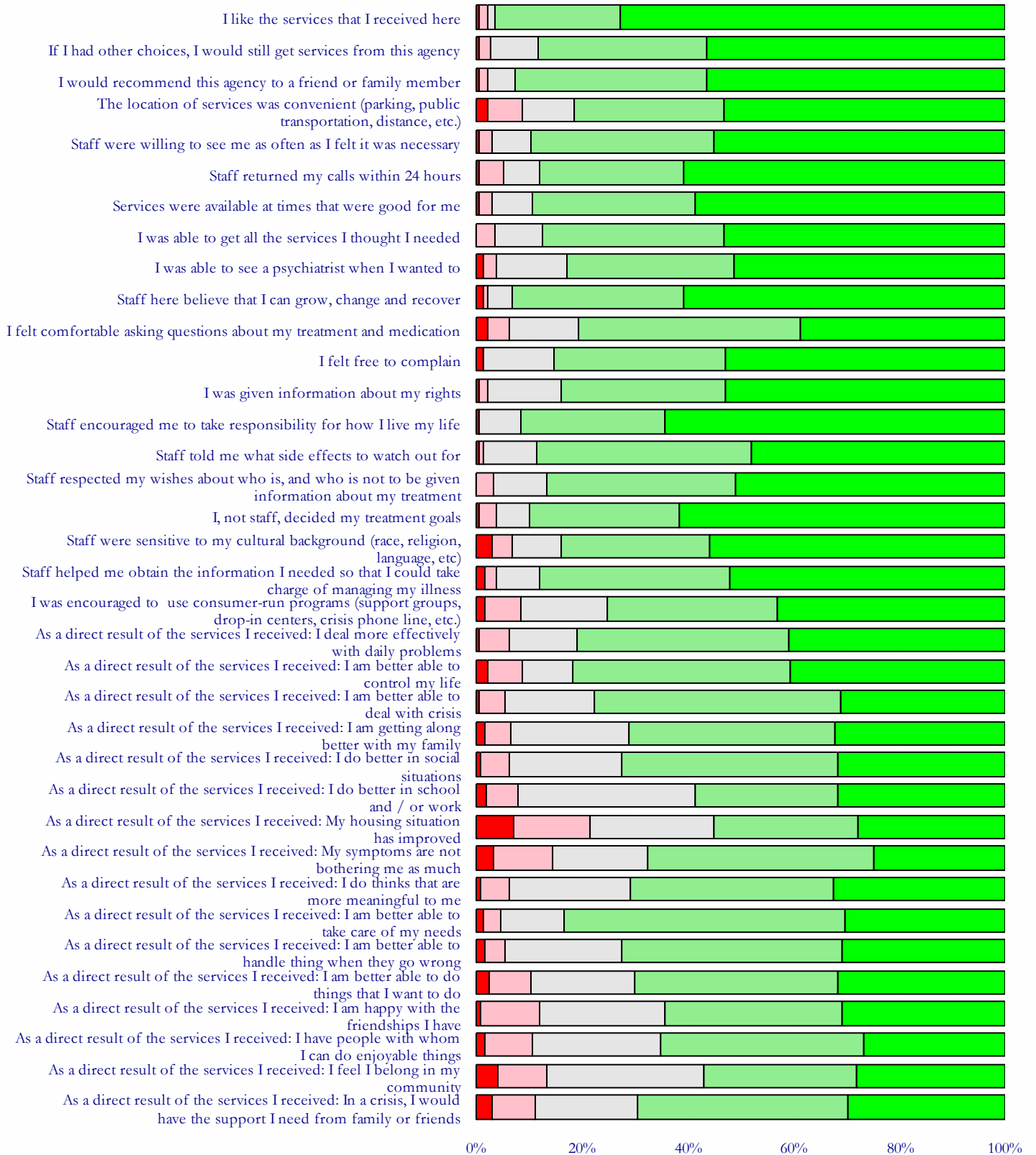
Program / Other Satisfaction			
Satisfaction	RAMS Adult Older Adult Outpatient Services	Other	Total
Not Satisfied	9 6.6 %	230 10.8 %	239 10.5 %
Satisfied	127 93.4 %	1906 89.2 %	2033 89.5 %
Total	136 100.0 %	2136 100.0 %	2272 100.0 %

$\chi^2=1.919 \cdot df=1 \cdot \Phi=0.032 \cdot p=0.166$

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	9 5.5 %	2 8.3 %	11 5.9 %
Impaired	9 5.5 %	0 0 %	9 4.8 %
Language	2 1.2 %	0 0 %	2 1.1 %
Other	20 12.1 %	7 29.2 %	27 14.3 %
Missing w/o Reason	3 1.8 %	3 12.5 %	6 3.2 %
Completed Survey	122 73.9 %	12 50 %	134 70.9 %
Total	165 100.0 %	24 100.0 %	189 100.0 %

MHSIP Items



MHSIP Items 1-25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I like the services that I received here	1 1 %	2 1 %	2 1 %	32 17 %	98 52 %	54 29 %
If I had other choices, I would still get services from this agency	1 1 %	3 2 %	12 6 %	43 23 %	76 40 %	54 29 %
I would recommend this agency to a friend or family member	1 1 %	2 1 %	7 4 %	49 26 %	76 40 %	54 29 %
The location of services was convenient (parking, public transportation, distance, etc.)	3 2 %	9 5 %	13 7 %	38 20 %	71 38 %	55 29 %
Staff were willing to see me as often as I felt it was necessary	1 1 %	3 2 %	10 5 %	46 24 %	73 39 %	56 30 %
Staff returned my calls within 24 hours	1 1 %	6 3 %	9 5 %	36 19 %	80 42 %	57 30 %
Services were available at times that were good for me	1 1 %	3 2 %	10 5 %	40 21 %	76 40 %	59 31 %
I was able to get all the services I thought I needed	0 0 %	5 3 %	12 6 %	46 24 %	71 38 %	55 29 %
I was able to see a psychiatrist when I wanted to	2 1 %	3 2 %	17 9 %	40 21 %	65 34 %	62 33 %
Staff here believe that I can grow, change and recover	2 1 %	1 1 %	6 3 %	42 22 %	79 42 %	59 31 %
I felt comfortable asking questions about my treatment and medication	3 2 %	5 3 %	16 8 %	52 28 %	48 25 %	65 34 %
I felt free to complain	2 1 %	0 0 %	17 9 %	42 22 %	68 36 %	60 32 %
I was given information about my rights	1 1 %	2 1 %	18 10 %	40 21 %	68 36 %	60 32 %
Staff encouraged me to take responsibility for how I live my life	1 1 %	0 0 %	10 5 %	35 19 %	83 44 %	60 32 %
Staff told me what side effects to watch out for	1 1 %	1 1 %	13 7 %	52 28 %	62 33 %	60 32 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0 %	4 2 %	12 6 %	43 23 %	61 32 %	69 37 %
I, not staff, decided my treatment goals	1 1 %	4 2 %	8 4 %	36 19 %	78 41 %	62 33 %
Staff were sensitive to my cultural background (race, religion, language, etc)	4 2 %	5 3 %	12 6 %	37 20 %	73 39 %	58 31 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	2 1 %	3 2 %	10 5 %	44 23 %	64 34 %	66 35 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 1 %	8 4 %	19 10 %	37 20 %	50 26 %	73 39 %
As a direct result of the services I received: I deal more effectively with daily problems	1 1 %	7 4 %	16 8 %	50 26 %	51 27 %	64 34 %
As a direct result of the services I received: I am better able to control my life	3 2 %	8 4 %	12 6 %	52 28 %	51 27 %	63 33 %
As a direct result of the services I received: I am better able to deal with crisis	1 1 %	6 3 %	21 11 %	58 31 %	39 21 %	64 34 %
As a direct result of the services I received: I am getting along better with my family	2 1 %	6 3 %	27 14 %	47 25 %	39 21 %	68 36 %
As a direct result of the services I received: I do better in social situations	1 1 %	7 4 %	26 14 %	50 26 %	39 21 %	66 35 %

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 %	6 3 %	34 18 %	27 14 %	32 17 %	88 47 %
As a direct result of the services I received: My housing situation has improved	8 4 %	16 8 %	26 14 %	30 16 %	31 16 %	78 41 %
As a direct result of the services I received: My symptoms are not bothering me as much	4 2 %	13 7 %	21 11 %	50 26 %	29 15 %	72 38 %
As a direct result of the services I received: I do think that are more meaningful to me	1 1 %	7 4 %	28 15 %	47 25 %	40 21 %	66 35 %
As a direct result of the services I received: I am better able to take care of my needs	2 1 %	4 2 %	15 8 %	66 35 %	38 20 %	64 34 %
As a direct result of the services I received: I am better able to handle things when they go wrong	2 1 %	5 3 %	27 14 %	51 27 %	38 20 %	66 35 %
As a direct result of the services I received: I am better able to do things that I want to do	3 2 %	10 5 %	24 13 %	47 25 %	39 21 %	66 35 %
As a direct result of the services I received: I am happy with the friendships I have	1 1 %	14 7 %	29 15 %	41 22 %	38 20 %	66 35 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	2 1 %	11 6 %	29 15 %	46 24 %	32 17 %	69 37 %
As a direct result of the services I received: I feel I belong in my community	5 3 %	11 6 %	35 19 %	34 18 %	33 17 %	71 38 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	4 2 %	10 5 %	24 13 %	49 26 %	37 20 %	65 34 %

