



Sunset Mental Health Services Adult

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 38823. The number of clients receiving face-to-face services during the survey period was 131 and surveys were returned for 105 of those served (80.2%). Number of survey client IDs matched to service data: 76 (58.0%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for Sunset Mental Health Services Adult was **4.19** out of five, and the mean for all other programs was **4.32**.

Global Satisfaction 87.6%

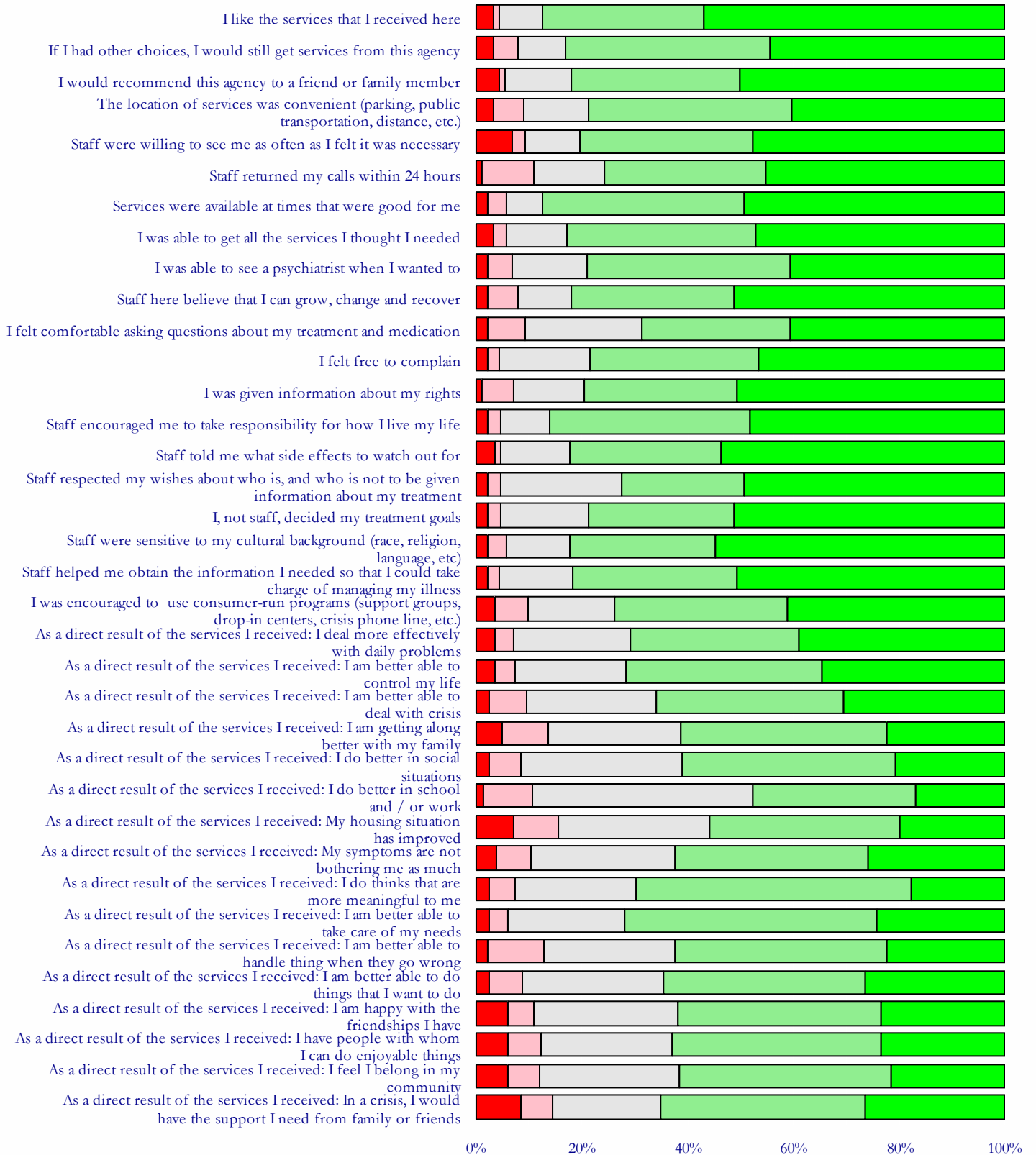
Program / Other Satisfaction			
Satisfaction	Sunset Mental Health Services Adult	Other	Total
Not Satisfied	11 12.4 %	228 10.4 %	239 10.5 %
Satisfied	78 87.6 %	1955 89.6 %	2033 89.4 %
Total	89 100.0 %	2183 100.0 %	2272 100.0 %

Fisher's p=0.595 · df=1 · Φ=0.012

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	6 6.2 %	0 0 %	6 5.6 %
Impaired	6 6.2 %	0 0 %	6 5.6 %
Language	0 0 %	0 0 %	0 0 %
Other	3 3.1 %	1 9.1 %	4 3.7 %
Missing w/o Reason	3 3.1 %	0 0 %	3 2.8 %
Completed Survey	79 81.4 %	10 90.9 %	89 82.4 %
Total	97 100.0 %	11 100.0 %	108 100.0 %

MHSIP Items



MHSIP Items 1-25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I like the services that I received here	3 3 %	1 1 %	7 6 %	27 25 %	50 46 %	20 19 %
If I had other choices, I would still get services from this agency	3 3 %	4 4 %	8 7 %	34 31 %	39 36 %	20 19 %
I would recommend this agency to a friend or family member	4 4 %	1 1 %	11 10 %	28 26 %	44 41 %	20 19 %
The location of services was convenient (parking, public transportation, distance, etc.)	3 3 %	5 5 %	11 10 %	34 31 %	36 33 %	19 18 %
Staff were willing to see me as often as I felt it was necessary	6 6 %	2 2 %	9 8 %	28 26 %	41 38 %	22 20 %
Staff returned my calls within 24 hours	1 1 %	8 7 %	11 10 %	25 23 %	37 34 %	26 24 %
Services were available at times that were good for me	2 2 %	3 3 %	6 6 %	33 31 %	43 40 %	21 19 %
I was able to get all the services I thought I needed	3 3 %	2 2 %	10 9 %	31 29 %	41 38 %	21 19 %
I was able to see a psychiatrist when I wanted to	2 2 %	4 4 %	12 11 %	33 31 %	35 32 %	22 20 %
Staff here believe that I can grow, change and recover	2 2 %	5 5 %	9 8 %	27 25 %	45 42 %	20 19 %
I felt comfortable asking questions about my treatment and medication	2 2 %	6 6 %	19 18 %	24 22 %	35 32 %	22 20 %
I felt free to complain	2 2 %	2 2 %	15 14 %	28 26 %	41 38 %	20 19 %
I was given information about my rights	1 1 %	5 5 %	11 10 %	24 22 %	42 39 %	25 23 %
Staff encouraged me to take responsibility for how I live my life	2 2 %	2 2 %	8 7 %	32 30 %	41 38 %	23 21 %
Staff told me what side effects to watch out for	3 3 %	1 1 %	11 10 %	24 22 %	45 42 %	24 22 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	2 2 %	2 2 %	19 18 %	19 18 %	41 38 %	25 23 %
I, not staff, decided my treatment goals	2 2 %	2 2 %	14 13 %	23 21 %	43 40 %	24 22 %
Staff were sensitive to my cultural background (race, religion, language, etc)	2 2 %	3 3 %	10 9 %	23 21 %	46 43 %	24 22 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	2 2 %	2 2 %	12 11 %	27 25 %	44 41 %	21 19 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	3 3 %	5 5 %	13 12 %	26 24 %	33 31 %	28 26 %
As a direct result of the services I received: I deal more effectively with daily problems	3 3 %	3 3 %	18 17 %	26 24 %	32 30 %	26 24 %
As a direct result of the services I received: I am better able to control my life	3 3 %	3 3 %	17 16 %	30 28 %	28 26 %	27 25 %
As a direct result of the services I received: I am better able to deal with crisis	2 2 %	6 6 %	20 19 %	29 27 %	25 23 %	26 24 %
As a direct result of the services I received: I am getting along better with my family	4 4 %	7 6 %	20 19 %	31 29 %	18 17 %	28 26 %
As a direct result of the services I received: I do better in social situations	2 2 %	5 5 %	25 23 %	33 31 %	17 16 %	26 24 %

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 %	6 6 %	27 25 %	20 19 %	11 10 %	43 40 %
As a direct result of the services I received: My housing situation has improved	5 5 %	6 6 %	20 19 %	25 23 %	14 13 %	38 35 %
As a direct result of the services I received: My symptoms are not bothering me as much	3 3 %	5 5 %	21 19 %	28 26 %	20 19 %	31 29 %
As a direct result of the services I received: I do think that are more meaningful to me	2 2 %	4 4 %	18 17 %	41 38 %	14 13 %	29 27 %
As a direct result of the services I received: I am better able to take care of my needs	2 2 %	3 3 %	18 17 %	39 36 %	20 19 %	26 24 %
As a direct result of the services I received: I am better able to handle things when they go wrong	2 2 %	9 8 %	21 19 %	34 31 %	19 18 %	23 21 %
As a direct result of the services I received: I am better able to do things that I want to do	2 2 %	5 5 %	21 19 %	30 28 %	21 19 %	29 27 %
As a direct result of the services I received: I am happy with the friendships I have	5 5 %	4 4 %	22 20 %	31 29 %	19 18 %	27 25 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	5 5 %	5 5 %	20 19 %	32 30 %	19 18 %	27 25 %
As a direct result of the services I received: I feel I belong in my community	5 5 %	5 5 %	22 20 %	33 31 %	18 17 %	25 23 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	7 6 %	5 5 %	17 16 %	32 30 %	22 20 %	25 23 %

