



Westside Community Crisis & Outpatient Clinic

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 89763. The number of clients receiving face-to-face services during the survey period was 92 and surveys were returned for 26 of those served (28.3%). Number of survey client IDs matched to service data: 0 (0.0%). Number missing client ID (BIS number): 25. The mean MHSIP satisfaction score (items 1-3, 5-20) for Westside Community Crisis & Outpatient Clinic was **4.25** out of five, and the mean for all other programs was **4.32**.

Global Satisfaction 90.9%

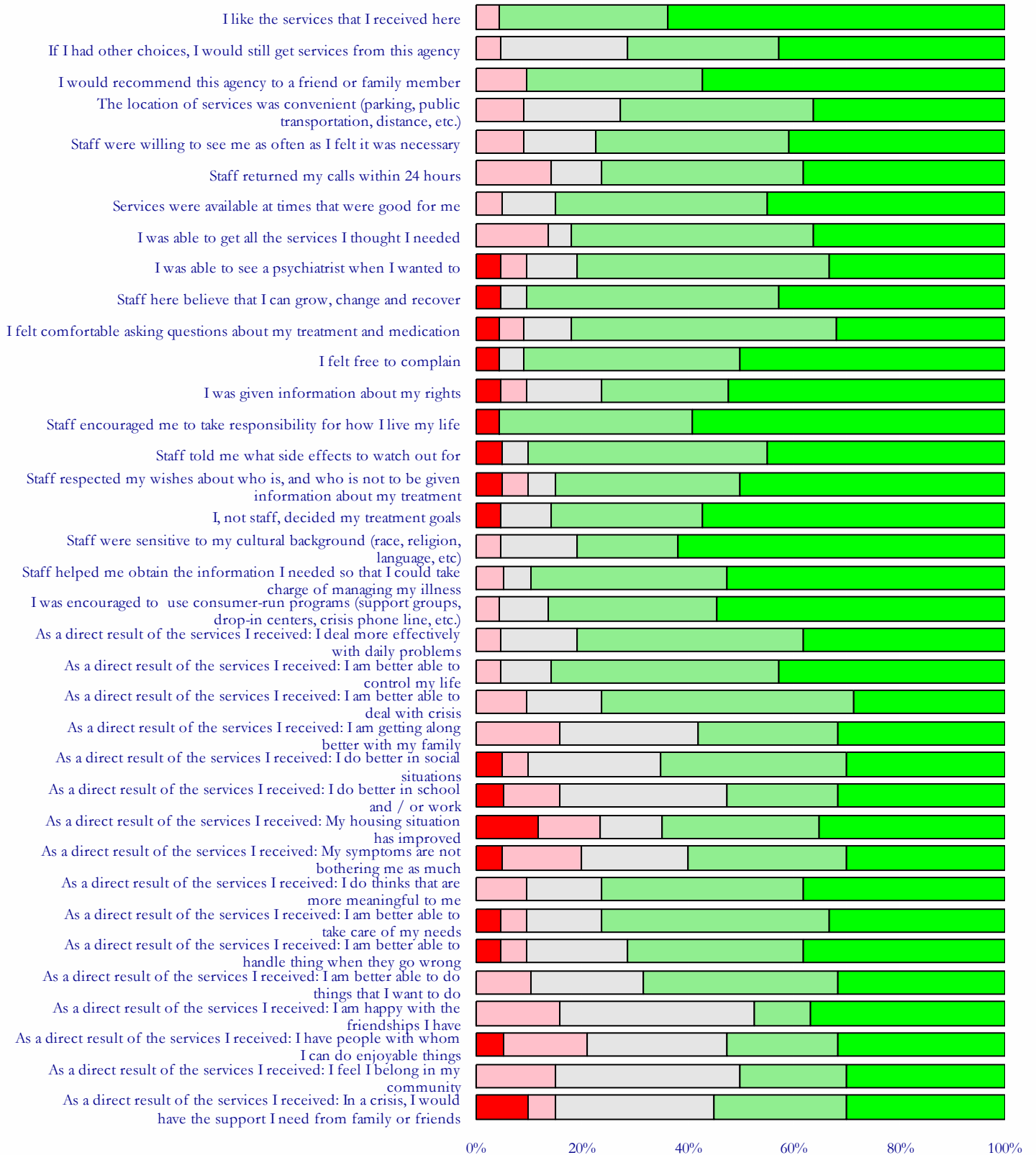
Program / Other Satisfaction			
Satisfaction	Westside Community Crisis Outpatient	Other	Total
Not Satisfied	2 9.1 %	237 10.5 %	239 10.5 %
Satisfied	20 90.9 %	2013 89.5 %	2033 89.5 %
Total	22 100.0 %	2250 100.0 %	2272 100.0 %

Fisher's p=1.000 · df=1 · Φ=0.005

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	4 15.4 %	0 0 %	4 15.4 %
Impaired	0 0 %	0 0 %	0 0 %
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	22 84.6 %	0 0 %	22 84.6 %
Total	26 100.0 %	0 100.0 %	26 100.0 %

MHSIP Items



MHSIP Items 1-25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I like the services that I received here	0 0 %	1 4 %	0 0 %	7 27 %	14 54 %	4 15 %
If I had other choices, I would still get services from this agency	0 0 %	1 4 %	5 19 %	6 23 %	9 35 %	5 19 %
I would recommend this agency to a friend or family member	0 0 %	2 8 %	0 0 %	7 27 %	12 46 %	5 19 %
The location of services was convenient (parking, public transportation, distance, etc.)	0 0 %	2 8 %	4 15 %	8 31 %	8 31 %	4 15 %
Staff were willing to see me as often as I felt it was necessary	0 0 %	2 8 %	3 12 %	8 31 %	9 35 %	4 15 %
Staff returned my calls within 24 hours	0 0 %	3 12 %	2 8 %	8 31 %	8 31 %	5 19 %
Services were available at times that were good for me	0 0 %	1 4 %	2 8 %	8 31 %	9 35 %	6 23 %
I was able to get all the services I thought I needed	0 0 %	3 12 %	1 4 %	10 38 %	8 31 %	4 15 %
I was able to see a psychiatrist when I wanted to	1 4 %	1 4 %	2 8 %	10 38 %	7 27 %	5 19 %
Staff here believe that I can grow, change and recover	1 4 %	0 0 %	1 4 %	10 38 %	9 35 %	5 19 %
I felt comfortable asking questions about my treatment and medication	1 4 %	1 4 %	2 8 %	11 42 %	7 27 %	4 15 %
I felt free to complain	1 4 %	0 0 %	1 4 %	9 35 %	11 42 %	4 15 %
I was given information about my rights	1 4 %	1 4 %	3 12 %	5 19 %	11 42 %	5 19 %
Staff encouraged me to take responsibility for how I live my life	1 4 %	0 0 %	0 0 %	8 31 %	13 50 %	4 15 %
Staff told me what side effects to watch out for	1 4 %	0 0 %	1 4 %	9 35 %	9 35 %	6 23 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	1 4 %	1 4 %	1 4 %	7 27 %	10 38 %	6 23 %
I, not staff, decided my treatment goals	1 4 %	0 0 %	2 8 %	6 23 %	12 46 %	5 19 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	1 4 %	3 12 %	4 15 %	13 50 %	5 19 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0 %	1 4 %	1 4 %	7 27 %	10 38 %	7 27 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0 %	1 4 %	2 8 %	7 27 %	12 46 %	4 15 %
As a direct result of the services I received: I deal more effectively with daily problems	0 0 %	1 4 %	3 12 %	9 35 %	8 31 %	5 19 %
As a direct result of the services I received: I am better able to control my life	0 0 %	1 4 %	2 8 %	9 35 %	9 35 %	5 19 %
As a direct result of the services I received: I am better able to deal with crisis	0 0 %	2 8 %	3 12 %	10 38 %	6 23 %	5 19 %
As a direct result of the services I received: I am getting along better with my family	0 0 %	3 12 %	5 19 %	5 19 %	6 23 %	7 27 %
As a direct result of the services I received: I do better in social situations	1 4 %	1 4 %	5 19 %	7 27 %	6 23 %	6 23 %

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 4 %	2 8 %	6 23 %	4 15 %	6 23 %	7 27 %
As a direct result of the services I received: My housing situation has improved	2 8 %	2 8 %	2 8 %	5 19 %	6 23 %	9 35 %
As a direct result of the services I received: My symptoms are not bothering me as much	1 4 %	3 12 %	4 15 %	6 23 %	6 23 %	6 23 %
As a direct result of the services I received: I do think that are more meaningful to me	0 0 %	2 8 %	3 12 %	8 31 %	8 31 %	5 19 %
As a direct result of the services I received: I am better able to take care of my needs	1 4 %	1 4 %	3 12 %	9 35 %	7 27 %	5 19 %
As a direct result of the services I received: I am better able to handle things when they go wrong	1 4 %	1 4 %	4 15 %	7 27 %	8 31 %	5 19 %
As a direct result of the services I received: I am better able to do things that I want to do	0 0 %	2 8 %	4 15 %	7 27 %	6 23 %	7 27 %
As a direct result of the services I received: I am happy with the friendships I have	0 0 %	3 12 %	7 27 %	2 8 %	7 27 %	7 27 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	1 4 %	3 12 %	5 19 %	4 15 %	6 23 %	7 27 %
As a direct result of the services I received: I feel I belong in my community	0 0 %	3 12 %	7 27 %	4 15 %	6 23 %	6 23 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	2 8 %	1 4 %	6 23 %	5 19 %	6 23 %	6 23 %

