



2014 Mental Health Consumer Satisfaction Survey Report

Report prepared and submitted
by
Network Management
April 2014

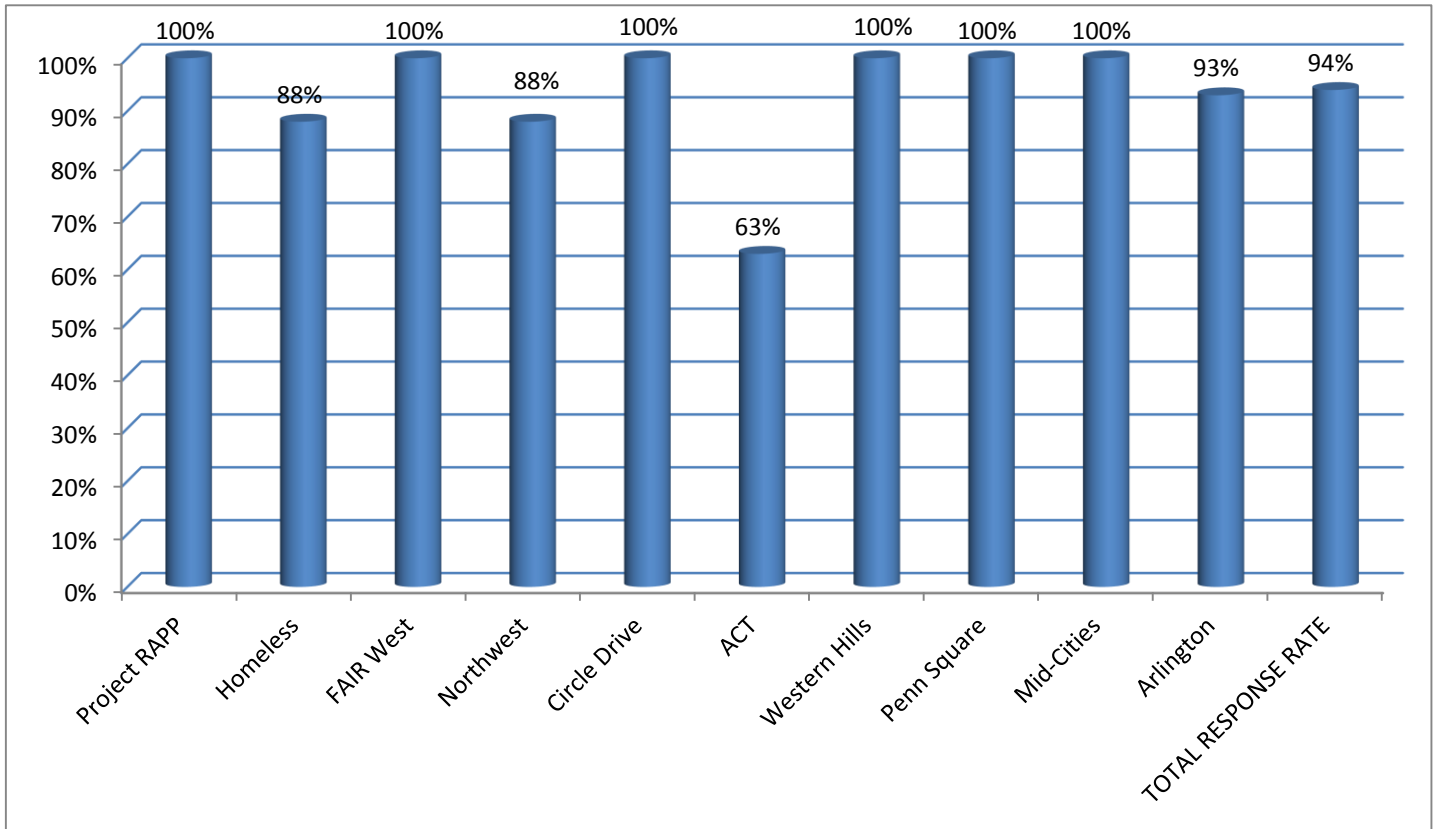
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Overview

- During the month of January 2014 the Network Management department of MHMRTC conducted a consumer satisfaction survey of Mental Health service providers. Consumers were selected at random and remained anonymous.
- Consumers were asked to respond to questions about how they feel about the effectiveness of MHMRTC's services (Quality of Life) and how they feel about the way services are delivered (Satisfaction with Services). Consumers were also given the opportunity to comment freely on what they liked about our services and what they would change. These comments were categorized and counted (The Most Frequent Comments).
- When making comparisons between providers, it is important to remember that some providers offer services to consumers during different stages of their treatment. This may have affected some responses.
- This report represents the consumer's point of view about the services they receive.
- The Network Management Department would like to express our gratitude to program management staff as well as office managers and other office staff for their assistance with the survey.

**JANUARY 2014
MH CONSUMER SATISFACTION SURVEY
RESPONSE RATES**



Mental Health Services

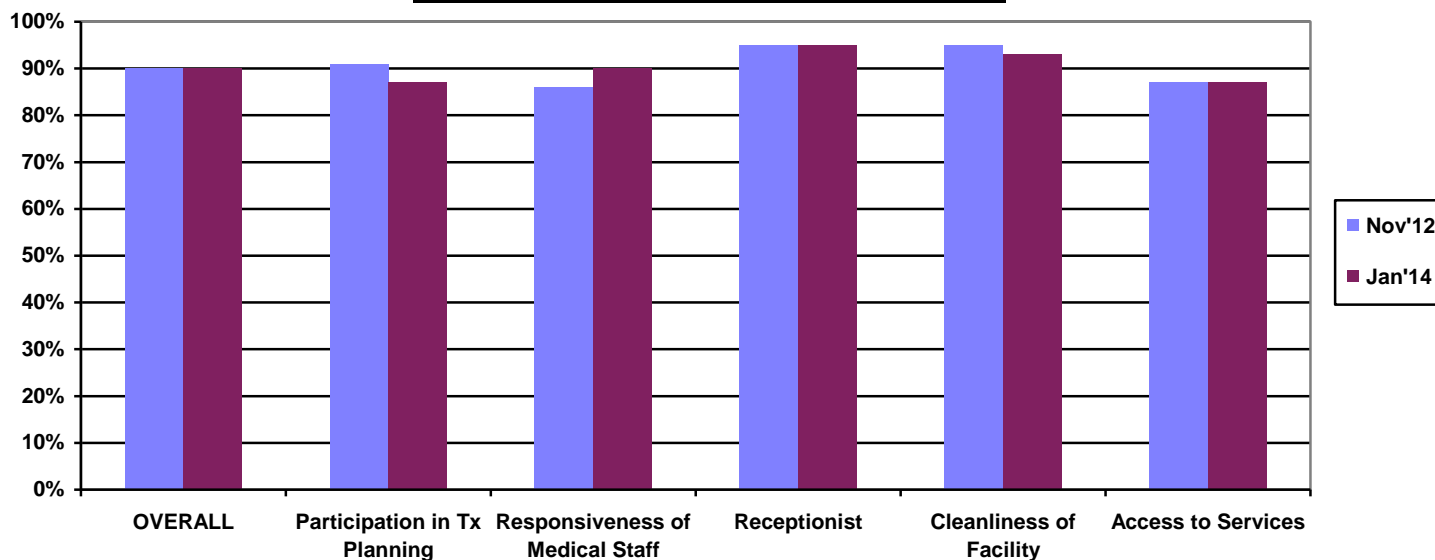
November 2012: n=690 Response Rate 77%

January 2014: n=899 Response Rate 94%

QUALITY OF LIFE



SATISFACTION WITH SERVICES



THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:

1. Psychiatric TX/Medications (1)
2. Staff are understanding/empathetic (3)
3. Improved psychiatric symptoms (2)
4. The doctor (4)
5. Staff is courteous/friendly (5)

The one thing I would like to see changed is:

1. Relief from psychiatric symptoms (5)
2. Staff returns phone calls (10)
3. Fewer staff changes (10)
4. Reduce wait time (2)
5. Staff availability (6)

() = November 2012 M.H. Consumer Satisfaction

MHMRTC

M.H. Consumer Satisfaction Survey Report

January 2014

R.U. All Units

No. of Respondents: **899**

1. How do you feel from services you receive at MHMRTC?

66% I feel better	30% I feel the same	4% I feel worse	0% No response
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2. How do you get along with people now?

50% My relationships are better	44% My relationships are the same	6% My relationships are worse	0% No response
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3. How well do you take care of your problems now?

56% I handle problems better	38% I handle problems the same	5% I don't handle problems as well now	0% No response
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4. How do you feel about the way staff treat you with respect?

52% Extremely satisfied	41% Satisfied	1% Dissatisfied	1% Extremely dissatisfied
1% Does not apply	1% Don't know	0% No response	

5. How do you feel about the cleanliness of the setting where you receive services?

47% Extremely satisfied	46% Satisfied	3% Dissatisfied	0% Extremely dissatisfied
1% Does not apply	1% Don't know	0% No response	

6. How do you feel about the politeness and helpfulness of the receptionist where you receive services?

54% Extremely satisfied	41% Satisfied	1% Dissatisfied	1% Extremely dissatisfied
1% Does not apply	2% Don't know	0% No response	

7. How do you feel about how well medical staff explained your medication(s) to you?

50% Extremely satisfied	40% Satisfied	3% Dissatisfied	1% Extremely dissatisfied
2% Does not apply	4% Don't know	0% No response	

8. How do you feel about the involvement you had in making your treatment plan?

40% Extremely satisfied	47% Satisfied	2% Dissatisfied	1% Extremely dissatisfied
2% Does not apply	6% Don't know	0% No response	

9. How do you feel about the assistance you received in getting treatment for any medical or physical problems?

40% Extremely satisfied	47% Satisfied	3% Dissatisfied	1% Extremely dissatisfied
4% Does not apply	5% Don't know	0% No response	

10. How do you feel about how well the doctor understands and responds to your concerns?
51% Extremely satisfied **38%** Satisfied **3%** Dissatisfied **2%** Extremely dissatisfied
1% Does not apply **5%** Don't know **0%** No response

11. How do you feel about how well the nurse understands and responds to your concerns?
47% Extremely satisfied **43%** Satisfied **2%** Dissatisfied **1%** Extremely dissatisfied
2% Does not apply **6%** Don't know **0%** No response

12. How do you feel about how well your pharmacy provides services?
43% Extremely satisfied **44%** Satisfied **3%** Dissatisfied **1%** Extremely dissatisfied
3% Does not apply **5%** Don't know **0%** No response

13. When you request assistance, how satisfied are you with the response?
40% Extremely satisfied **47%** Satisfied **3%** Dissatisfied **2%** Extremely dissatisfied
3% Does not apply **5%** Don't know **0%** No response

14. Would you recommend MHMRTC to others?
96% Yes **4%** No **0%** No response

15. The best thing about the services I receive is (number of comments):

93 Psychiatric TX/Medications	9 The nurse
72 Improved psychiatric symptoms	16 The case coordinator/mgr.
86 Staff are understanding/empathetic	28 The cost of services
44 Staff is courteous and friendly	22 Prompt service
60 The doctor	

16. The one thing I would like to see changed is (number of comments):

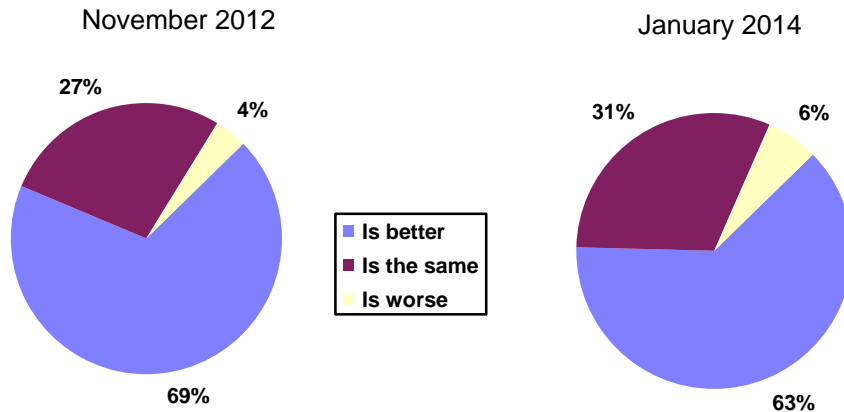
8 Nothing	3 More time with Dr.
196 Relief from psychiatric symptoms	3 Additional Support Services
27 Reduce time spent waiting to see Dr.	6 Facility Improvement
26 Staff more available when needed	2 Extended clinic office hours
66 Staff returns phone calls	4 Offer counseling services
8 Staff to be understanding/empathetic	32 Fewer Case Coordinator/Mgr. changes
5 Improve cleanliness of site	5 Lab hours more flexible

ACT Clinic

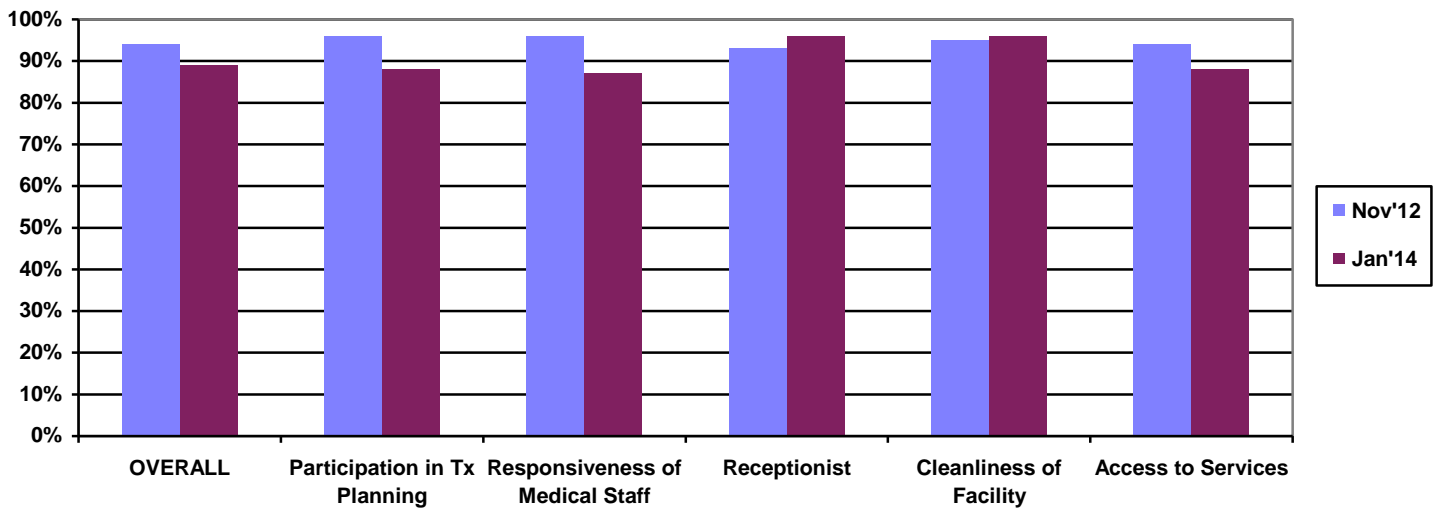
November 2012: n=40 Response Rate 100%

January 2014: n=25 Response Rate 63%

QUALITY OF LIFE



SATISFACTION WITH SERVICES



THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:

1. Staff is understanding/empathetic (2)
2. Improved psychiatric symptoms (4)
3. Psychiatric TX/Medications (1)
4. The cost of services (4)
5. Prompt service (0)

The one thing I would like to see changed is:

1. Relief from psychiatric symptoms (4)
2. Reduce time spent waiting to see doctor (2)
3. More time with dr. (0)
4. Staff returns phone calls (0)
5. Staff available when needed (4)

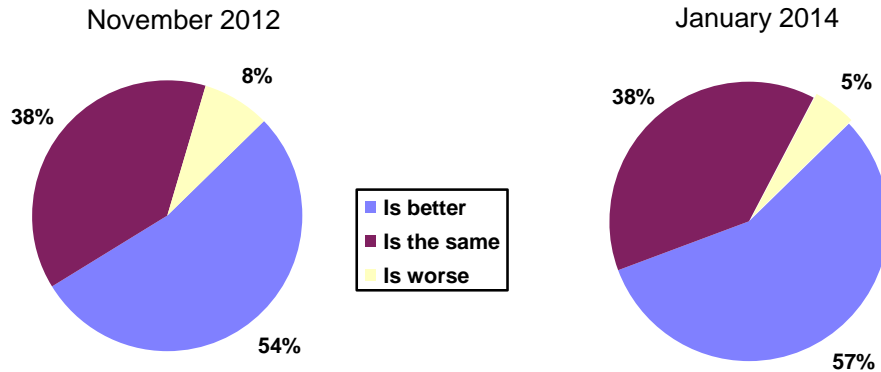
() = November 2012 M.H. Consumer Satisfaction Survey ranking.

Arlington Clinic

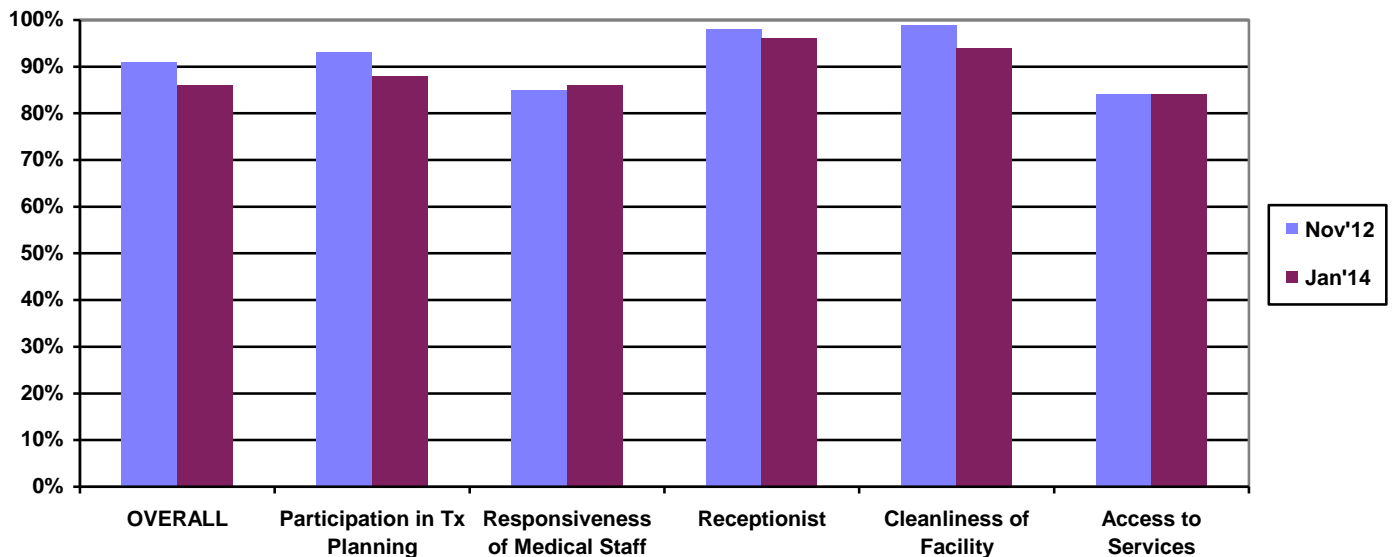
November 2012: n=116 Response Rate 88%

January 2014: n=125 Response Rate 93%

QUALITY OF LIFE



SATISFACTION WITH SERVICES



THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:

1. Staff is courteous/friendly (4)
2. Psychiatric TX/Medications (1)
3. Improved psychiatric symptoms (5)
4. Staff is understanding/empathetic (3)
5. The doctor (2)

The one thing I would like to see changed is:

1. Staff returns phone calls (0)
2. Relief from psychiatric symptoms (5)
3. Fewer staff changes (6)
4. Staff available when needed (0)
5. Reduce time waiting to see doctor (2)

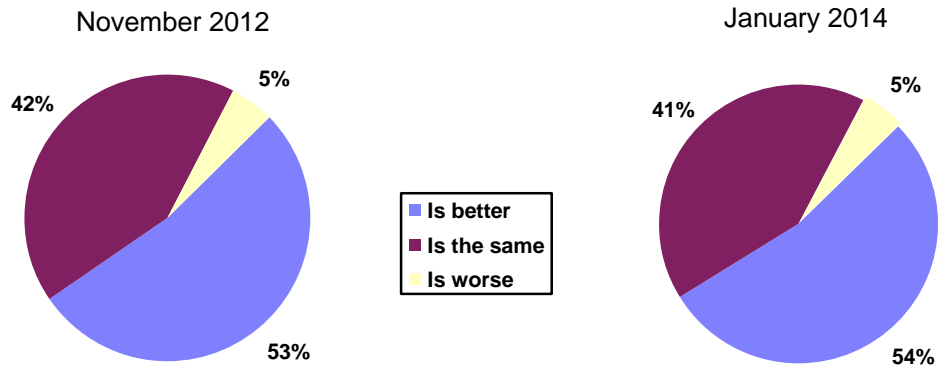
() = November 2012 M.H. Consumer Satisfaction Survey ranking.

Circle Drive Clinic

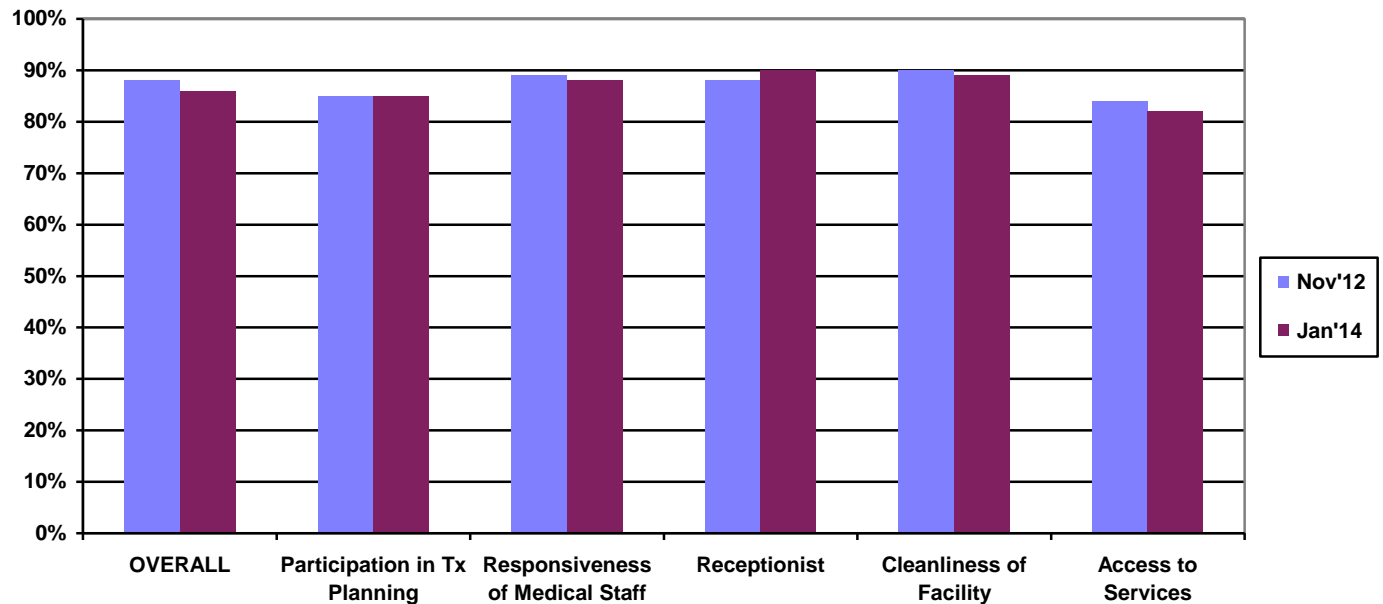
November 2012: n=137 Response Rate 96%

January 2014: n=158 Response Rate 100%

QUALITY OF LIFE



SATISFACTION WITH SERVICES



THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:

1. Psychiatric TX/Medications (1)
2. Staff is understanding/empathetic (3)
3. The doctor (5)
4. Improved psychiatric symptoms (2)
5. Staff is courteous/friendly (4)

The one thing I would like to see changed is:

1. Relief from psychiatric symptoms (4)
2. Staff returns phone calls (0)
3. Fewer staff changes (0)
4. Reduce time waiting to see doctor (2)
5. Staff more available when needed (5)

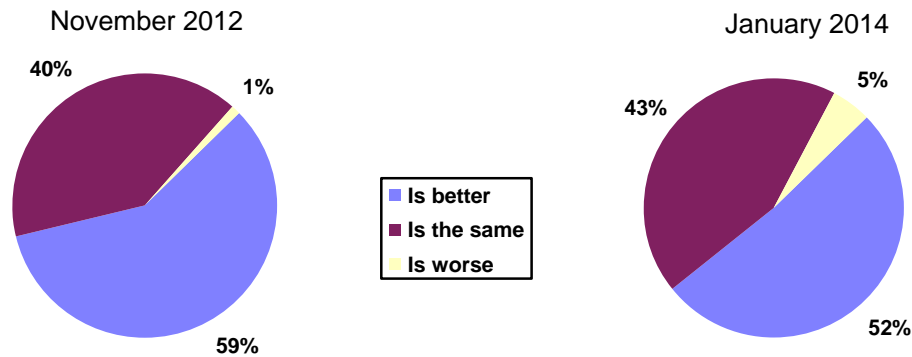
() = November 2012 M.H. Consumer Satisfaction Survey ranking.

FAIR West Clinic

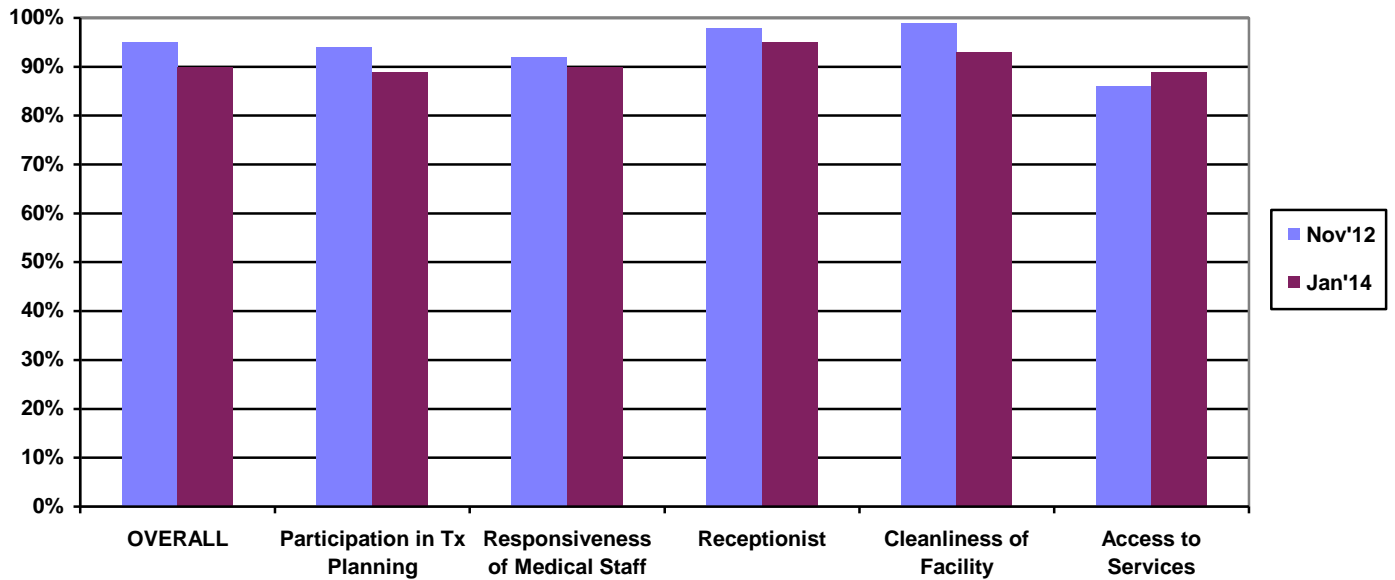
November 2012: n=114 Response Rate 100%

January 2014: n=135 Response Rate 100%

QUALITY OF LIFE



SATISFACTION WITH SERVICES



THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:

1. Psychiatric TX/Medications (1)
2. Improved psychiatric symptoms (3)
3. Staff is understanding/empathetic (2)
4. Staff is courteous/friendly (4)
5. Prompt service (7)

The one thing I would like to see changed is:

1. Relief from psychiatric symptoms (4)
2. Fewer staff changes (0)
3. Staff more available when needed (0)
4. Staff to be understanding/empathetic (3)
5. Lab hours more flexible (0)

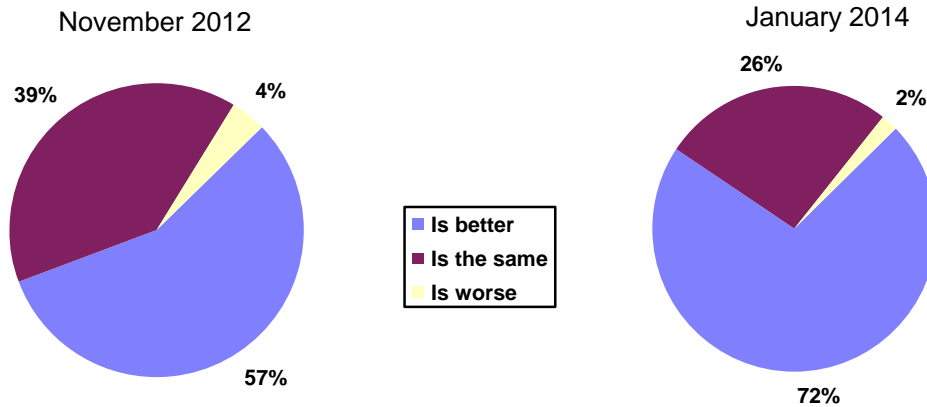
() = November 2012 M.H. Consumer Satisfaction Survey ranking

Homeless Services Clinic

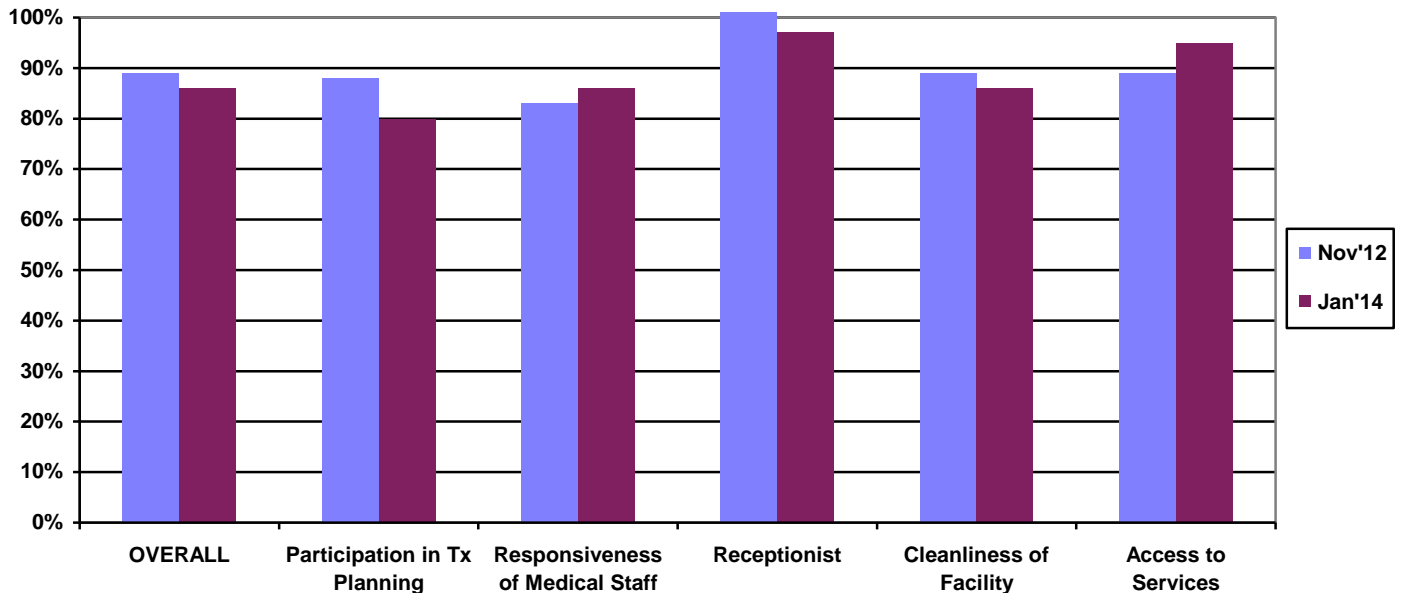
November 2012: n=18 Response Rate 45%

January 2014: n=35 Response Rate 88%

QUALITY OF LIFE



SATISFACTION WITH SERVICES



THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:

1. Staff is understanding/empathetic (1)
2. Staff is courteous/friendly (2)
3. The doctor (0)
4. The case coordinator/mgr. (4)

The one thing I would like to see changed is:

1. Relief from psychiatric symptoms (3)
2. Reduce time spent waiting to see doctor (3)
3. Staff returns phone calls (0)
4. Extended clinic office hours (0)

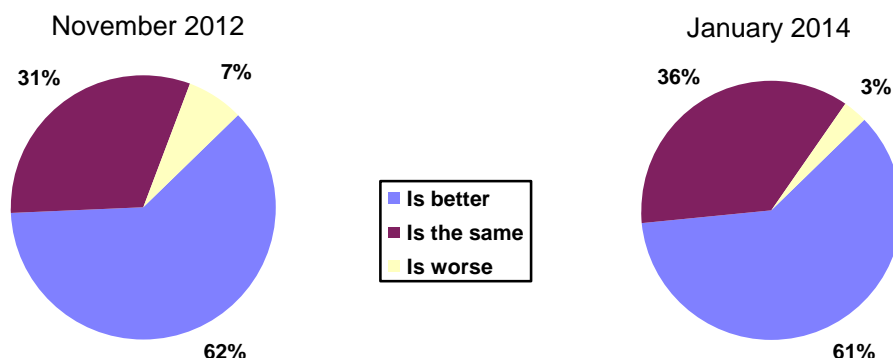
() = November 2012 M.H. Consumer Satisfaction Survey ranking.

Mid-Cities Clinic

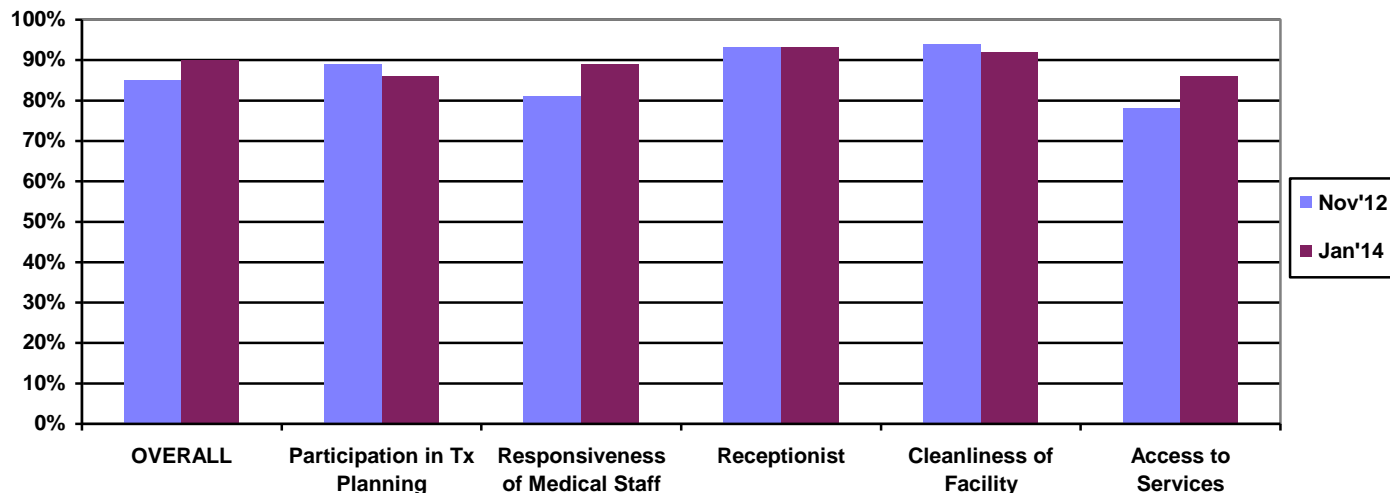
November 2012: n=110 Response Rate: 100%

January 2014: n=100 Response Rate: 100%

QUALITY OF LIFE



SATISFACTION WITH SERVICES



THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:

1. The doctor (3)
2. Staff is understanding/empathetic (4)
3. The cost of services (2)
4. Psychiatric TX/Medication (1)
5. Improved psychiatric symptoms (3)

The one thing I would like to see changed is:

1. Relief from psychiatric symptoms (4)
2. Staff returns phone calls (0)
3. Nothing (1)
4. Reduce time spent waiting to see doctor (2)
5. Staff to be understanding/empathetic (3)

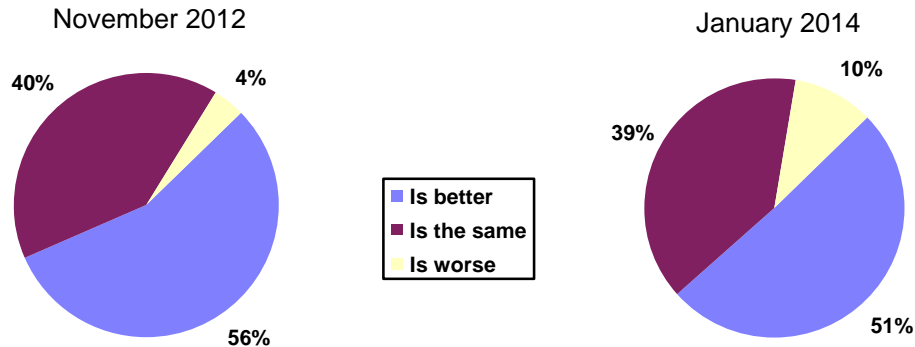
() = November 2012 M.H. Consumer Satisfaction Survey ranking.

Northwest Clinic

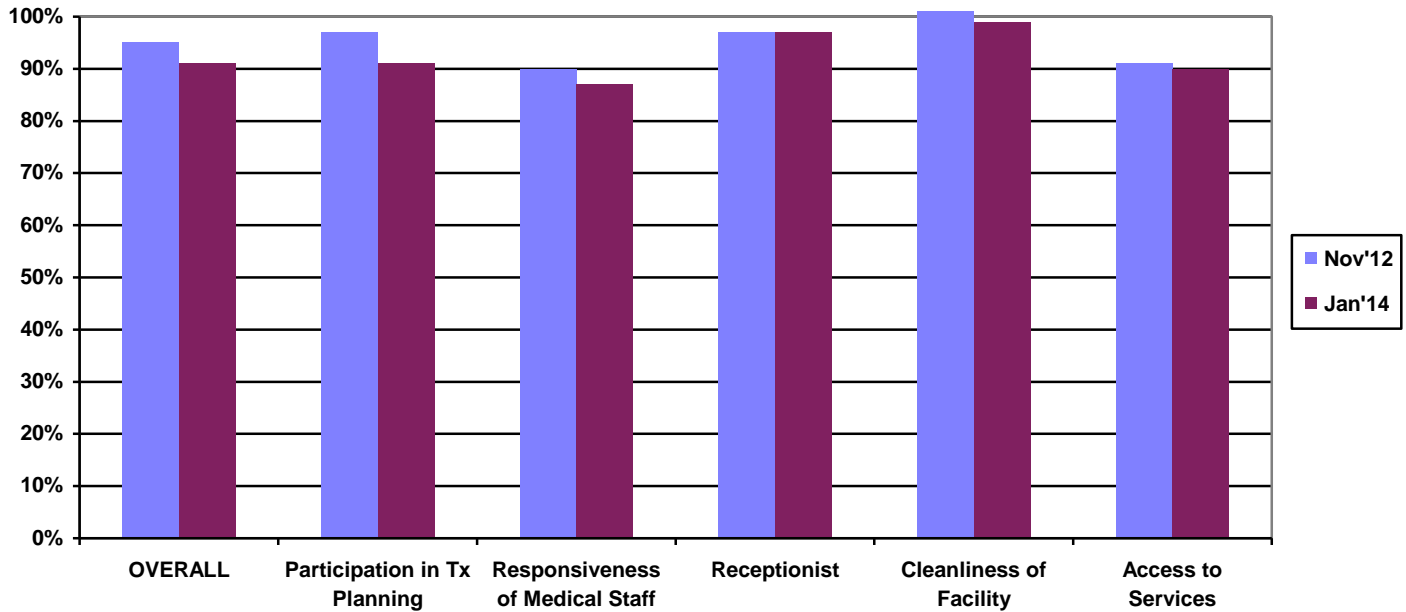
November 2012: n=33 Response Rate 38%

January 2014: n=80 Response Rate 88%

QUALITY OF LIFE



SATISFACTION WITH SERVICES



THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:

1. The doctor (1)
2. Staff is understanding/empathetic (2)
3. Psychiatric TX/Medications (1)
4. Staff is courteous and friendly (3)
5. The cost of services (3)

The one thing I would like to see changed is:

1. Relief from psychiatric symptoms (0)
2. Staff returns phone calls (0)
3. Staff more available when needed (0)
4. Reduce time spend waiting to see doctor (2)
5. More time with doctor (0)

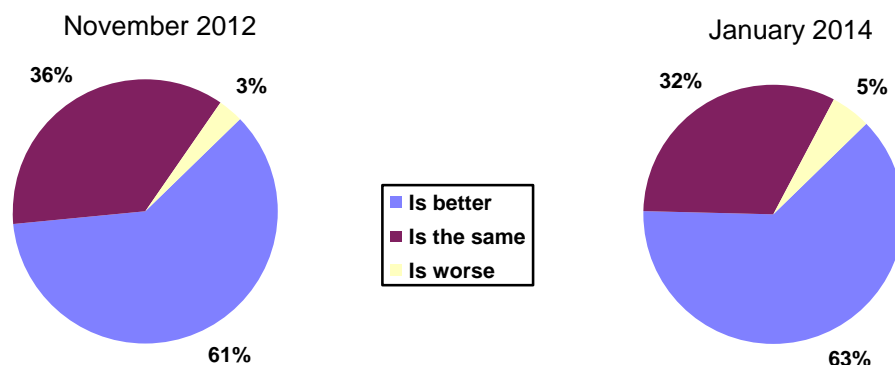
() = November 2012 M.H. Consumer Satisfaction Survey ranking

Penn Square Clinic

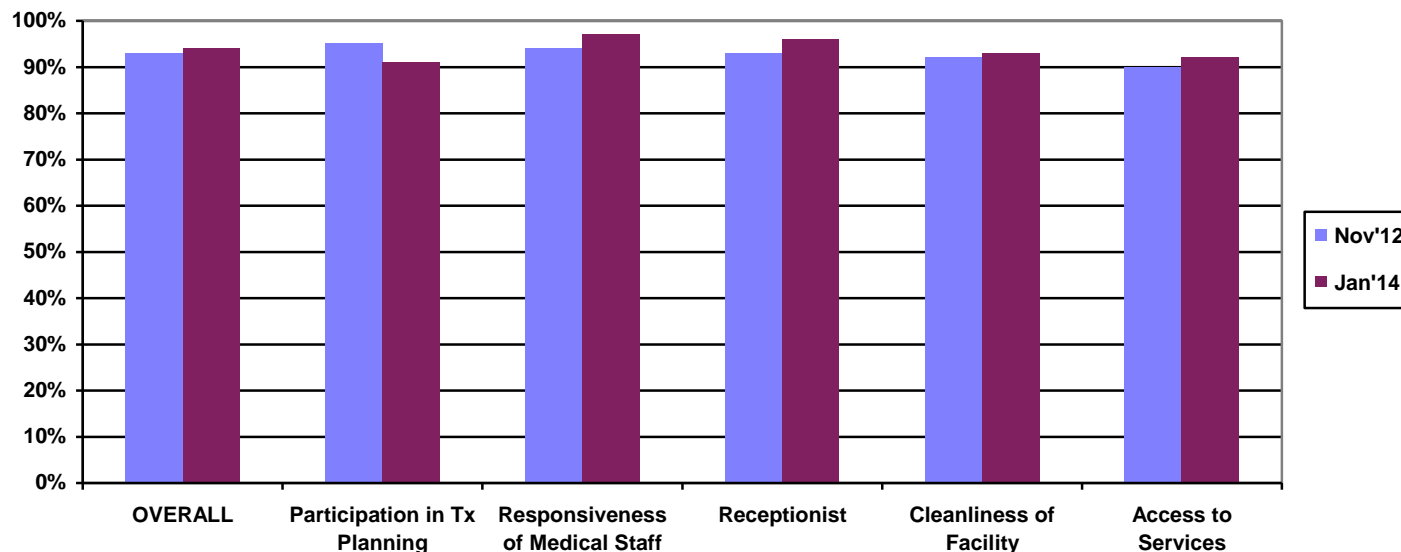
November 2012: n=93 Response Rate 62%

January 2014: n=154 Response Rate 100%

QUALITY OF LIFE



SATISFACTION WITH SERVICES



THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:

1. Improved psychiatric symptoms (2)
2. Staff is understanding/empathetic (3)
3. Psychiatric TX/Medications (1)
4. The doctor (4)
5. The cost of services (7)

The one thing I would like to see changed is:

1. Relief from psychiatric symptoms (4)
2. Staff more available when needed (4)
3. Reduce time spent waiting to see doctor (2)
4. Improve cleanliness of site (0)
4. Staff to be understanding/empathetic (4)

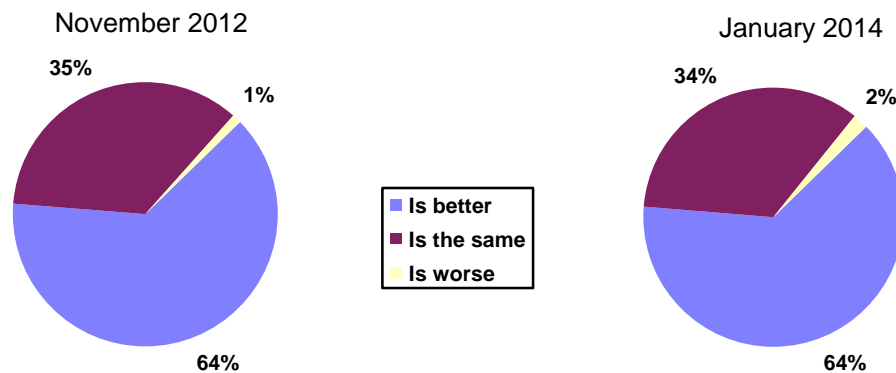
() = November 2012 Consumer Satisfaction Survey ranking.

Project R.A.P.P.

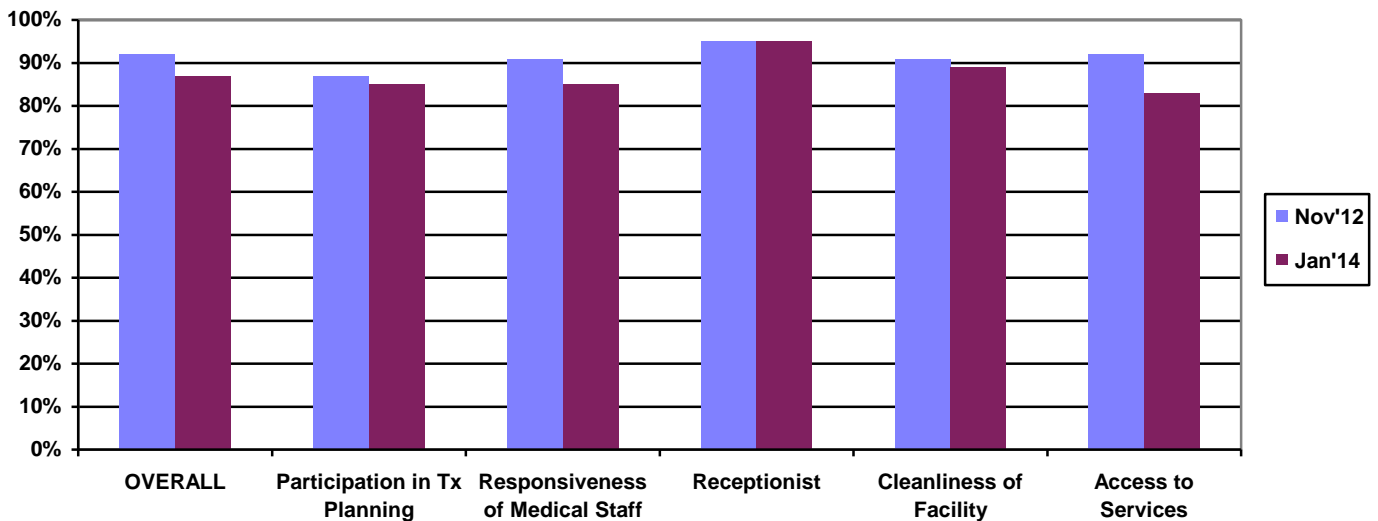
November 2012: n=23 Response Rate 58%

January 2014: n=46 Response Rate 100%

QUALITY OF LIFE



SATISFACTION WITH SERVICES



THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:

1. Improved psychiatric symptoms (0)
2. Staff is understanding/empathetic (1)
3. Staff is courteous and friendly (3)
3. Psychiatric TX/Medications (2)
4. The cost of services (4)
5. The doctor (4)

The one thing I would like to see changed is:

1. Relief from psychiatric symptoms (0)
2. Reduce time spent waiting to see doctor (3)
3. Staff more available when needed (0)
3. Additional support services (2)

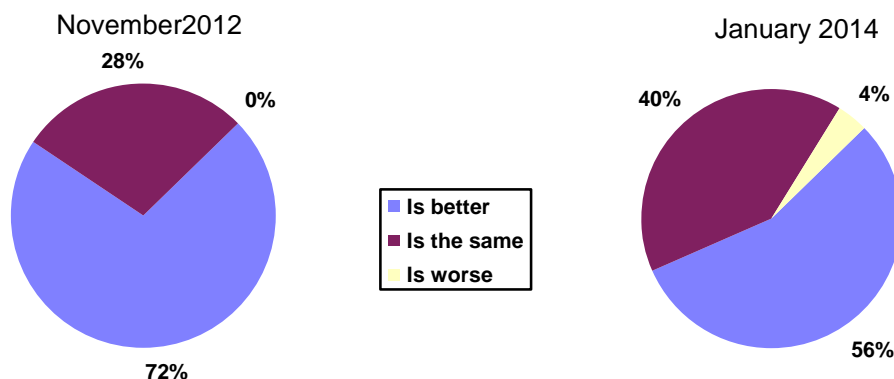
() = November 2012 M.H. Consumer Satisfaction Survey ranking.

Western Hills Clinic

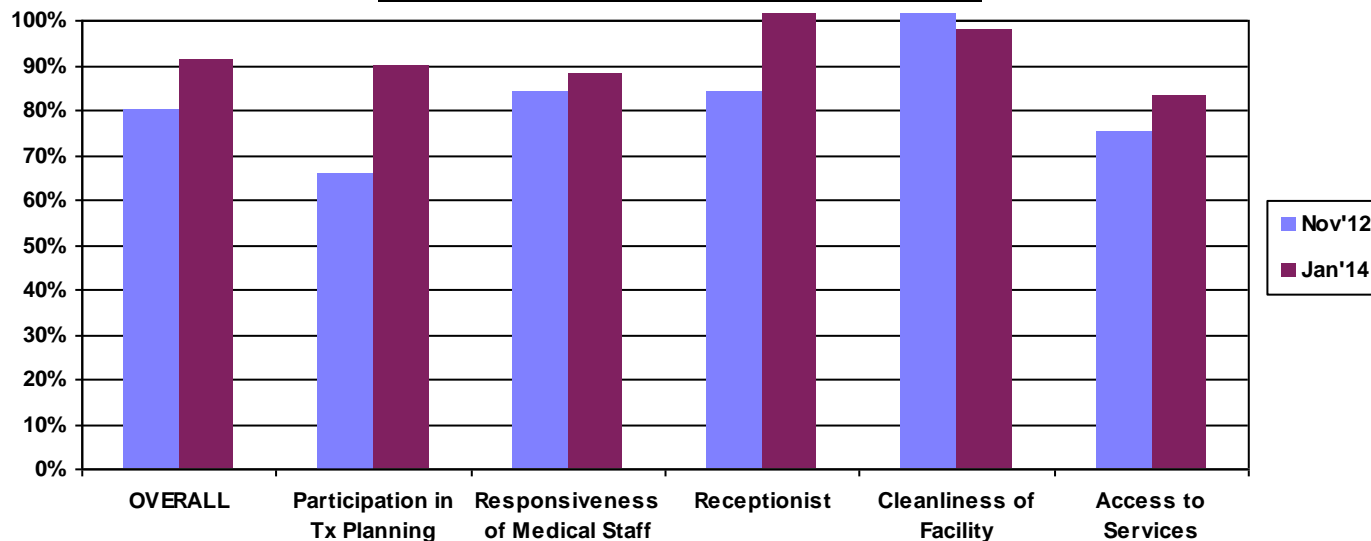
November 2012: n=6 Response Rate 15%

January 2014: n=41 Response Rate 100%

QUALITY OF LIFE



SATISFACTION WITH SERVICES



THE MOST FREQUENT COMMENTS RANKED BY CATEGORY

The best thing about the services I receive is:

1. Staff is understanding/empathetic (0)
2. Improved psychiatric symptoms (2)
3. Psychiatric TX/Medications (2)
4. The cost of services (0)
5. Staff is courteous/friendly (0)

The one thing I would like to see changed is:

1. Relief from psychiatric symptoms (0)
2. Few staff changes (0)
3. Facility improvement (0)
4. Staff more available when needed (2)

() = November 2012 M.H. Consumer Satisfaction Survey ranking.

Consumer Comments

Project R.A.P.P. Clinic

- “They have changed my life and help me look at life with a better perspective.”

Homeless Clinic

- “The staff, I’m very grateful for all programs and services.”

FAIR West Clinic

- “My family is stable. We as a whole family are happy. No chaos.”

Northwest Clinic

- “The kindness and support coming from staff and caseworker.”

Circle Drive Clinic

- “The people. They make you feel better about your darkest day.”

ACT Clinic

- “I get the help I need”

Western Hills Clinic

- “I am able to receive the medications and services I need to survive on a day to day basis!”

Penn Square Clinic

- “I can see a change in my mood swings. I’m not angry anymore. I can handle what people say about me. I listen to people more and take their thoughts into consideration.”

Mid-Cities Clinic

- “Without MHMR I wouldn’t be alive today. I’m very grateful.”

Arlington Clinic

- “The staff treats me with respect and makes me feel like a human. Most other places act as if I’m subhuman or just a number to them.”