



Example Site

Overall

January 1, 2013 - December 31, 2013

compared with

**mhca** National Database

December 1, 2013 - February 28, 2014

mhca Customer Satisfaction Survey

Comparative Narrative Report

Prepared by

Mental Health Corporations of America  
1876-A Eider Court  
Tallahassee, Florida 32308

September 2015

# Table of Contents

## General Information

|                                                        |   |
|--------------------------------------------------------|---|
| mhca Customer Survey Analysis Package Description..... | 3 |
| Definition of Terms.....                               | 3 |
| Executive Summary.....                                 | 4 |
| Satisfaction Survey Narrative by Domain.....           | 4 |
| Demographic Summary.....                               | 6 |
| Satisfaction Survey Summary Statistics.....            | 7 |
| Satisfaction Survey Ratings by Item.....               | 8 |

## Graphs

|                                                          |    |
|----------------------------------------------------------|----|
| Comparison of Mean Satisfaction by Domain.....           | 9  |
| Comparison of Mean Satisfaction by Item.....             | 10 |
| Comparison of Favorable/Unfavorable Ratings by Item..... | 14 |

## mhca Customer Survey Analysis Package Description

The mhca Customer Survey analysis is designed to be a part of your quality improvement system. The intent of the survey is to provide you with a picture of your clients' satisfaction with your organization and the services provided. The information will help identify your strengths and opportunities for improvement.

The information obtained from the mhca Customer Survey for Clients (Form C) is presented in both numeric and graphic form. The scale used in this survey is:

- 1 = Poor
- 2 = Fair
- 3 = Good
- 4 = Very Good
- 5 = Excellent
- 0 = No Response

Note that the survey data includes "6" (Not Applicable) and "0" (No Response) values. Although they are ignored in the statistical calculations, these values can be useful for distinguishing any items that do not apply to your clients or items which the clients refused to answer.

## Definition of Terms

|                     |                                                                                                                                                                           |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Domains:            | Questions are grouped into four domains.<br>The domains are Personal Therapy, Physical Environment, Client/Staff Interaction, and Overall Outcome.                        |
| Count:              | The number of responses on a specific survey question.                                                                                                                    |
| Mean:               | The average of all responses.                                                                                                                                             |
| Median:             | The number separating the higher half of ordered responses from the lower half.                                                                                           |
| Standard Deviation: | A measure of dispersion in the response distribution, calculated as the square root of the mean of the squares of deviations from the mean.                               |
| 95% Conf. Int:      | A value that indicates a 95 percent confidence interval for the population mean.<br>That is, there is a 95% probability that the population mean falls within this range. |
| Coef. Var.:         | The coefficient of variation measures dispersion in the response distribution, calculated as the ratio of standard deviation to the mean.                                 |
| Percent (%):        | The percentage of specific responses of the total responses to an item.                                                                                                   |
| Grand Mean:         | The overall average for all items.                                                                                                                                        |

## **mhca Customer Satisfaction Survey**

### **Executive Summary**

#### **Example Site - Overall compared with the mhca National Database**

This analysis compares 1,249 customer satisfaction surveys from Example Site - Overall for the period January 1, 2013 - December 31, 2013 with 34,671 surveys from the mhca National Database for the period December 1, 2013 - February 28, 2014. The majority of the mhca National Database respondents were Caucasian adults age 18-44 (ORG 67.41 percent, mhca 58.13 percent) who were voluntary patients (ORG 77.10 percent, mhca 86.38 percent). The mhca National Database respondents were more likely female (ORG 41.71 percent, mhca 49.17 percent), had completed high school (ORG 32.51 percent, mhca 31.27 percent), were unemployed (ORG 37.31 percent, mhca 39.80 percent), and had not completed treatment (ORG 60.13 percent, mhca 73.95 percent). The majority of ORG respondents (92.71 percent) would recommend the organization to others, and 76 percent rated their overall care as very good or excellent. Compared to the mhca National Database, the respondents from Example Site - Overall more likely were male.

#### **Demographics**

This analysis compares 1,249 customer satisfaction surveys from Example Site - Overall for the period January 1, 2013 - December 31, 2013 with 34,671 surveys from mhca National Database (mhca) for the period December 1, 2013 - February 28, 2014. The majority of the mhca National Database respondents were Caucasian (ORG 77.74 percent, mhca 73.82 percent) adults age 18-44 (ORG 67.41 percent, mhca 58.13 percent) who were voluntary patients (ORG 77.1 percent, mhca 86.38 percent). The mhca National Database respondents were more likely female (ORG 41.71 percent, mhca 49.17 percent), had completed high school (ORG 32.51 percent, mhca 31.27 percent), were unemployed (ORG 37.31 percent, mhca 39.8 percent), and had not completed treatment (ORG 60.13 percent, mhca 73.95 percent). The majority of mhca respondents (96.02 percent) would recommend the organization to others (92.71 percent, mhca 96.02 percent) and 78 percent rated their overall care as very good or excellent.

#### **Statistics Table**

Confidentiality was the highest rated item for both Example Site - Overall and mhca National Database (ORG 4.25, mhca 1219). Availability of refreshments or snacks was the lowest rated item for Example Site - Overall (ORG 3.34, mhca 3.61). In the mhca National Database, the lowest rated item was Desirability of food (ORG 3.42, 3.57).

## **Satisfaction Survey Narrative by Domain**

### **Personal Therapy**

The average rating for the Personal Therapy dimension was Good (ORG 3.85, mhca 3.98). The highest rated item in this dimension for both ORG - Overall and the mhca National Database was availability of staff to talk with you (ORG 4.11, mhca 4.15). The lowest rated item in this dimension for Example Site - Overall was delay to see psychiatrist (ORG 3.53, mhca 3.82). Reasonableness of fees (ORG 3.61, mhca 3.73) was rated lowest in the mhca National Database. Ratings of items as excellent ranged from 29 to 47 percent for Example Site - Overall and from 36 percent to 47 percent for the mhca National Database. Ratings of poor or fair ranged from 8 percent to 21 percent for Example Site - Overall and from 6 percent to 17 percent for the mhca National Database.

### **Physical Environment**

The average rating for the Physical Environment dimension was Good (ORG 3.66, mhca 3.85). The highest rated item in this dimension for both ORG - Overall and the mhca National Database was safety of the environment (ORG 4.02, mhca 4.12). The lowest rated item in this dimension for Example Site - Overall was availability of refreshments or snacks (ORG 3.34, mhca 3.61). Desirability of food (ORG 3.42, mhca 3.57) was rated lowest in the mhca National Database. Ratings of items as excellent ranged from 25 to 42 percent for Example Site - Overall and from 31 percent to 46 percent for the mhca National Database. Ratings of poor or fair ranged from 8 percent to 28 percent for Example Site - Overall and from 6 percent to 20 percent for the mhca National Database.

### **Client/Staff Interaction**

The average rating for the Client/Staff Interaction dimension was Very Good (ORG 4.16, mhca 4.24). The highest rated item in this dimension for both ORG - Overall and the mhca National Database was confidentiality (ORG 4.25, mhca 4.31). The lowest rated item in this dimension for Example Site - Overall was attention to privacy (ORG 4.12, mhca 4.25). Concern of staff (ORG 4.14, mhca 4.16) was rated lowest in the mhca National Database. Ratings of items as excellent ranged from 47 to 53 percent for Example Site - Overall and from 47 percent to 55 percent for the mhca National Database. Ratings of poor or fair ranged from 6 percent to 9 percent for Example Site - Overall and from 4 percent to 6 percent for the mhca National Database.

### **Overall Outcome**

The average rating for the Overall Outcome dimension was Very Good (ORG 4.06, mhca 4.12). The highest rated item in this dimension for both ORG - Overall and the mhca National Database was overall quality of care and services. (ORG 4.14, mhca 4.21). The lowest rated item in this dimension for Example Site - Overall was willingness to return for treatment (ORG 4.00, mhca 4.14). Treatment helped deal with problem (ORG 4.01, mhca 4.05) was rated lowest in the mhca National Database. Ratings of items as excellent ranged from 42 to 48 percent for Example Site - Overall and from 42 percent to 50 percent for the mhca National Database. Ratings of poor or fair ranged from 6 percent to 10 percent for Example Site - Overall and from 5 percent to 8 percent for the mhca National Database.

## Demographic Summary – Example Site

|                                                                            | ORG (%)<br>Count=1249 | mhca (%)<br>Count=34671 |
|----------------------------------------------------------------------------|-----------------------|-------------------------|
| Would you recommend our organization to others?                            |                       |                         |
| Yes                                                                        | 92.71                 | 96.02                   |
| No                                                                         | 4.56                  | 3.35                    |
| No Response                                                                | 2.72                  | 0.63                    |
| Have you completed treatment?                                              |                       |                         |
| Yes                                                                        | 35.07                 | 23.10                   |
| No                                                                         | 60.13                 | 73.95                   |
| No Response                                                                | 4.80                  | 2.95                    |
| You came to our program with certain problems. How are those problems now? |                       |                         |
| A great deal better                                                        | 61.09                 | 61.09                   |
| Somewhat better                                                            | 31.39                 | 31.39                   |
| No change                                                                  | 3.28                  | 3.28                    |
| Somewhat worse                                                             | 0.64                  | 0.64                    |
| Worse                                                                      | 0.48                  | 0.48                    |
| No Response                                                                | 3.12                  | 3.12                    |
| Age                                                                        |                       |                         |
| 0-5                                                                        | 0.08                  | 0.08                    |
| 6-12                                                                       | 0.32                  | 0.32                    |
| 13-17                                                                      | 0.00                  | 0.00                    |
| 18-44                                                                      | 67.41                 | 58.13                   |
| 45-64                                                                      | 22.18                 | 29.40                   |
| 65+                                                                        | 0.24                  | 1.84                    |
| No Response                                                                | 2.88                  | 0.00                    |
| Sex                                                                        |                       |                         |
| Male                                                                       | 49.16                 | 44.59                   |
| Female                                                                     | 41.71                 | 49.17                   |
| No Response                                                                | 9.13                  | 5.12                    |
| Which best describes your ethnic background?                               |                       |                         |
| African American                                                           | 9.29                  | 9.21                    |
| Asian                                                                      | 0.40                  | 1.24                    |
| Caucasian                                                                  | 77.74                 | 73.82                   |
| Hispanic                                                                   | 0.24                  | 3.06                    |
| Other                                                                      | 3.60                  | 8.97                    |
| No Response                                                                | 7.69                  | 3.69                    |
| What was the last grade you completed in school?                           |                       |                         |
| Less than 8th grade                                                        | 2.32                  | 8.93                    |
| Some high school                                                           | 23.46                 | 18.55                   |
| High school graduate                                                       | 32.51                 | 31.27                   |
| Some college                                                               | 25.54                 | 25.71                   |
| College graduate                                                           | 11.37                 | 13.89                   |
| No Response                                                                | 4.80                  | 1.64                    |
| Current marital status                                                     |                       |                         |
| Never married                                                              | 50.20                 | 50.69                   |
| Married                                                                    | 18.73                 | 21.84                   |
| Divorced                                                                   | 19.62                 | 17.81                   |
| Widowed                                                                    | 1.92                  | 2.49                    |
| Separated                                                                  | 6.65                  | 5.54                    |
| No Response                                                                | 2.88                  | 1.62                    |
| Employment Status                                                          |                       |                         |
| Employed full-time                                                         | 34.75                 | 22.49                   |
| Employed part-time                                                         | 10.09                 | 12.05                   |
| Unemployed                                                                 | 37.31                 | 39.80                   |
| Retired                                                                    | 2.16                  | 4.19                    |
| Other                                                                      | 10.57                 | 17.16                   |
| No Response                                                                | 5.12                  | 4.31                    |
| How do you pay for services?                                               |                       |                         |
| Health insurance                                                           | 13.45                 | 30.24                   |
| HMO                                                                        | 2.24                  | 1.27                    |
| Medicaid                                                                   | 12.25                 | 32.09                   |
| Medicare                                                                   | 1.92                  | 7.51                    |
| Self Pay                                                                   | 47.08                 | 16.20                   |
| Other                                                                      | 3.68                  | 9.27                    |
| No Response                                                                | 19.38                 | 3.41                    |
| Person filling out this questionnaire                                      |                       |                         |
| Client                                                                     | 90.95                 | 84.94                   |
| Family member                                                              | 4.24                  | 10.01                   |
| Staff                                                                      | 0.40                  | 1.95                    |
| Other                                                                      | 0.64                  | 1.31                    |
| No Response                                                                | 3.76                  | 1.78                    |
| Was your treatment voluntary?                                              |                       |                         |
| Yes                                                                        | 77.10                 | 86.38                   |
| No                                                                         | 18.41                 | 11.12                   |
| No Response                                                                | 0.00                  | 0.00                    |
| Client type                                                                |                       |                         |
| IP                                                                         | 0.00                  | 0.00                    |
| OP                                                                         | 17.29                 | 8.61                    |
| P/DTP                                                                      | 57.57                 | 74.47                   |
| RS                                                                         | 0.00                  | 0.00                    |
| ES                                                                         | 22.34                 | 10.13                   |
| CM                                                                         | 0.00                  | 0.00                    |
| VS                                                                         | 2.80                  | 6.79                    |

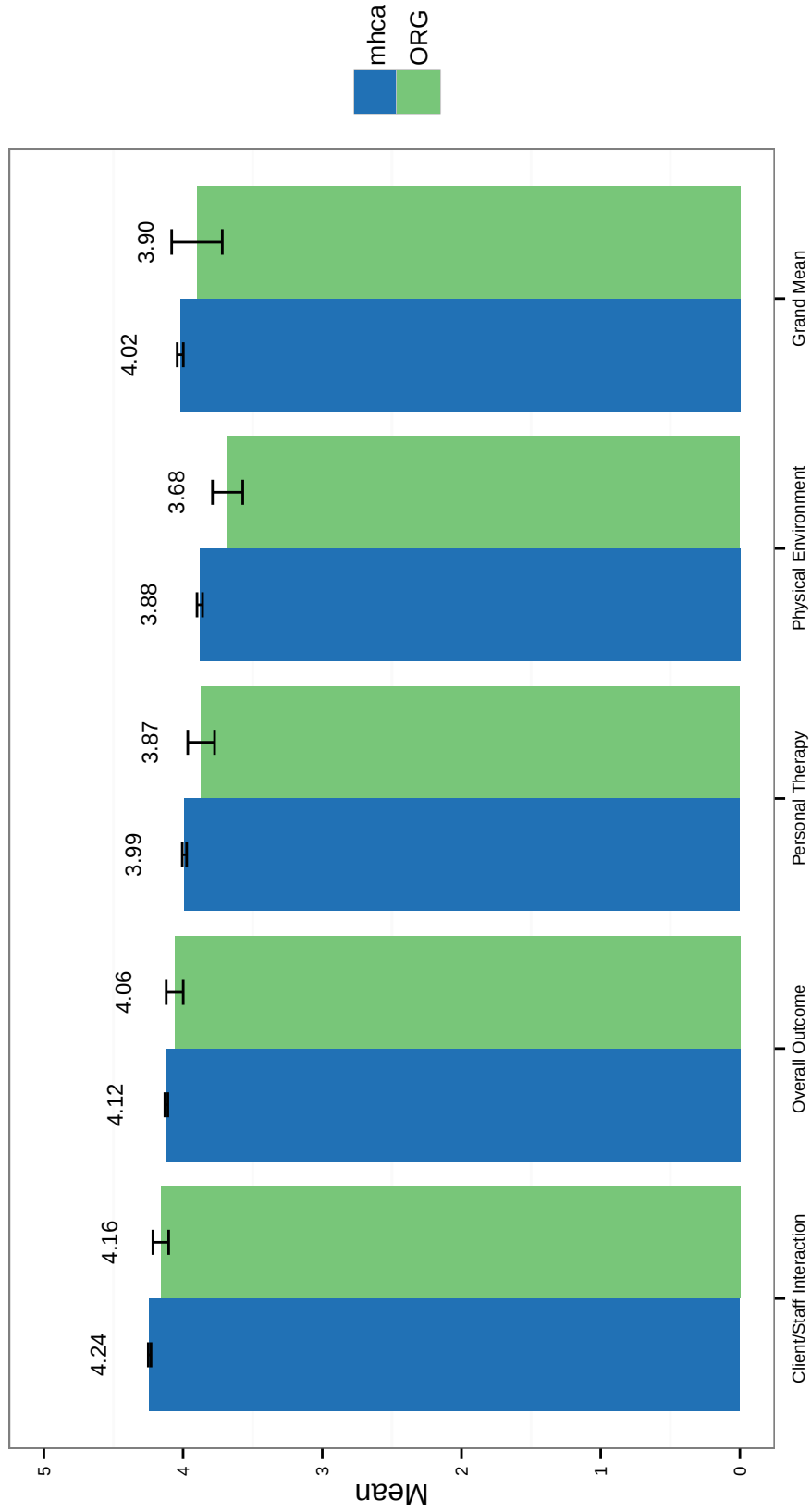
Satisfaction Survey Summary Statistics – Example Site

|                                            | ORG<br>Count | mha<br>Count | ORG<br>Mean | mha<br>Mean | ORG<br>95% Conf Int | mha<br>95% Conf Int |
|--------------------------------------------|--------------|--------------|-------------|-------------|---------------------|---------------------|
| Personal Therapy                           |              |              |             |             |                     |                     |
| Q3a Participate in treatment decisions     | 1223         | 34039        | 3.99        | 4.11        | 3.93 - 4.05         | 4.10 - 4.12         |
| Q3b Needs were addressed                   | 1224         | 33878        | 3.98        | 4.09        | 3.92 - 4.04         | 4.08 - 4.10         |
| Q3c Weekday schedule                       | 1154         | 30312        | 3.90        | 4.00        | 3.84 - 3.96         | 3.99 - 4.02         |
| Q3d Weekend/Holiday schedule               | 1055         | 26261        | 3.82        | 3.95        | 3.75 - 3.88         | 3.93 - 3.96         |
| Q3e Appropriate services offered           | 1190         | 33080        | 3.91        | 4.05        | 3.85 - 3.98         | 4.04 - 4.06         |
| Q3f Ability of services to meet your needs | 1210         | 33986        | 3.98        | 4.09        | 3.92 - 4.04         | 4.08 - 4.10         |
| Q3g Availability of staff to talk with you | 1212         | 34104        | 4.11        | 4.15        | 4.05 - 4.17         | 4.14 - 4.16         |
| Q3h Ease of completing paperwork           | 1203         | 33444        | 3.96        | 4.07        | 3.90 - 4.02         | 4.06 - 4.08         |
| Q4c Ability to reach by phone              | 1168         | 32561        | 3.76        | 3.89        | 3.70 - 3.83         | 3.88 - 3.90         |
| Q4d Hours appointments are available       | 1177         | 32643        | 3.76        | 3.93        | 3.70 - 3.82         | 3.91 - 3.94         |
| Q4e Delay to see psychiatrist              | 758          | 28030        | 3.53        | 3.82        | 3.44 - 3.61         | 3.80 - 3.83         |
| Q4f Delay to see the therapist/counselor   | 1140         | 31601        | 3.88        | 3.98        | 3.81 - 3.94         | 3.97 - 3.99         |
| Q6a Payment Arrangements                   | 1068         | 26399        | 3.75        | 3.90        | 3.68 - 3.82         | 3.88 - 3.91         |
| Q6b Reasonableness of fees                 | 1056         | 26595        | 3.61        | 3.73        | 3.53 - 3.68         | 3.72 - 3.75         |
| Domain Summary                             | 502          | 17244        | 3.87        | 3.99        |                     |                     |
| Physical Environment                       |              |              |             |             |                     |                     |
| Q4a Convenience of location of facility    | 1215         | 32917        | 3.71        | 3.95        | 3.64 - 3.78         | 3.93 - 3.96         |
| Q4b Signage and directions                 | 1167         | 31429        | 3.69        | 3.86        | 3.62 - 3.75         | 3.85 - 3.87         |
| Q4g Time spent in waiting area             | 1128         | 31427        | 3.74        | 3.84        | 3.68 - 3.81         | 3.83 - 3.85         |
| Q5a Safety of the environment              | 1208         | 33187        | 4.02        | 4.12        | 3.96 - 4.07         | 4.11 - 4.13         |
| Q5b Comfortable feeling                    | 1212         | 32651        | 3.88        | 4.00        | 3.82 - 3.94         | 3.99 - 4.02         |
| Q5c Noise Level                            | 1195         | 33273        | 3.69        | 3.83        | 3.63 - 3.76         | 3.82 - 3.84         |
| Q5d Attractiveness of the facility         | 1202         | 33113        | 3.48        | 3.75        | 3.41 - 3.54         | 3.74 - 3.76         |
| Q5e Facility Cleanliness                   | 1193         | 33176        | 3.62        | 3.95        | 3.56 - 3.68         | 3.94 - 3.96         |
| Q5f Provision of convenience items         | 932          | 24134        | 3.64        | 3.87        | 3.57 - 3.71         | 3.86 - 3.88         |
| Q5g Desirability of food                   | 543          | 15615        | 3.42        | 3.57        | 3.31 - 3.52         | 3.55 - 3.59         |
| Q5h Availability of refreshments or snacks | 762          | 17450        | 3.34        | 3.61        | 3.25 - 3.43         | 3.60 - 3.63         |
| Domain Summary                             | 440          | 11824        | 3.68        | 3.88        |                     |                     |
| Client/Staff Interaction                   |              |              |             |             |                     |                     |
| Q2a Helpfulness of staff                   | 1234         | 34556        | 4.14        | 4.20        | 4.09 - 4.20         | 4.19 - 4.21         |
| Q2b Courtesy of staff                      | 1232         | 34527        | 4.15        | 4.25        | 4.10 - 4.21         | 4.24 - 4.26         |
| Q2c Concern of staff                       | 1225         | 34166        | 4.14        | 4.16        | 4.08 - 4.19         | 4.15 - 4.17         |
| Q2d Attention to privacy                   | 1220         | 34341        | 4.12        | 4.25        | 4.06 - 4.18         | 4.24 - 4.26         |
| Q2e Confidentiality                        | 1219         | 34324        | 4.25        | 4.31        | 4.20 - 4.31         | 4.31 - 4.32         |
| Q2f Professionalism of staff               | 1217         | 34332        | 4.16        | 4.29        | 4.11 - 4.22         | 4.28 - 4.30         |
| Domain Summary                             | 1173         | 33470        | 4.16        | 4.24        |                     |                     |
| Overall Outcome                            |              |              |             |             |                     |                     |
| Q1a Quality of service received            | 1231         | 34315        | 4.12        | 4.16        | 4.07 - 4.18         | 4.15 - 4.17         |
| Q7a Treatment helped deal with problem     | 1189         | 33487        | 4.01        | 4.05        | 3.96 - 4.07         | 4.04 - 4.06         |
| Q7b Willingness to return for treatment    | 1155         | 33278        | 4.00        | 4.14        | 3.93 - 4.06         | 4.12 - 4.15         |
| Q7c Community reputation of organization   | 1184         | 33495        | 4.04        | 4.05        | 3.98 - 4.09         | 4.04 - 4.06         |
| Q7d Overall quality of care and services.  | 1209         | 34143        | 4.14        | 4.21        | 4.09 - 4.20         | 4.20 - 4.22         |
| Domain Summary                             | 1091         | 31814        | 4.06        | 4.12        |                     |                     |
| Grand Summary                              |              |              |             |             |                     |                     |
|                                            | 142          | 8732         | 3.90        | 4.02        |                     |                     |

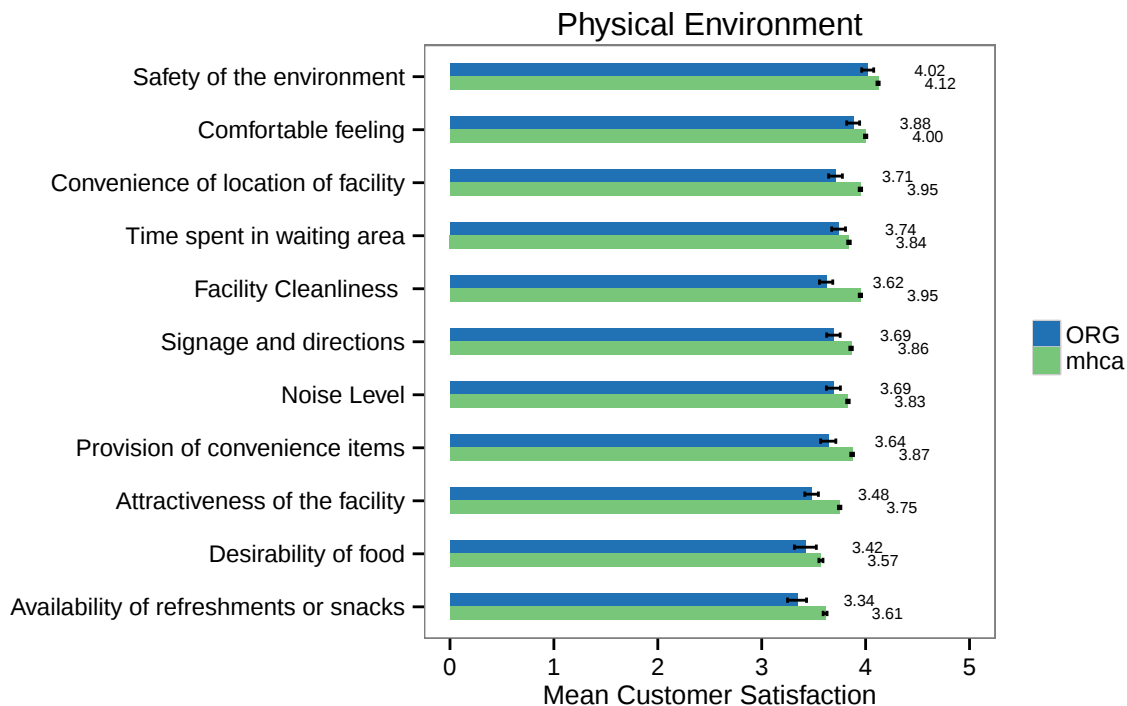
# Satisfaction Survey Ratings by Item – Example Site

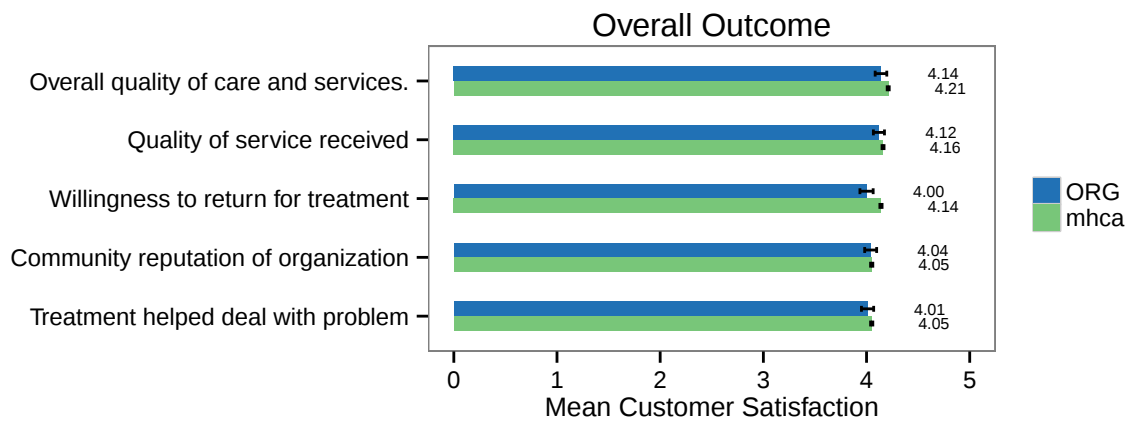
|                          |                                        | ORG<br>% Poor | mha<br>% Poor | ORG<br>% Fair | mha<br>% Fair | ORG<br>% Good | mha<br>% Good | ORG<br>% V Good | mha<br>% V Good | ORG<br>% Excellent | mha<br>% Excellent |
|--------------------------|----------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|-----------------|--------------------|--------------------|
| Personal Therapy         |                                        |               |               |               |               |               |               |                 |                 |                    |                    |
| Q3a                      | Participate in treatment decisions     | 2             | 1             | 7             | 5             | 20            | 19            | 31              | 31              | 40                 | 44                 |
| Q3b                      | Needs were addressed                   | 2             | 2             | 8             | 5             | 20            | 19            | 30              | 30              | 40                 | 44                 |
| Q3c                      | Weekday schedule                       | 2             | 2             | 6             | 6             | 27            | 22            | 29              | 30              | 36                 | 40                 |
| Q3d                      | Weekend/Holiday schedule               | 3             | 2             | 9             | 7             | 26            | 23            | 27              | 29              | 35                 | 39                 |
| Q3e                      | Appropriate services offered           | 3             | 2             | 7             | 6             | 25            | 20            | 27              | 30              | 38                 | 42                 |
| Q3f                      | Ability of services to meet your needs | 2             | 1             | 7             | 5             | 22            | 20            | 29              | 30              | 40                 | 44                 |
| Q3g                      | Availability of staff to talk with you | 2             | 1             | 6             | 5             | 18            | 19            | 27              | 28              | 47                 | 47                 |
| Q3h                      | Ease of completing paperwork           | 1             | 1             | 7             | 5             | 25            | 22            | 29              | 30              | 38                 | 42                 |
| Q4c                      | Ability to reach by phone              | 4             | 3             | 12            | 8             | 22            | 23            | 28              | 28              | 34                 | 38                 |
| Q4d                      | Hours appointments are available       | 2             | 2             | 12            | 8             | 27            | 23            | 26              | 28              | 33                 | 39                 |
| Q4e                      | Delay to see psychiatrist              | 6             | 4             | 15            | 9             | 28            | 24            | 22              | 27              | 29                 | 36                 |
| Q4f                      | Delay to see the therapist/counselor   | 2             | 2             | 9             | 7             | 25            | 22            | 27              | 29              | 37                 | 40                 |
| Q6a                      | Payment Arrangements                   | 4             | 3             | 11            | 9             | 26            | 23            | 22              | 25              | 37                 | 40                 |
| Q6b                      | Reasonableness of fees                 | 6             | 5             | 14            | 12            | 26            | 24            | 21              | 23              | 33                 | 36                 |
|                          | Domain Summary                         | 3             | 2             | 9             | 7             | 24            | 22            | 27              | 28              | 37                 | 41                 |
| Physical Environment     |                                        |               |               |               |               |               |               |                 |                 |                    |                    |
| Q4a                      | Convenience of location of facility    | 4             | 2             | 13            | 8             | 25            | 24            | 23              | 26              | 35                 | 40                 |
| Q4b                      | Signage and directions                 | 3             | 3             | 12            | 8             | 29            | 25            | 24              | 27              | 32                 | 37                 |
| Q4g                      | Time spent in waiting area             | 4             | 4             | 11            | 9             | 24            | 23            | 28              | 28              | 33                 | 36                 |
| Q5a                      | Safety of the environment              | 2             | 1             | 6             | 5             | 22            | 20            | 28              | 28              | 42                 | 46                 |
| Q5b                      | Comfortable feeling                    | 4             | 2             | 8             | 7             | 23            | 21            | 27              | 29              | 38                 | 41                 |
| Q5c                      | Noise Level                            | 5             | 4             | 12            | 10            | 25            | 23            | 25              | 26              | 33                 | 37                 |
| Q5d                      | Attractiveness of the facility         | 5             | 3             | 16            | 11            | 31            | 27            | 23              | 27              | 25                 | 32                 |
| Q5e                      | Facility Cleanliness                   | 3             | 2             | 13            | 7             | 32            | 24            | 24              | 29              | 39                 | 28                 |
| Q5f                      | Provision of convenience items         | 4             | 2             | 12            | 8             | 31            | 26            | 22              | 28              | 31                 | 36                 |
| Q5g                      | Desirability of food                   | 8             | 7             | 17            | 13            | 27            | 26            | 22              | 23              | 26                 | 31                 |
| Q5h                      | Availability of refreshments or snacks | 9             | 8             | 19            | 12            | 25            | 24            | 22              | 23              | 25                 | 33                 |
|                          | Domain Summary                         | 5             | 3             | 13            | 9             | 27            | 24            | 24              | 27              | 32                 | 37                 |
| Client/Staff Interaction |                                        |               |               |               |               |               |               |                 |                 |                    |                    |
| Q2a                      | Helpfulness of staff                   | 1             | 1             | 6             | 4             | 18            | 17            | 28              | 31              | 47                 | 47                 |
| Q2b                      | Courtesy of staff                      | 1             | 1             | 6             | 4             | 16            | 16            | 30              | 29              | 47                 | 50                 |
| Q2c                      | Concern of staff                       | 1             | 1             | 6             | 5             | 18            | 18            | 28              | 29              | 47                 | 47                 |
| Q2d                      | Attention to privacy                   | 2             | 1             | 7             | 4             | 16            | 16            | 26              | 27              | 49                 | 52                 |
| Q2e                      | Confidentiality                        | 1             | 1             | 5             | 3             | 15            | 14            | 26              | 27              | 53                 | 55                 |
| Q2f                      | Professionalism of staff               | 2             | 1             | 5             | 4             | 16            | 14            | 30              | 28              | 47                 | 53                 |
|                          | Domain Summary                         | 1             | 1             | 6             | 4             | 16            | 16            | 28              | 28              | 48                 | 51                 |
| Overall Outcome          |                                        |               |               |               |               |               |               |                 |                 |                    |                    |
| Q1a                      | Quality of service received            | 1             | 1             | 5             | 4             | 19            | 18            | 30              | 32              | 45                 | 45                 |
| Q7a                      | Treatment helped deal with problem     | 2             | 1             | 6             | 6             | 22            | 22            | 28              | 29              | 42                 | 42                 |
| Q7b                      | Willingness to return for treatment    | 4             | 2             | 6             | 5             | 20            | 18            | 26              | 28              | 44                 | 47                 |
| Q7c                      | Community reputation of organization   | 2             | 2             | 6             | 6             | 22            | 20            | 28              | 29              | 42                 | 43                 |
| Q7d                      | Overall quality of care and services.  | 2             | 1             | 5             | 4             | 17            | 17            | 28              | 28              | 48                 | 50                 |
|                          | Domain Summary                         | 2             | 1             | 6             | 5             | 20            | 19            | 28              | 29              | 44                 | 45                 |
|                          | Grand Summary                          | 3             | 2             | 9             | 7             | 23            | 21            | 26              | 28              | 38                 | 42                 |

Comparison of Mean Satisfaction by Domain



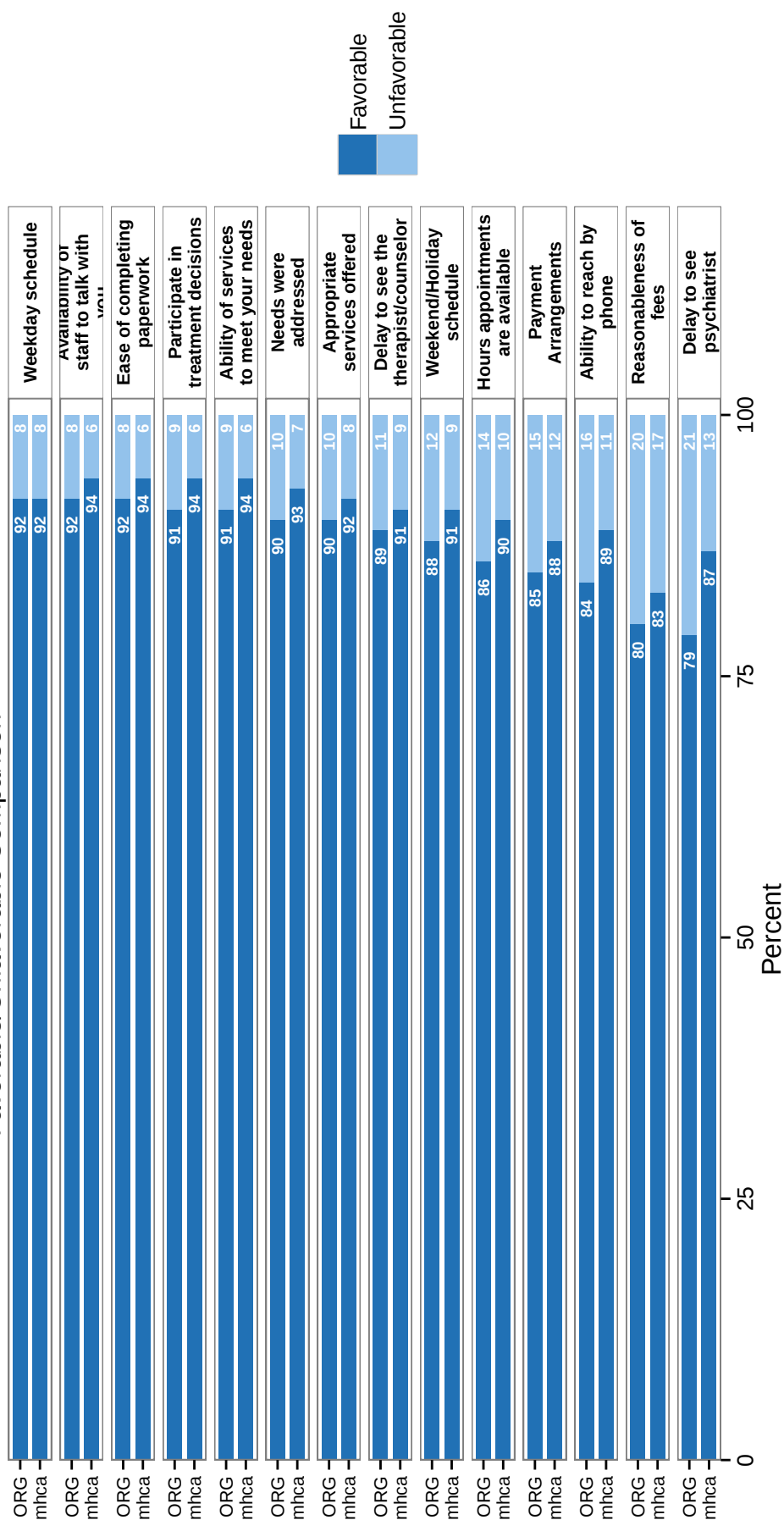
## Comparison of Mean Satisfaction by Item





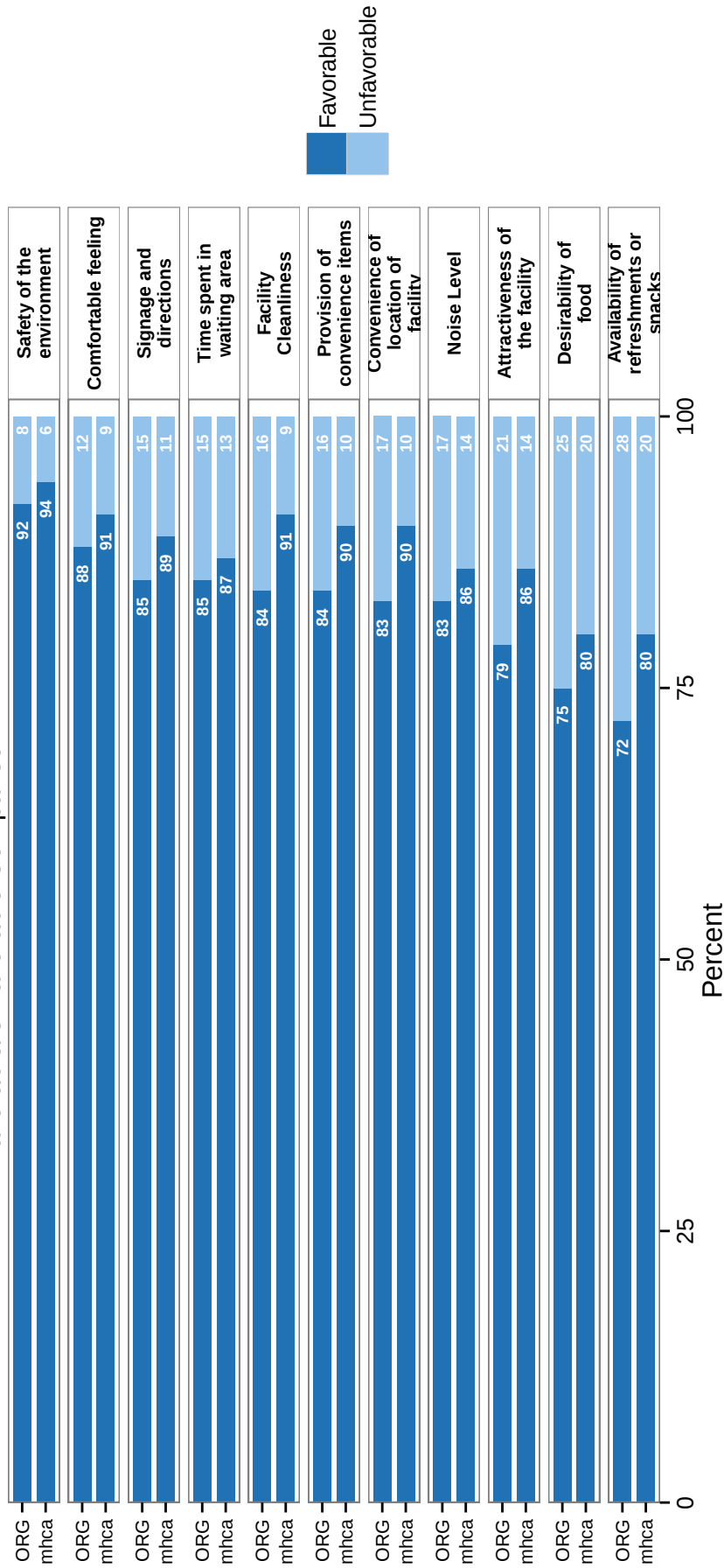
Comparison of Favorable/Unfavorable Ratings by Item

Personal Therapy  
Favorable/Unfavorable Comparison



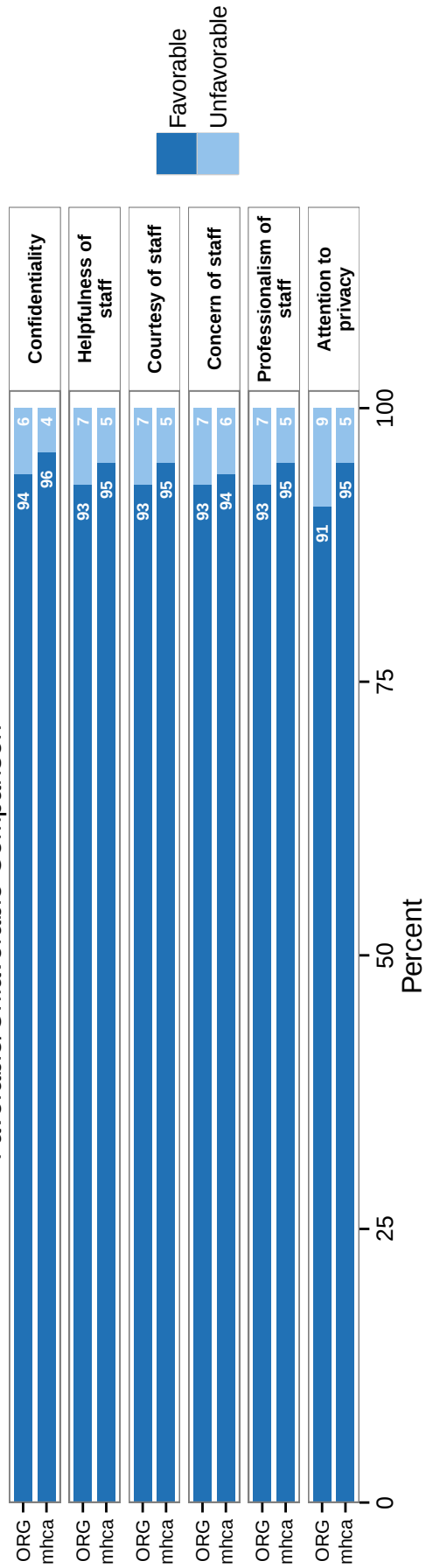
Favorable: Client rated as Good, Very Good, or Excellent  
Unfavorable: Client rated as Poor or Fair

## Physical Environment Favorable/Unfavorable Comparison



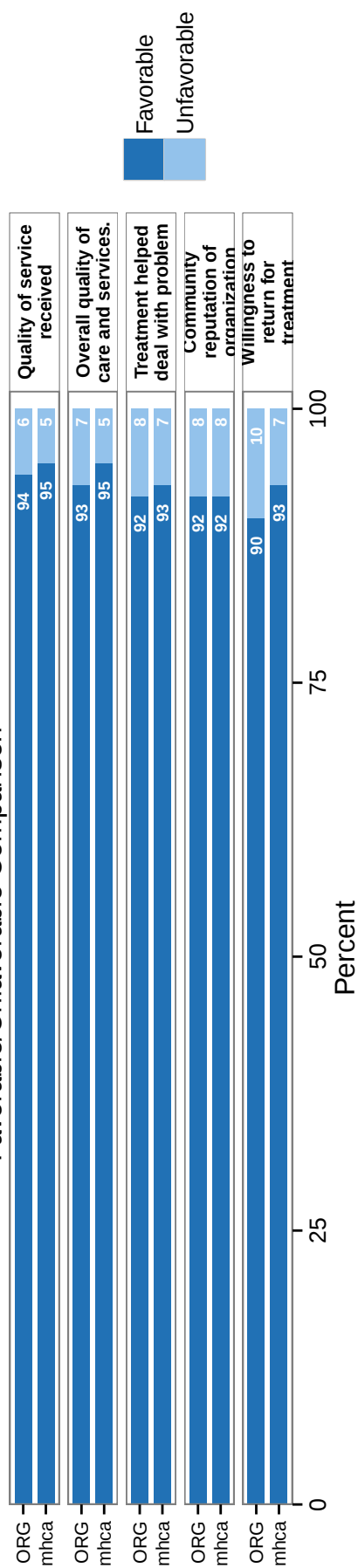
Favorable: Client rated as Good, Very Good, or Excellent  
Unfavorable: Client rated as Poor or Fair

# Client/Staff Interaction Favorable/Unfavorable Comparison



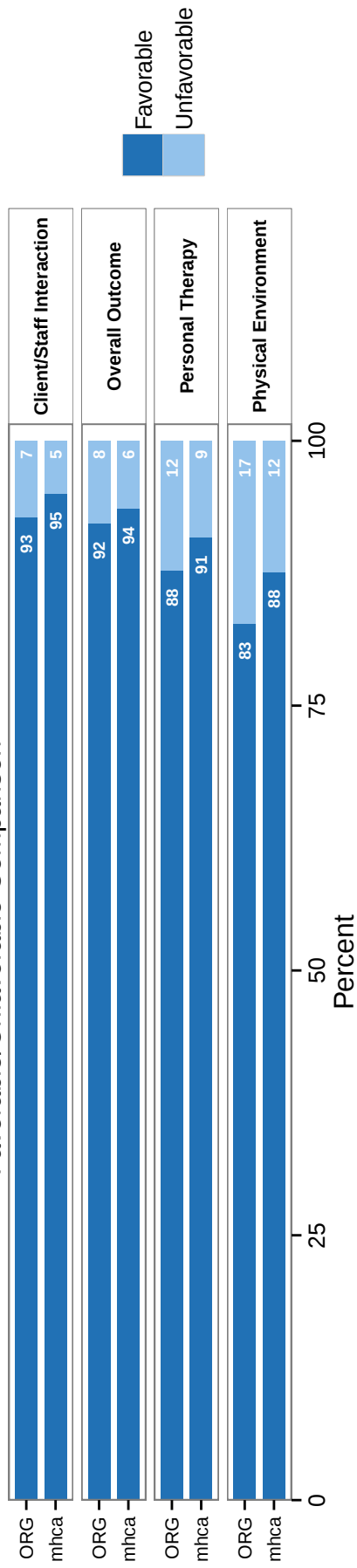
Favorable: Client rated as Good, Very Good, or Excellent  
Unfavorable: Client rated as Poor or Fair

## Overall Outcome Favorable/Unfavorable Comparison



Favorable: Client rated as Good, Very Good, or Excellent  
 Unfavorable: Client rated as Poor or Fair

# Dimension Summary Favorable/Unfavorable Comparison



Favorable: Client rated as Good, Very Good, or Excellent  
 Unfavorable: Client rated as Poor or Fair