



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 Report

Prepared by

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

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Table of Contents

General Information

mhca Customer Survey Analysis Package Description.....	3
Definition of Terms.....	3
Demographic Summary.....	4
Satisfaction Survey Summary Statistics.....	5
Satisfaction Survey Ratings by Item.....	6

Graphs

Comparison of Mean Satisfaction by Domain.....	7
Comparison of Mean Satisfaction by Item.....	8
Comparison of Favorable/Unfavorable Ratings by Item.....	10

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. 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. 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.

Demographic Summary – Example Site

	ORG (%) Count=1249	mhca (%) 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

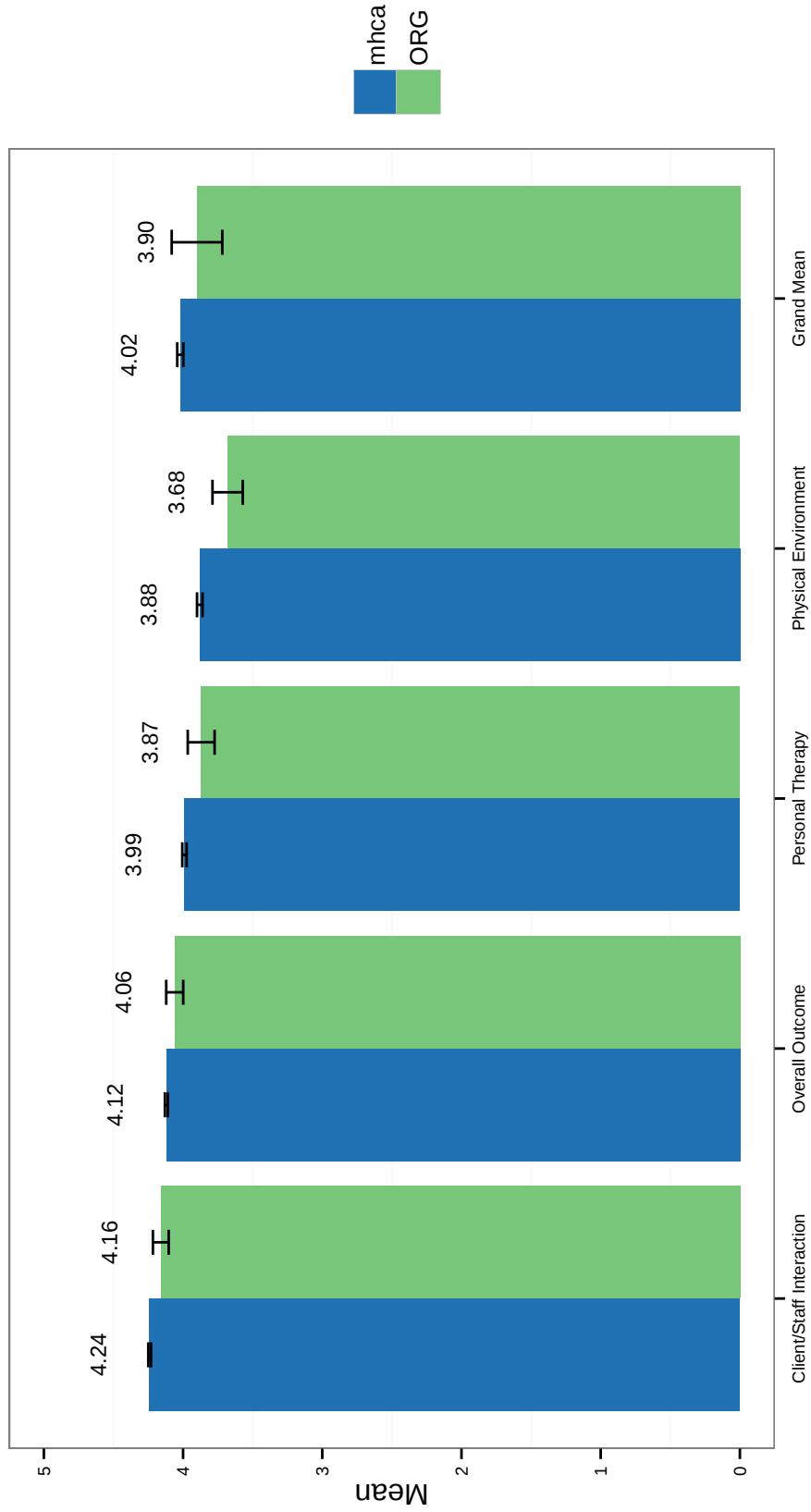
Satisfaction Survey Summary Statistics – Example Site

	ORG Count	mha Count	ORG Mean	mha Mean	ORG 95% Conf Int	mha 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		

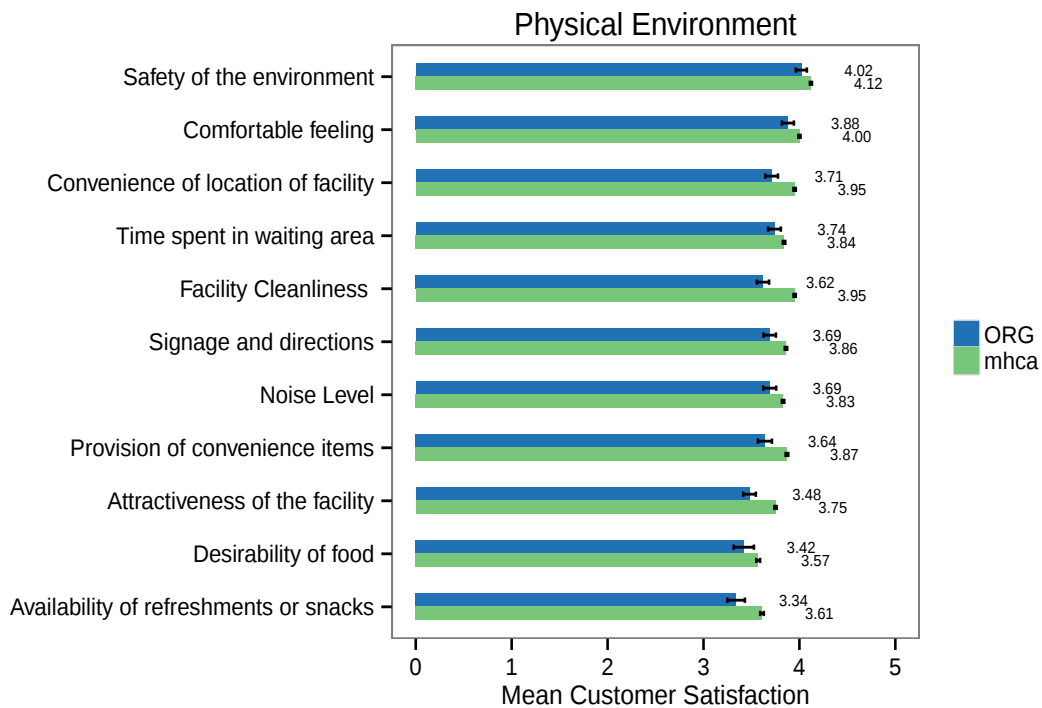
Satisfaction Survey Ratings by Item – Example Site

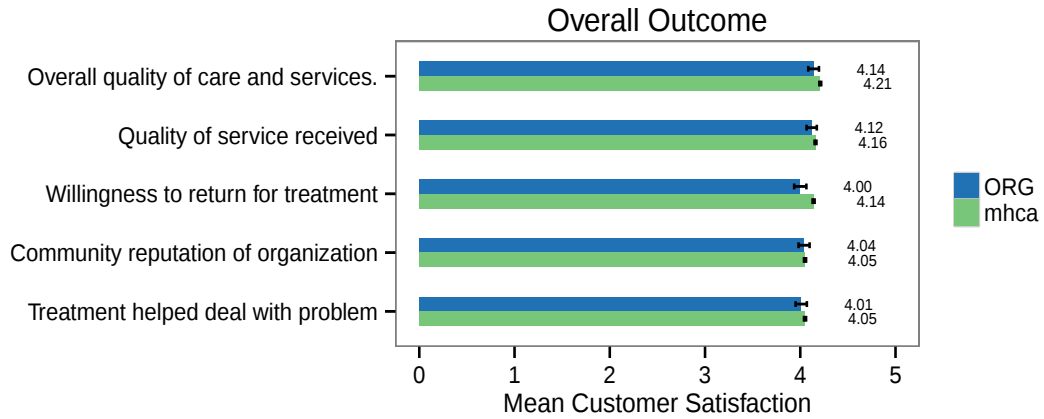
	ORG % Poor	mha % Poor	ORG % Fair	mha % Fair	ORG % Good	mha % Good	ORG % V Good	mha % V Good	ORG % Excellent	mha % Excellent
Personal Therapy										
Q3a Participate in treatment decisions	2	1	7	5	20	19	31	31	40	44
Q3b Needs were addressed	2	2	8	5	20	19	30	30	40	44
Q3c Weekday schedule	2	2	6	6	27	22	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
Q3c 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	28	39
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



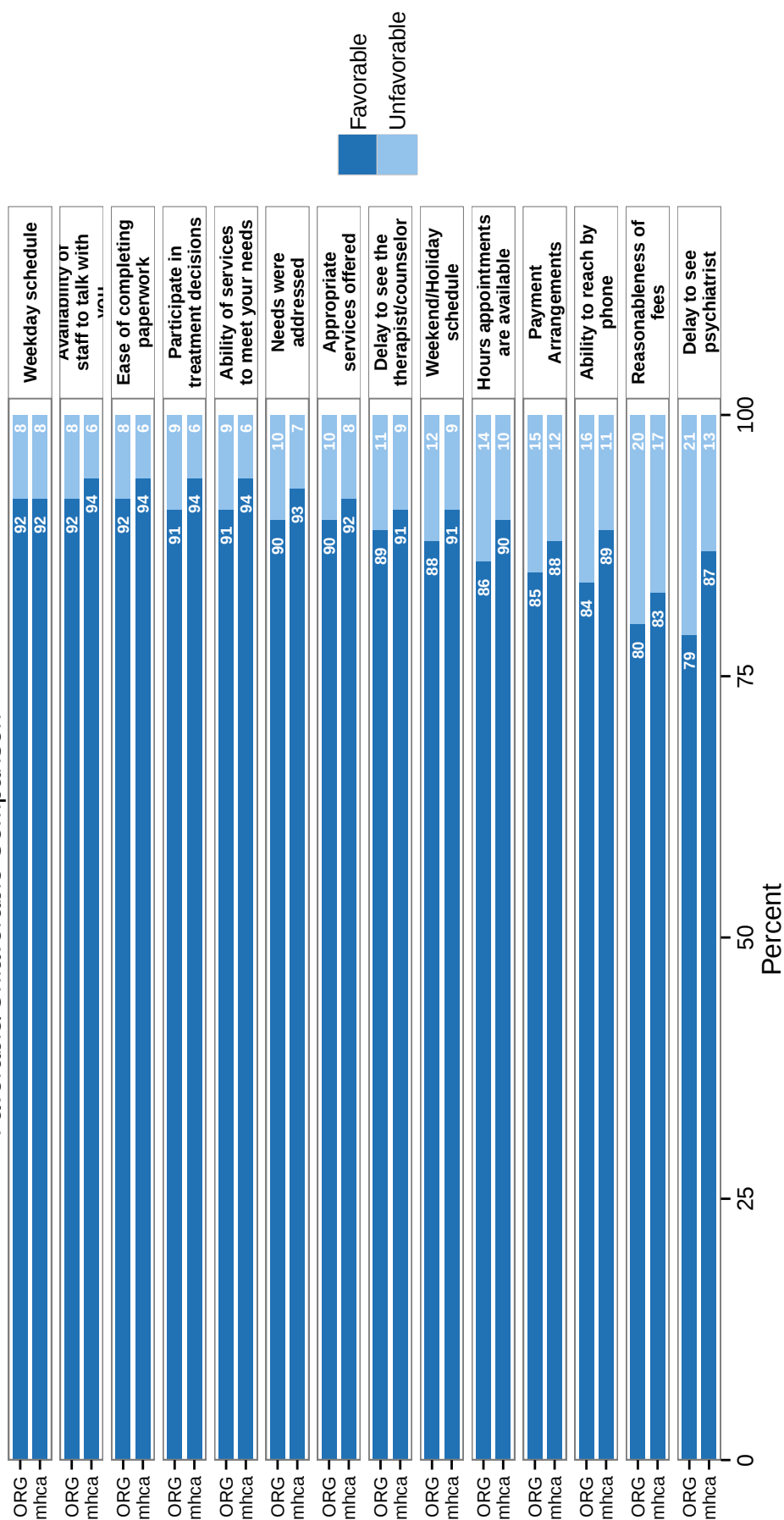
Comparison of Mean Satisfaction by Item





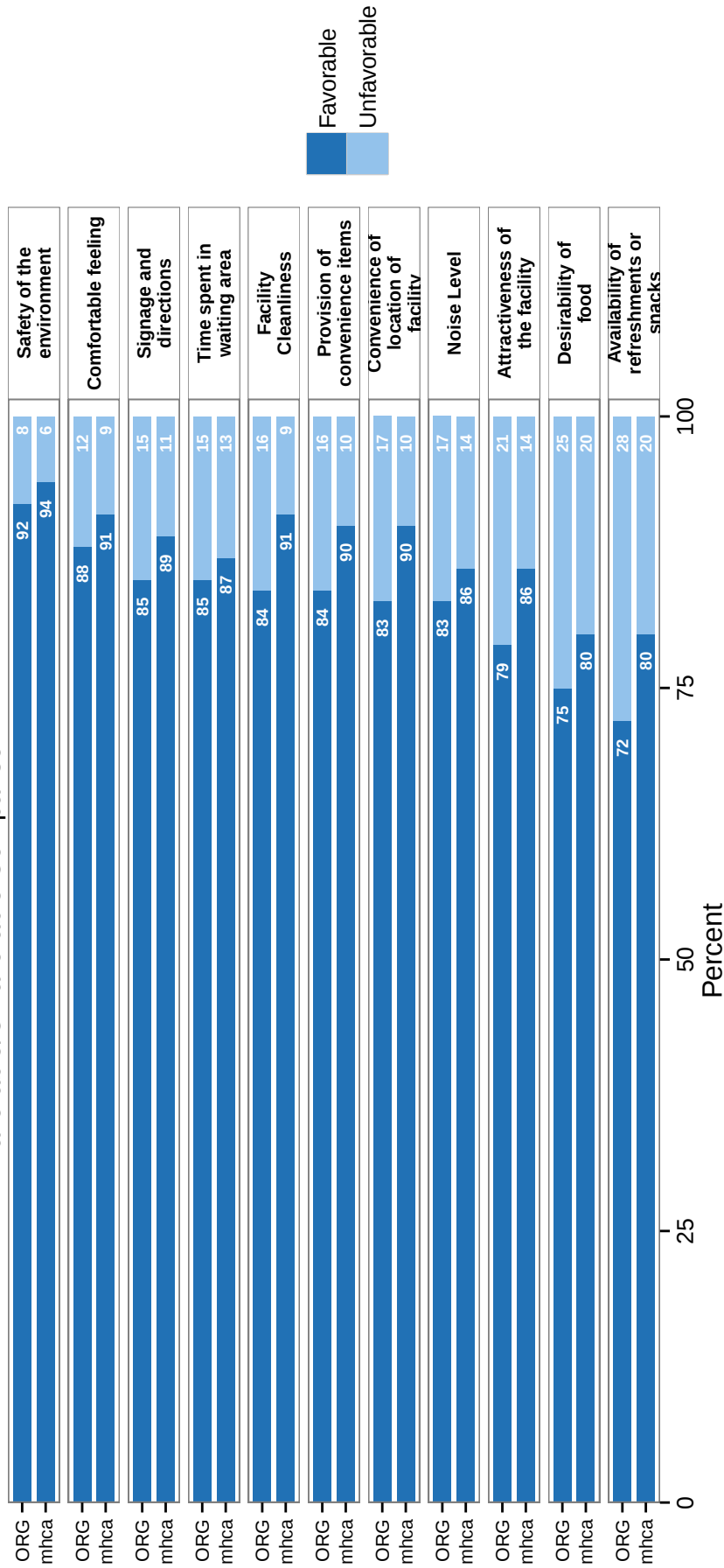
Comparison of Favorable/Unfavorable Ratings by Item

Personal Therapy
Favorable/Unfavorable Comparison



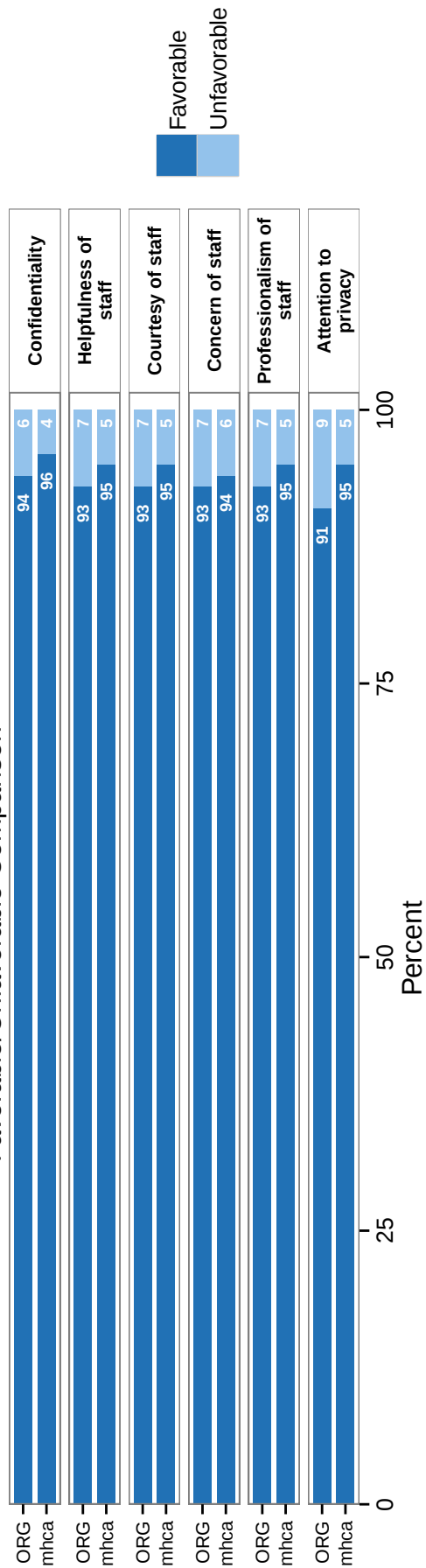
Favorable: Client rated as Good, Very Good, or Excellent
Unfavorable: Client rated as Poor or Fair

Physical Environment Favorable/Unfavorable Comparison



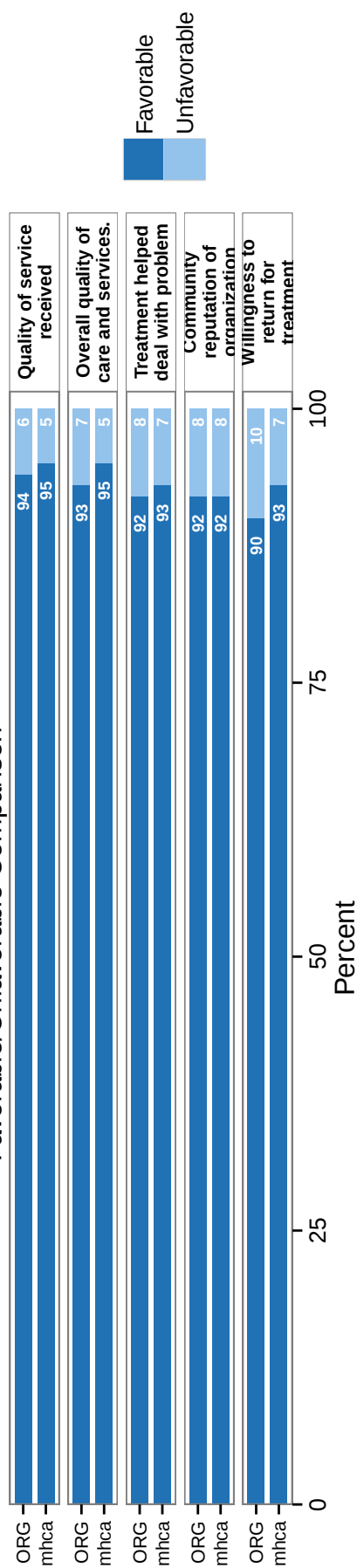
Favorable: Client rated as Good, Very Good, or Excellent
 Unfavorable: Client rated as Poor or Fair

Client/Staff Interaction Favorable/Unfavorable Comparison



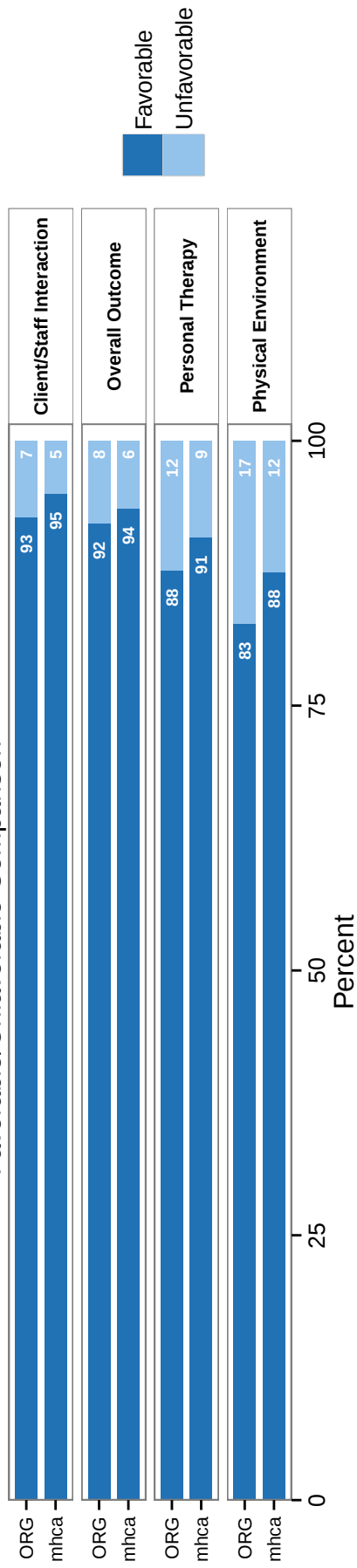
Favorable: Client rated as Good, Very Good, or Excellent
Unfavorable: Client rated as Poor or Fair

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