



Example Site

Overall

January 1, 2013 - December 31, 2013

Full Organizational Report

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September 2015

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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.

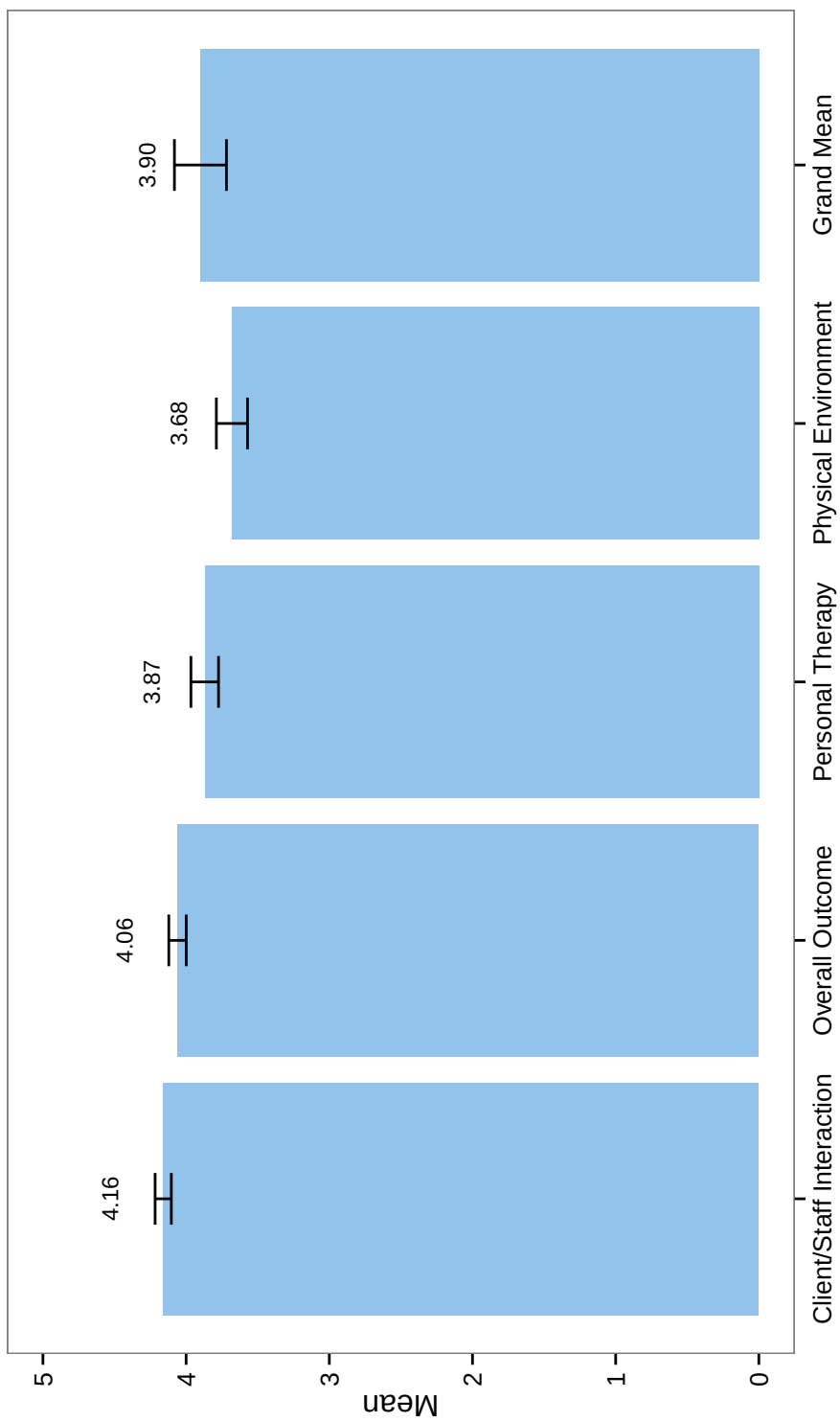
Definition of Terms

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
Would you recommend our organization to others?	
Yes	92.71
No	4.56
No Response	2.72
Have you completed treatment?	
Yes	35.07
No	60.13
No Response	4.80
You came to our program with certain problems. How are those problems now?	
A great deal better	61.09
Somewhat better	31.39
No change	3.28
Somewhat worse	0.64
Worse	0.48
No Response	3.12
Age	
0-5	0.08
6-12	0.32
13-17	0.00
18-44	67.41
45-64	22.18
65+	0.24
No Response	2.88
Sex	
Male	49.16
Female	41.71
No Response	9.13
Which best describes your ethnic background?	
African American	9.29
Asian	0.40
Caucasian	77.74
Hispanic	0.24
Other	3.60
No Response	7.69
What was the last grade you completed in school?	
Less than 8th grade	2.32
Some high school	23.46
High school graduate	32.51
Some college	25.54
College graduate	11.37
No Response	4.80
Current marital status	
Never married	50.20
Married	18.73
Divorced	19.62
Widowed	1.92
Separated	6.65
No Response	2.88
Employment Status	
Employed full-time	34.75
Employed part-time	10.09
Unemployed	37.31
Retired	2.16
Other	10.57
No Response	5.12
How do you pay for services?	
Health insurance	13.45
HMO	2.24
Medicaid	12.25
Medicare	1.92
Self Pay	47.08
Other	3.68
No Response	19.38
Person filling out this questionnaire	
Client	90.95
Family member	4.24
Staff	0.40
Other	0.64
No Response	3.76
Was your treatment voluntary?	
Yes	77.10
No	18.41
No Response	0.00
Client type	
IP	0.00
OP	17.29
P/DTP	57.57
RS	0.00
ES	22.34
CM	0.00
VS	2.80

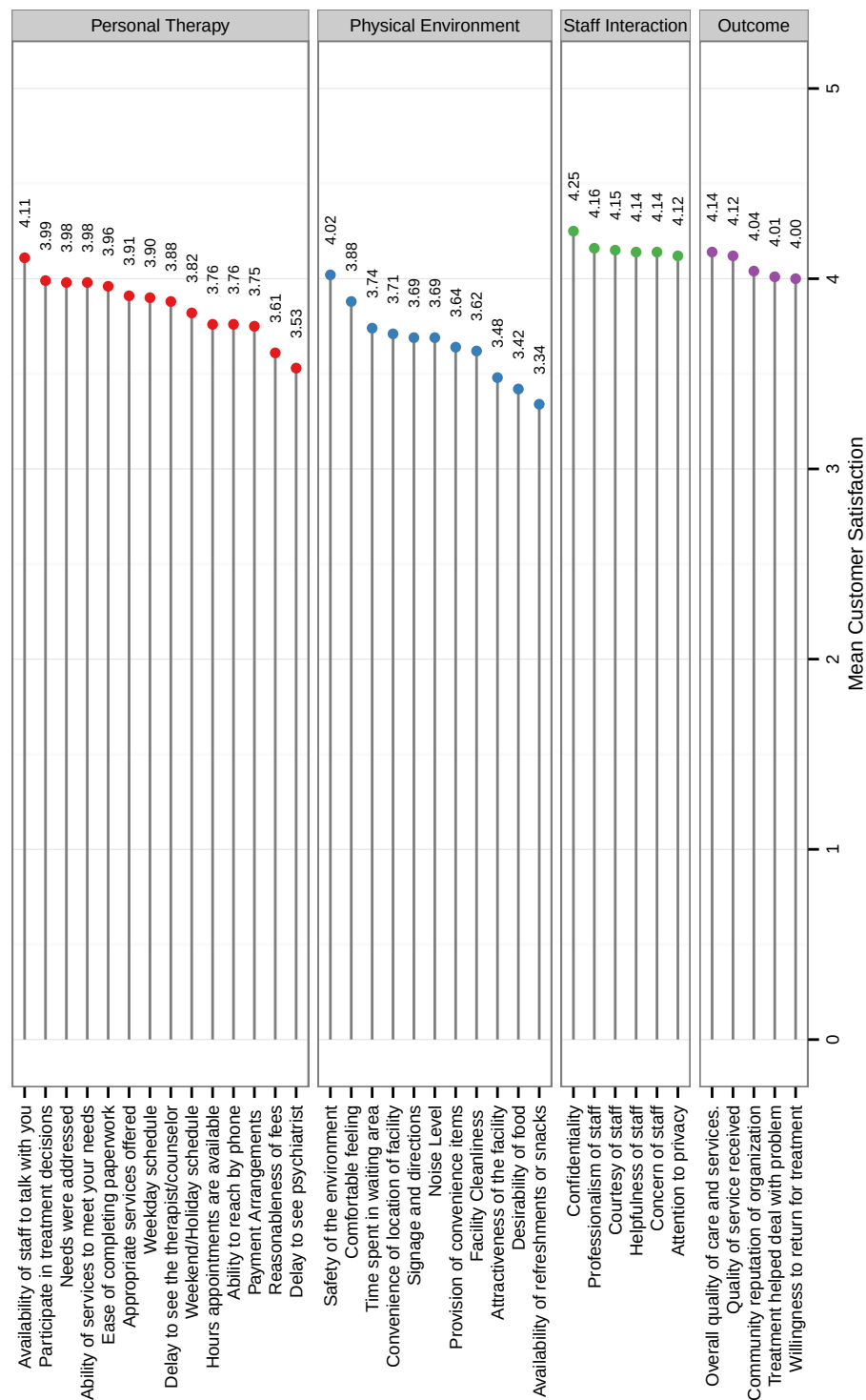
Mean Customer Satisfaction by Domain



Summary Statistics – Example Site

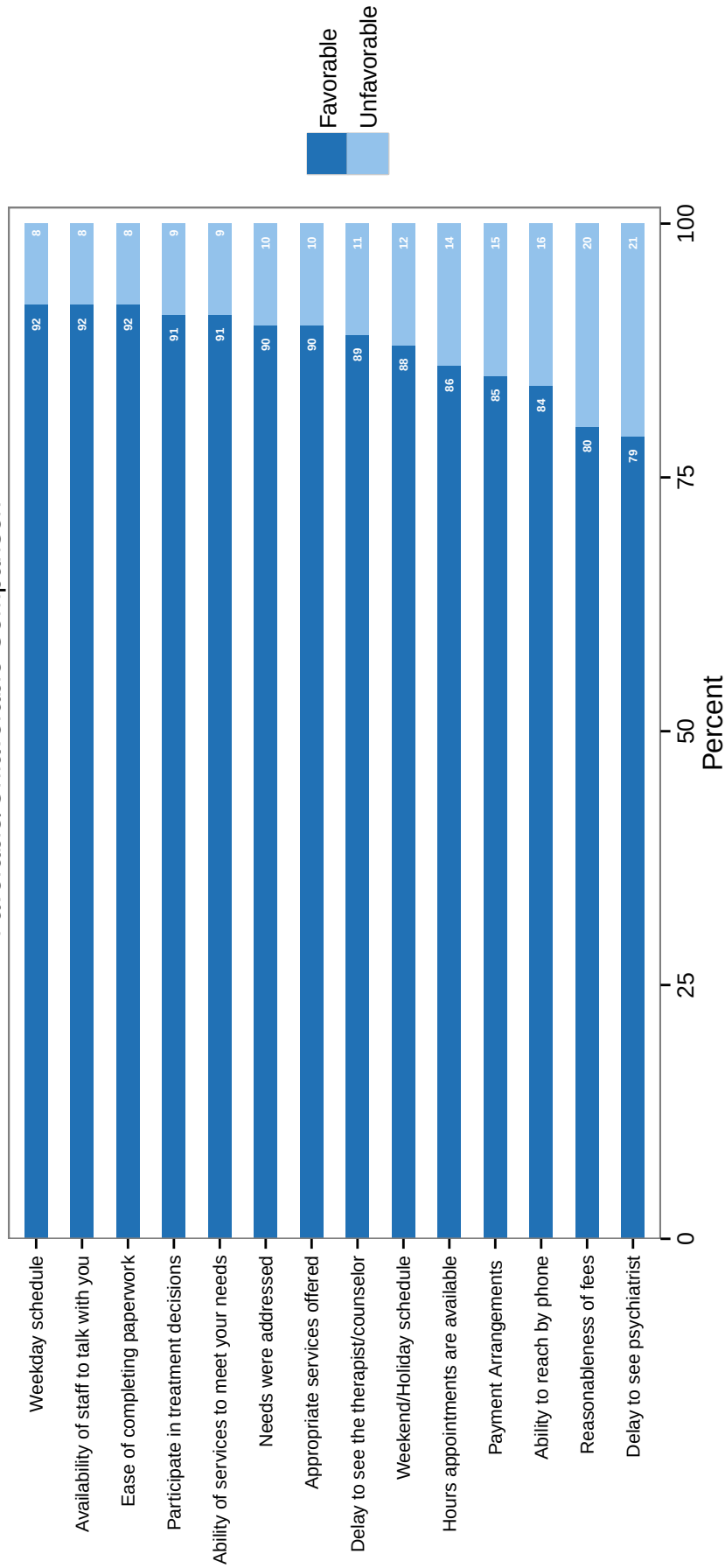
	Count	Mean	SD	95% Conf Int	Coef Var	% Poor	% Fair	% Good	% V Good	% Excellent
Personal Therapy										
Q3a Participate in treatment decisions	1223	3.99	1.04	3.93 - 4.05	0.26	2	7	20	31	40
Q3b Needs were addressed	1224	3.98	1.04	3.92 - 4.04	0.26	2	8	20	30	40
Q3c Weekday schedule	1154	3.90	1.03	3.84 - 3.96	0.26	2	6	27	29	36
Q3d Weekend/Holiday schedule	1055	3.82	1.09	3.75 - 3.88	0.29	3	9	26	27	35
Q3e Appropriate services offered	1190	3.91	1.07	3.85 - 3.98	0.27	3	7	25	27	38
Q3f Ability of services to meet your needs	1210	3.98	1.04	3.92 - 4.04	0.26	2	7	22	29	40
Q3g Availability of staff to talk with you	1212	4.11	1.03	4.05 - 4.17	0.25	2	6	18	27	47
Q3h Ease of completing paperwork	1203	3.96	1.02	3.90 - 4.02	0.26	1	7	25	29	38
Q4c Ability to reach by phone	1168	3.76	1.15	3.70 - 3.83	0.31	4	12	22	28	34
Q4d Hours appointments are available	1177	3.76	1.09	3.70 - 3.82	0.29	2	12	27	26	33
Q4e Delay to see psychiatrist	758	3.53	1.23	3.44 - 3.61	0.35	6	15	28	22	29
Q4f Delay to see the therapist/counselor	1140	3.88	1.08	3.81 - 3.94	0.28	2	9	25	27	37
Q6a Payment Arrangements	1068	3.75	1.19	3.68 - 3.82	0.32	4	11	26	22	37
Q6b Reasonableness of fees	1056	3.61	1.25	3.53 - 3.68	0.35	6	14	26	21	33
Domain Summary	502	3.87	1.10		0.28	3	9	24	27	37
Physical Environment										
Q4a Convenience of location of facility	1215	3.71	1.18	3.64 - 3.78	0.32	4	13	25	23	35
Q4b Signage and directions	1167	3.69	1.13	3.62 - 3.75	0.31	3	12	29	24	32
Q4g Time spent in waiting area	1128	3.74	1.14	3.68 - 3.81	0.30	4	11	24	28	33
Q5a Safety of the environment	1208	4.02	1.02	3.96 - 4.07	0.25	2	6	22	28	42
Q5b Comfortable feeling	1212	3.88	1.11	3.82 - 3.94	0.29	4	8	23	27	38
Q5c Noise Level	1195	3.69	1.19	3.63 - 3.76	0.32	5	12	25	25	33
Q5d Attractiveness of the facility	1202	3.48	1.16	3.41 - 3.54	0.33	5	16	31	23	25
Q5e Facility Cleanliness	1193	3.62	1.12	3.56 - 3.68	0.31	3	13	32	24	28
Q5f Provision of convenience items	932	3.64	1.14	3.57 - 3.71	0.31	4	12	31	22	31
Q5g Desirability of food	543	3.42	1.26	3.31 - 3.52	0.37	8	17	27	22	26
Q5h Availability of refreshments or snacks	762	3.34	1.29	3.25 - 3.43	0.39	9	19	25	22	25
Domain Summary	440	3.68	1.16		0.32	5	13	27	24	32
Client/Staff Interaction										
Q2a Helpfulness of staff	1234	4.14	0.98	4.09 - 4.20	0.24	1	6	18	28	47
Q2b Courtesy of staff	1232	4.15	0.98	4.10 - 4.21	0.24	1	6	16	30	47
Q2c Concern of staff	1225	4.14	0.99	4.08 - 4.19	0.24	1	6	18	28	47
Q2d Attention to privacy	1220	4.12	1.05	4.06 - 4.18	0.25	2	7	16	26	49
Q2e Confidentiality	1219	4.25	0.96	4.20 - 4.31	0.23	1	5	15	26	53
Q2f Professionalism of staff	1217	4.16	0.97	4.11 - 4.22	0.23	2	5	16	30	47
Domain Summary	1173	4.16	0.99		0.24	1	6	16	28	48
Overall Outcome										
Q1a Quality of service received	1231	4.12	0.96	4.07 - 4.18	0.23	1	5	19	30	45
Q7a Treatment helped deal with problem	1189	4.01	1.04	3.96 - 4.07	0.26	2	6	22	28	42
Q7b Willingness to return for treatment	1155	4.00	1.11	3.93 - 4.06	0.28	4	6	20	26	44
Q7c Community reputation of organization	1184	4.04	1.02	3.98 - 4.09	0.25	2	6	22	28	42
Q7d Overall quality of care and services.	1209	4.14	1.00	4.09 - 4.20	0.24	2	5	17	28	48
Domain Summary	1091	4.06	1.03		0.25	2	6	20	28	44
Grand Summary										
	142	3.90	1.10		0.28	3	9	23	26	38

Customer Satisfaction Items Sorted by Satisfaction Score



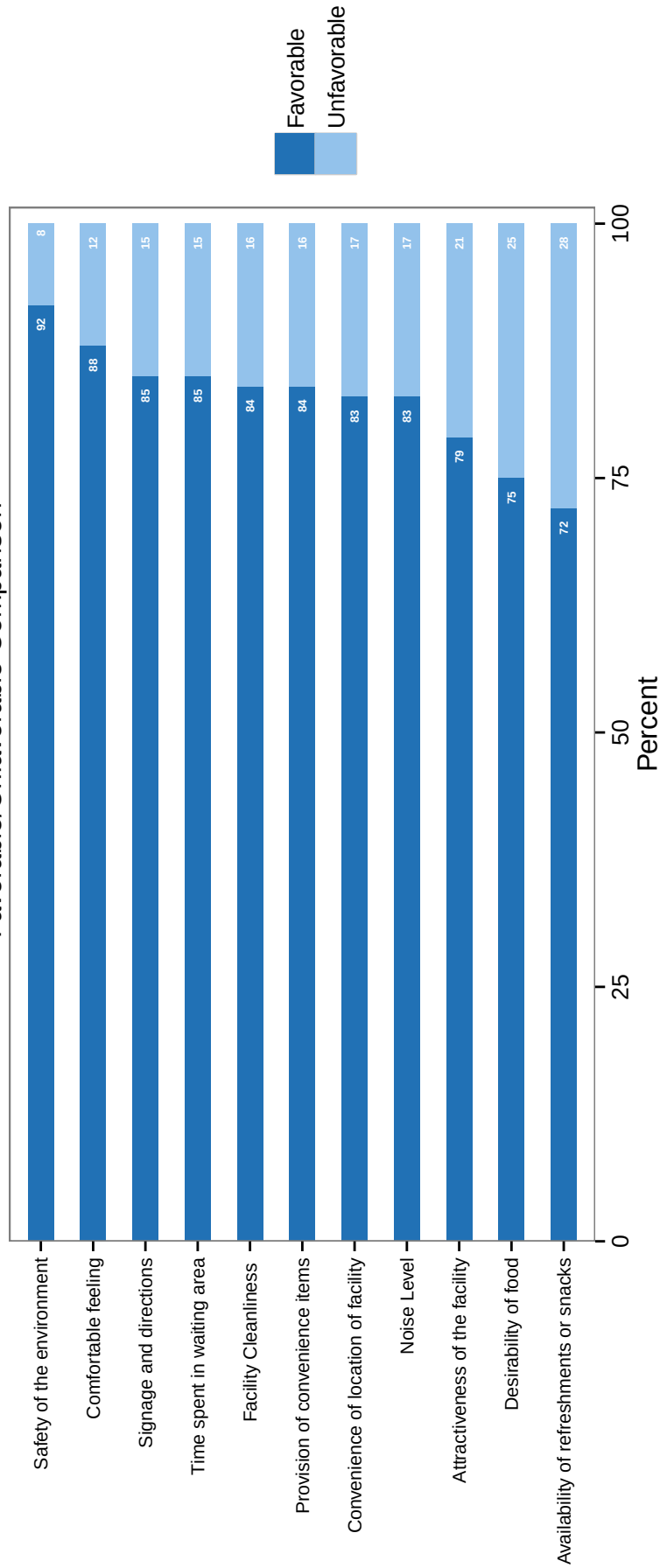
Favorable/Unfavorable Satisfaction Scores by Item

Personal Therapy Favorable/Unfavorable Comparison



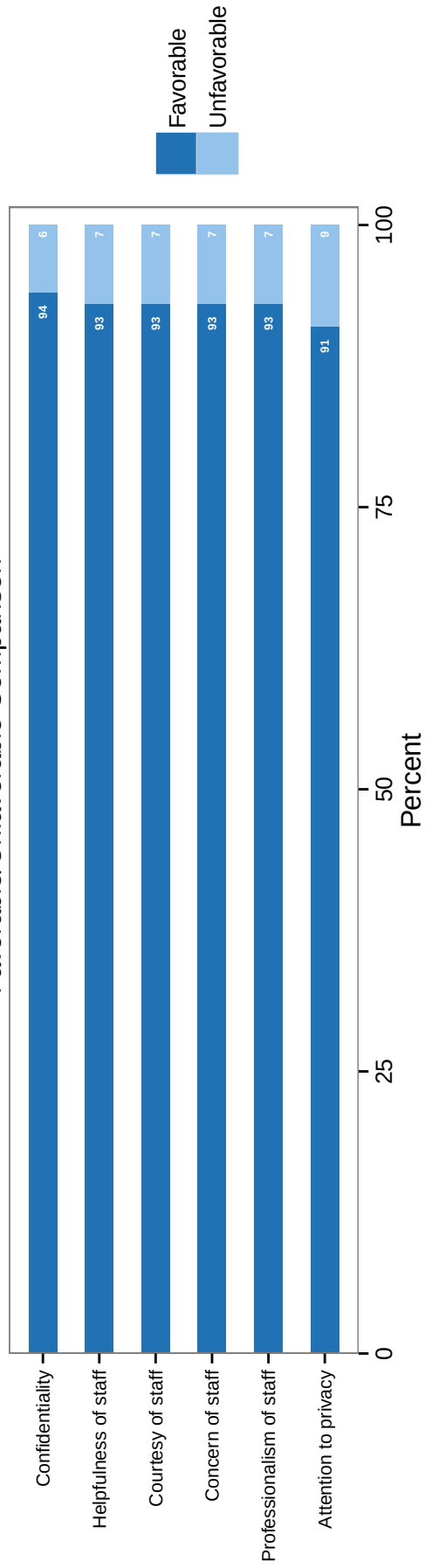
Favorable: Client rated as Good, Very Good, or Excellent
Unfavorable: Client rated as Poor or Fair

Physical Environment Favorable/Unfavorable Comparison

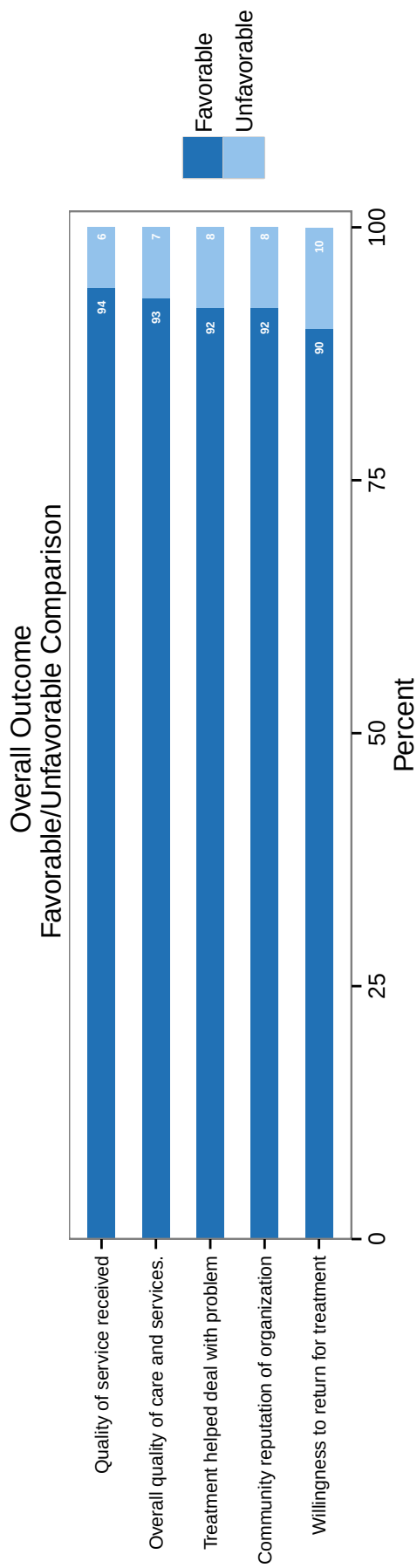


Favorable: Client rated as Good, Very Good, or Excellent
 Unfavorable: Client rated as Poor or Fair

Client/Staff Interaction Favorable/Unfavorable Comparison

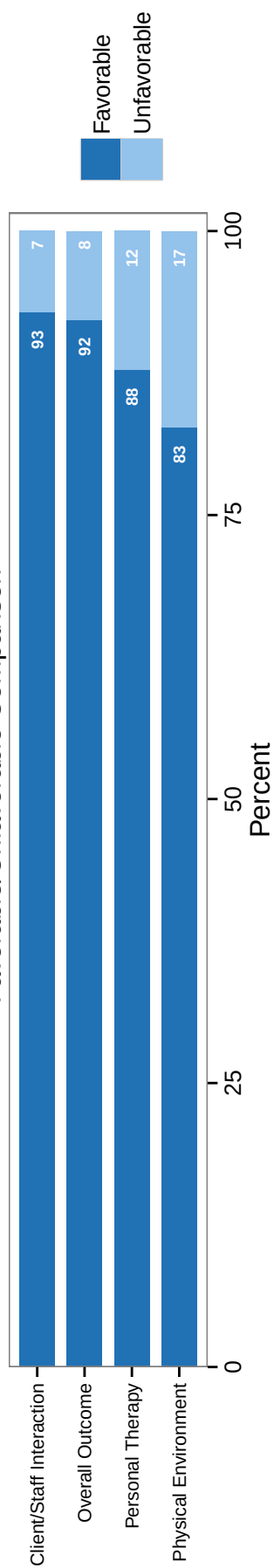


Favorable: Client rated as Good, Very Good, or Excellent
 Unfavorable: Client rated as Poor or Fair



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