2012 Mental Health Consumer Survey Results

State of Nevada
Department of Health and Human Services
Division of Mental Health &
Developmental Services (MHDS)

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EXECUTIVE SUMMARY

The mission of the Division of Mental Health and Developmental Services is, working in partnership with consumers, families, advocacy groups, agencies and communities, to provide quality mental health, substance abuse and co-occurring disorder services, in the most appropriate and least restrictive setting; and to promote behavioral health awareness, prevention and treatment in communities statewide.

In an effort to continually monitor and evaluate progress towards fulfilling that mission, MHDS) conduct an annual mental health consumer survey. These surveys are provided to individuals served in our mental health settings. The collection period for this year's survey was from August 15, 2012 through October 15, 2012. The survey responses are used to provide MHDS with a measure of the consumer's satisfaction with the services currently being provided as well as to identify the consumer's perception of their own recovery. Consumer responses are reviewed to identify opportunities for performance improvement and program planning. Additionally, the information collected in this consumer survey provides data information and reporting required for the Federal Community Mental Health Services Block Grant Application and other bench marking activities.

The Division utilized four versions of the consumer survey forms, originated by the Mental Health Statistical Improvement Program (MHSIP) and modified by the Division, to gather information from consumers about their perception of mental health services received from each MHDS Division Agency.

Survey for Outpatient Services 2012
Survey for Inpatient Services 2012
Youth Services Survey 2012 (children 13-17 years of age)
Youth Services for Families 2012 (Parents with children 0-12 years of age)

The domains used for both inpatient and outpatient surveys are based upon (MHSIP as follows:

- *Perception of Access-consumer perception of service accessibility and convenience,*
- *Quality/Appropriateness-consumer perception of staff/service appropriateness and cultural sensitivity,*
- *Participation in Treatment-consumer perception of their inclusion in treatment planning and decisions,*
- *Perception of Outcomes-consumer perception of their recovery growth,*
- *Improvement in Functioning-consumer perception of their continued recovery,*
- *Social Connectedness-consumer perception of feeling connected to others and,*
- *General Satisfaction-consumer perception of overall service provision.*

Consumers utilizing outpatient services were given the option of completing the survey in the mental health office or taking the survey with them to complete and return at a later time. Inpatient consumers generally completed their surveys prior to discharge.

GENERAL SURVEY RESPONSES

In 2012, 2,455 surveys were completed and collected, representing a slight increase from 2011 (2,295) Consumer Survey. The consumers completing the 2012 survey indicated a higher number of females versus males receiving services as outpatient consumers. Youth 13-17 years of age indicated a higher number of female consumers as well. The Youth and Families (Parents with children 0-12 years of age) indicated a higher number of male consumers.

Regarding outpatient consumers, Fifty percent (50%) of *adult consumers currently receiving services,* which provided length of services (84%) stated they had received services for less than one year. Additionally, 47% of inpatient consumers answering the length of stay question (LOS) reported a LOS of one week or less. Forty-four percent (44%) of youths (13-17 years of age) received services of 1-5 months, and 34% of children (0-12 years of age) received services from 1 to 5 months.

The most common comments or suggestions verbatim identified by consumers included, but was not limited to:

- Very helpful staff, I am much better now than before I came in here.
- Need to see doctor more than six months, new arising issues and her appointment with her isn't for another 3 months. I need to see a doctor sooner than that.
- Need more doctors to see people it took me 4 visits to be seen and I was in line before 5:30am clinic opens at 8:00am.
- My stay here has so far been good. I would have to say I like the techs.
- Pharmacy often miscounts my medication and it is not easy for me to come back to get more.
- I am grateful for the staff here and their help in recovery. This hospital stay was some experience going through. I will forever be grateful for this stay.
- P/U window of pharmacy stinks; way too slow and unfriendly. Please find a competent person to work p/u side of pharmacy. Everybody else is so pleasant and nice!
- I feel the need for smaller more personalized groups there need to be an interpreter for the deaf and hard of hearing.
- I have come to think of everyone as family.
- Need to see doctors more often.
- I hate having to get up at 4:00am to get here by 5:00-5:30am to be seen and acquire my medication in 1 day.
- I wish med pick up was more flexible for those of us that have jobs or can't make it to pick up in the middle of the day.
- Pharmacy staff could be friendlier and more customer focused.

- Need to see Doctor I only see doctor every three months need to see doctor every month.
- Staffs seem overwhelm by the volume of clients, at times inept. An appointment @ 9:00am should be at 9:00am and not 1:00pm. This is un-expectable.
- Need more psychologists who can do deep counseling. Budget cuts eliminated psychologists but this is what is necessary. Thank goodness CAP implemented a depression group to help with our process. More CAP groups are warranted because the groups are so big.
- The staff in the pharmacy is rude. I have to fight for my prescription Ritalin. If I am due to have them on Saturday and it is only 29 days forget it, I have never had someone treat me & talk to me like a drug addict. Wait till I can fill my script elsewhere.
- CAP Program and Peer Groups have been very helpful and have saved, improved many lives in my opinion.
- The staff who works in the pharmacy is not always friendly. I have had question about the refills and if I could get my medication a day early on Friday not Saturday because, of course, you guys are closed than, and she told me there could be no arrangements made in order to keep me from running out of meds on the day cannot be refilled. Please fix this CVS did.
- The CSAs are my favorite people to ask for any problems here because they all have been through similar troubles.

INTRODUCTION

Annually, MHDS conducts a survey of individuals receiving mental health services. The purpose of this survey is two-fold: . 1) to provide the Division with a snapshot of the consumer's satisfaction with the services currently being provided for purposes of identifying opportunities for improvement, and 2) . the information collected in this consumer survey provides data information required for the Federal Community Mental Health Services Block Grant Application and other bench marking activities.

The collection period for this year's survey was from August 15, 2012 through October 15, 2012. The consumer service advocates and volunteers were responsible for encouraging individuals to complete the surveys and to assist them in the completion of the survey when requested. Outpatient consumers were given the option of completing the survey in the mental health office or taking the survey with them to complete and mail in or drop off next time they were at the clinic. Inpatients generally completed their surveys prior to their group meetings. Due to the limited number of individuals able to assist with the completion of the surveys, some of the rural clinic sites came up with creative ways to encourage consumers to participate, such as posting flyers indicating: Please tell us what you think, How are we doing-This is your chance to tell us -Please fill out a survey today, Have you filled out a survey yet? –Please tell us how we are doing-Great?-Not so Great?- Let us know, and Please fill out a survey today.

Outpatient consumer surveys were collected by Northern Nevada Adult Mental Health Services (NNAMHS), Southern Nevada Adult Mental Health Services (SNAMHS), and Rural Clinics. Inpatient surveys were collected from Dini-Townsend Hospital in Sparks and Rawson –Neal Hospital in Las Vegas. Additionally, Rural Clinics collected family surveys for children 0-12 years of age and for youth 13-17 years of age, as MHDS agencies serve children and adolescents only in the rural counties outside of Clark and Washoe counties.

Outpatient Surveys for Adults were administered through Carson City, Caliente, Elko, Ely, Fallon, Fernley, Gardnerville, Hawthorne, Henderson, Las Vegas, East Clinic, West Clinic, Downtown Clinic, Laughlin, Lovelock, Mesquite, Pahrump, Reno Triage Center, Silver Springs, Sparks, Tonopah, Winnemucca, Yerington, and Rawson-Neal Psychiatric Hospital.

Outpatient Surveys for Youth were administered through Carson City, Caliente, Elko, Ely, Fallon, Gardnerville, Mesquite, Pahrump, Silver Springs, and Laughlin.

Inpatient Surveys for Adults were administered through Dini-Townsend Psychiatric Hospital in Sparks and Rawson-Neal Psychiatric Hospital in Las Vegas.

Four versions of the survey were utilized during the 2012 survey period:

Survey for Outpatient Services – 49 Questions
Survey for Inpatient Services – 39 Questions
Youth Services Surveys for Families (YSSF) – 48 Questions
Youth Services Survey (YSS) – 49 Questions

During the survey period, there were approximately 22,496 individuals receiving services and a total of 2,522 surveys were collected and 2,455 were completed. The following is a breakdown for each category: Survey for Outpatient Services-2,224, Survey for Inpatient Services-235, Youth Services Surveys for Families-32, Youth Services Survey-29. The sample collected represents approximately 11% of the total consumers being served at the time.

The data collected for Youth Services Surveys for Families and Youth Services Survey did not provide a sufficient sampling for reliability and report in greater detail.

MHDS used a modified version of the MHSIP survey. Multiple questions combine into a scales that measuring seven areas of consumer perception. These areas are: 1) *General Satisfaction with Services; 2) Appropriateness and Quality of Services; 3) Participation in Treatment Goals; 4) Access to Services; 5) Outcomes of Services; 6) Social Connectedness; and 7) Improvement in Functioning.*

The domains historically used for both inpatient and outpatient surveys are based upon the Mental Health Statistical Improvement Program (MHSIP) and in the FY 2012 Consumer Survey, the domain focus included questions relating to 'Improvement in Functioning' as well as 'Social Connectedness', as per MHSIP recommendations as a National Indicator. Overall, the trend has remained constant with General Satisfaction reflecting an 83% positive response average and Outcomes a 65% positive response average for *all* surveys. The Adult Outpatient Survey results are as follows:

Outpatient Consumer Positive Perception by Domain 2004-2012

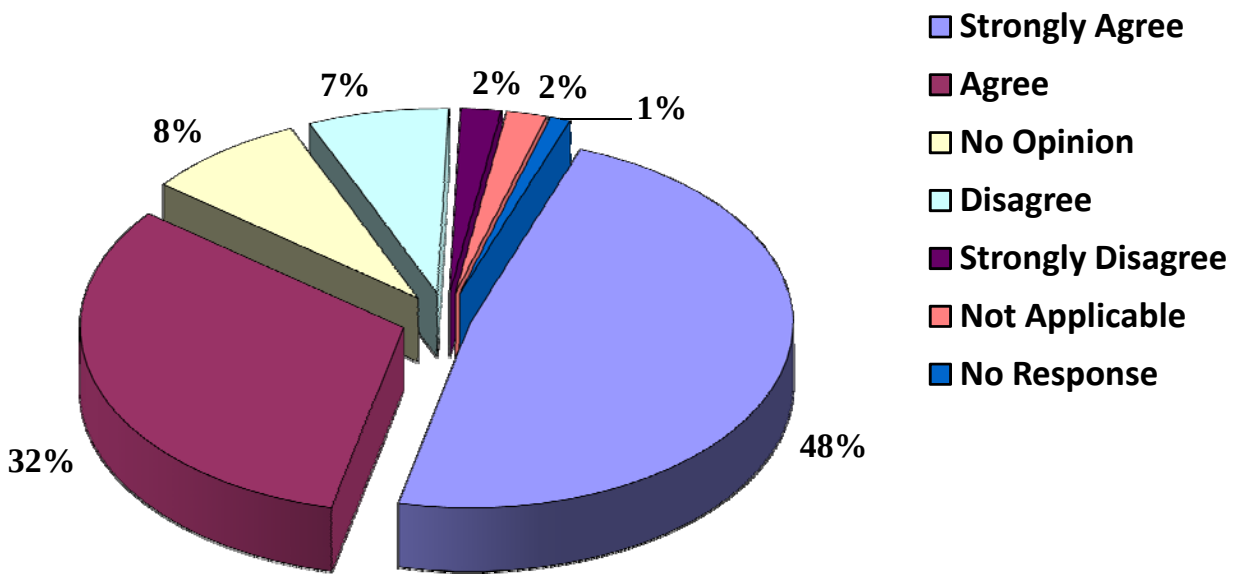
	2004	2005	2007	2008	2009	2010	2011	2012
Domain								
Access	85%	75%	74%	82%	75%	77%	76%	80%
Quality	83%	74%	72%	80%	76%	79%	78%	83%
Outcomes	76%	61%	60%	62%	61%	66%	63%	69%
Participation in Treatment	84%	72%	72%	71%	72%	76%	72%	80%
Improvement in Functioning	*	*	*	61%	68%	66%	67%	71%
Social Connectedness	*	*	*	68%	67%	67%	67%	71%
General satisfaction	89%	82%	74%	79%	83%	84%	84%	87%

* Not included as a Domain

Outpatient Consumer Perception in 2012

Technical Note: Due to changes in methodology, data limitations, and small cell counts, results for subgroups published in this edition may not match or be directly comparable to past years, and should be used with caution.

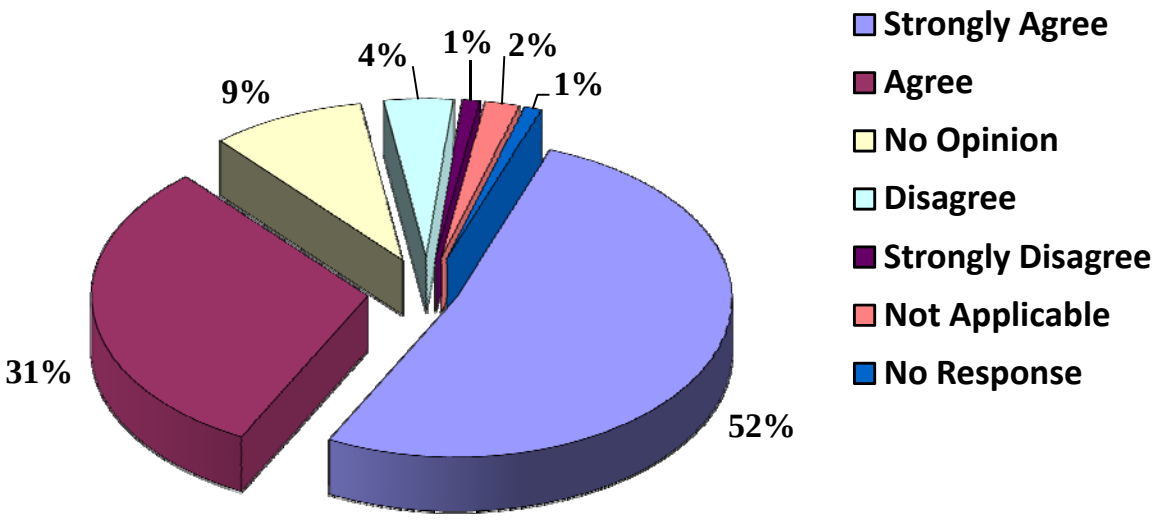
ACCESS:



Survey items included in the access domain:

1	Location of services was convenient.
2	Staffs were willing to see me as often as I felt it was necessary.
3	Staff returned my call in 24 hours.
4	Services were available at times that were good for me.
5	I was able to get the services I thought I needed.
6	I was able to see a psychiatrist when I wanted to.

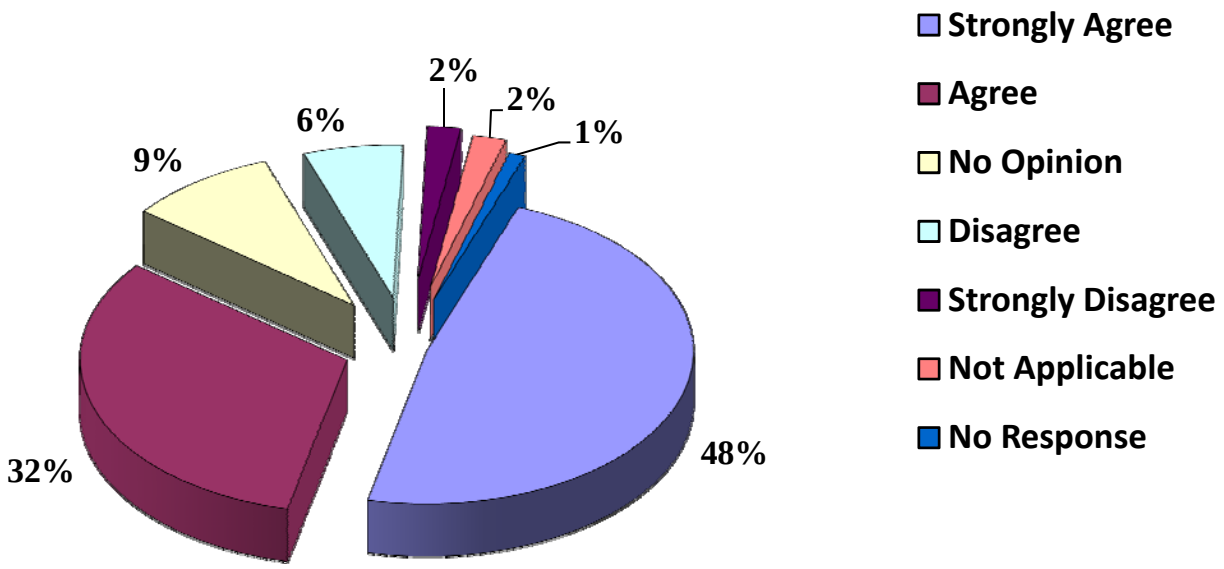
QUALITY:



Survey items included in the quality domain:

7	Staffs here believe that I can grow, change and recover.
8	I felt free to complain.
9	I was given information about my rights.
10	Staff told me what side effects to watch out for.
11	Staff respected my wishes about who is/is not to be given information about my treatment.
12	Staff were sensitive to my cultural background, race, religion, language, etc.
13	Staff helped me obtain the information I needed so that I could take charge of managing my illness.
14	I was encouraged to use consumer-run programs.
15	Staff encouraged me to take responsibility for how I live my life.

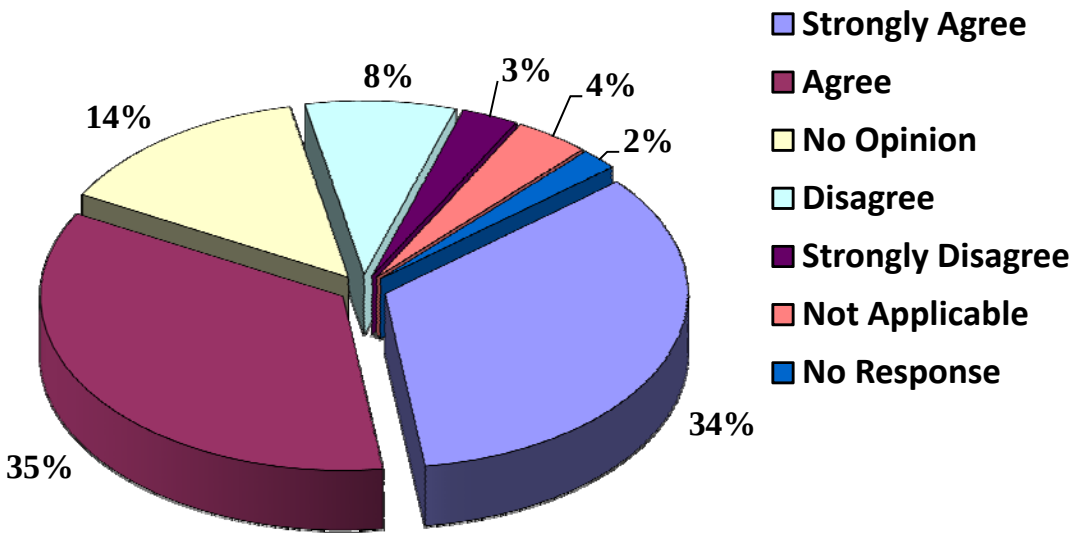
PARTICIPATION:



Survey items included in the participation domain:

16	I felt comfortable asking questions about my treatment and medication.
17	I, not staff, decided my treatment goals.

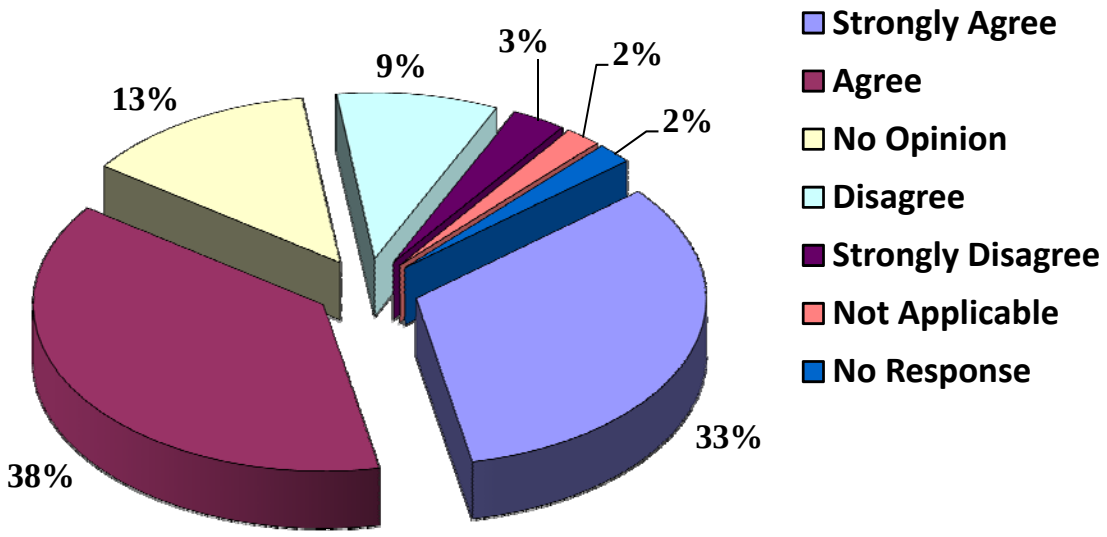
OUTCOMES:



Survey items included in the outcomes domain:

21	I deal more effectively with daily problems.
22	I am better able to control my life.
23	I'm better able to deal with crisis.
24	I get along better with my family.
25	I do better in social situations.
26	I do better in school and/or work.
27	My housing situation has improved.

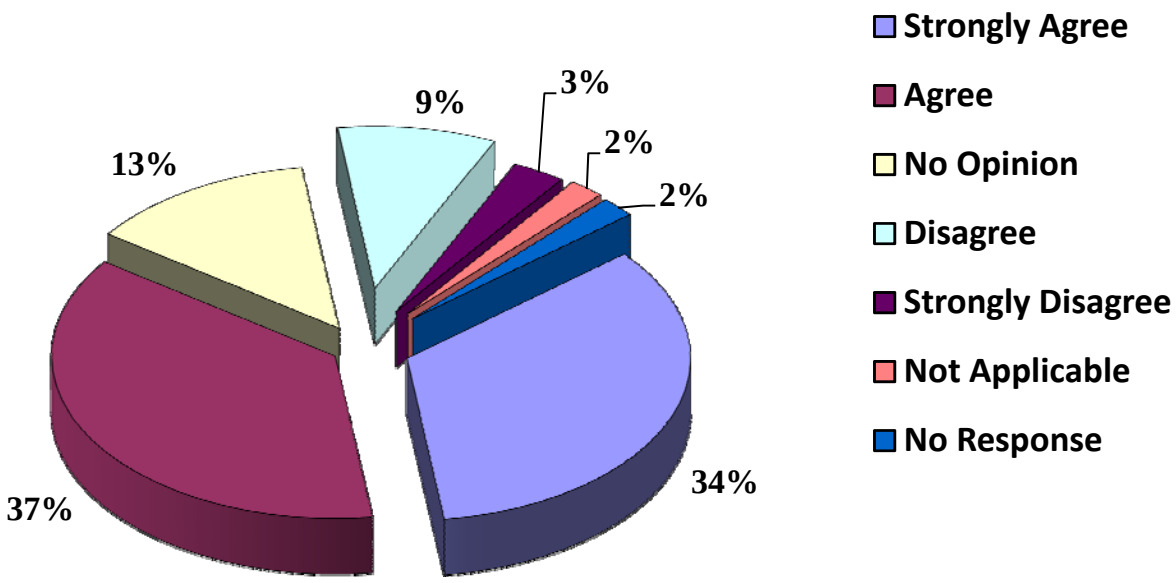
FUNCTIONING:



Survey items included in the improved functioning domain:

28	My symptoms are not bothering me as much.
29	I do things that are more meaningful to me.
30	I am better able to take care of my needs.
31	I am better able to handle things when they go wrong.
32	I'm better able to do things that I want to do.

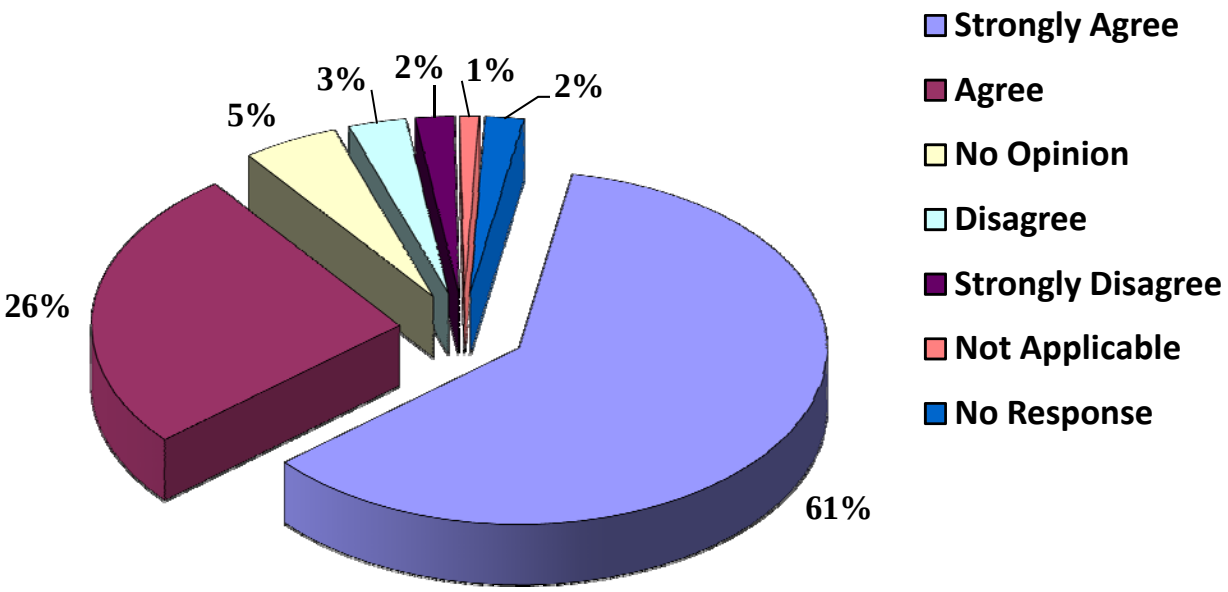
SOCIAL CONNECTEDNESS:



Survey items included in the social connectedness domain:

33	I'm happy with the friendships I have.
34	I have people with whom I can do enjoyable things.
35	I feel I belong in my community.
36	In a crisis, I would have the support from family or friends.

GENERAL SATISFACTION



Survey items included in the general satisfaction domain:

18	I like the services that I received here.
19	If I had other choices, I would still get services from this agency.
20	I would recommend this agency to a friend or family member.

CONSUMER SURVEY PROFILES

The sample methodology utilized was a "convenience survey". As reported earlier, a total of 2,455 surveys were completed and submitted, which is a slight increase of submission from the 2011 Consumer Survey. In reviewing the surveys for each location, it is important to look at the gender, ethnic/race background, and length of services received by the consumers completing any of the four surveys to see if trends can be identified.

GENDER

According to the 2011 Consumer Survey an overall ratio of 54% female consumers to 46% male consumers was identified. This is consistent with the 2012 survey, as previously mentioned, the consumers completing the 2012 survey indicate a higher number of females versus males receiving services as outpatient and inpatient consumers. Youth 13-17 years of age indicated a higher number of female consumers. The Youth and Families (Parents with children 0-12 years of age) indicated a higher number of male consumers.

RACE/ETHNICITY

In comparing MHDS' Consumer Self Identified Data to the State of Nevada Demographic 2011 Racial Data: White/Caucasian at 74% is comparable with Nevada Demographic Data at 77.7%, and Native Hawaiian/Pacific Islander at 1.6% is consistent with Nevada Demographer Data at 0.7%. The two disproportionate groups are: Black (African-Americans) at 10.5% of the Self Identified Data and the Nevada Demographic Data at 8.6%, and Self Identified Data for American Indian or Alaska Native 3.1 % and the Nevada Demographic Data at 1.6%.

Racial Categories:	**Consumer Self Identified Race 2012**	***Nevada Demographics 2012 Racial Data**
American Indian or Alaskan Native	3.1%	1.6%
Asian	4.6%	7.7%
Black (African-American)	10.5%	8.6%
Native Hawaiian/Pacific Islander	1.6%	0.7%
White/Caucasian	74.0%	77.7%
Prefer not to answer	.2%	-
Otherwise	5.8%	-

**2012 Nevada Demographic Racial Data*

In keeping with MHSIP recommendations and the Standards for the Classification of Federal Data on Race and Ethnicity, the indicator for Hispanic/Spanish/Latino was separated from the race/ethnicity indicator in the surveys. Of the 2,461 respondents who answered this question, 10% indicated they considered themselves of Spanish/Hispanic/Latino origin. This is a decrease from 12% who responded in 2011. A

number of respondents marked "Prefer Not To Answer" to the Are you of Spanish/Hispanic/Latino Origin question. These respondents were not counted in the total unless they also responded "yes" to the Are you of Spanish/Hispanic/Latino Origin question.

LENGTH OF SERVICES RECEIVED

Regarding outpatient consumers, 84% of 2,009 adult respondents *currently receiving services* answered the question related to length of services (1,682 individuals). Fifty percent (50%) of this group stated they had received services for less than one year. Inpatient consumers answering the length of stay question (LOS) reported the following LOS for most current event: 47% for one week or less, 43% more than one week but equal to or less than one month, 10% for a LOS greater than 1 month. Thirty-four percent (34%) of children from the age group 0-12 years reported receiving services from 1-5 months and another 37% reported receiving services for 6 months to 1 year. Of the youth age 13-17, 26% reported receiving services more than one year while over 44% reporting receiving services 1- 5 months.

CONSUMER COMMENTS

The following comments are a sample from all four surveys. These comments represent the general and common comments made by consumers. Agencies can be provided comments from each specific clinic site upon request.

OUTPATIENT SURVEYS

Due to the large number of responses from the outpatient surveys, a sampling of the main comments to the question "What Would Improve Services Here" question is listed below.

- It would be nice if you did have a behavioral class or a DEP behavior program and social program in all of your patient hospitals including Rawson-Neal Psychiatric Hospital.
- Have more bilingual staff.
- This place helped me a lot. God bless you.
- Pharmacy staff could be friendlier & more customer focused.
- Thank you for helping me get my meds, so I don't hurt myself or others. Plus now I can sleep better.
- I appreciate the services here, but have a problem getting through to my doctor about no sleeping pills, rather medicine my primary doctor. has given me for anxiety & to help sleep. He suggests I get meds from here due to my money situation, he still refuses, which gives me more anxiety - lots of anxiety.
- I hope to see a doctor w/out having to change so many times, every time, most of the time, and every 2 to 4 months there is a different doctor.
- Thank GOD I have groups. Group leaders are angels from Heaven.
- I was told to go to downtown clinic at first. The system there is unacceptable they do not make appointments and they make it hard to be seen at all. Also, a way to get here (bus passes, etc.) would be very helpful. The staff needs to be better about referral to community resources and listening when I talk.
- Make more supplies available in CAP clubhouse, food, coffee, crafts, etc…
- I would like to see my appointment time choices increased to a time that is better for me. Thank you.
- My only compliant is that mental health is not giving out bus passes any longer.
- I found the agency very helpful and friendly to me. More than I felt with the other agency I'm from. And I would be proud to tell my family and friends in the future. And I hope I can still keep coming for a while. Why I try to set my self together. Thank you very much.
- Please give this institution more money to deal with the people in Las Vegas.
- My life would be drastically different (for the worst) without these services. thank so much.
- Need more psychologists who can do deep counseling. Budget cuts eliminated psychologists but that is what is necessary. Thank goodness CAP implemented a depression group to help with our process. More CAP groups are warranted because the groups are too big.

- Great all in One Stop Services.
- Overall, I am very pleased with the services I have received here, the staff is wonderful and very lively!
- Did not get in too see my psychiatrist as soon as I wanted.
- My psychologist is incredibly helpful in my recovery!

INPATIENT SURVEYS

In the inpatient surveys for NNAMHS and SNAMHS the question was titled "Comments". Here is a sample of the comments verbatim:

- Staff went out of their way when asked to print side effects. Thank you. I am surprised I was hospitalized 20 years ago at old forty and art therapy, the holistic mind and kind technique.
- There was a patient who was very disruptive, tried to run things and tell everybody what to do and when to do it. This was not very good for me at all.
- Even though my hospital stay was about the same as the last time. I still don't understand why I can't leave yet.
- Just have had a hard time with medications other than that everyone treated me with respect and I appreciate it.
- I think I didn't need to be here, but my stay here wasn't bad.
- I am grateful for the staff here and their help in my recovery. This hospital stay was some experience worth going through. I will be forever grateful for this stay.
- Support staff is excellent. They provide consistent care, as much as possible, within the parameters allowed. I appreciate their help.
- I think the staff should allow chewing tobacco while in the hospital.
- I have issues with the drug treatment philosophy.
- I need to see doctors and psychologist more often.
- It took a long time to see a doctor, but thank you.
- The beds and pillow are too hard! I am already in pain. The pillows specifically make things worse.
- It was helpful to be treated like a person and not a number.
- This hospital stay provided as a means to deal with atmospheric, evaluation that being observing and dispatched. All are effective and helpful in my recovery.
- A certified counselor or therapist with weekly sessions would make my recovery easier. Meds, 3 meals and a cot are great but don't help with the underlying issues. When you're on the edge of feeling like you're going to die or slowly dying because you can't cope anymore.
- Thank you for helping me with my depression.
- I choose to leave my fate in God's hand to be here or not be here was not my choice.
- It would be nice if people with similar symptoms or symptoms that are compatible with others were grouped together instead of bein put in places all together, like cutters/suicidal/eating disorders were all in one group instead of group with others.
- I feel if my doctor or therapist talks to me, I can overcome my illness.

- The food could be better and larger portions.
- The stay is too long.
- Very helpful staff, I am much better now than before I came in here.
- Staff is awesome I just want to thank all of you for caring for a loser like me. Tomorrow I might be a winner you never know.
- The techs and nurses are good.
- I need more help and the hospital staff let me go. I was not ready to go and almost killed myself. Now I am back.
- Thank you all so much & may God be with you.
- From all that has happened, I am just happy for sleeping beautifully.

RECOMMENDATIONS

Recommendations are offered here in two general categories. First, recommendations for action based on the results of this survey. Secondly, recommendations designed to improve future survey collection efforts and processes.

The purpose of the survey activity is to provide information useful in improving services and increasing our responsiveness to the needs of consumers. Past survey data has been used by MHDS agencies as a tool to improve services. In past years, Consumer Assistance Program (CAP) related activities or services have been enhanced to include more support groups and mini-club house meetings, fun activities such as holiday activities and increasing CAP volunteers. When asked questions about Improved Functioning, Outcomes, and Social Connectedness, over 22% of those who responded indicated "No Opinion or Disagree". It would be ideal to explore ways of improving services in these three areas. MHDS agencies can focus on how services can be improved to address Improved Functioning, Outcomes, and Social Connectedness specific to their programs.

The number of consumers that participated in 2012 consumer survey slightly increased. It is recommended to explore alternative ways of conducting this consumer survey to increase the number of inpatient consumers, youth (13-17 years of age), and youth and families (parents with children 0-12 years of age) who respond to these surveys. This survey also indicated the number of females responding to this survey is higher than male respondents and the number adolescents and youth and family are low. Possible ways of increasing response to surveys might include incentives such as money, movie tickets, or bus tickets for responding. Also, explore the possibility of promoting competition between the MHDS agencies and award the winning agency at the end of the survey.

The format of all 4 Surveys: Survey for Outpatient Services, Survey for Inpatient Services, Youth Services Survey (children 13-17 years of age, and Youth Services for Families (Parents with children 0-12 years of age) also need to be considered. Consider the following; using a likert scale limiting questions to 5 questions, this will provide a better data. Additionally, discontinue No Response and Non Applicable as a response option to the survey questions. No Response and Non Applicable are not ideal responses to the type of question the survey solicits.

This data should be shared with staff, consumers and stakeholders to inform planning and improvement activities. Each mental health agency should examine this data in relation to the agency's own strategic plans and performance improvement priorities. The people we serve have taken the time to tell us what they think of that service, we are responsible to use that information to make the services we provide increasingly responsive to the need.

STATEWIDE OUTPATIENT SURVEY RESULTS

N= 2,226 10% of Total Served 22,677

DOMAIN	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	NA	No Response
ACCESS							
6. Location of services was convenient	50%	33%	6%	6%	3%	1%	1%
7. Staff were willing to see me as often as I felt it was necessary	49%	32%	7%	6%	3%	2%	1%
8. Staff returned my call in 24 hours	46%	28%	11%	6%	3%	5%	1%
9. Services were available at times that were good for me	49%	34%	6%	6%	3%	1%	1%
10. I was able to get the services I thought I needed	47%	33%	8%	7%	3%	1%	1%
11. I was able to see a psychiatrist when I wanted to	43%	31%	9%	9%	4%	3%	1%
Average for Domain	**48%**	**32%**	**8%**	**7%**	**2%**	**2%**	**1%**
QUALITY/APPROPRIATENESS							
14. Staff here believe that I can grow, change and recover	55%	29%	9%	3%	1%	2%	1%
15. I felt free to complain	51%	30%	9%	5%	2%	2%	1%
16. I was given information about my rights	58%	30%	5%	3%	2%	1%	1%
17. Staff told me what side effects to watch out for	52%	28%	8%	6%	2%	3%	1%
18. Staff respected my wishes about who is/is not to be given information about my treatment	54%	33%	6%	2%	1%	2%	2%
19. Staff were sensitive to my cultural background, race, religion, language, etc.	49%	30%	13%	3%	1%	3%	1%
20. Staff helped me obtain the information I needed so that I could take charge of managing my illness	50%	33%	9%	4%	1%	1%	2%
21. I was encouraged to use consumer-run programs	48%	32%	11%	4%	2%	2%	1%
22. Staff encouraged me to take responsibility for how I live my life	48%	34%	9%	3%	1%	2%	2%
Average for Domain	**52%**	**31%**	**9%**	**4%**	**1%**	**2%**	**1%**
PARTICIPATION							
12. I felt comfortable asking questions about my treatment and medication	54%	32%	6%	4%	2%	1%	1%
13. I, not staff, decided my treatment goals	42%	31%	12%	8%	3%	3%	1%
Average for Domain	**48%**	**32%**	**9%**	**6%**	**2%**	**2%**	**1%**
OUTCOMES							
23. I deal more effectively with daily problems	37%	41%	11%	6%	1%	2%	2%
24. I am better able to control my life	36%	40%	12%	7%	2%	2%	1%
25. I'm better able to deal with crisis	34%	37%	13%	9%	3%	2%	2%
26. I get along better with my family	35%	35%	13%	9%	3%	3%	2%
27. I do better in social situations	33%	37%	14%	9%	2%	3%	2%
28. I do better in school and/or work	30%	27%	19%	7%	4%	11%	2%
29. My housing situation has improved	33%	30%	16%	10%	4%	5%	2%
Average for Domain	**34%**	**35%**	**14%**	**8%**	**3%**	**4%**	**2%**
IMPROVED FUNCTIONING							
30. My symptoms are not bothering me as much	32%	38%	13%	11%	3%	2%	1%
31. I do things that are more meaningful to me	34%	39%	14%	7%	2%	2%	2%
32. I am better able to take care of my needs	34%	41%	13%	7%	2%	2%	1%
33. I am better able to handle things when they go wrong	32%	37%	14%	11%	3%	2%	1%
34. I'm better able to do things that I want to do	33%	37%	13%	10%	3%	2%	2%
Average for Domain	**33%**	**38%**	**13%**	**9%**	**3%**	**2%**	**2%**
SOCIAL CONNECTEDNESS							
35. I'm happy with the friendships I have	35%	39%	12%	8%	2%	2%	2%
36. I have people with whom I can do enjoyable things	30%	34%	17%	11%	4%	2%	2%
37. I feel I belong in my community	36%	37%	11%	9%	4%	2%	1%
38. In a crisis, I would have the support from family or friends	35%	37%	12%	10%	2%	2%	2%
Average for Domain	**34%**	**37%**	**13%**	**9%**	**3%**	**2%**	**2%**
GENERAL SATISFACTION							
39. I like the services that I received here	61%	27%	4%	3%	2%	1%	2%
40. If I had other choices, I would still get services from this agency	60%	25%	7%	3%	2%	1%	2%
41. I would recommend this agency to a friend or family member	62%	25%	5%	3%	2%	1%	2%
Average for Domain	**61%**	**26%**	**5%**	**3%**	**2%**	**1%**	**2%**

SNAMHS OUTPATIENT SURVEY RESULTS

N= 1586 14% of Total 11,542 Served

DOMAIN	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	NA	No Response
ACCESS							
6. Location of services was convenient	54%	32%	4%	5%	3%	1%	1%
7. Staff were willing to see me as often as I felt it was necessary	53%	32%	5%	5%	3%	1%	1%
8. Staff returned my call in 24 hours	47%	28%	10%	5%	3%	6%	1%
9. Services were available at times that were good for me	52%	33%	5%	5%	3%	1%	1%
10. I was able to get the services I thought I needed	50%	34%	5%	6%	3%	1%	1%
11. I was able to see a psychiatrist when I wanted to	46%	31%	7%	9%	4%	2%	1%
Average for Domain	**50%**	**32%**	**6%**	**6%**	**3%**	**2%**	**1%**
QUALITY/APPROPRIATENESS							
14. Staff here believe that I can grow, change and recover	60%	28%	7%	1%	2%	1%	1%
15. I felt free to complain	56%	29%	6%	3%	3%	2%	1%
16. I was given information about my rights	63%	28%	3%	2%	2%	1%	1%
17. Staff told me what side effects to watch out for	59%	27%	6%	3%	2%	2%	1%
18. Staff respected my wishes about who is/is not to be given information about my treatment	57%	34%	4%	2%	1%	1%	1%
19. Staff were sensitive to my cultural background, race, religion, language, etc.	54%	31%	10%	1%	1%	2%	1%
20. Staff helped me obtain the information I needed so that I could take charge of managing my illness	54%	32%	7%	3%	1%	1%	2%
21. I was encouraged to use consumer-run programs	52%	32%	8%	3%	2%	2%	1%
22. Staff encouraged me to take responsibility for how I live my life	52%	34%	8%	2%	1%	2%	1%
Average for Domain	**56%**	**30%**	**7%**	**2%**	**2%**	**2%**	**1%**
PARTICIPATION							
12. I felt comfortable asking questions about my treatment and medication	58%	32%	4%	2%	2%	1%	1%
13. I, not staff, decided my treatment goals	46%	31%	10%	7%	2%	3%	1%
Average for Domain	**52%**	**32%**	**7%**	**4%**	**2%**	**2%**	**1%**
OUTCOMES							
23. I deal more effectively with daily problems	40%	42%	8%	6%	1%	2%	1%
24. I am better able to control my life	39%	40%	10%	7%	1%	2%	1%
25. I'm better able to deal with crisis	37%	37%	10%	9%	3%	2%	2%
26. I get along better with my family	38%	36%	10%	8%	3%	3%	2%
27. I do better in social situations	36%	38%	11%	8%	3%	2%	2%
28. I do better in school and/or work	34%	28%	15%	6%	4%	11%	2%
29. My housing situation has improved	35%	32%	13%	10%	4%	4%	2%
Average for Domain	**37%**	**36%**	**11%**	**8%**	**3%**	**3%**	**2%**
IMPROVED FUNCTIONING							
30. My symptoms are not bothering me as much	37%	39%	9%	9%	3%	2%	1%
31. I do things that are more meaningful to me	38%	40%	12%	6%	2%	1%	1%
32. I am better able to take care of my needs	37%	42%	10%	6%	2%	2%	1%
33. I am better able to handle things when they go wrong	35%	37%	11%	11%	3%	2%	1%
34. I'm better able to do things that I want to do	36%	38%	11%	9%	3%	2%	1%
Average for Domain	**37%**	**39%**	**11%**	**8%**	**2%**	**2%**	**1%**
SOCIAL CONNECTEDNESS							
35. I'm happy with the friendships I have	38%	40%	10%	7%	2%	1%	2%
36. I have people with whom I can do enjoyable things	35%	35%	14%	10%	3%	1%	2%
37. I feel I belong in my community	40%	35%	9%	9%	4%	1%	2%
38. In a crisis, I would have the support from family or friends	38%	39%	10%	8%	2%	1%	2%
Average for Domain	**38%**	**37%**	**11%**	**8%**	**3%**	**1%**	**2%**
GENERAL SATISFACTION							
39. I like the services that I received here	67%	24%	3%	2%	2%	1%	1%
40. If I had other choices, I would still get services from this agency	67%	22%	5%	2%	2%	0%	2%
41. I would recommend this agency to a friend or family member	68%	22%	4%	2%	2%	0%	2%
Average for Domain	**67%**	**23%**	**4%**	**2%**	**2%**	**0%**	**2%**

NNAMHS OUTPATIENT SURVEY RESULTS

N= 261 5% of Total 5,092 Served

DOMAIN	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	NA	No Response
ACCESS							
6. Location of services was convenient	30%	40%	13%	10%	3%	4%	0%
7. Staff were willing to see me as often as I felt it was necessary	35%	36%	9%	10%	3%	5%	2%
8. Staff returned my call in 24 hours	31%	30%	18%	10%	3%	5%	3%
9. Services were available at times that were good for me	32%	44%	11%	8%	2%	2%	1%
10. I was able to get the services I thought I needed	33%	38%	12%	11%	1%	2%	3%
11. I was able to see a psychiatrist when I wanted to	27%	40%	12%	13%	3%	3%	2%
Average for Domain	**31%**	**38%**	**12%**	**10%**	**3%**	**4%**	**2%**
QUALITY/APPROPRIATENESS							
14. Staff here believe that I can grow, change and recover	34%	40%	12%	8%	1%	3%	2%
15. I felt free to complain	27%	33%	18%	11%	4%	3%	4%
16. I was given information about my rights	33%	40%	11%	10%	2%	2%	2%
17. Staff told me what side effects to watch out for	26%	43%	12%	10%	2%	4%	3%
18. Staff respected my wishes about who is/is not to be given information about my treatment	34%	36%	15%	5%	3%	3%	4%
19. Staff were sensitive to my cultural background, race, religion, language, etc.	28%	32%	23%	7%	2%	4%	4%
20. Staff helped me obtain the information I needed so that I could take charge of managing my illness	32%	39%	11%	8%	2%	2%	6%
21. I was encouraged to use consumer-run programs	34%	38%	15%	7%	0%	2%	4%
22. Staff encouraged me to take responsibility for how I live my life	30%	41%	11%	6%	2%	3%	7%
Average for Domain	**31%**	**38%**	**14%**	**8%**	**2%**	**3%**	**4%**
PARTICIPATION							
12. I felt comfortable asking questions about my treatment and medication	33%	38%	11%	10%	2%	3%	3%
13. I, not staff, decided my treatment goals	22%	31%	18%	16%	6%	3%	4%
Average for Domain	**28%**	**34%**	**15%**	**13%**	**4%**	**3%**	**3%**
OUTCOMES							
23. I deal more effectively with daily problems	30%	34%	18%	10%	2%	3%	3%
24. I am better able to control my life	24%	33%	15%	14%	8%	3%	3%
25. I'm better able to deal with crisis	25%	38%	15%	11%	3%	3%	4%
26. I get along better with my family	23%	34%	21%	9%	4%	5%	4%
27. I do better in social situations	23%	34%	16%	12%	3%	6%	6%
28. I do better in school and/or work	20%	28%	25%	9%	3%	10%	5%
29. My housing situation has improved	27%	25%	20%	12%	5%	6%	5%
Average for Domain	**24%**	**32%**	**19%**	**11%**	**4%**	**6%**	**4%**
IMPROVED FUNCTIONING							
30. My symptoms are not bothering me as much	18%	35%	21%	13%	4%	5%	4%
31. I do things that are more meaningful to me	25%	37%	18%	8%	2%	3%	6%
32. I am better able to take care of my needs	25%	37%	17%	9%	2%	4%	5%
33. I am better able to handle things when they go wrong	24%	35%	17%	13%	2%	3%	6%
34. I'm better able to do things that I want to do	23%	38%	16%	10%	3%	3%	7%
Average for Domain	**23%**	**36%**	**18%**	**11%**	**3%**	**4%**	**5%**
SOCIAL CONNECTEDNESS							
35. I'm happy with the friendships I have	23%	33%	18%	11%	4%	5%	6%
36. I have people with whom I can do enjoyable things	19%	31%	20%	13%	5%	6%	6%
37. I feel I belong in my community	22%	32%	19%	12%	3%	6%	6%
38. In a crisis, I would have the support from family or friends	20%	32%	18%	13%	5%	5%	7%
Average for Domain	**21%**	**32%**	**19%**	**12%**	**4%**	**6%**	**6%**
GENERAL SATISFACTION							
39. I like the services that I received here	35%	34%	16%	4%	3%	2%	6%
40. If I had other choices, I would still get services from this agency	36%	33%	16%	6%	2%	2%	5%
41. I would recommend this agency to a friend or family member	36%	33%	16%	6%	2%	2%	5%
Average for Domain	**36%**	**33%**	**16%**	**6%**	**2%**	**2%**	**5%**

Rural Nevada Mental Health Services Outpatient Survey Results

N= 357 6% of Total 6,043 Served

DOMAIN	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	NA	No Response
ACCESS							
6. Location of services was convenient	51%	32%	7%	6%	2%	1%	1%
7. Staff were willing to see me as often as I felt it was necessary	52%	31%	10%	5%	1%	1%	0%
8. Staff returned my call in 24 hours	48%	30%	9%	6%	3%	3%	1%
9. Services were available at times that were good for me	51%	33%	8%	6%	1%	1%	0%
10. I was able to get the services I thought I needed	48%	33%	11%	5%	2%	1%	0%
11. I was able to see a psychiatrist when I wanted to	41%	29%	15%	8%	2%	4%	1%
Average for Domain	**49%**	**31%**	**10%**	**6%**	**2%**	**2%**	**0%**
QUALITY/APPROPRIATENESS							
14. Staff here believe that I can grow, change and recover	48%	29%	16%	4%	0%	2%	1%
15. I felt free to complain	44%	32%	14%	7%	0%	1%	2%
16. I was given information about my rights	52%	33%	8%	4%	1%	1%	1%
17. Staff told me what side effects to watch out for	44%	26%	15%	8%	2%	4%	1%
18. Staff respected my wishes about who is/is not to be given information about my treatment	54%	28%	11%	2%	1%	2%	2%
19. Staff were sensitive to my cultural background, race, religion, language, etc.	46%	25%	19%	4%	1%	3%	2%
20. Staff helped me obtain the information I needed so that I could take charge of managing my illness	46%	25%	19%	4%	1%	3%	2%
21. I was encouraged to use consumer-run programs	38%	31%	19%	5%	1%	4%	2%
22. Staff encouraged me to take responsibility for how I live my life	43%	33%	13%	5%	1%	3%	2%
Average for Domain	**46%**	**29%**	**15%**	**4%**	**1%**	**3%**	**2%**
PARTICIPATION							
12. I felt comfortable asking questions about my treatment and medication	50%	29%	11%	6%	0%	3%	1%
13. I, not staff, decided my treatment goals	39%	30%	15%	9%	3%	3%	1%
Average for Domain	**44%**	**30%**	**13%**	**7%**	**2%**	**3%**	**1%**
OUTCOMES							
23. I deal more effectively with daily problems	32%	39%	18%	5%	1%	3%	2%
24. I am better able to control my life	29%	39%	17%	8%	1%	3%	3%
25. I'm better able to deal with crisis	29%	37%	20%	9%	1%	2%	2%
26. I get along better with my family	31%	32%	20%	8%	3%	4%	2%
27. I do better in social situations	25%	34%	23%	9%	3%	4%	2%
28. I do better in school and/or work	19%	21%	31%	7%	3%	16%	3%
29. My housing situation has improved	25%	25%	24%	10%	4%	10%	2%
Average for Domain	**27%**	**33%**	**22%**	**8%**	**2%**	**6%**	**2%**
IMPROVED FUNCTIONING							
30. My symptoms are not bothering me as much	20%	35%	21%	16%	4%	2%	2%
31. I do things that are more meaningful to me	24%	38%	20%	12%	3%	1%	2%
32. I am better able to take care of my needs	25%	40%	19%	10%	2%	2%	2%
33. I am better able to handle things when they go wrong	22%	36%	20%	14%	3%	3%	2%
34. I'm better able to do things that I want to do	24%	36%	20%	13%	3%	2%	2%
Average for Domain	**23%**	**37%**	**20%**	**13%**	**3%**	**2%**	**2%**
SOCIAL CONNECTEDNESS							
35. I'm happy with the friendships I have	23%	33%	18%	11%	4%	5%	6%
36. I have people with whom I can do enjoyable things	19%	31%	20%	13%	5%	6%	6%
37. I feel I belong in my community	22%	32%	19%	12%	3%	6%	6%
38. In a crisis, I would have the support from family or friends	20%	32%	18%	13%	5%	5%	7%
Average for Domain	**21%**	**32%**	**19%**	**12%**	**4%**	**6%**	**6%**
GENERAL SATISFACTION							
39. I like the services that I received here	35%	34%	16%	4%	3%	3%	5%
40. If I had other choices, I would still get services from this agency	36%	33%	16%	7%	2%	2%	4%
41. I would recommend this agency to a friend or family member	36%	33%	16%	6%	2%	2%	5%
Average for Domain	**36%**	**33%**	**16%**	**6%**	**2%**	**2%**	**5%**

STATEWIDE INPATIENT SURVEY RESULTS

N= 229 4% of Total 6,309 Served

DOMAIN	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	NA	No Response
ACCESS/FACILITY ENVIRONMENT							
8. I felt I had enough privacy	34%	39%	8%	9%	5%	3%	2%
9. I felt safe while in the hospital	40%	34%	7%	8%	6%	3%	2%
10. The hospital environment was clean and comfortable.	37%	37%	12%	6%	5%	2%	1%
11. My family and/or friends were able to visit me	37%	25%	14%	5%	3%	13%	3%
12. My other medical conditions were treated	30%	31%	15%	7%	7%	8%	2%
Average for Domain	**36%**	**33%**	**11%**	**7%**	**5%**	**6%**	**2%**
QUALITY/DIGNITY/RIGHTS							
13. I was treated with dignity and respect	41%	35%	8%	8%	3%	3%	2%
14. Staff believed I could grow, change and recover	38%	33%	13%	4%	3%	6%	3%
15. I felt free to complain without fear of retaliation	36%	27%	14%	10%	5%	4%	4%
16. My complaints and grievances were addressed	32%	23%	17%	11%	6%	9%	2%
17. I felt safe to refuse medications or treatment during my hospital stay	31%	30%	16%	7%	7%	7%	2%
18. Staff respected my wishes about who is and is not to be given information about my treatment	38%	33%	13%	3%	5%	6%	2%
19. Staff were sensitive to my cultural/ethnic background	35%	27%	21%	3%	3%	8%	3%
20. Staff helped me obtain the information I needed so I could take charge of managing my illness	33%	30%	12%	7%	6%	8%	4%
Average for Domain	**36%**	**30%**	**14%**	**7%**	**5%**	**6%**	**2%**
PARTICIPATION/INFORMATION/EDUCATION							
21. Staff told me what side effects to watch for	30%	20%	17%	13%	11%	6%	3%
22. I felt comfortable asking questions about my treatment and medication.	39%	29%	13%	6%	6%	4%	3%
23. I was given information about how to manage my medication side effects.	28%	22%	17%	13%	8%	9%	3%
24. I participated in planning my discharge	33%	26%	15%	7%	3%	13%	3%
25. Both I and my doctor/therapist from the community were actively involved in my hospital treatment plan.	29%	27%	17%	8%	5%	10%	4%
26. I had an opportunity to talk with my doctor/therapist from the community prior to discharge.	29%	25%	16%	7%	5%	12%	6%
27. I had a choice of treatment options	30%	26%	15%	10%	6%	9%	4%
28. I was encouraged to use self-help support group.	31%	31%	15%	5%	6%	8%	4%
29. My contact with my doctor was helpful.	32%	35%	13%	4%	6%	7%	3%
30. My contact with the nurses/therapists was helpful.	36%	35%	12%	4%	4%	5%	4%
Average for Domain	**32%**	**28%**	**15%**	**8%**	**5%**	**8%**	**4%**
OUTCOMES							
31. I am better able to deal with crisis	33%	31%	15%	6%	6%	7%	2%
32. My symptoms are not bothering me as much	31%	34%	13%	8%	5%	6%	3%
33. I do better in social situations	31%	30%	19%	6%	4%	7%	3%
35. I deal more effectively with daily problems	28%	31%	17%	9%	4%	7%	4%
Average for Domain	**31%**	**31%**	**16%**	**7%**	**5%**	**7%**	**3%**
SOCIAL CONNECTEDNESS							
34. I do better in social situations.	31%	30%	19%	6%	4%	7%	3%
Average for Domain	**31%**	**30%**	**19%**	**6%**	**4%**	**7%**	**3%**
GENERAL SATISFACTION							
36. The surrounding and atmosphere at the hospital helped me get better.	29%	31%	17%	7%	7%	6%	3%
37. I felt this hospital stay was necessary.	37%	32%	8%	6%	9%	4%	4%
38. If I had a choice of hospitals, I would still choose this one.	31%	28%	19%	7%	7%	6%	4%
Average for Domain	**32%**	**30%**	**15%**	**7%**	**7%**	**5%**	**4%**

SNAMHS INPATIENT SURVEY RESULTS

N= 203 4% of Total 5,006 Served

DOMAIN	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	NA	No Response
ACCESS/FACILITY ENVIRONMENT							
8. I felt I had enough privacy	34%	38%	9%	9%	5%	4%	1%
9. I felt safe while in the hospital	40%	33%	8%	9%	6%	3%	1%
10. The hospital environment was clean and comfortable.	36%	35%	13%	7%	5%	3%	1%
11. My family and/or friends were able to visit me	39%	24%	14%	6%	3%	12%	2%
12. My other medical conditions were treated	30%	32%	15%	8%	5%	8%	2%
Average for Domain	**36%**	**32%**	**12%**	**8%**	**5%**	**6%**	**1%**
QUALITY/DIGNITY/RIGHTS							
13. I was treated with dignity and respect	40%	35%	8%	9%	3%	4%	1%
14. Staff believed I could grow, change and recover	38%	33%	13%	5%	3%	7%	1%
15. I felt free to complain without fear of retaliation	36%	26%	14%	11%	6%	5%	2%
16. My complaints and grievances were addressed	32%	22%	17%	12%	7%	8%	2%
17. I felt safe to refuse medications or treatment during my hospital stay	31%	29%	15%	8%	8%	7%	2%
18. Staff respected my wishes about who is and is not to be given information about my treatment	38%	33%	12%	3%	5%	7%	2%
19. Staff were sensitive to my cultural/ethnic background	34%	27%	21%	4%	4%	9%	1%
20. Staff helped me obtain the information I needed so I could take charge of managing my illness	32%	31%	12%	8%	5%	8%	4%
Average for Domain	**35%**	**30%**	**14%**	**7%**	**5%**	**7%**	**2%**
PARTICIPATION/INFORMATION/EDUCATION							
21. Staff told me what side effects to watch for	29%	21%	15%	14%	12%	7%	2%
22. I felt comfortable asking questions about my treatment and medication.	40%	29%	14%	7%	5%	4%	1%
23. I was given information about how to manage my medication side effects.	28%	24%	16%	14%	8%	8%	2%
24. I participated in planning my discharge	32%	25%	16%	8%	3%	14%	2%
25. Both I and my doctor/therapist from the community were actively involved in my hospital treatment plan.	29%	27%	17%	10%	5%	10%	2%
26. I had an opportunity to talk with my doctor/therapist from the community prior to discharge.	29%	25%	17%	8%	5%	12%	4%
27. I had a choice of treatment options	28%	27%	16%	11%	6%	10%	2%
28. I was encouraged to use self-help support group.	31%	31%	17%	6%	4%	8%	3%
29. My contact with my doctor was helpful.	32%	35%	14%	5%	5%	7%	2%
30. My contact with the nurses/therapists was helpful.	36%	36%	12%	5%	4%	5%	2%
Average for Domain	**31%**	**28%**	**15%**	**9%**	**6%**	**8%**	**3%**
OUTCOMES							
31. I am better able to deal with crisis	32%	32%	16%	7%	5%	7%	1%
32. My symptoms are not bothering me as much	31%	33%	14%	9%	5%	7%	1%
33. I do better in social situations	31%	29%	18%	8%	5%	7%	2%
35. I deal more effectively with daily problems	26%	33%	18%	9%	4%	8%	2%
Average for Domain	**30%**	**32%**	**16%**	**8%**	**5%**	**7%**	**2%**
SOCIAL CONNECTEDNESS							
34. I do better in social situations.	30%	30%	20%	6%	4%	8%	2%
Average for Domain	**30%**	**30%**	**20%**	**6%**	**4%**	**8%**	**2%**
GENERAL SATISFACTION							
36. The surrounding and atmosphere at the hospital helped me get better.	28%	30%	18%	7%	7%	7%	3%
37. I felt this hospital stay was necessary.	37%	31%	8%	7%	10%	5%	2%
38. If I had a choice of hospitals, I would still choose this one.	30%	28%	19%	7%	7%	6%	3%
Average for Domain	**32%**	**30%**	**15%**	**7%**	**8%**	**6%**	**2%**

NNAMHS INPATIENT SURVEY RESULTS

N= 26 2% of Total Served 1,303

Please see technical note on page 8.

DOMAIN	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	NA	No Response
ACCESS/FACILITY ENVIRONMENT							
8. I felt I had enough privacy	31%	50%	8%	8%	0%	3%	0%
9. I felt safe while in the hospital	31%	50%	4%	4%	4%	0%	7%
10. The hospital environment was clean and comfortable.	38%	50%	8%	4%	0%	0%	0%
11. My family and/or friends were able to visit me	19%	35%	15%	4%	0%	23%	4%
12. My other medical conditions were treated	27%	27%	15%	4%	12%	12%	3%
Average for Domain	**29%**	**42%**	**10%**	**5%**	**3%**	**8%**	**3%**
QUALITY/DIGNITY/RIGHTS							
13. I was treated with dignity and respect	50%	38%	8%	0%	4%	0%	0%
14. Staff believed I could grow, change and recover	35%	42%	19%	0%	0%	4%	0%
15. I felt free to complain without fear of retaliation	31%	38%	15%	8%	0%	0%	8%
16. My complaints and grievances were addressed	35%	31%	19%	12%	0%	0%	3%
17. I felt safe to refuse medications or treatment during my hospital stay	27%	38%	23%	4%	0%	8%	0%
18. Staff respected my wishes about who is and is not to be given information about my treatment	31%	38%	23%	0%	4%	4%	0%
19. Staff were sensitive to my cultural/ethnic background	38%	27%	23%	0%	0%	8%	4%
20. Staff helped me obtain the information I needed so I could take charge of managing my illness	38%	27%	15%	4%	4%	12%	0%
Average for Domain	**36%**	**35%**	**18%**	**4%**	**1%**	**4%**	**2%**
PARTICIPATION/INFORMATION/EDUCATION							
21. Staff told me what side effects to watch for	35%	12%	35%	3%	3%	8%	4%
22. I felt comfortable asking questions about my treatment and medication.	35%	38%	12%	3%	4%	4%	4%
23. I was given information about how to manage my medication side effects.	27%	12%	31%	8%	4%	14%	4%
24. I participated in planning my discharge	35%	35%	8%	4%	4%	7%	7%
25. Both I and my doctor/therapist from the community were actively involved in my hospital treatment plan.	27%	31%	19%	0%	0%	12%	11%
26. I had an opportunity to talk with my doctor/therapist from the community prior to discharge.	27%	23%	15%	4%	4%	15%	12%
27. I had a choice of treatment options	42%	27%	12%	8%	3%	4%	4%
28. I was encouraged to use self-help support group.	31%	38%	8%	0%	0%	11%	12%
29. My contact with my doctor was helpful.	31%	38%	8%	3%	8%	8%	4%
30. My contact with the nurses/therapists was helpful.	35%	31%	15%	0%	4%	8%	8%
Average for Domain	**32%**	**29%**	**16%**	**3%**	**4%**	**9%**	**7%**
OUTCOMES							
31. I am better able to deal with crisis	38%	35%	8%	4%	4%	7%	4%
32. My symptoms are not bothering me as much	31%	42%	8%	8%	4%	4%	3%
33. I do better in social situations	31%	23%	23%	12%	0%	8%	3%
35. I deal more effectively with daily problems	42%	23%	15%	12%	0%	0%	8%
Average for Domain	**36%**	**31%**	**13%**	**9%**	**2%**	**5%**	**4%**
SOCIAL CONNECTEDNESS							
34. I do better in social situations.	35%	38%	15%	8%	0%	0%	4%
Average for Domain	**35%**	**38%**	**15%**	**8%**	**0%**	**0%**	**4%**
GENERAL SATISFACTION							
36. The surrounding and atmosphere at the hospital helped me get better.	35%	35%	15%	11%	0%	0%	4%
37. I felt this hospital stay was necessary.	31%	42%	15%	4%	0%	4%	4%
38. If I had a choice of hospitals, I would still choose this one.	38%	27%	23%	4%	0%	4%	4%
Average for Domain	**35%**	**35%**	**18%**	**5%**	**0%**	**3%**	**4%**