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Department of Human Resources
Division of Mental Health & Developmental Services (MHDS)
2011 Mental Health Consumer Survey Results

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EXECUTIVE SUMMARY

The mission of the Division of Mental Health & Developmental Services (MHDS) is to assist individuals who have mental illness, substance abuse addiction or developmental disabilities to live as independently as possible.

In an effort to continually monitor and evaluate progress towards fulfilling that mission, MHDS conducts an annual mental health consumer survey. These surveys are provided to individuals served in our mental health setting. The collection period for this year's survey was from April 18, 2011 through June 17, 2011. 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, some of the questions contained in the survey provide information required for the Federal Community Mental Health Services Block Grant Application and other benchmarking 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 Division agency.

Survey for Outpatient Services 2011
Survey for Inpatient Services 2011
Youth Services Survey 2011 (children 13-17 years of age)
Youth Services for Families 2011 (Parents with children 0-12 years of age)

The domains used for both inpatient and outpatient surveys are based upon the Mental Health Statistical Improvement Program (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 at a later time. Inpatient consumers generally completed their surveys prior to discharge.

GENERAL SURVEY RESPONSES

In 2011, a total of 2,295 surveys were collected with a slight decline from the 2010 Consumer Survey. The consumers completing the 2011 survey indicate 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.

The majority 64%, of outpatient consumers indicated that they have received mental health services for more than one year. Conversely, 45% of inpatient consumers indicated their length of stay was one month or less. The majority, 52 %, of youths (13-17 years of age) received services 6 months-1 year and 37% of the children received services from 1 to 5 months and another 37% received service from 6 months-1 year.

The most common comments or suggestions identified by consumers included:

- I am happy with the services I receive.
- I have received better services from here than from any care provider I have paid - SCARY
- Nothing, this service is great thanks
- Everyone is friendly.
- Front office staff could be warmer and more approachable. I also think they could do a better job following up, verifying appointments, and not canceling appointments last minute (has happened several times).
- Keep a counselor for longer than for us to feel a bit better switching is not good. Gas prices make it hard to drive. I am working on managing my illness but hard with no counselor for three months.
- Services are satisfactory.
- Very impressed with personnel +services here no idea of how this could be better.
- More doctors and staff needed
- Information about side effects of medication
- Return call and follow up calls
- No more budget cuts
- More consumer therapeutic activities
- Reopen canteen
- More time with medical doctors
- Scheduled appointments and reschedule missed appointments
- Cleaner restroom facilities
- Expand service locations
- More appointments with medical doctor

INTRODUCTION

Annually, MHDS conducts a survey of individuals receiving mental health services. The purpose of this survey is two-fold. The survey responses are used to provide the Division with a snapshot of the consumer's satisfaction with the services currently being provided. The information is reviewed to identify opportunities for improvement. Additionally, some of the questions contained in the survey provide information required for the Federal Community Mental Health Services Block Grant Application and other benchmarking activities.

The collection period for this year's survey was from April 18, 2011 through June 17, 2011. 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. Outpatients 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. Colorful and catchy notices were posted throughout the facilities stating the following: "Have you filled out a survey yet?-I really love Peer to Peer Program-Have you ever tried to do it like this?-What if?, 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- Let us know how we are doing and what we could be doing better-Surveys are below".

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.

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

Outpatient Surveys for Youth were administered through Carson City, Caliente, Elko, Ely, Fallon, Gardnerville, Lovelock, Mesquite, Pahrump, Silver Springs, Tonopah, Winnemucca, Yerington 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 2011 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 18,274 individuals receiving services and a total of 2,295 surveys were collected. The following is a breakdown for each category: Survey for Outpatient Services-1,999; Survey for Inpatient Services-240; Youth Services Surveys for Families-32; Youth Services Survey-24. The sample collected represents approximately 13% of the total consumers being served at the time.

The data collected for Youth Services Surveys for Families and Youth Services Survey were not an adequate amount to 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: *General Satisfaction with Services, Appropriateness and Quality of Services, Participation in Treatment Goals, Access to Services, Outcomes of Services, Social Connectedness, and Improvement in Functioning.*

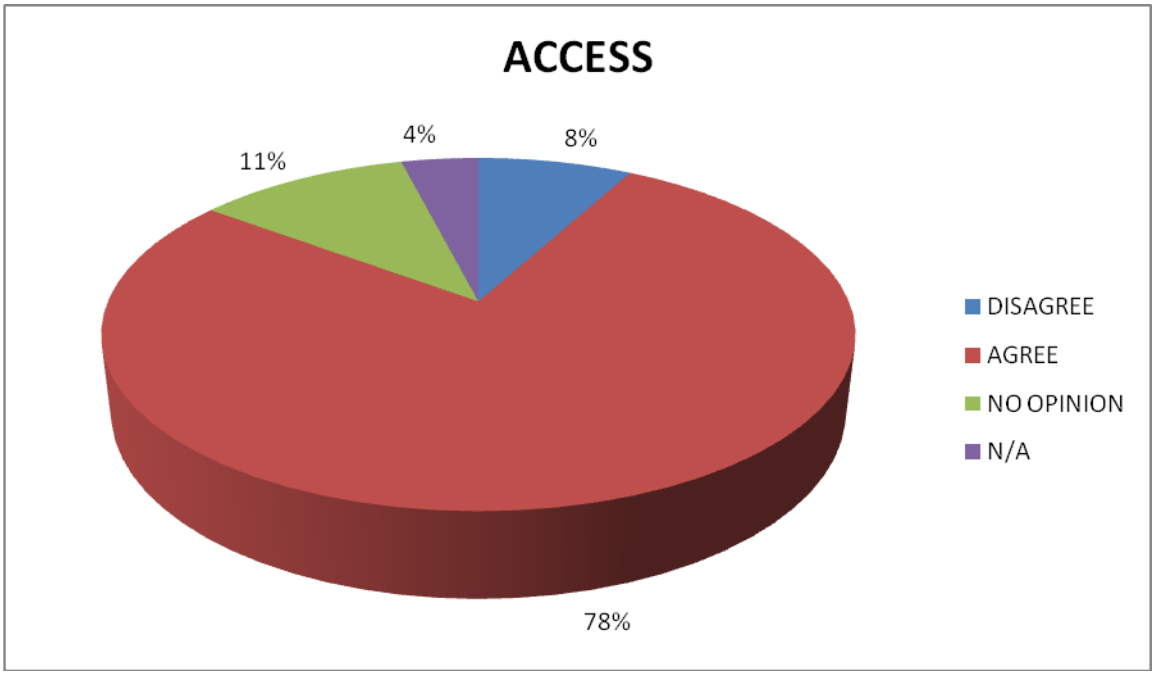
The domains historically used for both inpatient and outpatient surveys are based upon the Mental Health Statistical Improvement Program (MHSIP) and in the FY 2011 Consumer Survey, the domain focus included questions relating to 'Improvement in Functioning' as well as 'Social Connectedness', as per MHSIP recommendations as a National Indicator. Overall trend has remained constant with General Satisfaction reflecting an 82 % average and Outcomes a 64 % average.

Outpatient Consumer Perception by Domain 2004-2010

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

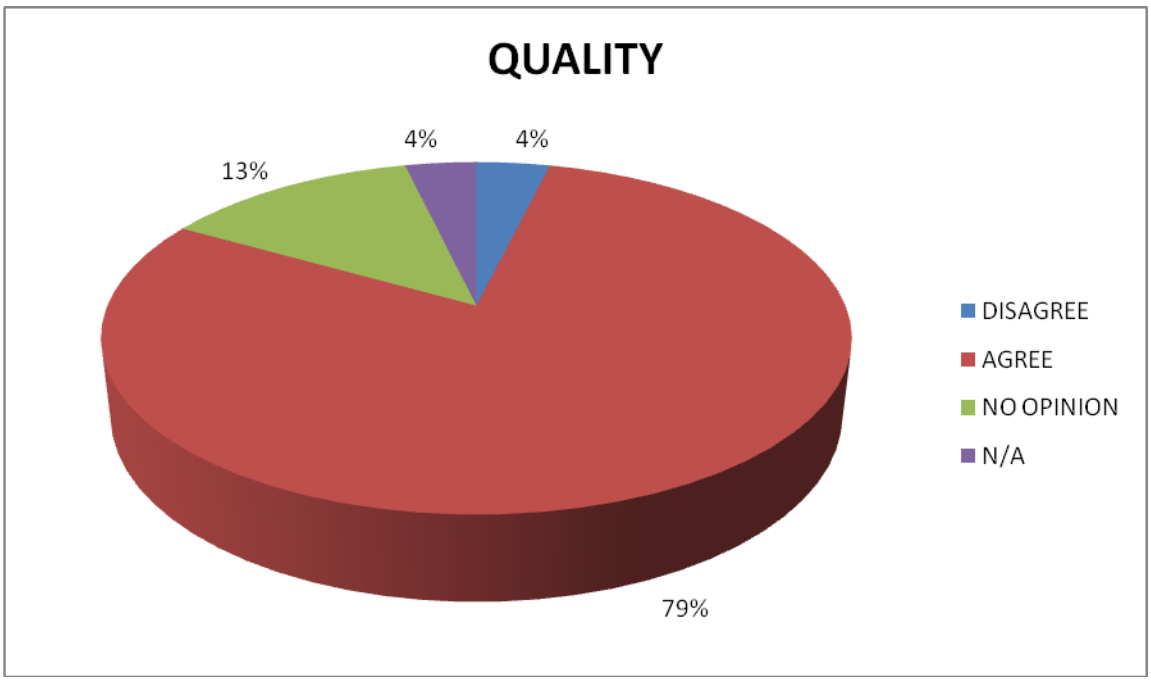
* Not included as a Domain

Outpatient Consumer Perception in 2011



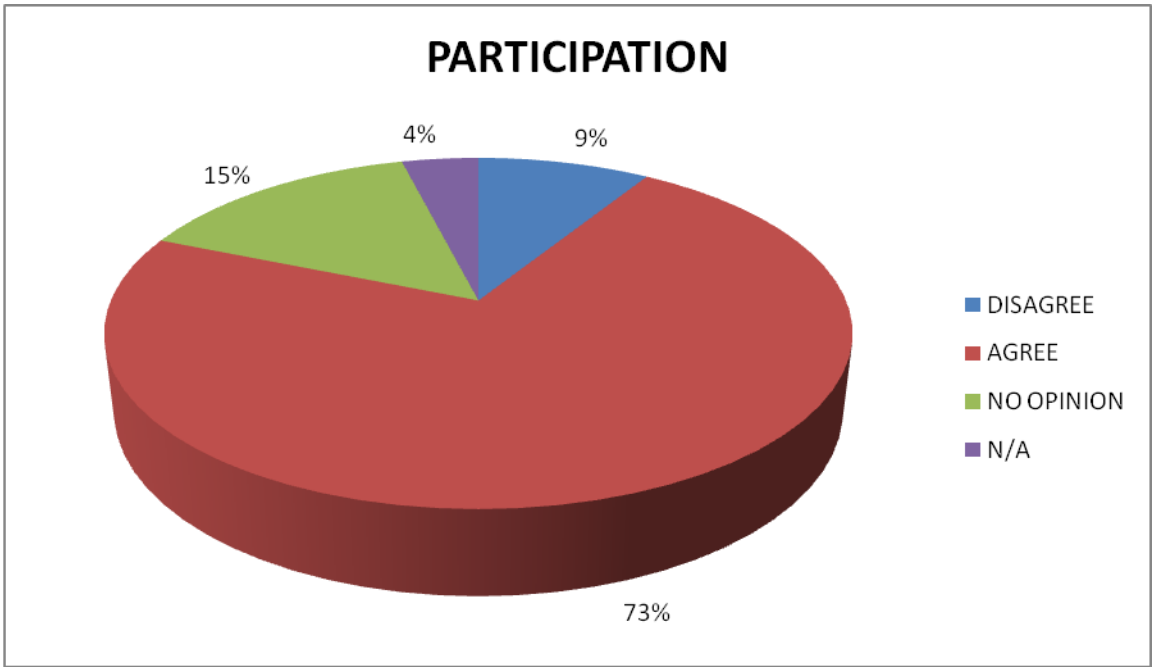
Survey items included in the access domain:

1	Location of services was convenient.
2	Staff 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.



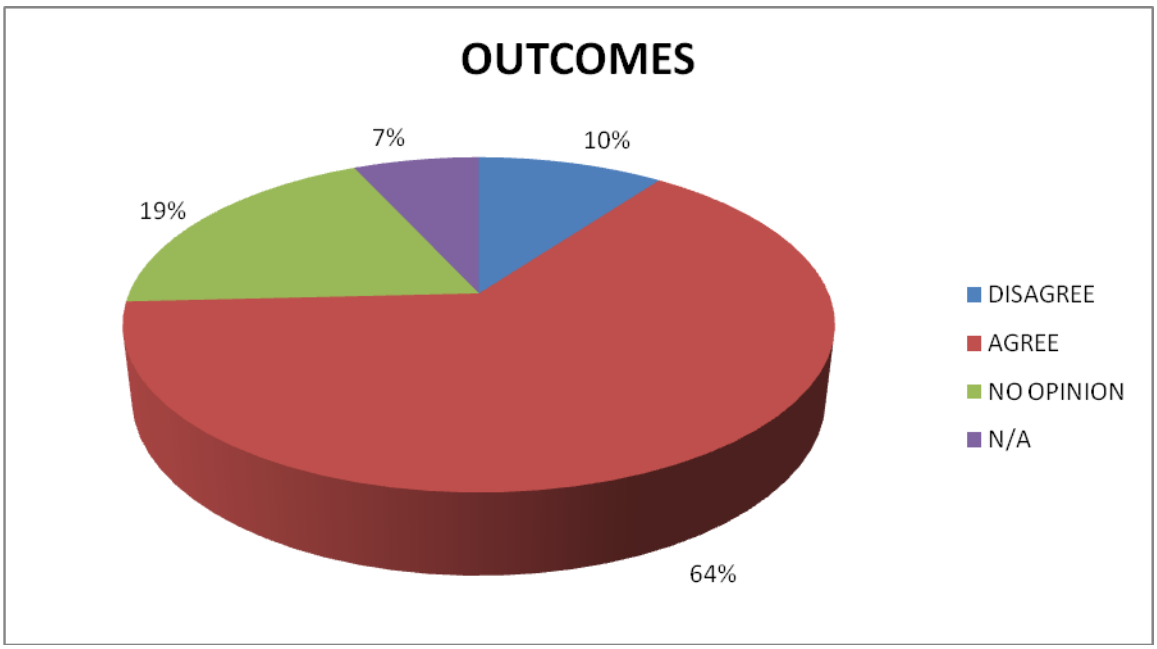
Survey items included in the quality domain:

7	Staff 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.



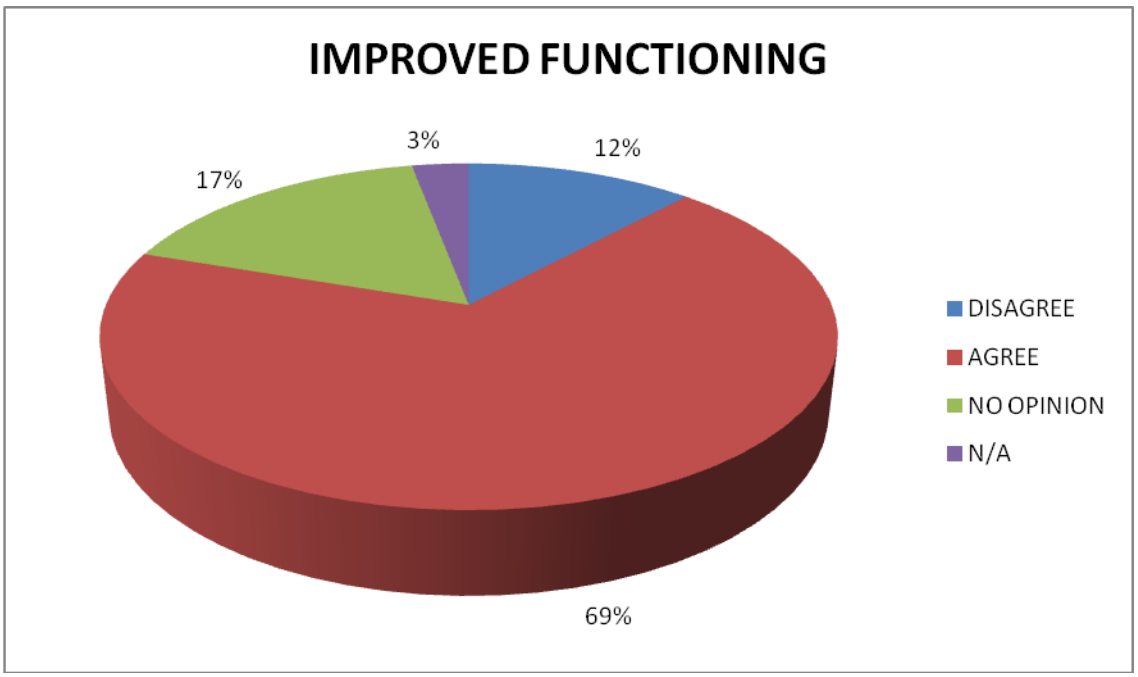
Survey items included in the participation domain:

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



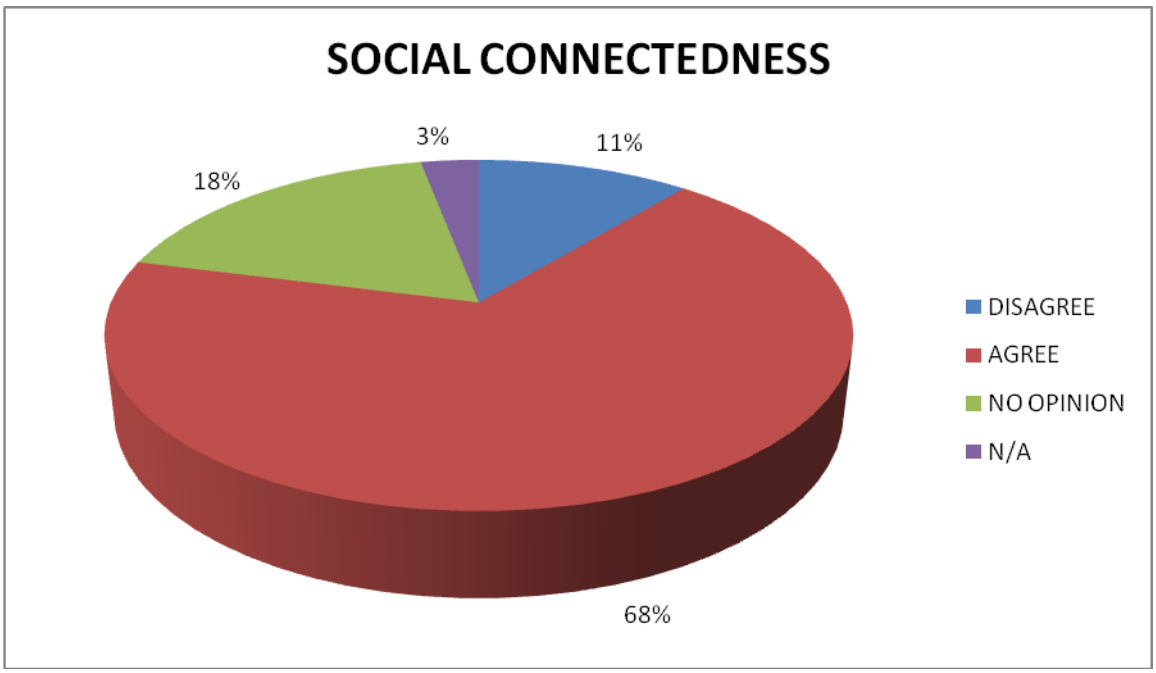
Survey items included in the outcomes domain:

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.



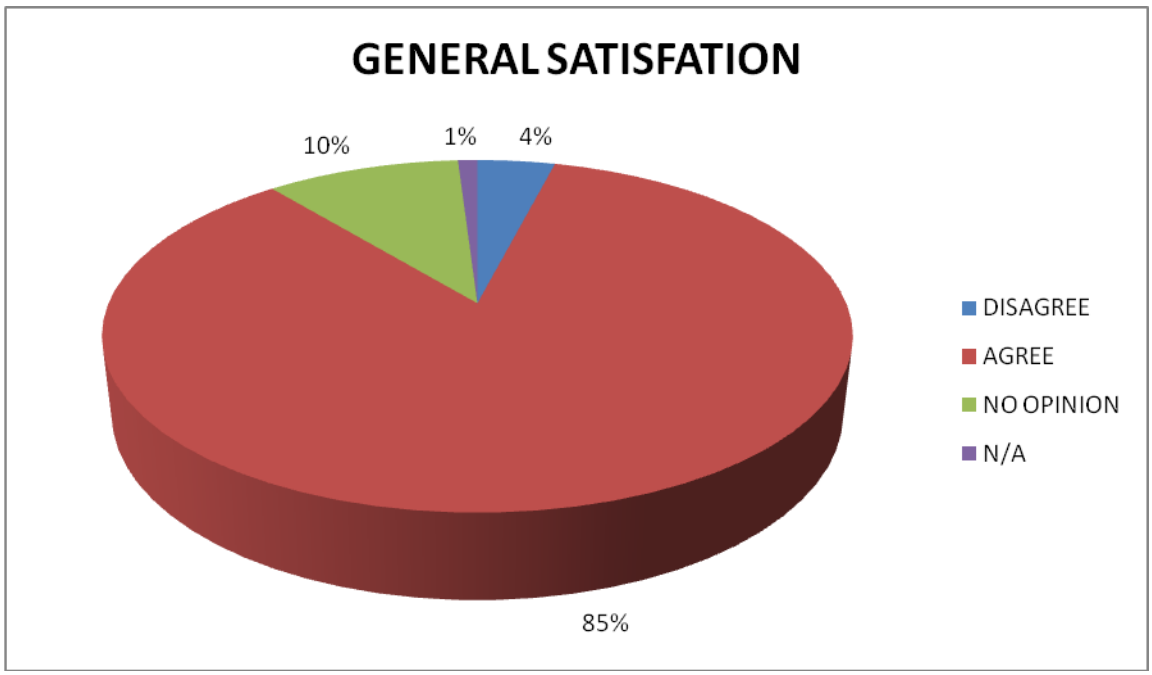
Survey items included in the improved functioning domain:

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.



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.



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 2,295 surveys were submitted, which is a 3% decrease of submission from the 2010 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 2010 Consumer Survey an overall ratio of 57% female consumers to 43% male consumers was identified. This is consistent with the 2011 survey, as previously mentioned, the consumers completing the 2011 survey indicate 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. 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 77% is comparable with Nevada Demographic Data at 66.2%, and Native Hawaiian/Pacific Islander at 1.7% is consistent with Nevada Demographer Data at 0.6%. The two disproportionate groups are: Black (African-Americans) at 15.5% of the Self Identified Data and the Nevada Demographic Data at 8.1%, and Self Identified Data for American Indian or Alaska Native 4.7 % and the Nevada Demographic Data at 1.2%.

Racial Categories:	**Consumer Self Identified Race 2011**	***Nevada Demographics 2011 Racial Data**
American Indian or Alaskan Native	4.7%	1.2%
Asian	3.0%	7.2%
Black (African-American)	15.6%	8.1%
Native Hawaiian/Pacific Islander	1.7%	0.6%
White/Caucasian	77.0%	66%
Prefer not to answer	4.8	-

**2011 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 1851 respondents who answered this question, 12% indicated they considered themselves of Spanish/Hispanic/Latino origin. This is a decrease from14% who responded in 2010. A number of respondents marked "other" on the item with a list and specified Hispanic or Latino. These respondents were not counted in the total unless they also responded "yes" to the item asking specifically about this.

LENGTH OF SERVICE

Regarding outpatient consumers, 36% indicated that they have received mental health services for less than one year. 45% of inpatient consumers indicated that their length of stay was one month or less. 37% of children from the age group 0-12 years have 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, 24% reported receiving services from 1-5 months while over 52% reporting receiving services for 6 months to 1 year.

CONSUMER COMMENTS

The following comments are a sample from all four surveys. These comments represent the general and common comments made by consumers. PLEASE NOTE: 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 is listed below.

- I feel the services are quite adequate. At this time I do not know of any improvements they need.
- Being able to drop in when I'm in the middle of one of my mental anxiety issues breakdowns.
- Help at the pharmacy no one usually there – always a long wait to pick up
- Wait times, better explanations of meds.
- Doctors be more available to patients more
- More staff. Longer hours of operations to reduce lines, to attend to patients.
- That the Dr. I have is a good Dr and the services are good.
- I believe services here are good – perhaps more opportunities for 1 to 1 counseling would improve services.
- Keep a counselor for longer than for us to feel a bit better switching is not good. Gas prices make it hard to drive. I am working on managing my illness but hard with no counselor for three months.
- I don't feel my counselor allows me to get everything out and the front desk makes me feel attacked every time I come in or call. Sometimes I feel punished for needing these services.
- The services here are great. I just pray I can feel better
- Continue funding so that staff can continue the needed services they provide.
- Pharmacy response to client they are short to client when speaking. They don’t check their pick up window to tell them you’re waiting.
- If it is not broke don’t fix it.
- These services are vital and well thought out to provide the life skills. Need to be not part of the problem but seeking out how to be part of the solution Thank you entire staff SPECIAL THANKS to one staff.
- I can't think of anything I appreciate the help.

INPATIENT SURVEYS

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

- I would like to thank everyone for their support.
- Thanks for caring so much about me. I care about you guys too.
- Overall, I have gained a little weight in here from nutritious tasty meals and I want some relief.
- Just have had a hard time with medications other than that everyone treated me with respect and I appreciate it.
- Concerned if additional medication will blend okay with others.
- I have been here less than 24hrs. The staff is helpful but indifferent.
- The staff is great but I always have a hard time getting to see my doctor.
- I wish the doctors were more readily available.
- Keep up the excellent work, my only disappointment was I was not given information on side effects of psych meds.
- My stay was beneficial, the doctors and staff were very helpful and I am grateful for that.
- The latches on the bathroom stalls in G – unit are inoperable.
- Beds need to be more comfortable, shower whenever you want to, put people with bad skills in confinement, shoe should be Velcro.
- They need to have better control here over violent patients.
- Violence seems to be allowed to occur.
- Patience for some staff could be better exercised.
- I don't like it here I don't find it a safe environment for me.
- I was over medicated the first few days I took awhile to overcome this.
- Some staff members are here are really rude and disrespectful to the client who have to be here.
- Counselors have been through thick and thin.
- I like it the way it is, they are willing to help no matter what time it is day or night.
- Thanks for asking for my input.
- This place is not clean enough + the staff can be very rude.
- Please don't privatize this institution.
- I have been to different facilities in the past when I had insurance (4 other stays) and I feel that I have received better care here than in any of therm. The staff has been absolutely amazing and has helped greatly in my recovery.

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.

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. For example, one agency posted the survey results and has used the results to make changes to the Consumer Assistance Program (CAP) such as increasing socialization by having a mini-clubhouse meeting, increasing support groups, having holiday activities, and increasing the number of CAP volunteers. When asked questions about Improved Functioning, Outcomes, and Social Connectedness, over 10% of those who responded indicated "Negative". It would be ideal to explore ways of improving services in these three areas. Previously, social connectedness was addressed by creating a mini-club. 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 the 2011 Consumer Survey slightly declined. It is recommended to explore alternative ways of conducting this consumer survey to increase the number of consumers 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, possibly promote competition between the MHDS agencies and award the winning agency at the end of the survey

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.

SURVEY DATA

Surveys results for each geographic location are available in the tables that follow.

STATEWIDE OUTPATIENT SURVEY RESULTS N = 1,999 11% Total 17,622 Served					
#	ACCESS	DISAGREE	AGREE	NO OPINION	N/A
1	Location of services was convenient	7	83	8	2
2	Staff were willing to see me as often as I felt it was necessary	7	81	10	3
3	Staff returned my call in 24 hours	8	65	17	10
4	Services were available at times that were good for me	7	84	8	1
5	I was able to get the services I thought I needed	7	83	9	2
6	I was able to see a psychiatrist when I wanted to	13	69	15	4
	PERCENTAGE FOR DOMAIN	8	78	11	4
	QUALITY/APPROPRIATENESS				
7	Staff here believe that I can grow, change and recover	2	80	14	3
8	I felt free to complain	6	75	15	4
9	I was given information about my rights	4	87	8	2
10	Staff told me what side effects to watch out for	7	77	12	4
11	Staff respected my wishes about who is/is not to be given information about my treatment	2	85	9	3
12	Staff were sensitive to my cultural background, race, religion, language, etc.	2	78	15	5
13	Staff helped me obtain the information I needed so that I could take charge of managing my illness	4	81	12	3
14	I was encouraged to use consumer-run programs	4	75	16	6
15	Staff encouraged me to take responsibility for how I live my life	3	77	17	3
	PERCENTAGE FOR DOMAIN	4	79	13	4
	PARTICIPATION				
16	I felt comfortable asking questions about my treatment and medication	4	87	8	2
17	I, not staff, decided my treatment goals	14	59	22	5
	PERCENTAGE FOR DOMAIN	9	73	15	4
	OUTCOMES				
21	I deal more effectively with daily problems	6	77	14	4
22	I am better able to control my life	8	70	19	3
23	I'm better able to deal with crisis	10	70	17	3
24	I get along better with my family	12	64	20	5
25	I do better in social situations	12	67	18	3
26	I do better in school and/or work	8	46	24	22
27	My housing situation has improved	15	56	21	8
	PERCENTAGE FOR DOMAIN	10	64	19	7
	IMPROVED FUNCTIONING				
28	My symptoms are not bothering me as much	17	65	16	3
29	I do things that are more meaningful to me	9	70	18	3
30	I am better able to take care of my needs	9	73	15	3
31	I am better able to handle things when they go wrong	14	67	17	3
32	I'm better able to do things that I want to do	12	68	18	3
	PERCENTAGE FOR DOMAIN	12	69	17	3
	SOCIAL CONNECTEDNESS				
33	I'm happy with the friendships I have	10	69	18	4
34	I have people with whom I can do enjoyable things	10	71	15	3
35	I feel I belong in my community	14	58	24	3
36	In a crisis, I would have the support from family or friends	9	75	13	2
	PERCENTAGE FOR DOMAIN	11	68	18	3
	GENERAL SATISFACTION				
18	I like the services that I received here	3	88	8	1
19	If I had other choices, I would still get services from this agency	6	79	14	1
20	I would recommend this agency to a friend or family member	4	87	8	2
	PERCENTAGE FOR DOMAIN	4	85	10	1

NNAMHS OUTPATIENT SURVEY RESULTS N = 221 5% Total 4,126 Served					
#	ACCESS	DISAGREE	AGREE	NO OPINION	N/A
1	Location of services was convenient	4	81	12	3
2	Staff were willing to see me as often as I felt it was necessary	6	83	10	1
3	Staff returned my call in 24 hours	10	68	18	4
4	Services were available at times that were good for me	11	83	6	1
5	I was able to get the services I thought I needed	10	82	7	1
6	I was able to see a psychiatrist when I wanted to	12	67	19	2
	PERCENTAGE FOR DOMAIN	9	77	12	2
	QUALITY/APPROPRIATENESS				
7	Staff here believe that I can grow, change and recover	5	81	12	2
8	I felt free to complain	12	66	19	2
9	I was given information about my rights	9	76	13	2
10	Staff told me what side effects to watch out for	8	76	15	2
11	Staff respected my wishes about who is/is not to be given information about my treatment	5	82	10	3
12	Staff were sensitive to my cultural background, race, religion, language, etc.	5	67	23	6
13	Staff helped me obtain the information I needed so that I could take charge of managing my illness	7	80	11	2
14	I was encouraged to use consumer-run programs	5	81	12	2
15	Staff encouraged me to take responsibility for how I live my life	3	81	15	1
	PERCENTAGE FOR DOMAIN	7	77	14	2
	PARTICIPATION				
16	I felt comfortable asking questions about my treatment and medication	6	86	8	1
17	I, not staff, decided my treatment goals	13	62	24	1
	PERCENTAGE FOR DOMAIN	10	74	16	1
	OUTCOMES				
21	I deal more effectively with daily problems	7	80	12	2
22	I am better able to control my life	7	75	17	1
23	I'm better able to deal with crisis	7	76	15	2
24	I get along better with my family	10	72	15	2
25	I do better in social situations	11	72	15	2
26	I do better in school and/or work	11	61	16	12
27	My housing situation has improved	11	71	13	5
	PERCENTAGE FOR DOMAIN	9	72	15	4
	IMPROVED FUNCTIONING				
28	My symptoms are not bothering me as much	19	64	16	1
29	I do things that are more meaningful to me	8	75	17	1
30	I am better able to take care of my needs	9	77	14	1
31	I am better able to handle things when they go wrong	14	73	13	1
32	I'm better able to do things that I want to do	14	70	15	1
	PERCENTAGE FOR DOMAIN	13	72	15	1
	SOCIAL CONNECTEDNESS				
33	I'm happy with the friendships I have	10	75	14	1
34	I have people with whom I can do enjoyable things	11	78	9	2
35	I feel I belong in my community	12	64	23	1
36	In a crisis, I would have the support from family or friends	10	76	12	2
	PERCENTAGE FOR DOMAIN	11	73	15	2
	GENERAL SATISFACTION				
18	I like the services that I received here	7	86	6	1
19	If I had other choices, I would still get services from this agency	8	83	7	1
20	I would recommend this agency to a friend or family member	7	85	7	1
	PERCENTAGE FOR DOMAIN	7	85	7	1

SNAMHS OUTPATIENT SURVEY RESULTS N= 1490 15% Total 10,098 Served					
#	ACCESS	DISAGREE	AGREE	NO OPINION	N/A
1	Location of services was convenient	8	82	8	2
2	Staff were willing to see me as often as I felt it was necessary	7	80	10	3
3	Staff returned my call in 24 hours	8	62	18	12
4	Services were available at times that were good for me	7	83	7	2
5	I was able to get the services I thought I needed	6	82	10	2
6	I was able to see a psychiatrist when I wanted to	13	68	15	5
	PERCENTAGE FOR DOMAIN	8	76	11	4
	QUALITY/APPROPRIATENESS				
7	Staff here believe that I can grow, change and recover	2	79	16	4
8	I felt free to complain	6	75	15	4
9	I was given information about my rights	3	87	7	2
10	Staff told me what side effects to watch out for	7	78	11	4
11	Staff respected my wishes about who is/is not to be given information about my treatment	2	85	10	3
12	Staff were sensitive to my cultural background, race, religion, language, etc.	2	79	14	5
13	Staff helped me obtain the information I needed so that I could take charge of managing my illness	4	80	13	3
14	I was encouraged to use consumer-run programs	4	75	16	4
15	Staff encouraged me to take responsibility for how I live my life	4	75	18	4
	PERCENTAGE FOR DOMAIN	4	79	13	4
	PARTICIPATION				
16	I felt comfortable asking questions about my treatment and medication	4	87	7	2
17	I, not staff, decided my treatment goals	15	58	22	6
	PERCENTAGE FOR DOMAIN	10	73	15	4
	OUTCOMES				
21	I deal more effectively with daily problems	6	76	14	4
22	I am better able to control my life	8	68	20	4
23	I'm better able to deal with crisis	10	69	18	3
24	I get along better with my family	13	62	20	5
25	I do better in social situations	12	66	20	3
26	I do better in school and/or work	8	45	23	24
27	My housing situation has improved	16	54	22	8
	PERCENTAGE FOR DOMAIN	10	63	20	7
	IMPROVED FUNCTIONING				
28	My symptoms are not bothering me as much	17	65	16	3
29	I do things that are more meaningful to me	9	69	19	3
30	I am better able to take care of my needs	9	72	15	3
31	I am better able to handle things when they go wrong	15	64	17	3
32	I'm better able to do things that I want to do	11	67	18	3
	PERCENTAGE FOR DOMAIN	12	67	17	3
	SOCIAL CONNECTEDNESS				
33	I'm happy with the friendships I have	10	67	20	4
34	I have people with whom I can do enjoyable things	10	70	16	4
35	I feel I belong in my community	14	58	25	3
36	In a crisis, I would have the support from family or friends	9	75	13	2
	PERCENTAGE FOR DOMAIN	11	68	19	3
	GENERAL SATISFACTION				
18	I like the services that I received here	3	87	8	2
19	If I had other choices, I would still get services from this agency	5	77	16	2
20	I would recommend this agency to a friend or family member	3	87	8	2
	PERCENTAGE FOR DOMAIN	4	84	11	2

RURAL CLINICS OVERALL OUTPATIENT SURVEY RESULTS N=256 7% Total 3,478 Served					
#	ACCESS	DISAGREE	AGREE	NO OPINION	N/A
1	Location of services was convenient	2	94	4	0
2	Staff were willing to see me as often as I felt it was necessary	3	89	7	1
3	Staff returned my call in 24 hours	5	84	8	3
4	Services were available at times that were good for me	4	93	4	0
5	I was able to get the services I thought I needed	4	89	6	2
6	I was able to see a psychiatrist when I wanted to	7	75	15	4
	PERCENTAGE FOR DOMAIN	4	87	7	2
	QUALITY/APPROPRIATENESS				
7	Staff here believe that I can grow, change and recover	0	89	10	2
8	I felt free to complain	4	84	11	2
9	I was given information about my rights	1	92	6	2
10	Staff told me what side effects to watch out for	5	75	14	6
11	Staff respected my wishes about who is/is not to be given information about my treatment	1	92	5	2
12	Staff were sensitive to my cultural background, race, religion, language, etc.	1	82	12	5
13	Staff helped me obtain the information I needed so that I could take charge of managing my illness	2	89	7	2
14	I was encouraged to use consumer-run programs	2	69	21	8
15	Staff encouraged me to take responsibility for how I live my life	1	85	12	2
	PERCENTAGE FOR DOMAIN	2	84	11	3
	PARTICIPATION				
16	I felt comfortable asking questions about my treatment and medication	2	89	9	0
17	I, not staff, decided my treatment goals	8	66	23	3
	PERCENTAGE FOR DOMAIN	5	78	16	2
	OUTCOMES				
21	I deal more effectively with daily problems	2	81	14	3
22	I am better able to control my life	4	79	15	2
23	I'm better able to deal with crisis	6	76	16	2
24	I get along better with my family	6	69	20	4
25	I do better in social situations	10	72	16	2
26	I do better in school and/or work	8	37	32	23
27	My housing situation has improved	11	54	24	12
	PERCENTAGE FOR DOMAIN	7	67	20	7
	IMPROVED FUNCTIONING				
28	My symptoms are not bothering me as much	14	67	17	2
29	I do things that are more meaningful to me	6	74	18	2
30	I am better able to take care of my needs	5	78	14	3
31	I am better able to handle things when they go wrong	9	74	16	2
32	I'm better able to do things that I want to do	10	72	17	2
	PERCENTAGE FOR DOMAIN	9	73	16	2
	SOCIAL CONNECTEDNESS				
33	I'm happy with the friendships I have	8	72	15	4
34	I have people with whom I can do enjoyable things	8	75	14	3
35	I feel I belong in my community	17	56	23	5
36	In a crisis, I would have the support from family or friends	9	74	15	2
	PERCENTAGE FOR DOMAIN	11	69	17	4
	GENERAL SATISFACTION				
18	I like the services that I received here	2	93	5	0
19	If I had other choices, I would still get services from this agency	3	89	8	0
20	I would recommend this agency to a friend or family member	2	91	6	0
	PERCENTAGE FOR DOMAIN	2	91	6	0

STATEWIDE INPATIENT SURVEY RESULTS N= 240 37% Total 652 Served					
#	ACCESS/FACILITY ENVIRONMENT	DISAGREE	AGREE	NO OPINION	N/A
34	I felt I had enough privacy	14	69	15	2
35	I felt safe while in the hospital	13	71	14	2
36	The hospital environment was clean and comfortable.	9	71	18	2
37	My family and/or friends were able to visit me	5	69	16	10
38	My other medical conditions were treated	10	58	21	11
	PERCENTAGE FOR DOMAIN	10	68	17	5
	QUALITY/DIGNITY/RIGHTS				
6	I was treated with dignity and respect	14	70	14	2
7	Staff believed I could grow, change and recover	6	70	19	5
8	I felt free to complain without fear of retaliation	12	64	19	4
9	My complaints and grievances were addressed	15	53	26	7
10	I felt safe to refuse medications or treatment during my hospital stay	14	50	28	7
18	I felt comfortable asking questions about my treatment and medication.	16	64	13	6
24	I was encouraged to use self-help support groups	7	68	18	7
11	Staff respected my wishes about who is and is not to be given information about my treatment	6	71	19	3
12	Staff were sensitive to my cultural/ethnic background	6	61	26	7
13	Staff helped me obtain the information I needed so I could take charge of managing my illness	12	67	15	6
	PERCENTAGE FOR DOMAIN	11	64	20	5
	PARTICIPATION				
20	I participated in planning my discharge	13	58	21	9
21	Both I and my doctor/therapist from the community were actively involved in my hospital treatment plan.	17	52	25	6
22	I had an opportunity to talk with my doctor/therapist from the community prior to discharge.	10	56	22	12
	PERCENTAGE FOR DOMAIN	13	55	23	9
	OUTCOMES				
1	I am better able to deal with crisis	9	63	21	6
2	My symptoms are not bothering me as much	14	66	14	6
4	I do better in social situations	9	60	25	6
5	I deal more effectively with daily problems	11	59	25	5
3	The medications I am taking help me control symptoms that used to bother me	12	56	19	13
	PERCENTAGE FOR DOMAIN	11	61	21	7
	INFORMATION/EDUCATION				
17	Staff told me what side effects to watch for	27	43	19	11
19	I was given information about how to manage my medication side effects	24	45	17	14
23	I had a choice of treatment options	21	52	21	7
25	My contact with my doctor was helpful	12	63	19	7
26	My contact with the nurses/therapists was helpful	6	73	18	4
	PERCENTAGE FOR DOMAIN	18	55	19	9
	GENERAL SATISFACTION				
15	I felt this hospital stay was necessary	19	65	14	3
16	If I had a choice of hospitals, , I would still choose this one	10	60	23	6
14	The surroundings and atmosphere at the hospital helped me get better	13	58	25	4
	PERCENTAGE FOR DOMAIN	14	61	21	4

NNAMHS INPATIENT SURVEY RESULTS N=38 32% Total 117 Served					
#	ACCESS/FACILITY ENVIRONMENT	DISAGREE	AGREE	NO OPINION	N/A
34	I felt I had enough privacy	11	73	16	0
35	I felt safe while in the hospital	3	78	19	0
36	The hospital environment was clean and comfortable.	11	69	17	3
37	My family and/or friends were able to visit me	3	78	17	3
38	My other medical conditions were treated	3	67	14	17
	PERCENTAGE FOR DOMAIN	6	73	17	5
	QUALITY/DIGNITY/RIGHTS				
6	I was treated with dignity and respect	5	82	13	0
7	Staff believed I could grow, change and recover	0	84	14	3
8	I felt free to complain without fear of retaliation	6	75	19	0
9	My complaints and grievances were addressed	3	69	19	8
10	I felt safe to refuse medications or treatment during my hospital stay	11	67	20	3
18	I felt comfortable asking questions about my treatment and medication.	11	74	8	8
24	I was encouraged to use self-help support groups	3	76	19	3
11	Staff respected my wishes about who is and is not to be given information about my treatment	3	78	17	3
12	Staff were sensitive to my cultural/ethnic background	0	76	22	3
13	Staff helped me obtain the information I needed so I could take charge of managing my illness	3	81	14	3
	PERCENTAGE FOR DOMAIN	5	76	17	3
	PARTICIPATION				
20	I participated in planning my discharge	8	76	14	3
21	Both I and my doctor/therapist from the community were actively involved in my hospital treatment plan.	8	68	22	3
22	I had an opportunity to talk with my doctor/therapist from the community prior to discharge.	3	72	19	6
	PERCENTAGE FOR DOMAIN	6	72	18	4
	OUTCOMES				
1	I am better able to deal with crisis	3	68	21	8
2	My symptoms are not bothering me as much	11	81	6	3
4	I do better in social situations	5	63	26	5
5	I deal more effectively with daily problems	3	68	21	8
3	The medications I am taking help me control symptoms that used to bother me	5	65	14	16
	PERCENTAGE FOR DOMAIN	5	69	18	8
	INFORMATION/EDUCATION				
17	Staff told me what side effects to watch for	24	53	13	11
19	I was given information about how to manage my medication side effects	13	68	5	13
23	I had a choice of treatment options	11	74	16	0
25	My contact with my doctor was helpful	8	70	19	3
26	My contact with the nurses/therapists was helpful	5	81	14	0
	PERCENTAGE FOR DOMAIN	12	69	13	5
	GENERAL SATISFACTION				
15	I felt this hospital stay was necessary	16	68	13	3
16	If I had a choice of hospitals, , I would still choose this one	3	63	24	11
14	The surroundings and atmosphere at the hospital helped me get better	5	63	29	3
	PERCENTAGE FOR DOMAIN	8	65	22	6

SNAMHS INPATIENT SURVEY RESULTS N= 186 34% Total 544 Served					
#	ACCESS/FACILITY ENVIRONMENT	DISAGREE	AGREE	NO OPINION	N/A
34	I felt I had enough privacy	16	69	15	1
35	I felt safe while in the hospital	16	70	12	2
36	The hospital environment was clean and comfortable.	9	73	18	1
37	My family and/or friends were able to visit me	5	69	15	11
38	My other medical conditions were treated	12	57	22	9
	PERCENTAGE FOR DOMAIN	12	68	16	5
	QUALITY/DIGNITY/RIGHTS				
6	I was treated with dignity and respect	17	69	14	1
7	Staff believed I could grow, change and recover	8	67	21	4
8	I felt free to complain without fear of retaliation	15	61	20	4
9	My complaints and grievances were addressed	18	50	26	6
10	I felt safe to refuse medications or treatment during my hospital stay	16	47	30	7
18	I felt comfortable asking questions about my treatment and medication.	19	62	14	5
24	I was encouraged to use self-help support groups	8	67	18	8
11	Staff respected my wishes about who is and is not to be given information about my treatment	7	70	20	3
12	Staff were sensitive to my cultural/ethnic background	7	59	28	7
13	Staff helped me obtain the information I needed so I could take charge of managing my illness	14	64	15	6
	PERCENTAGE FOR DOMAIN	13	62	21	5
	PARTICIPATION				
20	I participated in planning my discharge	14	55	21	10
21	Both I and my doctor/therapist from the community were actively involved in my hospital treatment plan.	20	49	25	7
22	I had an opportunity to talk with my doctor/therapist from the community prior to discharge.	12	52	22	14
	PERCENTAGE FOR DOMAIN	15	52	23	10
	OUTCOMES				
1	I am better able to deal with crisis	11	62	22	6
2	My symptoms are not bothering me as much	14	65	15	7
4	I do better in social situations	11	59	26	4
5	I deal more effectively with daily problems	13	58	26	3
3	The medications I am taking help me control symptoms that used to bother me	14	54	21	11
	PERCENTAGE FOR DOMAIN	13	60	22	6
	INFORMATION/EDUCATION				
17	Staff told me what side effects to watch for	29	41	20	10
19	I was given information about how to manage my medication side effects	28	41	18	13
23	I had a choice of treatment options	25	47	21	8
25	My contact with my doctor was helpful	13	62	18	7
26	My contact with the nurses/therapists was helpful	7	72	18	3
	PERCENTAGE FOR DOMAIN	20	53	19	8
	GENERAL SATISFACTION				
15	I felt this hospital stay was necessary	21	66	12	2
16	If I had a choice of hospitals, , I would still choose this one	12	59	24	5
14	The surroundings and atmosphere at the hospital helped me get better	15	57	25	3
	PERCENTAGE FOR DOMAIN	16	61	20	3