How to Read Consumer Survey Reports

The Consumer Survey taps into a variety of domains. The domains are listed below in addition to the specific items that make up each domain. In the reports, the domains are listed across the top. For each domain there are three columns of information (A, B, C).

COLUMNS

Column A shows the percentage of consumers who on average agreed or strongly agreed with the items for the domain.

Column B shows the percentage of consumers who agreed, strongly agreed or were neutral toward the items in the domain.

Column C shows the number of individuals on whom the information is based.

DOMAINS

Satisfaction

I like the services I received here
If I had other choices I would still get services from this agency
I would recommend this agency to a friend or family member

Access

The location of services was convenient (parking, public transportation, distance, etc)
Staff was willing to see me as often as I felt was necessary
Staff returned my calls within 24 hours
Services were available at times that were good for me

Participation in Treatment

I felt comfortable asking questions about my services, treatment or medication

Quality

Staff here believes that I can grow, change, and recover
I felt free to complain
I was given information about my rights
Staff told me what side effects to watch out for
Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or
    services
Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)
Staff helped me obtain information I needed so that I could take charge of managing my illness

Outcome

I deal more effectively with daily problems
I am better able to control my life
I am better able to deal with crisis
I am getting along better with my friends
I do better in social situations
I do better in school and/or work
My symptoms are not bothering me as much

Respect for Client's Wishes

My wishes are respected about the amount of family involvement I want in my treatment