



North Central Behavioral Health Systems

Outpatient Mental Health

April 01, 2016 - June 30, 2016

compared with

mhca National Database

May 01, 2015 - April 30, 2016

Short Survey

Comparative Statistics Pages

Prepared by

Mental Health Corporations of America
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Tallahassee, Florida 32308

August 2016

Demographic Summary – North Central Behavioral Health Systems

	NCBHS (%) Count=98	mhca (%) Count=13354
Would you recommend our organization to others?		
Yes	95.70	95.63
No	4.30	3.21
No Response	0.00	1.16
Have you completed treatment?		
Yes	9.68	14.33
No	90.32	82.01
No Response	0.00	3.66
You came to our program with certain problems. How are those problems now?		
A great deal better	45.92	49.88
Somewhat better	37.76	38.46
No change	8.16	7.89
Somewhat worse	1.02	1.24
Worse	1.02	0.72
No Response	6.12	1.81
Age		
0-5	1.02	0.63
6-12	4.08	4.58
13-17	3.06	6.08
18-44	66.33	60.62
45-64	25.51	28.09
65+	0.00	0.00
No Response	0.00	0.00
Sex		
Male	53.06	43.75
Female	46.94	49.93
No Response	0.00	6.33
Which best describes your ethnic background?		
Asian	0.00	1.31
Black/African American	5.10	9.55
Hispanic	1.02	7.18
Mexican	2.04	4.24
White	87.76	74.05
Other	0.00	0.00
No Response	4.08	3.68
What was the last grade you completed in school?		
Less than 8th grade	8.16	8.22
Some high school	23.47	17.94
High school graduate	24.49	30.04
Some college	29.59	27.91
College graduate	10.20	14.08
No Response	4.08	1.81
Employment Status		
Employed full-time	15.31	28.64
Employed part-time	11.22	14.60
Unemployed	45.92	34.51
Retired	5.10	2.85
Other	14.29	15.24
No Response	8.16	4.16
Was your treatment voluntary?		
Yes	59.18	85.14
No	40.82	12.37
No Response	0.00	2.49
How do you pay for services?		
Health insurance	9.18	28.46
Medicaid	67.35	33.37
Medicare	12.24	7.63
Self Pay	3.06	19.26
Other	3.06	5.33
No Response	5.10	3.79
Client type		
IP	0.00	0.00
OP	100.00	100.00
RS	0.00	0.00
P/DTP	0.00	0.00
ES	0.00	0.00
CM	0.00	0.00
VS	0.00	0.00

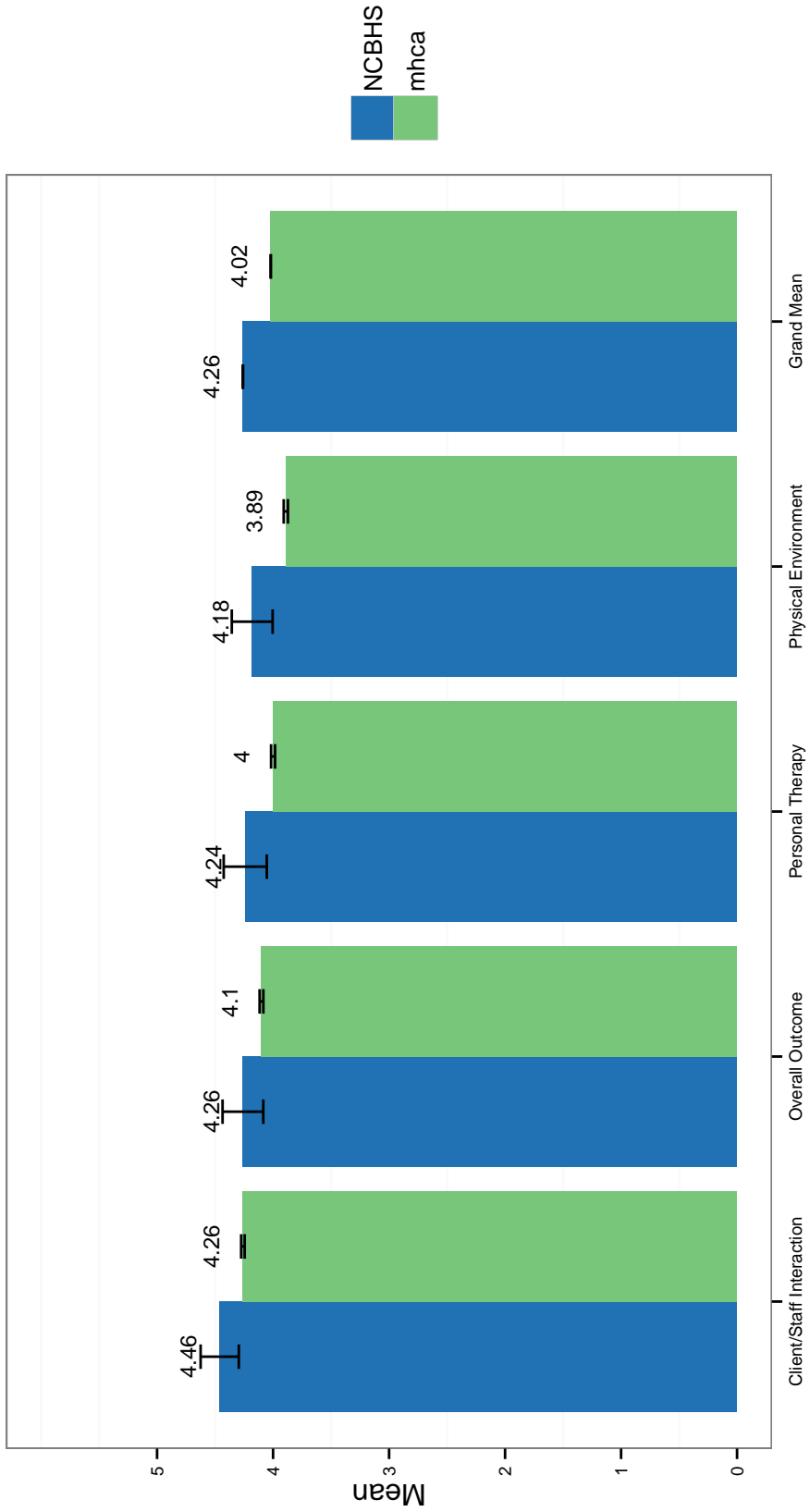
Satisfaction Survey Summary Statistics – North Central Behavioral Health Systems

	NCBHS Count	mhca Count	NCBHS Mean	mhca Mean	NCBHS 95% Conf Int	mhca 95% Conf Int	Significance
Personal Therapy							
Q3a Individual needs were addressed	97	13162	4.24	4.10	4.05 - 4.42	4.08 - 4.12	Equal
Q3b Program schedule organization	95	10640	4.16	3.99	3.95 - 4.36	3.97 - 4.01	Equal
Q3c Availability of staff	97	12891	4.30	4.13	4.13 - 4.47	4.11 - 4.14	Higher
Q3d Ease of completing paperwork	96	12683	4.29	4.04	4.13 - 4.46	4.02 - 4.06	Higher
Q4c Length of waiting room time	98	12482	4.14	3.86	3.94 - 4.35	3.84 - 3.88	Higher
Q6a Bill payment accommodation	72	10468	4.32	3.86	4.11 - 4.52	3.84 - 3.88	Higher
Domain Summary	69	69	4.24	4.00			
Physical Environment							
Q4a Convenience of facility location	97	12276	4.32	3.90	4.14 - 4.50	3.88 - 3.91	Higher
Q4b Hours appointments are available	96	12477	4.12	3.87	3.91 - 4.34	3.85 - 3.89	Higher
Q5a Safety and comfort of environment	98	13046	4.29	4.09	4.10 - 4.47	4.07 - 4.10	Higher
Q5b Attractiveness/cleanliness of facility	97	12671	4.32	3.83	4.15 - 4.49	3.81 - 3.85	Higher
Q5c Desirability of food or refreshments	63	5421	3.70	3.58	3.36 - 4.04	3.54 - 3.61	Equal
Domain Summary	60	60	4.18	3.89			
Client/Staff Interaction							
Q2a Professionalism/courtesy of staff	97	12979	4.42	4.26	4.26 - 4.59	4.24 - 4.27	Higher
Q2b Privacy and confidentiality	97	12917	4.51	4.27	4.34 - 4.67	4.26 - 4.29	Higher
Domain Summary	96	96	4.46	4.26			
Overall Outcome							
Q1a Quality of service received	97	13241	4.19	4.15	4.01 - 4.36	4.13 - 4.17	Equal
Q7a Treatment helped deal with problem	90	12928	4.34	4.05	4.17 - 4.52	4.03 - 4.07	Higher
Domain Summary	90	90	4.26	4.10			
Grand Summary	51	4221	4.26	4.02			

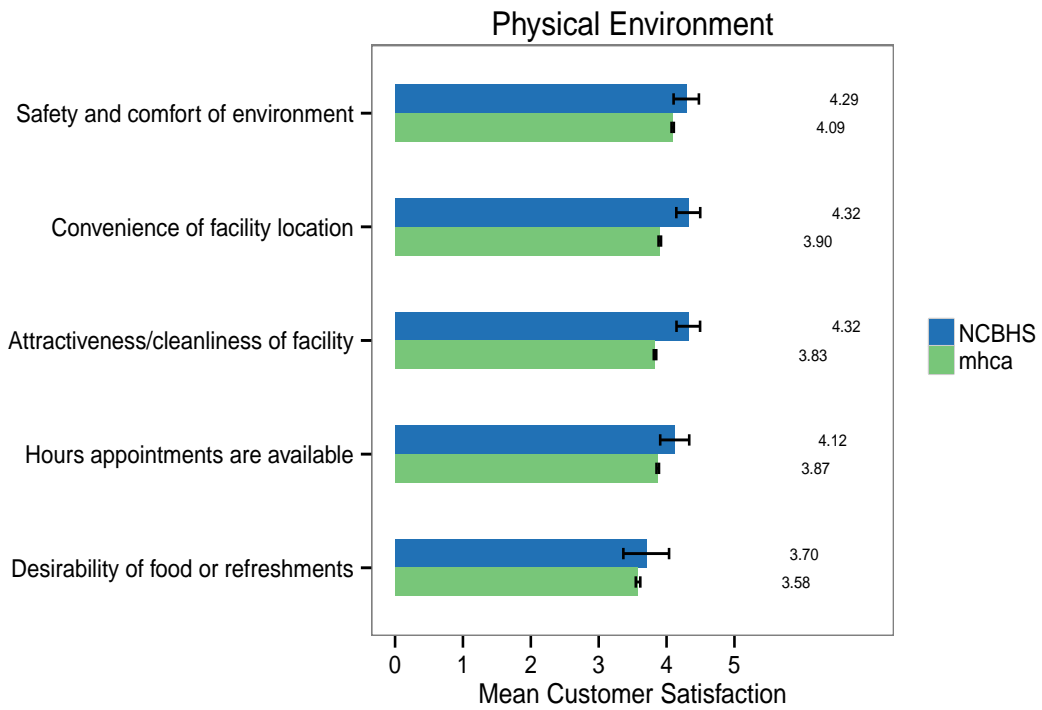
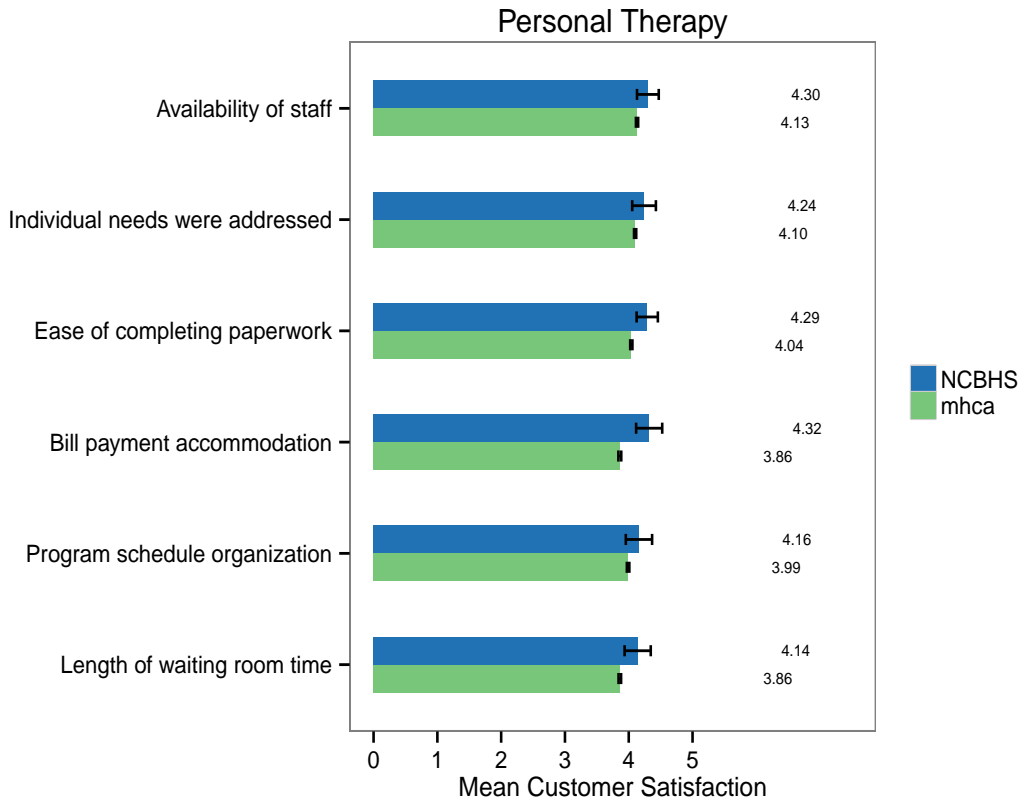
Satisfaction Survey Ratings by Item – North Central Behavioral Health Systems

	NCBHS % Poor	mhca % Poor	NCBHS % Fair	mhca % Fair	NCBHS % Good	mhca % Good	NCBHS % V Good	mhca % V Good	NCBHS % Excellent	mhca % Excellent
Personal Therapy										
Q3a Individual needs were addressed	1	2	5	6	12	18	32	29	49	45
Q3b Program schedule organization	2	2	6	6	14	21	29	27	48	46
Q3c Availability of staff	0	2	4	6	13	18	31	27	52	47
Q3d Ease of completing paperwork	0	1	2	6	18	21	29	29	51	42
Q4c Length of waiting room time	1	4	8	9	16	23	24	26	50	38
Q6a Bill payment accommodation	0	4	4	10	15	23	25	23	56	41
Domain Summary	1	2	5	7	15	21	29	27	51	43
Physical Environment										
Q4a Convenience of facility location	0	1	4	7	15	23	25	26	56	44
Q4b Hours appointments are available	2	1	6	7	20	22	21	26	51	43
Q5a Safety and comfort of environment	1	1	3	4	18	19	21	26	56	50
Q5b Attractiveness/cleanliness of facility	0	1	3	8	18	25	24	26	56	40
Q5c Desirability of food or refreshments	13	7	6	12	16	24	29	20	37	37
Domain Summary	3	2	5	8	17	22	24	25	51	43
Client/Staff Interaction										
Q2a Professionalism/courtesy of staff	0	1	4	3	9	14	27	25	60	57
Q2b Privacy and confidentiality	0	1	4	3	9	14	19	24	68	58
Domain Summary	0	1	4	3	9	14	23	25	64	58
Overall Outcome										
Q1a Quality of service received	0	1	4	5	19	18	32	30	45	46
Q7a Treatment helped deal with problem	0	1	3	7	14	21	27	27	56	44
Domain Summary	0	1	4	6	17	19	29	29	50	45
Grand Summary	1	2	5	7	15	20	26	26	53	45

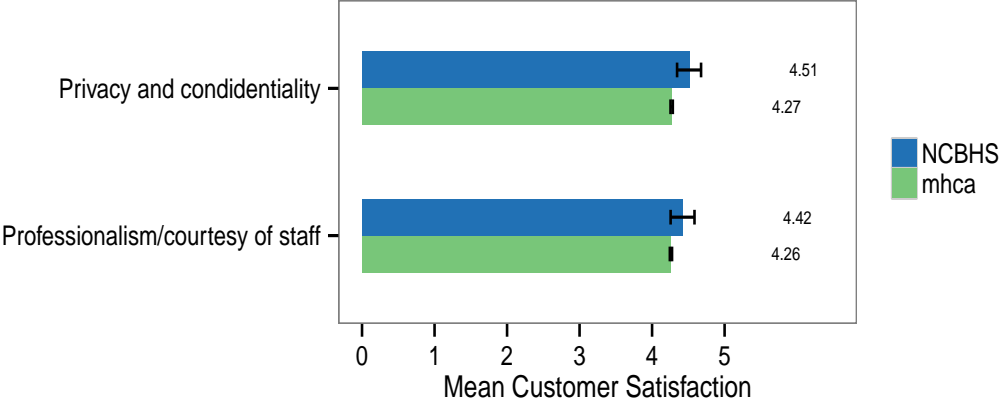
Comparison of Mean Satisfaction by Domain



Comparison of Mean Satisfaction by Item



Client/Staff Interaction



Overall Outcome

