



North Central Behavioral Health Systems
Outpatient Mental Health
April 01, 2018 - June 29, 2018

Short Survey
Full Organizational Report

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mhca Customer Survey Analysis Package Description

The mhca Customer Survey analysis is designed to be a part of your quality improvement system. The intent of the survey is to provide you with a picture of your clients' satisfaction with your organization and the services provided. The information will help identify your strengths and opportunities for improvement.

The information obtained from the mhca Customer Survey for Clients (Form C) is presented in both numeric and graphic form. The scale used in this survey is:

- 1 = Poor
- 2 = Fair
- 3 = Good
- 4 = Very Good
- 5 = Excellent
- 0 = No Response

Note that the survey data includes "6" (Not Applicable) and "0" (No Response) values. Although they are ignored in the statistical calculations, these values can be useful for distinguishing any items that do not apply to your clients or items which the clients refused to answer.

Definition of Terms

Domains:	Questions are grouped into four domains. The domains are Personal Therapy, Physical Environment, Client/Staff Interaction, and Overall Outcome.
Count:	The number of responses on a specific survey question.
Mean:	The average of all responses.
Median:	The number separating the higher half of ordered responses from the lower half.
Standard Deviation:	A measure of dispersion in the response distribution, calculated as the square root of the mean of the squares of deviations from the mean.
95% Conf. Int:	A value that indicates a 95 percent confidence interval for the population mean. That is, there is a 95% probability that the population mean falls within this range.
Coef. Var.:	The coefficient of variation measures dispersion in the response distribution, calculated as the ratio of standard deviation to the mean.
Percent (%):	The percentage of specific responses of the total responses to an item.
Grand Mean:	The overall average for all items.

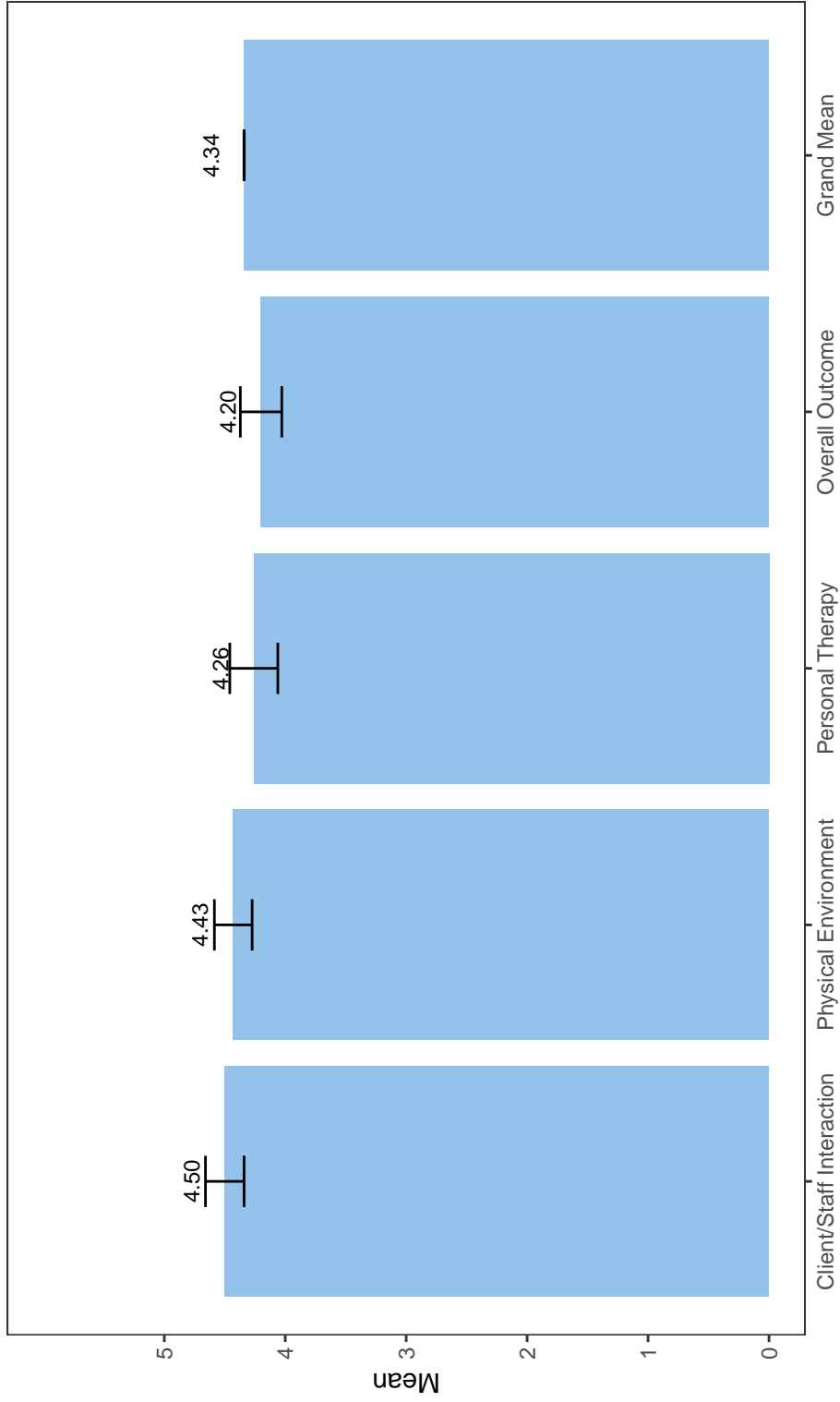
Demographic Summary – North Central Behavioral Health Systems

	NCBHS (%) Count=106
<hr/>	
Would you recommend our organization to others?	
Yes	97.09
No	2.91
No Response	0.00
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Have you completed treatment?	
Yes	7.92
No	92.08
No Response	0.00
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You came to our program with certain problems. How are those problems now?	
A great deal better	33.96
Somewhat better	52.83
No change	9.43
Somewhat worse	0.00
Worse	0.94
No Response	2.83
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Age	
0-5	0.00
6-12	4.72
13-17	18.87
18-44	43.40
45-64	32.08
65+	0.94
No Response	0.00
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Sex	
Male	36.79
Female	61.32
No Response	1.89
<hr/>	
Which best describes your ethnic background?	
Asian	0.00
Black/African American	0.94
Hispanic	1.89
Mexican	1.89
White	88.68
Other	4.72
No Response	1.89
<hr/>	
What was the last grade you completed in school?	
Less than 8th grade	7.55
Some high school	32.08
High school graduate	27.36
Some college	17.92
College graduate	10.38
No Response	4.72
<hr/>	
Employment Status	
Employed full-time	6.60
Employed part-time	12.26
Unemployed	40.57
Retired	1.89
Other	32.08
No Response	6.60
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Was your treatment voluntary?	
Yes	65.09
No	29.25
No Response	5.66
<hr/>	
How do you pay for services?	
Health insurance	6.60
Medicaid	73.58
Medicare	4.72
Self Pay	0.00
Other	1.89
No Response	12.26
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Client type	
IP	0.00
OP	100.00
RS	0.00
P/DTP	0.00
ES	0.00
CM	0.00
VS	0.00

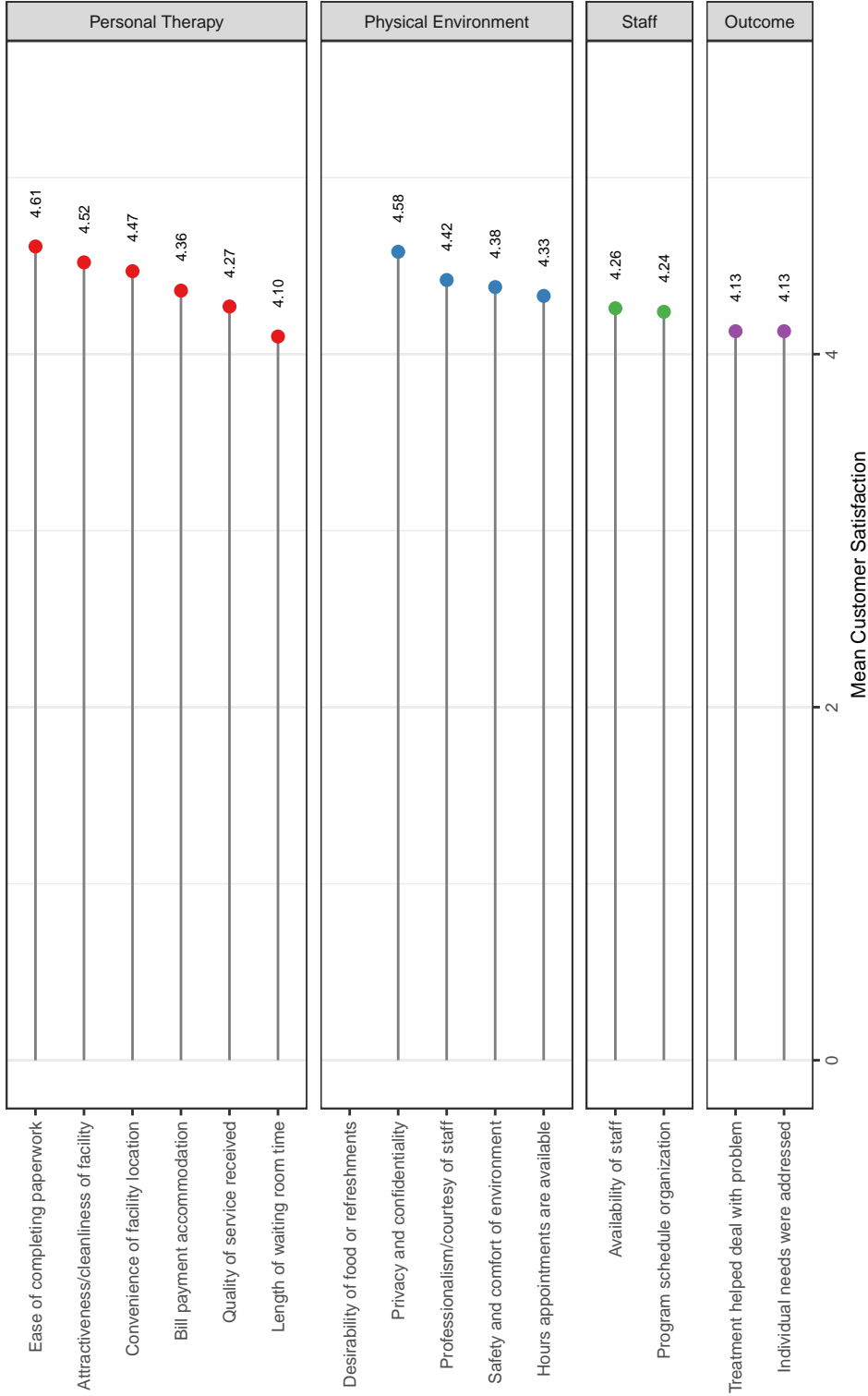
Summary Statistics – North Central Behavioral Health Systems

	Count	Mean	SD	95% Conf Int	Coef Var	% Poor	% Fair	% Good	% V Good	% Excellent
Personal Therapy										
Q3a	105	4.13	1.04	3.93 - 4.33	0.25	2	6	19	24	50
Q3b	78	4.24	0.82	4.06 - 4.43	0.19	0	3	17	35	46
Q3c	105	4.26	0.94	4.08 - 4.44	0.22	1	3	20	22	54
Q3d	71	4.61	0.69	4.45 - 4.77	0.15	0	0	11	17	72
Q4c	106	4.10	1.09	3.90 - 4.31	0.27	3	8	15	25	49
Q6a	56	4.36	1.02	4.09 - 4.62	0.23	2	5	12	16	64
Domain Summary	53	4.26	0.97		0.23	1	4	16	23	56
Physical Environment										
Q4a	106	4.47	0.82	4.32 - 4.63	0.18	0	2	15	17	66
Q4b	105	4.33	0.87	4.17 - 4.50	0.20	0	3	18	22	57
Q5a	106	4.38	0.94	4.20 - 4.56	0.21	1	6	9	23	61
Q5b	106	4.52	0.81	4.37 - 4.67	0.18	1	2	8	22	67
Q5c	0									
Domain Summary	0	4.43	0.86		0.19	0	3	13	21	63
Client/Staff Interaction										
Q2a	106	4.42	0.84	4.26 - 4.57	0.19	0	4	11	25	60
Q2b	103	4.58	0.73	4.44 - 4.72	0.16	0	2	9	18	71
Domain Summary	103	4.50	0.79		0.18	0	3	10	21	66
Overall Outcome										
Q1a	106	4.27	0.90	4.10 - 4.44	0.21	1	4	13	31	51
Q7a	101	4.13	1.02	3.93 - 4.33	0.25	2	5	19	27	48
Domain Summary	101	4.20	0.96		0.23	1	4	16	29	49
Grand Summary	0	4.34	0.91		0.21	1	4	14	23	58

Mean Customer Satisfaction by Domain

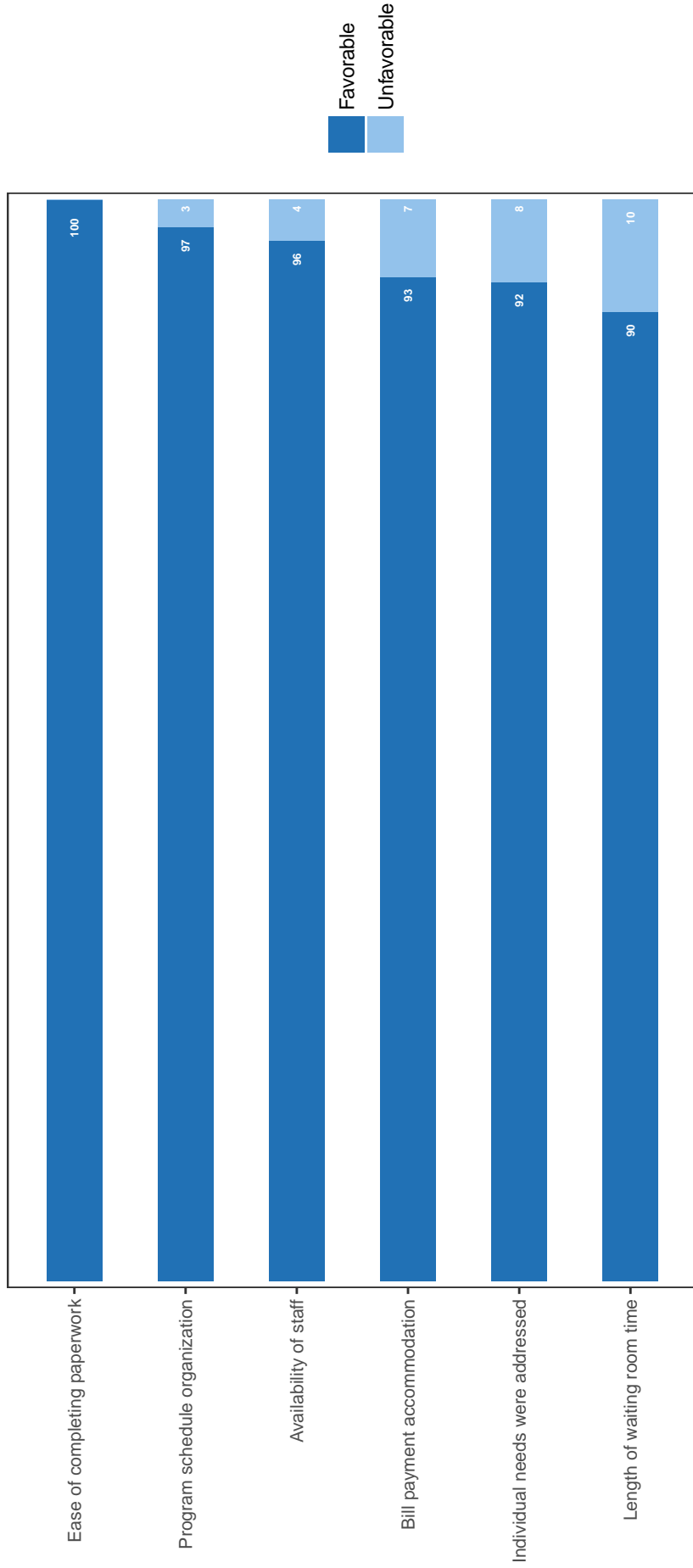


Customer Satisfaction Items Sorted by Satisfaction Score



Favorable/Unfavorable Satisfaction Scores by Item

**Personal Therapy
Favorable/Unfavorable Comparison**

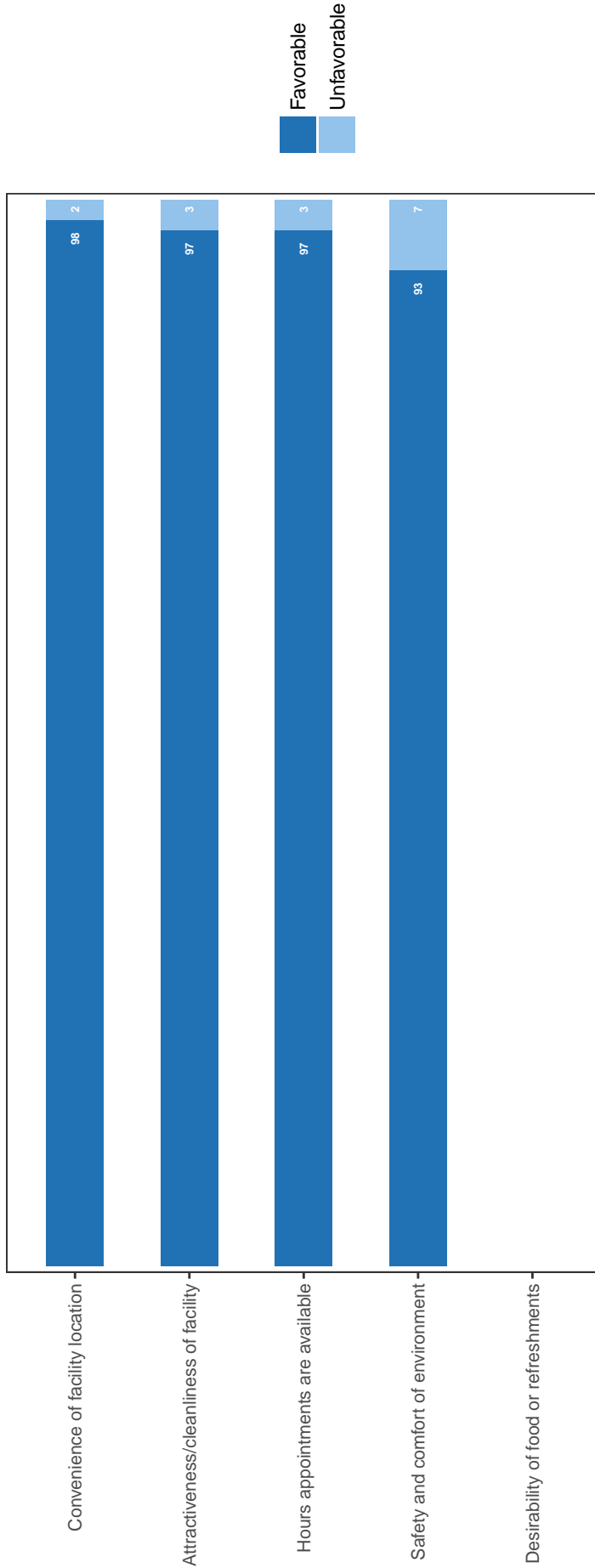


Percent

Favorable: Client rated as Good, Very Good, or Excellent

Unfavorable: Client rated as Poor or Fair

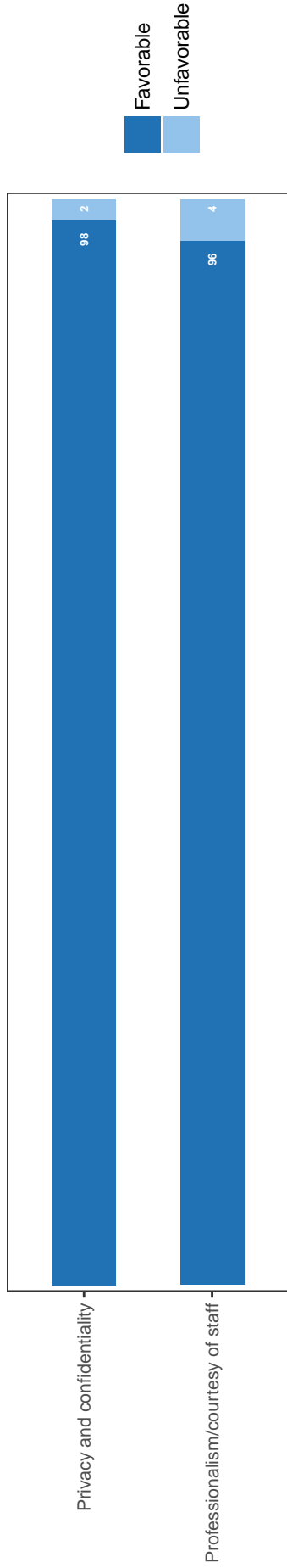
Physical Environment Favorable/Unfavorable Comparison



Percent

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

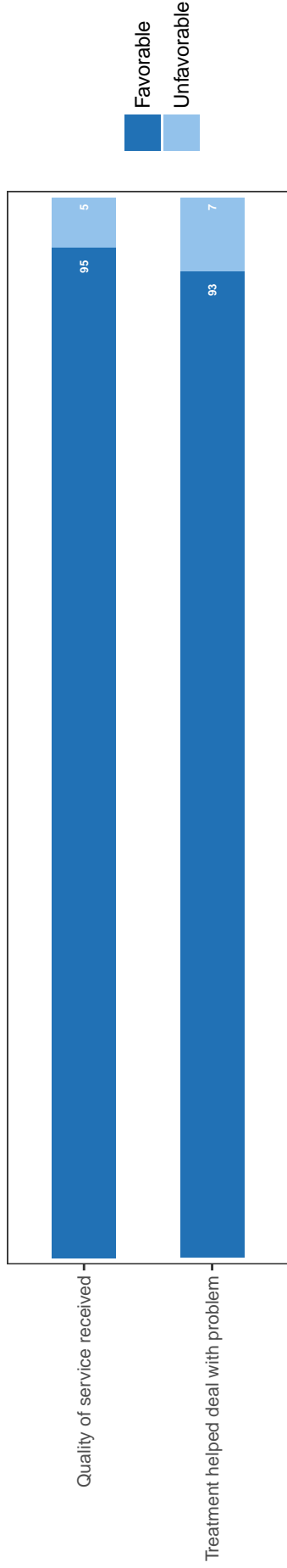
Client/Staff Interaction Favorable/Unfavorable Comparison



Percent

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

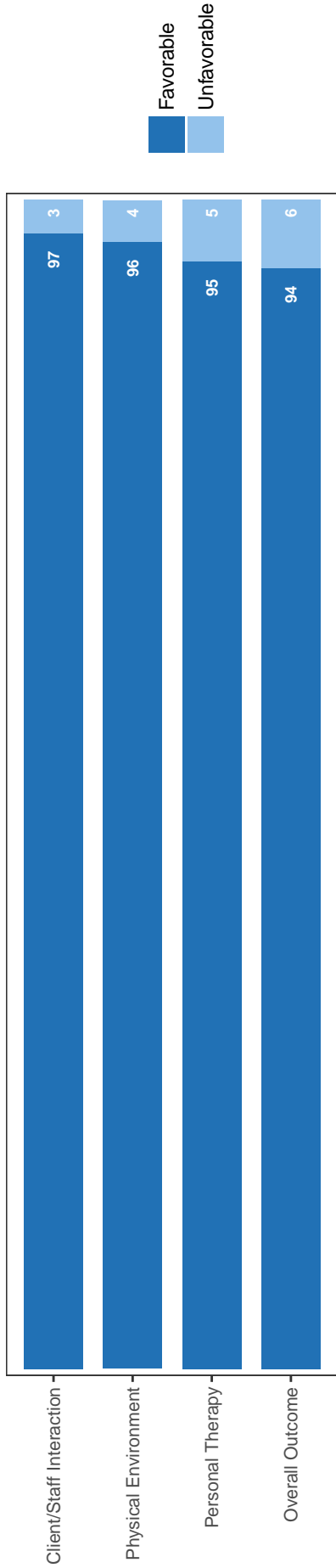
**Overall Outcome
Favorable/Unfavorable Comparison**



Percent

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

**Dimension Summary
Favorable/Unfavorable Comparison**



Percent

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