

Adult Residential Outpatient Client Satisfaction Report 2009

Factors Most Important to Quality of Care

MOST IMPORTANT SERVICE TO CLIENT	# RESPONSES	SRO	OUTPATIENT	SUPPORTED HOUSING
RANGE of SERVICES	88	22	39	27
TIME STAFF SPEND W/CLIENT	82	14	40	28
ACCESS to MEDICATION	81	11	40	30
STAFF QUALIFICATIONS	81	23	38	20
CONFIDENTIALITY	72	21	30	21
AFFORDABILILITY	63	21	24	18
CONVENIENT LOCATIONS	45	0	30	15
TOTAL	512	112	241	159

Does Henderson Staff Understand Your Needs?

	Total	Always	Usually	Rarely	Sum of Acceptable Rating
Village Outpt/Offsite Services	83	53%	43%	4%	96%
SRO-The Chalet	33	39%	61%	0%	100%
Supp Housing	55	73%	25%	2%	98%
Total & Average	171	55%	43%	2%	98%

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Do you feel included in Making Decisions about your care?

	Total	Always	Usually	Rarely	Sum of Acceptable Rating
Village Outpt/Offsite Services	80	60%	35%	5%	95%
SRO-The Chalet	36	64%	33%	3%	97%
Supp Housing	56	84%	14%	2%	98%
Total & Average	172	69%	28%	3%	97%

Does Staff treat you with Respect?

	Total	Always	Usually	Rarely	Sum of Acceptable Rating
Village Outpt/Offsite Services	82	71%	27%	2%	98%
SRO-The Chalet	38	74%	26%	0%	100%
Supp Housing	54	87%	13%	0%	100%
Total & Average	174	77%	22%	1%	99%

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Does Staff always Respect your Culture?

	Total	Always	Usually	Rarely	Sum of Acceptable Rating
Village Outpt/Offsite Services	79	71%	25%	4%	96%
SRO-The Chalet	31	77%	23%	0%	100%
Supp Housing	50	80%	20%	0%	100%
Total & Average	160	76%	23%	1%	99%

Did you wait a long time to get an appointment?

	Total	No Wait	Short Wait	Long wait	Sum of Acceptable Rating
Village Outpt/Offsite Services	82	40%	48%	12%	88%
Supp Housing	52	56%	42%	2%	98%
Total & Average	134	48%	45%	7%	93%

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Are you Satisfied with the Services you receive from HMHC?

	Total	Very Satisfied	Satisfied	Dissatisfied	Sum of Acceptable Rating
Village Outpt/Offsite Services	83	52%	43%	5%	95%
SRO-The Chalet	37	65%	35%	0%	100%
Supp Housing	55	75%	25%	0%	100%
Total & Average	175	64%	35%	2%	98%

Do the services you receive from HMHC improve your functioning?

	Total	Much Improved	Improved	No Improvement	Sum of Acceptable Rating
Village Outpt/Offsite Services	77	55%	43%	3%	97%
SRO-The Chalet	35	57%	40%	3%	97%
Supp Housing	52	73%	27%	0%	100%
Total & Average	164	62%	37%	2%	98%

Most Requested Services by Clients

Outpatient:

1. Bus passes -13 requests
2. Drop in center 2-requests
3. Grocery shopping/food stamps 2-requests
4. Workshops that teach you how to cook and live on your own-2 requests
5. Later curfew 1-request
6. Housing 1-request
7. Dentist 1-request
8. Furniture 1-request
9. Voc Rehab 1-request

SRO-The Chalet:

1. Job Coach – 2 requests
2. More social activities 1-request
3. Weekly shopping trips 1-request
4. Library trips 1-request
5. N/A groups 1-request
6. Transportation 1-request

Supported Housing:

1. Transportation – 4 requests
2. Swimming pool on side of building, Publix gift cards, ART therapy, Cooking Classes, group talk every other week -1-request each