

Central Branch Client Satisfaction Report 2009

Factors Most Important to Quality of Care

MOST IMPORTANT SERVICE TO CLIENT	# RESPONSES	Adult overlay	PSR (Southern Breeze)	Co-Occurring Disorder	OUTPATIENT
TIME STAFF SPEND W/CLIENT	118	11	13	12	82
ACCESS to MEDICATION	98	5	9	9	75
STAFF QUALIFICATIONS	98	5	7	13	73
AFFORDABILITY	91	6	5	11	69
CONVENIENT LOCATIONS	81	6	5	6	64
CONFIDENTIALITY	79	5	9	6	59
RANGE of SERVICES	68	8	5	6	49
TOTAL	633	46	53	63	471

Does Henderson Staff Understand Your Needs?

	Total	Always	Usually	Rarely	Sum of Acceptable Rating
PSR (Southern Breeze)	19	74%	26%	0%	100%
OUTPATIENT	153	75%	25%	0%	100%
Adult Overlay	14	79%	14%	7%	93%
Co-Occurring Disorder	21	81%	19%	0%	100%
Total & Average	207	77%	21%	2%	98%

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Do you feel included in Making Decisions about your care?

	Total	Always	Usually	Rarely	Sum of Acceptable Rating
PSR (Southern Breeze)	18	61%	28%	11%	89%
OUTPATIENT	151	74%	24%	3%	97%
Adult Overlay	17	53%	41%	6%	94%
Co-Occurring Disorder	21	81%	19%	0%	100%
Total & Average	207	67%	28%	5%	95%

Does Staff treat you with Respect?

	Total	Always	Usually	Rarely	Sum of Acceptable Rating
PSR (Southern Breeze)	19	68%	26%	5%	95%
OUTPATIENT	150	79%	21%	0%	100%
Adult Overlay	16	75%	25%	0%	100%
Co-Occurring Disorder	21	90%	10%	0%	100%
Total & Average	206	78%	21%	1%	99%

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Does Staff always Respect your Culture?

	Total	Always	Usually	Rarely	Sum of Acceptable Rating
PSR (Southern Breeze)	19	68%	26%	5%	95%
OUTPATIENT	149	79%	21%	0%	100%
Adult Overlay	17	71%	24%	6%	94%
Co-Occurring Disorder	20	90%	10%	0%	100%
Total & Average	205	77%	20%	3%	97%

How convenient is the location you attend?

	Total	Very	Convenient	Inconvenient	Sum of Acceptable Rating
OUTPATIENT	149	65%	32%	3%	97%
Adult Overlay	17	59%	35%	6%	94%
Co-Occurring Disorder	20	60%	40%	0%	100%
Total & Average	186	61%	36%	3%	97%

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How convenient are the service hours?

	Total	Very	Convenient	Inconvenient	Sum of Acceptable Rating
OUTPATIENT	147	67%	31%	2%	98%
Adult Overlay	17	65%	35%	0%	100%
Co-Occurring Disorder	20	65%	35%	0%	100%
Total & Average	184	65%	34%	1%	99%

Did you wait a long time to get an appointment?

	Total	No Wait	Short Wait	Long wait	Sum of Acceptable Rating
PSR (Southern Breeze)	18	17%	78%	6%	94%
OUTPATIENT	152	56%	38%	6%	94%
Adult Overlay	15	40%	53%	7%	93%
Co-Occurring Disorder	21	48%	52%	0%	100%
Total & Average	206	40%	55%	5%	95%

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Are you Satisfied with the Services you receive from HMHC?

	Total	Very Satisfied	Satisfied	Dissatisfied	Sum of Acceptable Rating
PSR (Southern Breeze)	20	45%	55%	0%	100%
OUTPATIENT	152	69%	30%	1%	99%
Adult Overlay	16	63%	31%	6%	94%
Co-Occurring Disorder	21	81%	19%	0%	100%
Total & Average	209	64%	34%	2%	98%

Do the services you receive from HMHC improve your functioning?

	Total	Much improved	Improved	None	Sum of Acceptable Rating
PSR (Southern Breeze)	17	65%	35%	0%	100%
OUTPATIENT	152	66%	33%	1%	99%
Adult Overlay	16	56%	44%	0%	100%
Co-Occurring Disorder	21	43%	52%	5%	95%
Total & Average	206	58%	41%	1%	99%

Most Requested Services by Clients

Central Outpatient:

1. Pick up service; transportation; Food bank; Phone therapy service;

PSR (Southern Breeze):

1. Transportation; Going out more often -2 requests each
2. Job Assistance & Training; Section 8 housing; Money management—each had one request.

Adult Overlay:

1. More trips; Free services; More sports activities; Karaoke; more dancing; Section 8 housing; Activity room— 1 request each

Co-Occurring Disorder Program:

1. Free food; Bus passes; Bulimia group; ADD group; Pain Doctor; Food Stamps; SSI Services; Legal; No Co-Pay— 1 request each