

Sutter-Yuba Mental Health Services Performance Outcomes

Adults n=189 May 2007	Strongly Disagree 1	Disagree 2	I am Neutral 3	Agree 4	Strongly Agree 5	Not applicable	Missing	Average Score of responses	% who agree or strongly agree
A. PERCEPTION OF ACCESS	The average Perception of access was 4.16								
4. The location of services was convenient.	2	5	22	55	67	1	38	4.22	
	1.3%	3.3%	14.7%	36.7%	44.7%	0.5%	20.1%		81.3%
5. Staff were willing to see me as often as I felt it was necessary.	1	10	22	55	64	0	38	4.15	
	0.7%	6.6%	14.6%	36.4%	42.4%	0.0%	20.1%		78.8%
6. Staff returned my calls within 24 hours.	3	7	19	51	65	4	40	4.16	
	2.1%	4.8%	13.1%	35.2%	44.8%	2.1%	21.2%		80.0%
7. Services were available at times that were good for me.	1	3	16	57	73	0	39	4.32	
	0.7%	2.0%	10.7%	38.0%	48.7%	0.0%	20.6%		86.7%
8. I was able to get all the services I thought I needed.	2	14	15	56	62	3	38	4.11	
	1.4%	9.5%	10.1%	37.8%	41.9%	1.6%	20.1%		79.7%
9. I was able to see a psychiatrist when I wanted to.	4	8	29	53	53	4	39	4.00	
	2.7%	5.5%	19.9%	36.3%	36.3%	2.1%	20.6%		72.6%

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B. PERCEPTION OF QUALITY AND APPROPRIATENESS	The average Perception of Quality and Appropriateness was 4.19								
10. Staff believed that I could grow, change and recover.	1	1	21	54	72	1	39	4.31	
	0.7%	0.7%	14.1%	36.2%	48.3%	0.5%	20.6%		84.6%
12. I felt free to complain.	3	8	25	58	56	1	38	4.04	
	2.0%	5.3%	16.7%	38.7%	37.3%	0.5%	20.1%		76.0%
13. I was given information about my rights.	2	3	15	60	69	1	39	4.28	
	1.3%	2.0%	10.1%	40.3%	46.3%	0.5%	20.6%		86.6%
14. Staff encouraged me to take responsibility for how I live my life.	3	5	17	53	69	3	39	4.22	
	2.0%	3.4%	11.6%	36.1%	46.9%	1.6%	20.6%		83.0%
15. Staff told what side effects to watch for.	2	8	22	51	60	3	43	4.11	
	1.4%	5.6%	15.4%	35.7%	42.0%	1.6%	22.8%		77.6%
16. Staff respected my wishes about who is and is not to be given information about my treatment.	5	0	14	56	73	3	38	4.30	
	3.4%	0.0%	9.5%	37.8%	49.3%	1.6%	20.1%		87.2%
18. Staff were sensitive to my cultural/ethnic background.	1	2	23	50	61	8	44	4.23	
	0.7%	1.5%	16.8%	36.5%	44.5%	4.2%	23.3%		81.0%
19. Staff helped me obtain the information needed so I could take charge of managing my illness.	2	5	24	56	58	3	41	4.12	
	1.4%	3.4%	16.6%	38.6%	40.0%	1.6%	21.7%		78.6%
20. I was encouraged to use consumer-run programs.	3	6	26	51	56	6	41	4.06	
	2.1%	4.2%	18.3%	35.9%	39.4%	3.2%	21.7%		75.4%

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C. PERCEPTION OF OUTCOMES:	The average Perception of Outcomes was 3.78								
21. I deal more effectively with daily problems.	0	13	28	45	50	3	50	3.97	
	0.0%	9.6%	20.6%	33.1%	36.8%	1.6%	26.5%		69.9%
22. I am better able to control my life.	1	14	23	52	45	3	51	3.93	
	0.7%	10.4%	17.0%	38.5%	33.3%	1.6%	27.0%		71.9%
23. I am better able to deal with crisis.	1	16	26	59	43	1	43	3.88	
	0.7%	11.0%	17.9%	40.7%	29.7%	0.5%	22.8%		70.3%
24. I am getting along better with my family.	3	9	29	53	48	3	44	3.94	
	2.1%	6.3%	20.4%	37.3%	33.8%	1.6%	23.3%		71.1%
25. I do better in social situations.	5	19	31	37	30	24	43	3.56	
	4.1%	15.6%	25.4%	30.3%	24.6%	12.7%	22.8%		54.9%
26. I do better in school and/or work.	9	12	32	47	34	10	45	3.63	
	6.7%	9.0%	23.9%	35.1%	25.4%	5.3%	23.8%		60.4%
27. My housing situation has improved.	12	18	30	54	32	1	42	3.52	
	8.2%	12.3%	20.5%	37.0%	21.9%	0.5%	22.2%		58.9%
28. My symptoms are not bothering me as much.	3	15	32	57	40	1	41	3.79	
	2.0%	10.2%	21.8%	38.8%	27.2%	0.5%	21.7%		66.0%

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D. PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING									
The average Perception of Participation in Treatment Planning was 4.10									
11. I felt comfortable asking questions about my treatment and medications.	2	3	17	52	76	0	39	4.31	
	1.3%	2.0%	11.3%	34.7%	50.7%	0.0%	20.6%		85.3%
17. I, not staff, decided my treatment goals.	5	10	32	46	51	3	42	3.89	
	3.5%	6.9%	22.2%	31.9%	35.4%	1.6%	22.2%		67.4%
E. GENERAL SATISFACTION									
The average Perception of General Satisfaction was 4.29									
1. I liked the services that I received here.	2	2	17	55	77	0	37	4.36	
	1.3%	1.3%	11.2%	36.2%	50.7%	0.0%	19.6%		86.8%
2. If I had other choices, I would still get services at this agency.	8	7	15	57	65	1	37	4.11	
	5.3%	4.6%	9.9%	37.7%	43.0%	0.5%	19.6%		80.8%
3. I would recommend this agency to a friend or family member.	1	3	13	52	77	1	43	4.41	
	0.7%	2.1%	9.0%	35.9%	53.1%	0.5%	22.8%		89.0%

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Adultos n=189 Mayo de 2007	Definitiva- mente en desacuerdo 1	En desacuerdo 2	Indeciso 3	De acuerdo 4	Definitiva- mente de acuerdo 5	No Aplica	Falta	Como promedio	% de acuerdo o definitiva- mente de acuerdo
A. PERCEPCIÓN DEL ACCESO	El Promedio Percepción del Acceso era 4.10								
4. La localidad (estacionamiento, transportación pública, distancia, etc.) de fue conveniente.	2	5	22	55	67	1	38	4.22	
	1.3%	3.3%	14.7%	36.7%	44.7%	0.5%	20.1%		81.3%
5. El personal estaba dispuesto a verme todas las veces que fuera necesario.	1	10	22	55	64	0	38	4.15	
	0.7%	6.6%	14.6%	36.4%	42.4%	0.0%	20.1%		78.8%
6. El personal me regresó mis llamadas dentro de 24 horas.	3	7	19	51	65	4	40	4.16	
	2.1%	4.8%	13.1%	35.2%	44.8%	2.1%	21.2%		80.0%
7. Los servicios estaban disponibles a horarios que eran convenientes para mí.	1	3	16	57	73	0	39	4.32	
	0.7%	2.0%	10.7%	38.0%	48.7%	0.0%	20.6%		86.7%
8. Recibí todos los servicios que yo pensé necesitaba.	2	14	15	56	62	3	38	4.11	
	1.4%	9.5%	10.1%	37.8%	41.9%	1.6%	20.1%		79.7%
9. Pude ver a un psiquiatra cuándo yo quise o pensé necesitarlo.	4	8	29	53	53	4	39	4.00	
	2.7%	5.5%	19.9%	36.3%	36.3%	2.1%	20.6%		72.6%

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B. PERCEPCIÓN DE LA CALIDAD Y LO APROPIADO DE LOS SERVICIOS	El Promedio Percepción de la Calidad y lo Apropiado de los Servicios era 4.19								
10. El personal de esta agencia cree que puedo crecer, cambiar y recuperarme.	1 0.7%	1 0.7%	21 14.1%	54 36.2%	72 48.3%	1 0.5%	39 20.6%	4.31	84.6%
12. Sentí que podía quejarme, si fuera necesario.	3 2.0%	8 5.3%	25 16.7%	58 38.7%	56 37.3%	1 0.5%	38 20.1%	4.04	76.0%
13. Me dieron información sobre mis derechos.	2 1.3%	3 2.0%	15 10.1%	60 40.3%	69 46.3%	1 0.5%	39 20.6%	4.28	86.6%
14. El personal me motivo para poder por la manera en que vivo mi vida.	3 2.0%	5 3.4%	17 11.6%	53 36.1%	69 46.9%	3 1.6%	39 20.6%	4.22	83.0%
15. El personal me informó sobre los posibles efectos secundarios.	2 1.4%	8 5.6%	22 15.4%	51 35.7%	60 42.0%	3 1.6%	43 22.8%	4.11	77.6%
16. El personal respetó mis deseos sobre quién puede y quién no puede recibir información sobre mi tratamiento.	5 3.4%	0 0.0%	14 9.5%	56 37.8%	73 49.3%	3 1.6%	38 20.1%	4.30	87.2%
18. El personal tomó en cuenta y fue sensible a mis antecedentes étnicos y culturales (raza, religión, lenguaje, etc.).	1 0.7%	2 1.5%	23 16.8%	50 36.5%	61 44.5%	8 4.2%	44 23.3%	4.23	81.0%
19. El personal me ayudó a obtener información que necesitaba para que yo pudiera controlar mi enfermedad.	2 1.4%	5 3.4%	24 16.6%	56 38.6%	58 40.0%	3 1.6%	41 21.7%	4.12	78.6%
20. Me recomendaron usar programas administrados para el consumidor como grupos de apoyo, llamar a la línea telefónica de crisis y visitar centros disponibles a cualquier hora.	3 2.1%	6 4.2%	26 18.3%	51 35.9%	56 39.4%	6 3.2%	41 21.7%	4.06	75.4%

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C. PERCEPCIÓN DE LOS RESULTADOS	El Promedio Percepción de los Resultados era 3.78								
21. Es más fácil para mí tratar de solucionar mis problemas de cada día..	0	13	28	45	50	3	50	3.97	
	0.0%	9.6%	20.6%	33.1%	36.8%	1.6%	26.5%		69.9%
22. Puedo controlar mi vida mucho mejor.	1	14	23	52	45	3	51	3.93	
	0.7%	10.4%	17.0%	38.5%	33.3%	1.6%	27.0%		71.9%
23. Puedo controlarme mejor en causa de una crisis.	1	16	26	59	43	1	43	3.88	
	0.7%	11.0%	17.9%	40.7%	29.7%	0.5%	22.8%		70.3%
24. Me llevo mejor con mi familia.	3	9	29	53	48	3	44	3.94	
	2.1%	6.3%	20.4%	37.3%	33.8%	1.6%	23.3%		71.1%
25. Me desenvuelvo mejor en situaciones sociales.	5	19	31	37	30	24	43	3.56	
	4.1%	15.6%	25.4%	30.3%	24.6%	12.7%	22.8%		54.9%
26. Me va mejor en la escuela o en el trabajo.	9	12	32	47	34	10	45	3.63	
	6.7%	9.0%	23.9%	35.1%	25.4%	5.3%	23.8%		60.4%
27. Mi situación de vivienda a mejorado.	12	18	30	54	32	1	42	3.52	
	8.2%	12.3%	20.5%	37.0%	21.9%	0.5%	22.2%		58.9%
28. Mis síntomas no me molestan tanto como antes.	3	15	32	57	40	1	41	3.79	
	2.0%	10.2%	21.8%	38.8%	27.2%	0.5%	21.7%		66.0%

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D. PERCEPCIÓN DE LA PARTICIPACIÓN EN LA PLANIFICACIÓN DEL	El Promedio Percepción de la Participación en la Planificación del Tratamiento era 4.10								
11. Me sentí cómodo(a) para hacer preguntas sobre mi tratamiento y medicamento.	2	3	17	52	76	0	39	4.31	
	1.3%	2.0%	11.3%	34.7%	50.7%	0.0%	20.6%		85.3%
17. El personal no decidió, sino que yo decidí mis metas para el tratamiento.	5	10	32	46	51	3	42	3.89	
	3.5%	6.9%	22.2%	31.9%	35.4%	1.6%	22.2%		67.4%
E. SATISFACCIÓN GENERAL	El Promedio Percepción de la Satisfacción General era 4.29								
1. Estoy satisfecho(a) con los servicios que recibí en esta agencia.	2	2	17	55	77	0	37	4.36	
	1.3%	1.3%	11.2%	36.2%	50.7%	0.0%	19.6%		86.8%
2. Aunque tuviera otras opciones, yo preferiría seguir recibiendo servicios en esta agencia.	8	7	15	57	65	1	37	4.11	
	5.3%	4.6%	9.9%	37.7%	43.0%	0.5%	19.6%		80.8%
3. Yo le recomendaría esta agencia a un(a) amigo(a) o familiar.	1	3	13	52	77	1	43	4.41	
	0.7%	2.1%	9.0%	35.9%	53.1%	0.5%	22.8%		89.0%