

## 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
<b>A. PERCEPTION OF ACCESS</b>	<b>The average Perception of access was 4.16</b>								
4. The location of services was convenient.	2	5	22	55	67	1	38	<b>4.22</b>	
	<b>1.3%</b>	<b>3.3%</b>	<b>14.7%</b>	<b>36.7%</b>	<b>44.7%</b>	<b>0.5%</b>	<b>20.1%</b>		<b>81.3%</b>
5. Staff were willing to see me as often as I felt it was necessary.	1	10	22	55	64	0	38	<b>4.15</b>	
	<b>0.7%</b>	<b>6.6%</b>	<b>14.6%</b>	<b>36.4%</b>	<b>42.4%</b>	<b>0.0%</b>	<b>20.1%</b>		<b>78.8%</b>
6. Staff returned my calls within 24 hours.	3	7	19	51	65	4	40	<b>4.16</b>	
	<b>2.1%</b>	<b>4.8%</b>	<b>13.1%</b>	<b>35.2%</b>	<b>44.8%</b>	<b>2.1%</b>	<b>21.2%</b>		<b>80.0%</b>
7. Services were available at times that were good for me.	1	3	16	57	73	0	39	<b>4.32</b>	
	<b>0.7%</b>	<b>2.0%</b>	<b>10.7%</b>	<b>38.0%</b>	<b>48.7%</b>	<b>0.0%</b>	<b>20.6%</b>		<b>86.7%</b>
8. I was able to get all the services I thought I needed.	2	14	15	56	62	3	38	<b>4.11</b>	
	<b>1.4%</b>	<b>9.5%</b>	<b>10.1%</b>	<b>37.8%</b>	<b>41.9%</b>	<b>1.6%</b>	<b>20.1%</b>		<b>79.7%</b>
9. I was able to see a psychiatrist when I wanted to.	4	8	29	53	53	4	39	<b>4.00</b>	
	<b>2.7%</b>	<b>5.5%</b>	<b>19.9%</b>	<b>36.3%</b>	<b>36.3%</b>	<b>2.1%</b>	<b>20.6%</b>		<b>72.6%</b>

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<b>B. PERCEPTION OF QUALITY AND APPROPRIATENESS</b>	<b>The average Perception of Quality and Appropriateness was 4.19</b>								
10. Staff believed that I could grow, change and recover.	1	1	21	54	72	1	39	<b>4.31</b>	
	<b>0.7%</b>	<b>0.7%</b>	<b>14.1%</b>	<b>36.2%</b>	<b>48.3%</b>	<b>0.5%</b>	<b>20.6%</b>		<b>84.6%</b>
12. I felt free to complain.	3	8	25	58	56	1	38	<b>4.04</b>	
	<b>2.0%</b>	<b>5.3%</b>	<b>16.7%</b>	<b>38.7%</b>	<b>37.3%</b>	<b>0.5%</b>	<b>20.1%</b>		<b>76.0%</b>
13. I was given information about my rights.	2	3	15	60	69	1	39	<b>4.28</b>	
	<b>1.3%</b>	<b>2.0%</b>	<b>10.1%</b>	<b>40.3%</b>	<b>46.3%</b>	<b>0.5%</b>	<b>20.6%</b>		<b>86.6%</b>
14. Staff encouraged me to take responsibility for how I live my life.	3	5	17	53	69	3	39	<b>4.22</b>	
	<b>2.0%</b>	<b>3.4%</b>	<b>11.6%</b>	<b>36.1%</b>	<b>46.9%</b>	<b>1.6%</b>	<b>20.6%</b>		<b>83.0%</b>
15. Staff told what side effects to watch for.	2	8	22	51	60	3	43	<b>4.11</b>	
	<b>1.4%</b>	<b>5.6%</b>	<b>15.4%</b>	<b>35.7%</b>	<b>42.0%</b>	<b>1.6%</b>	<b>22.8%</b>		<b>77.6%</b>
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	<b>4.30</b>	
	<b>3.4%</b>	<b>0.0%</b>	<b>9.5%</b>	<b>37.8%</b>	<b>49.3%</b>	<b>1.6%</b>	<b>20.1%</b>		<b>87.2%</b>
18. Staff were sensitive to my cultural/ethnic background.	1	2	23	50	61	8	44	<b>4.23</b>	
	<b>0.7%</b>	<b>1.5%</b>	<b>16.8%</b>	<b>36.5%</b>	<b>44.5%</b>	<b>4.2%</b>	<b>23.3%</b>		<b>81.0%</b>
19. Staff helped me obtain the information needed so I could take charge of managing my illness.	2	5	24	56	58	3	41	<b>4.12</b>	
	<b>1.4%</b>	<b>3.4%</b>	<b>16.6%</b>	<b>38.6%</b>	<b>40.0%</b>	<b>1.6%</b>	<b>21.7%</b>		<b>78.6%</b>
20. I was encouraged to use consumer-run programs.	3	6	26	51	56	6	41	<b>4.06</b>	
	<b>2.1%</b>	<b>4.2%</b>	<b>18.3%</b>	<b>35.9%</b>	<b>39.4%</b>	<b>3.2%</b>	<b>21.7%</b>		<b>75.4%</b>

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

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

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<b>A. PERCEPCIÓN DEL ACCESO</b>	<b>El Promedio Percepción del Acceso era 4.10</b>								
4. La localidad (estacionamiento, transportación pública, distancia, etc.) de fue conveniente.	2	5	22	55	67	1	38	<b>4.22</b>	
	<b>1.3%</b>	<b>3.3%</b>	<b>14.7%</b>	<b>36.7%</b>	<b>44.7%</b>	<b>0.5%</b>	<b>20.1%</b>		<b>81.3%</b>
5. El personal estaba dispuesto a verme todas las veces que fuera necesario.	1	10	22	55	64	0	38	<b>4.15</b>	
	<b>0.7%</b>	<b>6.6%</b>	<b>14.6%</b>	<b>36.4%</b>	<b>42.4%</b>	<b>0.0%</b>	<b>20.1%</b>		<b>78.8%</b>
6. El personal me regresó mis llamadas dentro de 24 horas.	3	7	19	51	65	4	40	<b>4.16</b>	
	<b>2.1%</b>	<b>4.8%</b>	<b>13.1%</b>	<b>35.2%</b>	<b>44.8%</b>	<b>2.1%</b>	<b>21.2%</b>		<b>80.0%</b>
7. Los servicios estaban disponibles a horarios que eran convenientes para mí.	1	3	16	57	73	0	39	<b>4.32</b>	
	<b>0.7%</b>	<b>2.0%</b>	<b>10.7%</b>	<b>38.0%</b>	<b>48.7%</b>	<b>0.0%</b>	<b>20.6%</b>		<b>86.7%</b>
8. Recibí todos los servicios que yo pensé necesitaba.	2	14	15	56	62	3	38	<b>4.11</b>	
	<b>1.4%</b>	<b>9.5%</b>	<b>10.1%</b>	<b>37.8%</b>	<b>41.9%</b>	<b>1.6%</b>	<b>20.1%</b>		<b>79.7%</b>
9. Pude ver a un psiquiatra cuándo yo quise o pensé necesitarlo.	4	8	29	53	53	4	39	<b>4.00</b>	
	<b>2.7%</b>	<b>5.5%</b>	<b>19.9%</b>	<b>36.3%</b>	<b>36.3%</b>	<b>2.1%</b>	<b>20.6%</b>		<b>72.6%</b>

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<b>B. PERCEPCIÓN DE LA CALIDAD Y LO APROPIADO DE LOS SERVICIOS</b>	<b>El Promedio Percepción de la Calidad y lo Apropiado de los Servicios era 4.19</b>								
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%	<b>4.31</b>	<b>84.6%</b>
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%	<b>4.04</b>	<b>76.0%</b>
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%	<b>4.28</b>	<b>86.6%</b>
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%	<b>4.22</b>	<b>83.0%</b>
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%	<b>4.11</b>	<b>77.6%</b>
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%	<b>4.30</b>	<b>87.2%</b>
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%	<b>4.23</b>	<b>81.0%</b>
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%	<b>4.12</b>	<b>78.6%</b>
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%	<b>4.06</b>	<b>75.4%</b>

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

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