**NORTH CENTRAL MISSOURI**

**MENTAL HEALTH CENTER**

**CONSUMER SATISFACTION SURVEY**

**2018 - All Respondents**

|  |  |  |  |
| --- | --- | --- | --- |
| **Questions** | **Satisfied** | **Not Satisfied** | **Not Applicable** |
| 1. **I receive my services as scheduled.** | **96%** | **3%** | **1%** |
| 1. **I trust my providers to protect my confidentiality.** | **97%** | **2%** | **1%** |
| 1. **I help write my treatment plan goals.** | **94%** | **3%** | **3%** |
| 1. **My providers give me hope that I can grow, change and recover.** | **97%** | **2%** | **1%** |
| 1. **My providers treat me with respect.** | **97%** | **2%** | **1%** |
| 1. **My providers encourage me to take care of my physical and mental health.** | **97%** | **2%** | **1%** |
| 1. **I can talk openly with my providers.** | **97%** | **2%** | **1%** |
| 1. **My providers guide me to solve my problems and take responsibility for my own actions.** | **96%** | **3%** | **1%** |
| 1. **My providers help me to improve my relationships with others.** | **95%** | **3%** | **2%** |
| 1. **My providers encourage me to become more involved in my community.** | **91%** | **2%** | **7%** |
| 1. **My providers help me understand myself.** | **92%** | **5%** | **3%** |
| 1. **My providers help me to express my thoughts and feelings.** | **96%** | **3%** | **1%** |
| 1. **My providers help me to avoid psychiatric hospitalization.** | **95%** | **1%** | **4%** |
| 1. **I feel safe when I come to North Central Missouri Mental Health Center for services.** | **96%** | **2%** | **2%** |
| 1. **The people at North Central Missouri Mental Health Center really listen to what I have to say about things.** | **96%** | **3%** | **1%** |
| 1. **The staff are as sensitive as possible when they ask me about difficult or painful experiences I may have had.** | **96%** | **2%** | **1%** |
| 1. **I would recommend North Central Missouri Mental Health Center to a close friend or relative if they need help.** | **97%** | **2%** | **1%** |

Legend

90% – 100% = Exceeds Requirements/Expectations

80% – 89% = Meets Job Requirements   
70% - 79% = Needs Improvement

0% - 69% = Unacceptable