

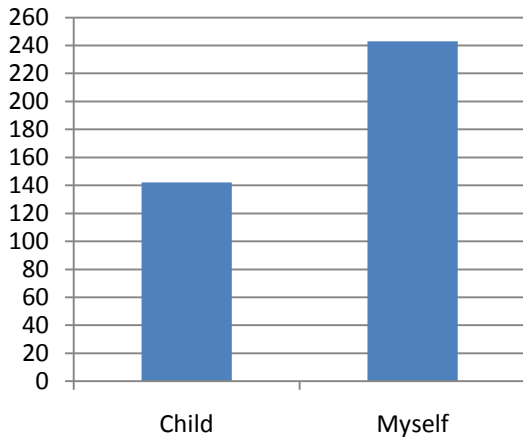


NorthSTAR 2011 Member Satisfaction Survey Report

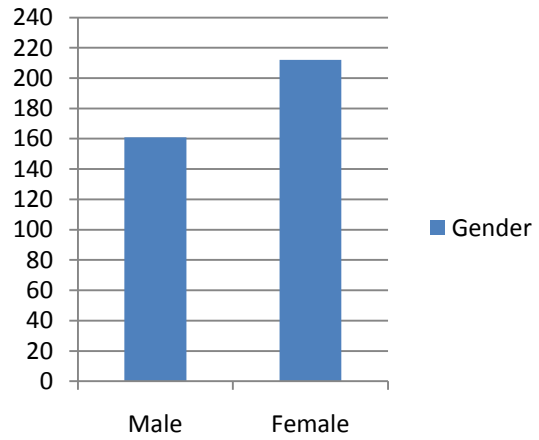
COMBINED RESULTS

GENERAL QUESTIONS

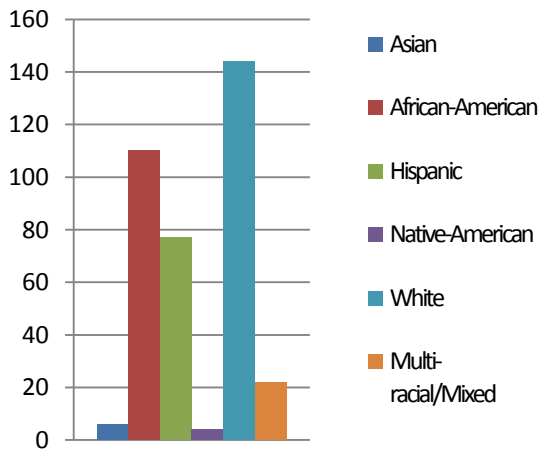
Survey completed for child or self?



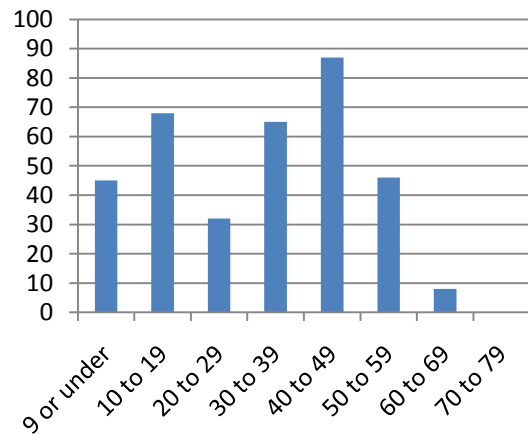
Gender:



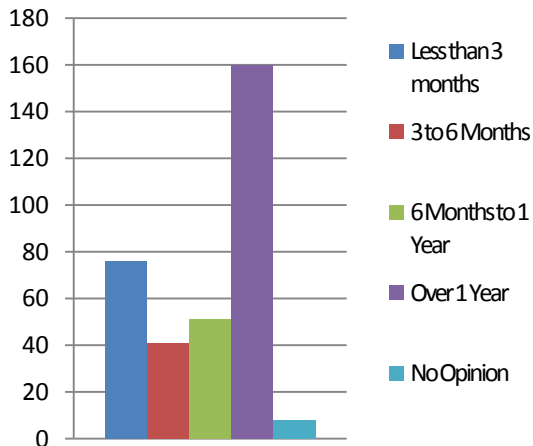
Race/Ethnicity:



Age:

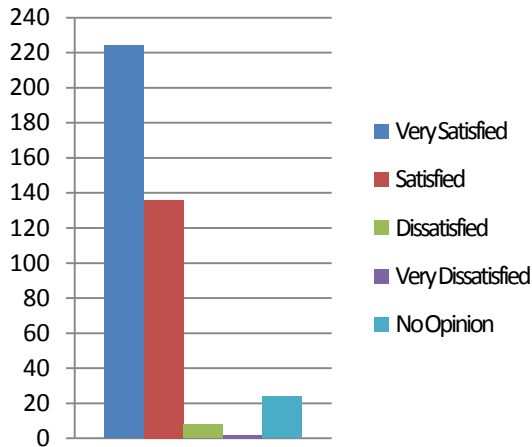


How long have you received services at your clinic?

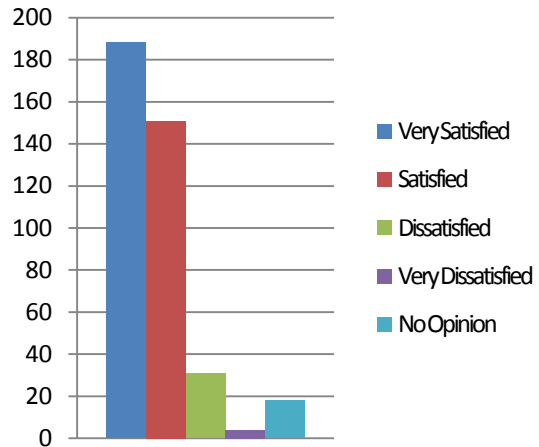


CLINIC EXPERIENCE AND RATINGS

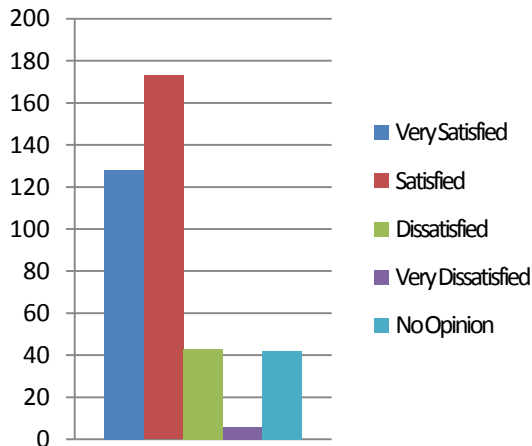
How do you feel about how your clinic has shown respect for your ethnic, cultural or religious background (including race, language and sexual orientation)?



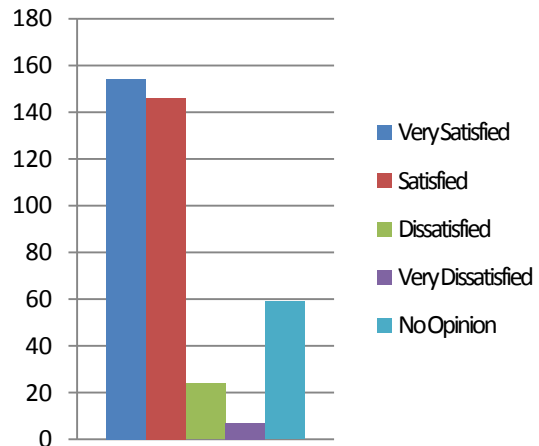
How satisfied are you in the amount of help you are getting from staff when you are making decisions?



How satisfied are you with the progress you've made toward reaching your goals?

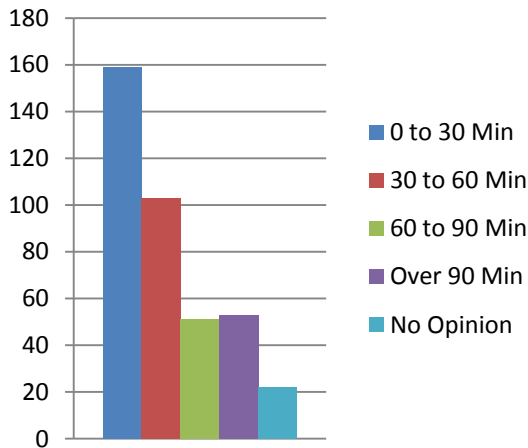


How satisfied are you about how the staff involves your family or support system when you want them involved?

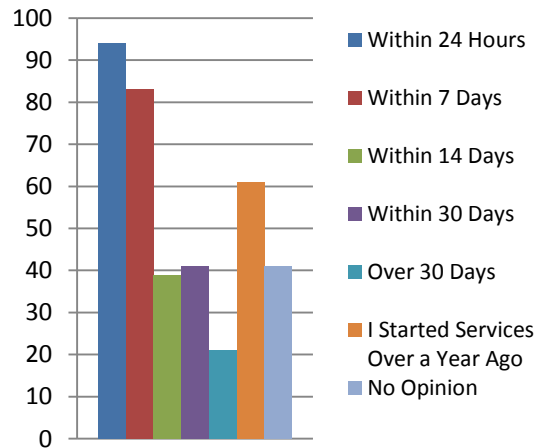


ACCESS TO CARE

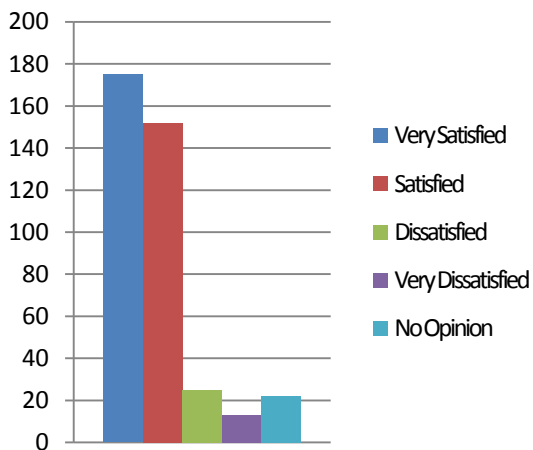
During the past year, how long, on average, was your wait time between your appointment time and the time you were seen by clinical staff?



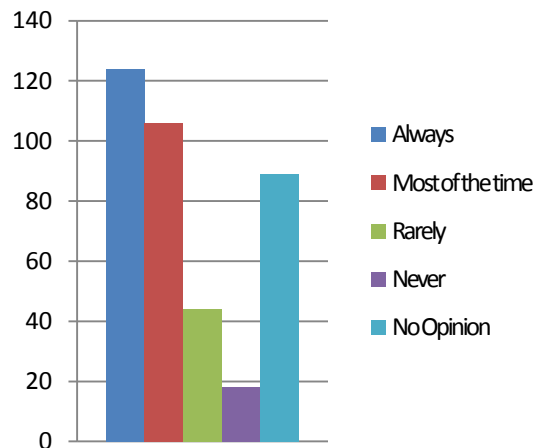
If you began services during the past year, how long was the wait between the day you first requested services and the day you were offered your first appointment with a doctor?



How satisfied are you with being seen as often as you need to be seen by your clinic?

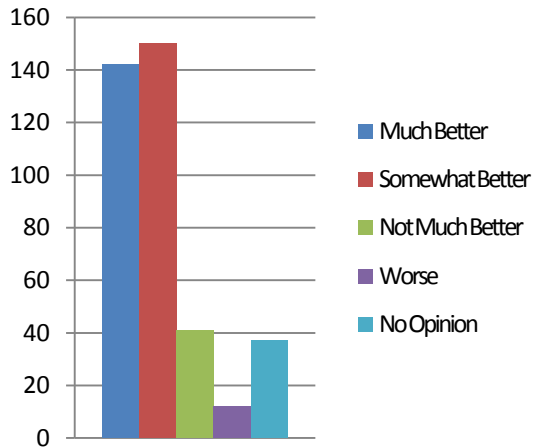


How often are your phone calls returned from this clinic within 24 hours?

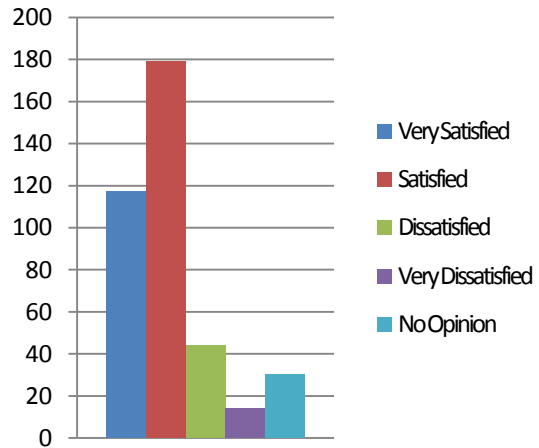


OUTCOME OF SERVICES

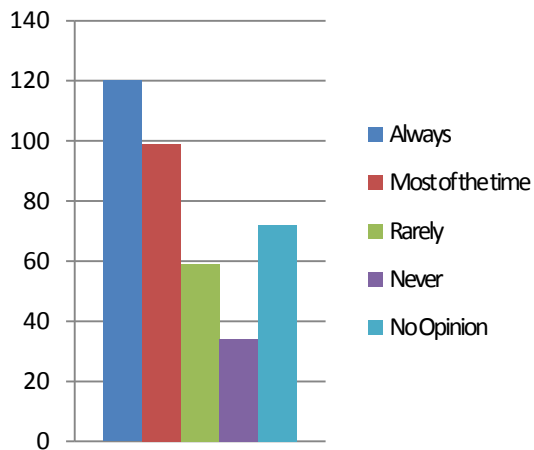
Since beginning services, how would you rate your symptoms and problems now?



How satisfied are you about your ability to improve your own life?

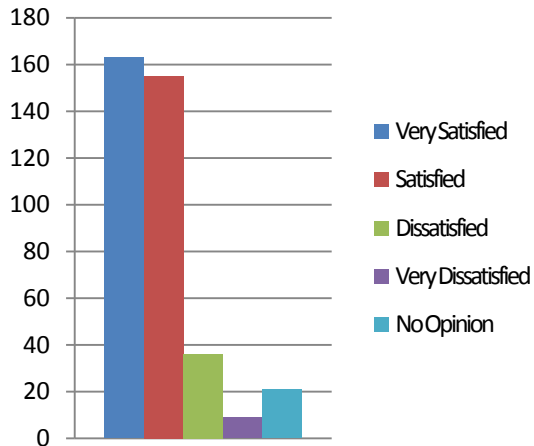


How often do staff at this clinic help you to seek out people and supports from your community, outside of this clinic?



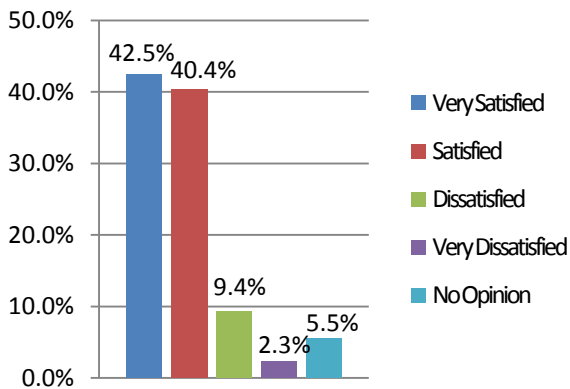
OVERALL SATISFACTION

Overall, how satisfied are you with the mental health services of your clinic?

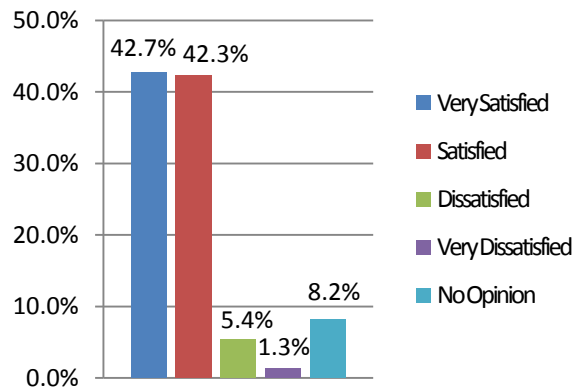


HISTORICAL COMPARISON OF OVERALL SATISFACTION

2011 Satisfaction (384 Responses)



2010 Satisfaction (470 Responses)



The survey results confidence interval as compared with non-NorthSTAR Community Mental Health Centers (CMHC):

NorthSTAR confidence interval:

Adult 95% with a +/- 6.5 margin of error
 Child and Family 95% with a 5.3 margin of error

CMHC confidence interval:

Adult and Child/Family both 95% with a +/- 5.0 margin of error