

Consumer Satisfaction Question 1-3

I trust my providers protect my confidentiality even when using tele-health equipment.

Choices	Percentage	Count
Satisfied	<input type="text" value="90.15%"/> 90.15%	119
Not Satisfied	<input type="text" value="8.33%"/> 8.33%	11
Total Entries		132
Unanswered		2

My providers give me hope that I can grow, change, and recover.

Choices	Percentage	Count
Satisfied	<input type="text" value="86.36%"/> 86.36%	114
Not Satisfied	<input type="text" value="10.61%"/> 10.61%	14
Total Entries		132
Unanswered		5

I help write my treatment plan goals.

Choices	Percentage	Count
Satisfied	<input type="text" value="85.61%"/> 85.61%	113
Not Satisfied	<input type="text" value="11.36%"/> 11.36%	15
Total Entries		132
Unanswered		5

Consumer Satisfaction Report Questions 4-6

My providers treat me with respect, even when using tele-health equipment.

Choices	Percentage	Count
Satisfied	<input type="text"/> 90.91%	120
Not Satisfied	<input type="text"/> 7.58%	10
Total Entries		132
Unanswered		3

My providers encourage me to take care of both my physical and mental health.

Choices	Percentage	Count
Satisfied	<input type="text"/> 87.12%	115
Not Satisfied	<input type="text"/> 9.85%	13
Total Entries		132
Unanswered		4

I can talk openly with my providers.

Choices	Percentage	Count
Satisfied	<input type="text"/> 87.12%	115
Not Satisfied	<input type="text"/> 10.61%	14
Total Entries		132
Unanswered		3

Consumer Satisfaction Report 7-9

My providers guide me to solve my problems and take responsibility for my own actions.

Choices	Percentage	Count
Satisfied	<input type="text" value="88.64%"/> 88.64%	117
Not Satisfied	<input type="text" value="8.33%"/> 8.33%	11
Total Entries		132
Unanswered		4

My providers help me improve my relationships with others.

Choices	Percentage	Count
Satisfied	<input type="text" value="75.76%"/> 75.76%	100
Not Satisfied	<input type="text" value="11.36%"/> 11.36%	15
Not Applicable	<input type="text" value="9.85%"/> 9.85%	13
Total Entries		132
Unanswered		4

My providers encourage me to become more involved with my community.

Choices	Percentage	Count
Satisfied	<input type="text" value="61.36%"/> 61.36%	81
Not Applicable	<input type="text" value="28.79%"/> 28.79%	38
Not Satisfied	<input type="text" value="7.58%"/> 7.58%	10
Total Entries		132
Unanswered		3

Consumer Satisfaction Report Questions 10-12

My providers help me understand myself.

Choices	Percentage	Count
Satisfied	<input type="text" value="83.33%"/> 83.33%	110
Not Satisfied	<input type="text" value="10.61%"/> 10.61%	14
Not Applicable	<input type="text" value="3.79%"/> 3.79%	5
Total Entries		132
Unanswered		4

I receive my services as scheduled.

Choices	Percentage	Count
Satisfied	<input type="text" value="87.12%"/> 87.12%	115
Not Satisfied	<input type="text" value="11.36%"/> 11.36%	15
Total Entries		132
Unanswered		4

My providers help me express my thoughts and feelings.

Choices	Percentage	Count
Satisfied	<input type="text" value="84.85%"/> 84.85%	112
Not Satisfied	<input type="text" value="11.36%"/> 11.36%	15
Not Applicable	<input type="text" value="2.27%"/> 2.27%	3
Total Entries		132
Unanswered		3

Consumer Satisfaction Report Questions 13-15.

My providers help me avoid psychiatric hospitalizations.

Choices	Percentage	Count
Satisfied	<input type="text"/> 76.52%	101
Not Applicable	<input type="text"/> 13.64%	18
Not Satisfied	<input type="text"/> 8.33%	11
Total Entries		132
Unanswered		3

I feel safe when I come to NCMMHC services.

Choices	Percentage	Count
Satisfied	<input type="text"/> 90.15%	119
Not Satisfied	<input type="text"/> 7.58%	10
Total Entries		132
Unanswered		3

The people at NCMMHC really listen to what I have to say about things.

Choices	Percentage	Count
Satisfied	<input type="text"/> 84.09%	111
Not Satisfied	<input type="text"/> 12.88%	17
Total Entries		132
Unanswered		4

Consumer Satisfaction Report Questions 16-18

The staff at NCMMHC are as sensitive as possible when asking about difficult or painful experiences.

Choices	Percentage	Count
Satisfied	<input type="text" value="89.39%"/>	118
Not Satisfied	<input type="text" value="8.33%"/>	11
Total Entries		132
Unanswered		3

I would recommend NCMMHC to a close friend or relative if they need help.

Choices	Percentage	Count
Satisfied	<input type="text" value="89.39%"/>	118
Not Satisfied	<input type="text" value="9.85%"/>	13
Total Entries		132
Unanswered		2

When using tele-health equipment, I feel that NCMMHC staff is thorough, careful, and skilled.

Choices	Percentage	Count
Satisfied	<input type="text" value="80.30%"/>	106
Mostly Satisfied	<input type="text" value="10.61%"/>	14
Not Satisfied	<input type="text" value="6.82%"/>	9
Total Entries		132
Unanswered		4

Consumer Satisfaction Report Questions 19-21

I feel that I get sufficient time with my clinician, even when using tele-health equipment.

Choices	Percentage	Count
Satisfied	<input type="text" value="79.55%"/> 79.55%	105
Mostly Satisfied	<input type="text" value="9.85%"/> 9.85%	13
Not Satisfied	<input type="text" value="7.58%"/> 7.58%	10
Total Entries		132
Unanswered		5

I feel comfortable using tele-health equipment.

Choices	Percentage	Count
Satisfied	<input type="text" value="90.15%"/> 90.15%	119
Not Satisfied	<input type="text" value="6.06%"/> 6.06%	8
Total Entries		132
Unanswered		5

I feel the overall quality of tele-health was good.

Choices	Percentage	Count
Satisfied	<input type="text" value="87.12%"/> 87.12%	115
Not Satisfied	<input type="text" value="9.09%"/> 9.09%	12
Total Entries		132
Unanswered		6

Consumer Satisfaction Report Questions 23-25

Overall my treatment experience using tele-health is...

Choices	Percentage	Count
Satisfied	<input type="text" value="72.73%"/> 72.73%	96
Mostly Satisfied	<input type="text" value="16.67%"/> 16.67%	22
Not Satisfied	<input type="text" value="7.58%"/> 7.58%	10
Total Entries		132
Unanswered		5

I receive the following services.

Choices	Percentage	Count
Case Management	<input type="text" value="75.00%"/> 75.00%	99
Medication Prescriber	<input type="text" value="52.27%"/> 52.27%	69
Therapy	<input type="text" value="50.76%"/> 50.76%	67
Health Care Home	<input type="text" value="21.21%"/> 21.21%	28
Peer Support/Family Support	<input type="text" value="12.88%"/> 12.88%	17
IPS	<input type="text" value="3.79%"/> 3.79%	5
SUD	<input type="text" value="2.27%"/> 2.27%	3
Other [View]		
Total Entries		132
Unanswered		4

When Using tele-health equipment I mainly used:

Choices	Percentage	Count
Telephone	<input type="text" value="61.36%"/> 61.36%	81
Zoom/Facebook/other visual platform	<input type="text" value="48.48%"/> 48.48%	64
Total Entries		132
Unanswered		8