

Beneficiary Satisfaction Totals
RQMC Total System of Care - March 2018

Beneficiary Satisfaction Survey 2018

	Percent of questions answered											Spanish	English	Total	Refused
	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree	Number of questions answered	Strongly Disagree	Disagree	No Opinion	Agree	Strongly Agree				
	1	2	3	4	5		1	2	3	4	5	20	158	178	0
My therapist/mental health worker treatment me with courtesy and respect.	6	0	9	53	110	178	3%	0%	5%	30%	62%				
I am able to receive the services I believe I need.	7	1	11	68	89	176	4%	1%	6%	39%	51%				
I would recommend my therapist/mental health worker to others.	7	2	12	55	100	176	4%	1%	7%	31%	57%				
I am/was able to see my therapist/mental health worker when I need to.	6	2	13	77	80	178	3%	1%	7%	43%	45%				
I feel my treatment has been helpful.	6	2	15	69	83	175	3%	1%	9%	39%	47%				
I was provided with information concerning what rights and treatment options I am entitled to under the mental health plan.	8	1	18	65	86	178	4%	1%	10%	37%	48%				
I feel free to complain to my provider.	7	5	10	66	88	176	4%	3%	6%	38%	50%				
I had access to written materials in my primary language.	7	1	18	56	96	178	4%	1%	10%	31%	54%				
I was clearly informed of and agreed with my (treatment) plan.	5	2	20	60	90	177	3%	1%	11%	34%	51%				
The location of services was convenient.	7	1	14	67	87	176	4%	1%	8%	38%	49%				
Staff returned my calls within 24 hours.	6	3	28	61	79	177	3%	2%	16%	34%	45%				
I like the services I received from my provider.	6	2	14	58	98	178	3%	1%	8%	33%	55%				

36% **51%** Column L & M averages

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	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
Client Satisfaction March 2018	51%	36%	9%	1%	4%

