

Table 1: MHSIP Consumer Survey: 16 State Versions

MHSIP #	MHSIP REPORT CARD ITEMS by domain	MHSIP Indicator	Current Survey Versions from 16 State									
			DC	CO	RI	AZ	NY	OK	SC TX	VA	VT	16 ST
General Satisfaction												
Q01	I like the services that I received here.	S	X	X	X	X	X	X	X	X	X	X
Q02	If I had other choices, I would still get services from this agency.	S	N	X	X	X	X		X	X		
Q03	I would recommend this agency to a friend or family member.	S	X	X	X	X	X	X		X		
Access												
Q04	I was able to get the services I wanted even if I could not pay for them.	AC 12	N	X	X		X		X	X		
Q05	The location of services was convenient (parking, public transportation, distance, etc.).	AC 02	X	X	X	X	X	X	X	X	X	X
Q06	Staff were willing to see me as often as I felt it was necessary.	AC 08	X	X	X	X	X	X	X	X	X	X
Q07	Staff returned my call within 24 hours.	AC 04	X	X	X	X	X	X	X	X	X	X
Q08	Services were available at times that were good for me.	AC 03	X	X	X	X	X	X	X	X	X	X
Q09	I was able to get all the services I thought I needed.	AC 08	N	X	X	X		X	X	X	X	
Q10	I was able to see a psychiatrist when I wanted to.	AC 08	X	X	X				X	X		
Appropriateness												
Q11	Staff here believe that I can grow, change, and recover.	AP 05	X	X	X	X	X	X	X	X	X	X
Q12	I felt comfortable asking questions about my treatment and medication.	AP 01,10	X	X	X	X				X		TP
Q13	I felt free to complain.	AP 02	X	X	X	X	X	X	X	X	X	X
Q14	Staff respected my rights.	AP R	X	X	X	X				X	X	
Q15	I was given information about my rights.	AP 10	X	X	X				X	X	X	
Q16	Staff encouraged me to take responsibility for how I live my life.	AP 05	X	X	X	X				X	X	
Q17	Staff told me what side effects to watch for.	AP 10	X	X	X	X	X	X	X	X	X	X
Q18	Staff respected my wishes about who is, and is not, to be given information about my treatment.	AP R	X	X	X	X	X	X	X	X	X	X
Q19	I, not staff, decided my treatment goals.	AP 01	X	X	X				X	X	X	TP
Q20	Staff were sensitive to my cultural background (race, religion, language, etc.).	AC 09	N	X	X	X	X		X	X		X
Q21	Staff helped me obtain the information I needed so that I could take charge of managing my illness.	AP 05	X	X	X	X	X	X	X	X	X	X
Q22	Staff believe that I can choose what is best for me.	AP 02	N	X	X				X	X		
Q23	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	AP 05	X	X	X				X	X	X	
Q24	All of the services I received were helpful.	S	N	X	X					X	X	
Q25	Staff I worked with were competent and knowledgeable	S	X	X	X		X		X	X	X	
Outcomes												
Q26	I deal more effectively with daily problems.	OT 14	X	X	X	X	X	X	X			X
Q27	I feel better about myself.	OT 14*	X	X	X	X			X			
Q28	I am better able to control my life.	OT 14	X	X	X	X	X	X	X			X
Q29	I experienced no harmful medication side effects.	M	N	N	X							
Q30	I am better able to deal with crisis.	OT 14	X	X	X	X	X	X	X			X
Q31	I am getting along better with my family.	OT 19	X	X	X	X	X	X	X			X
Q32	I do better in social situations.	OT 19	X	X	X	X	X	X	X			X
Q33	I do better in school and/or work.	OT 07*	X	X	X	X	X	X	X			X
Q34	I do better with my leisure time.	OT 19	X	X	X				X			
Q35	My housing situation has improved.	OT 13	X	X	X				X			
Q36	My symptoms are not bothering me as much.	OT 04*	X	X	X	X	X	X	X			X
Q37	I have become more independent.	OT 14*	X	X	X				X			
Q38	The medications I am taking help me control symptoms that used to bother me.	M	X	X	X				X			
Q39	I have become more effective in getting what I need.	OT 14	X	X	X				X			
Q40	I can deal better with people and situations that used to be a problem for me.	OT 14	X	X	X				X			
							17 Extra Items		6 Extra Items		4 Extra Items	

Wackwitz, J.H. (Feb. 9, 2000). Colorado Mental Health Services.