

Table 2: MHSIP Consumer Survey: Item Analysis

MHSIP #	MHSIP REPORT CARD ITEMS by domain	Total 40	Proposed Short Versions				New Analysis 2/2000		Item Problems		
			NASMHP D 22	NCQA 21	CO 25	RI 29	Opt 21	Opt 12	Missing Data		Other
									RI	CO	
General Satisfaction											
Q01	I like the services that I received here.	X	X	X	X	X	X	X			
Q02	If I had other choices, I would still get services from this agency	X	X	X	X	X	X	X			
Q03	I would recommend this agency to a friend or family member.	X	X	X	X	X	X	X			
ALPHA: Satisfaction		0.88	0.88	0.88	0.88	0.88	0.88	0.88	0.88		
Access											
Q04	I was able to get the services I wanted even if I could not pay for them.	X								10	11
Q05	The location of services was convenient (parking, public transportation, distance, etc.).	X	X	X	X	X	X				
Q06	Staff were willing to see me as often as I felt it was necessary.	X	X	X	X	X	X	X			
Q07	Staff returned my call within 24 hours.	X	X	X	X	X	X			11	10
Q08	Services were available at times that were good for me.	X	X	X	X	X	X	X			
Q09	I was able to get all the services I thought I needed.	X		X	X	X					mf
Q10	I was able to see a psychiatrist when I wanted to.	X			X	X	X	X		10	12
ALPHA: Access		0.88	0.81	0.85	0.87	0.87	0.84	0.81			
Appropriateness											
Q11	Staff here believe that I can grow, change, and recover.	X	X	X	X	X	X				
Q12	I felt comfortable asking questions about my treatment and medication.	X	X			X					
Q13	I felt free to complain.	X	X	X	X	X	X				
Q14	Staff respected my rights.	X									mf
Q15	I was given information about my rights.	X				X					
Q16	Staff encouraged me to take responsibility for how I live my life.	X				X					
Q17	Staff told me what side effects to watch for.	X	X	X	X	X				10	13
Q18	Staff respected my wishes about who is, and is not, to be given information about my treatment	X	X	X	X	X	X	X			
Q19	I, not staff, decided my treatment goals.	X	X		X	X	X				
Q20	Staff were sensitive to my cultural background (race, religion, language, etc.).	X	X	X	X	X				20	24
Q21	Staff helped me obtain the information I needed so that I could take charge of managing my illness	X	X	X	X	X	X	X			
Q22	Staff believe that I can choose what is best for me.	X									
Q23	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	X			X	X	X	X		13	16
Q24	All of the services I received were helpful.	X									mf
Q25	Staff I worked with were competent and knowledgeable	X									mf
ALPHA: Appropriateness		0.94	0.89	0.86	0.88	0.92	0.85	0.77			
Outcomes											
Q26	I deal more effectively with daily problems.	X	X	X	X	X	X				
Q27	I feel better about myself.	X									
Q28	I am better able to control my life.	X	X	X	X	X	X	X			
Q29	I experienced no harmful medication side effects.	X								16	22
Q30	I am better able to deal with crisis.	X	X	X	X	X	X	X			
Q31	I am getting along better with my family.	X	X	X	X	X	X			10	10
Q32	I do better in social situations.	X	X	X	X	X	X				
Q33	I do better in school and/or work.	X	X	X	X	X				40	32
Q34	I do better with my leisure time.	X									
Q35	My housing situation has improved.	X			X	X				19	21
Q36	My symptoms are not bothering me as much.	X	X	X	X	X	X	X			
Q37	I have become more independent.	X									
Q38	The medications I am taking help me control symptoms that used to bother me.	X				X				13	16
Q39	I have become more effective in getting what I need.	X									
Q40	I can deal better with people and situations that used to be a problem for me.	X									
ALPHA: Outcome		0.94	0.91	0.91	0.91	0.91	0.89	0.85			

N = 700 Colorado; 700 Rhode Island = 1400

mf = Multi Factorial
lc = Low Communalilty
ng = Negative wording

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