

Table 3: MHSIP Consumer Survey: Factor Analysis: 40 Items

MHSIP #	MHSIP ITEMS by domain	Maximum Likelihood Factors With Oblimin Rotation			
		Satisfaction	Access	Approp	Outcome
	<b>General Satisfaction</b>				
Q01	I like the services that I received here.	0.70			
Q02	If I had other choices, I would still get services from this agency.	0.70			
Q03	I would recommend this agency to a friend or family member.	0.70			
	<b>Access</b>				
Q04	I was able to get the services I wanted even if I could not pay for them.		0.43		
Q05	The location of services was convenient (parking, public transportation, distance, etc.).		0.42		
Q06	Staff were willing to see me as often as I felt it was necessary.		0.86		
Q07	Staff returned my call within 24 hours.		0.72		
Q08	Services were available at times that were good for me.		0.68		
Q09	I was able to get all the services I thought I needed.	0.36	0.42		
Q10	I was able to see a psychiatrist when I wanted to.		0.58		
	<b>Appropriateness</b>				
Q11	Staff here believe that I can grow, change, and recover.			0.53	
Q12	I felt comfortable asking questions about my treatment and medication.			0.57	
Q13	I felt free to complain.			0.53	
Q14	Staff respected my rights.			0.56	
Q15	I was given information about my rights.			0.77	
Q16	Staff encouraged me to take responsibility for how I live my life.			0.80	
Q17	Staff told me what side effects to watch for.			0.52	
Q18	Staff respected my wishes about who is, and is not, to be given information about my treatment.			0.70	
Q19	I, not staff, decided my treatment goals.			0.53	
Q20	Staff were sensitive to my cultural background (race, religion, language, etc.).			0.72	
Q21	Staff helped me obtain the information I needed so that I could take charge of managing my illness.			0.64	
Q22	Staff believe that I can choose what is best for me.			0.66	
Q23	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).			0.50	
Q24	All of the services I received were helpful.	0.31		0.49	
Q25	Staff I worked with were competent and knowledgeable	0.31		0.48	
	<b>Outcomes</b>				
Q26	I deal more effectively with daily problems.				0.68
Q27	I feel better about myself.				0.82
Q28	I am better able to control my life.				0.86
Q29	I experienced no harmful medication side effects.				0.20
Q30	I am better able to deal with crisis.				0.78
Q31	I am getting along better with my family.				0.60
Q32	I do better in social situations.				0.79
Q33	I do better in school and/or work.				0.81
Q34	I do better with my leisure time.				0.74
Q35	My housing situation has improved.				0.59
Q36	My symptoms are not bothering me as much.				0.83
Q37	I have become more independent.				0.75
Q38	The medications I am taking help me control symptoms that used to bother me.				0.50
Q39	I have become more effective in getting what I need.				0.72
Q40	I can deal better with people and situations that used to be a problem for me.				0.81

N = 1400 ; 700 Colorado & 700 Rhode Island

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