

Table 4: MHSIP Consumer Survey: Factor Analysis: 21 Items

MHSIP #	MHSIP ITEMS by domain	Maximum Likelihood Factors With Oblimin Rotation			
		Satisfaction	Access	Approp	Outcome
	General Satisfaction				
Q01	I like the services that I received here.	0.73			
Q02	If I had other choices, I would still get services from this agency.	0.80			
Q03	I would recommend this agency to a friend or family member.	0.79			
	Access				
Q05	The location of services was convenient (parking, public transportation, distance, etc.).		0.36		
Q06	Staff were willing to see me as often as I felt it was necessary.		0.91		
Q07	Staff returned my call within 24 hours.		0.76		
Q08	Services were available at times that were good for me.		0.64		
Q10	I was able to see a psychiatrist when I wanted to.		0.55		
	Appropriateness				
Q11	Staff here believe that I can grow, change, and recover.			0.54	
Q13	I felt free to complain.			0.54	
Q18	Staff respected my wishes about who is, and is not, to be given information about my treatment.			0.68	
Q19	I, not staff, decided my treatment goals.			0.58	
Q21	Staff helped me obtain the information I needed so that I could take charge of managing my illness			0.73	
Q23	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)			0.64	
	Outcomes				
Q26	I deal more effectively with daily problems.				0.69
Q28	I am better able to control my life.				0.87
Q30	I am better able to deal with crisis.				0.82
Q31	I am getting along better with my family.				0.56
Q32	I do better in social situations.				0.73
Q36	My symptoms are not bothering me as much.				0.77

N = 1400 ; 700 Colorado & 700 Rhode Island

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