

Table 6: MHSIP Consumer Survey: EQS Structural Model: Opt 21 Items

| MHSIP # | MHSIP ITEMS by domain | Oblique Maximum Likelihood Factors | | | |
|------------------------------|--|------------------------------------|--------------|-------------|--------------|
| | | Satisfaction | Access | Approp | Outcome |
| General Satisfaction | | | | | |
| Q01 | I like the services that I received here. | 0.86 | | | |
| Q02 | If I had other choices, I would still get services from this agency. | 0.81 | | | |
| Q03 | I would recommend this agency to a friend or family member. | 0.84 | | | |
| Access | | | | | |
| Q05 | The location of services was convenient (parking, public transportation, distance, etc.). | | 0.51 | | |
| Q06 | Staff were willing to see me as often as I felt it was necessary. | | 0.80 | | |
| Q07 | Staff returned my call within 24 hours. | | 0.76 | | |
| Q08 | Services were available at times that were good for me. | | 0.81 | | |
| Q10 | I was able to see a psychiatrist when I wanted to. | | 0.74 | | |
| Appropriateness | | | | | |
| Q11 | Staff here believe that I can grow, change, and recover. | | | 0.69 | |
| Q13 | I felt free to complain. | | | 0.70 | |
| Q18 | Staff respected my wishes about who is, and is not, to be given information about my treatment. | | | 0.69 | |
| Q19 | I, not staff, decided my treatment goals. | | | 0.63 | |
| Q21 | Staff helped me obtain the information I needed so that I could take charge of managing my illness | | | 0.83 | |
| Q23 | I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | | | 0.65 | |
| Outcomes | | | | | |
| Q26 | I deal more effectively with daily problems. | | | | 0.78 |
| Q28 | I am better able to control my life. | | | | 0.85 |
| Q30 | I am better able to deal with crisis. | | | | 0.83 |
| Q31 | I am getting along better with my family. | | | | 0.66 |
| Q32 | I do better in social situations. | | | | 0.73 |
| Q36 | My symptoms are not bothering me as much. | | | | 0.73 |
| Structural Path Model | | | | | |
| | | Approp | 0.84 | | |
| CFI = .977 | | Outcome | -0.09 | 0.77 | |
| | | Satisfaction | 0.24 | 0.66 | -0.03 |

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