

Table 7: MHSIP Consumer Survey: Factor Analysis: 40 Items; 7 Negative

| MHSIP # | MHSIP ITEMS by domain | Maximum Likelihood Factors With Oblimin Rotation | | | |
|-----------------------------|---|--|--------|--------|---------|
| | | Negative | Access | Approp | Outcome |
| General Satisfaction | | | | | |
| Q01 | I like the services that I received here. | | 0.42 | 0.27 | |
| Q02 | If I had other choices, I would still get services from this agency. | 0.54 | | | |
| Q03 | I would recommend this agency to a friend or family member. | | 0.32 | 0.40 | |
| Access | | | | | |
| Q04 | I was able to get the services I wanted even if I could not pay for them. | 0.58 | | | |
| Q05 | The location of services was convenient (parking, public transportation, distance, etc.). | | 0.22 | | |
| Q06 | Staff were willing to see me as often as I felt it was necessary. | | 0.67 | 0.21 | |
| Q07 | Staff returned my call within 24 hours. | | 0.50 | 0.22 | |
| Q08 | Services were available at times that were good for me. | | 0.69 | | |
| Q09 | I was able to get all the services I thought I needed. | 0.56 | | | |
| Q10 | I was able to see a psychiatrist when I wanted to. | | 0.52 | | |
| Appropriateness | | | | | |
| Q11 | Staff here believe that I can grow, change, and recover. | | | 0.43 | |
| Q12 | I felt comfortable asking questions about my treatment and medication. | | | 0.50 | |
| Q13 | I felt free to complain. | | 0.31 | 0.47 | |
| Q14 | Staff respected my rights. | | 0.21 | 0.57 | |
| Q15 | I was given information about my rights. | | | 0.74 | |
| Q16 | Staff encouraged me to take responsibility for how I live my life. | | | 0.55 | |
| Q17 | Staff told me what side effects to watch for. | | | 0.69 | |
| Q18 | Staff respected my wishes about who is, and is not, to be given information about my treatment. | | | 0.67 | |
| Q19 | I, not staff, decided my treatment goals. | | | 0.61 | |
| Q20 | Staff were sensitive to my cultural background (race, religion, language, etc.). | 0.54 | | | |
| Q21 | Staff helped me obtain the information I needed so that I could take charge of managing my illness. | | | 0.51 | |
| Q22 | Staff believe that I can choose what is best for me. | 0.70 | | | |
| Q23 | I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.). | | | 0.44 | |
| Q24 | All of the services I received were helpful. | 0.57 | | | |
| Q25 | Staff I worked with were competent and knowledgeable | | | 0.44 | |
| Outcomes | | | | | |
| Q26 | I deal more effectively with daily problems. | | | | 0.67 |
| Q27 | I feel better about myself. | | | | 0.75 |
| Q28 | I am better able to control my life. | | | | 0.81 |
| Q29 | I experienced no harmful medication side effects. | 0.39 | | | |
| Q30 | I am better able to deal with crisis. | | | | 0.74 |
| Q31 | I am getting along better with my family. | | | | 0.64 |
| Q32 | I do better in social situations. | | | | 0.77 |
| Q33 | I do better in school and/or work. | | | | 0.83 |
| Q34 | I do better with my leisure time. | | | | 0.76 |
| Q35 | My housing situation has improved. | | | | 0.60 |
| Q36 | My symptoms are not bothering me as much. | | | | 0.77 |
| Q37 | I have become more independent. | | | | 0.80 |
| Q38 | The medications I am taking help me control symptoms that used to bother me. | | | | 0.57 |
| 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. | | | | 0.77 |

Negative

N = 535 ; 255 DC & 300 Colorado

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