



## Appendix F

### List of items that correspond to the four domains

Factor	40-item	21-item (NCQA)
<p><i>Access</i></p>	<ul style="list-style-type: none"> <li>• The location of services was convenient.</li> <li>• Staff were willing to see me as often as I felt it was necessary.</li> <li>• Staff returned my calls within 24 hours.</li> <li>• Services were available at times that were good for me.</li> <li>• I was unable to get the services I thought I needed.</li> <li>• I will be able to get the services I wanted even though</li> </ul>	<ul style="list-style-type: none"> <li>• The location of services was convenient.</li> <li>• Staff were willing to see me as often as I felt it was necessary.</li> <li>• Staff returned my calls within 24 hours.</li> <li>• Services were available at times that were good for me.</li> <li>• I was able to get the services I thought I needed.</li> </ul>

	<p>I couldn't pay for them.</p> <ul style="list-style-type: none"> <li>• I was able to see a psychiatrist when I wanted to.</li> </ul>	
<p><b><i>Quality/</i></b> <b><i>Appropriateness</i></b></p>	<ul style="list-style-type: none"> <li>• Staff here believe I can grow, change, and recover.</li> <li>• I feel free to complain.</li> <li>• Staff told me what side effects to watch for.</li> <li>• Staff respected my wishes about who is and is not to be given information about my treatment.</li> <li>• Staff were sensitive to my cultural/ethnic background.</li> <li>• Staff helped me obtain the information needed so I could take charge of managing my illness.</li> <li>• I felt comfortable asking questions about my treatment and medication.</li> <li>• I was given information about my rights.</li> <li>• Staff encouraged</li> </ul>	<ul style="list-style-type: none"> <li>• Staff here believe I can grow, change, and recover.</li> <li>• I feel free to complain.</li> <li>• Staff told me what side effects to watch for.</li> <li>• Staff respected my wishes about who is and is not to be given information about my treatment.</li> <li>• Staff were sensitive to my cultural/ethnic background.</li> <li>• Staff helped me obtain the information needed so I could take charge of managing my illness.</li> </ul>

	<p>me to take responsibility for how I lived my life.</p> <ul style="list-style-type: none"> <li>• I, not staff, decide my treatment goals.</li> <li>• Staff behaved as if I cannot choose what is best for me.</li> <li>• I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone lines, etc.)</li> <li>• Some of the services I received were not helpful.</li> <li>• Staff I worked with were competent and knowledgeable.</li> </ul>	
<b><i>General satisfaction</i></b>	<ul style="list-style-type: none"> <li>• I liked the services that I received here.</li> <li>• I would recommend this agency to a friend or family member.</li> <li>• If I had other options, I would still choose to get services from this agency.</li> </ul>	<ul style="list-style-type: none"> <li>• I liked the services that I received here.</li> <li>• I would recommend this agency to a friend or family member.</li> <li>• Even if I had other options, I would still choose to get services from this agency.</li> </ul>
<b><i>Outcomes</i></b>	<ul style="list-style-type: none"> <li>• I deal more effectively with daily</li> </ul>	<ul style="list-style-type: none"> <li>• I deal more effectively with daily</li> </ul>

- problems.
- I am better able to control my life.
  - I am better able to deal with crisis.
  - I am getting along better with my family.
  - I do better in social situations.
  - I do better in school/work
  - My symptoms are not bothering me as much.
  - I feel better about myself.
  - I experienced harmful medication side effects.
  - I do better in my leisure time.
  - My housing situation has improved.
  - I have become more independent.
  - The medications I am taking help me control symptoms that used to bother me.
  - I have become more effective in getting what I need.
  - I can deal better with people and

- problems.
- I am better able to control my life.
  - I am better able to deal with crisis.
  - I am getting along better with my family.
  - I do better in social situations.
  - I do better in school/work
  - My symptoms are not bothering me as much.

	situations that used to be a problem for me.	
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