

Centra Wellness Network 2011 Satisfaction Survey Results

Centra Wellness Network, as a member of the Community Mental Health Affiliation of Mid-Michigan, annually conducts satisfaction surveys during the fall of each year. Satisfaction surveys are administered to persons who receive services, persons who completed services, and persons receiving residential services, including their family member or guardian. In addition some surveys are completed by persons/agencies that contract to provide direct care services and agencies who refer persons for treatment to Centra Wellness Network.

These annual surveys are an important part of our continuous quality improvement program and the results are reviewed by our Board of Directors, administrators, program staff and key stakeholders, including persons who are or have received mental health services. The responses to the questions, both positive and negative, and the comments from those completing the surveys provide considerable insight into areas of potential improvement and guide us in our efforts to provide excellent customer service.

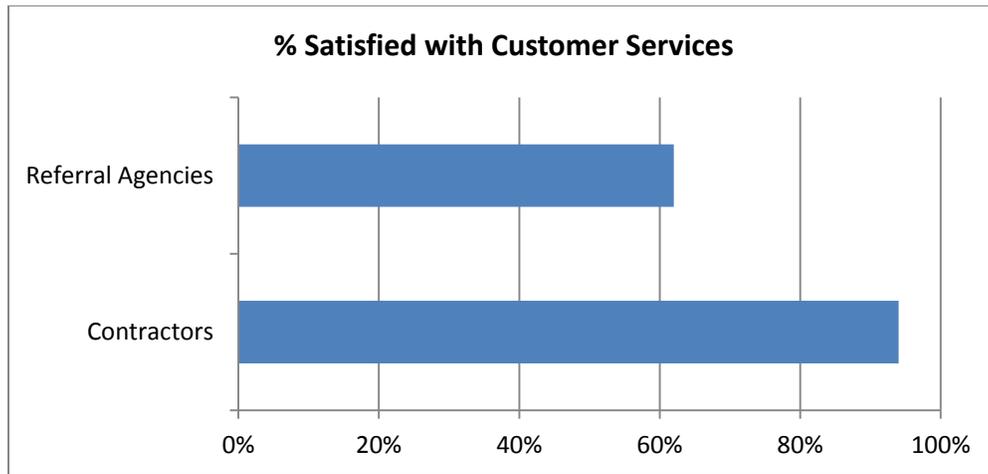
The following is a brief excerpt from the survey results. We are proud of the services we provide in Benzie and Manistee Counties and of the high degree of satisfaction we continue to receive from those in need of our services.

Complete survey results or questions concerning the 2011 Satisfaction Surveys can be directed to George Ott, Quality Improvement Coordinator, by calling 1 877 398-2013.

Excerpts from 2011 Satisfaction Surveys

Persons Receiving Services from Centra Wellness Network	
Survey Questions	% Agree/Strongly Agree
Staff responded promptly to my request for services.	91%
Staff are courteous and respectful.	96%
Staff helps me to get the right type of services for my problem.	93%
In general, I am satisfied with the services provided by CMH.	93%
Staff understand my needs and situation.	90%
Staff have the knowledge and skills to serve me well.	93%
The services I receive help me to function better in my life.	86%
If I were to seek help again, I would come back to the same program.	97%

Persons Receiving Residential Services – Residents and Family/Guardians		% Agree/Strongly Agree	
Survey Questions			
	Residents	Family/ Guardians	
Do you feel your needs are taken care of here? (Question to Residents only)	100%		
If you knew someone looking for a residential care home would you recommend this place? (Question to Residents only)	100%		
Do staff treat residents with respect? (Question to Family/Guardians only)		100%	
Do staff seem caring toward residents? (Question to Family/Guardians only)		100%	



Comments from Persons Receiving Services

I strongly agree on recommending people to come to CMH to help other people like myself. They treat me very well and understand my needs and goals in life.

I have been helped so much I can't even explain it. It has been a rough time emotionally for me. I could never thank them enough.

Very happy with services.

We have had great support services from here.

Coming here has saved my life.

This is my 4th visit. Things seem to be progressing. I am very satisfied with my counselor and the goals/plans she has helped me to strive for. It's great to have this help available so close to home.

My son and I are grateful for the services he received here at CMH – in particular his counselor.

I don't have anything else or bad to say but please don't stop the DPT classes or therapy. It does work with what they teach you and show.

I am very happy with how I have been treated and helped here.

I think that the ACT Team is awesome. I feel honored that you guys give me the treatment that you do. I don't know about any improvements that you could make to improve. I think you guys have done 110% right by me.

I would like to thank everyone for their tender care they have given me. I highly rate them all for what they have done. I will miss them all. If I need their services again, I'll be there in a heartbeat.