

# STOP MH Surveys

Rating scale is as follows: Great = 5 Good = 4 OK = 3 Fair = 2 Poor = 1

## *Ease of getting care:*

### **1. Ability to get in to be seen** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.4						

Task:

### **2. Hours that the office is open** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.6						

Task:

### **3. Convenience of the office's location** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.9						

Task:

### **4. Prompt return on phone calls** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.1						

Task:

## *Waiting time:*

### **5. Time in waiting room overall** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.7						

Task:

### **6. Time waiting for counselor** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.7						

Task:

**7. Waiting for billing staff** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.8						

Task:

*Staff - Counselors:*

**8. Listens to you** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.8						

Task:

**9. Takes enough time with you** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.7						

Task:

**10. Explains what you want or need to know** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.4						

Task:

**11. Gives you good advice and information** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.3						

Task:

**12. Is friendly and helpful to you** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.3						

Task:

**13. Answers your questions** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
4.5						

Task:

**14. Keeps your personal information private** **Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.9</b>						

Task:

**Other Staff:**

**15. Is friendly and helpful to you**

**Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.9</b>						

Task:

**16. Answers your questions**

**Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.8</b>						

Task:

**17. Treats you with respect**

**Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.8</b>						

Task:

**18. Keeps your personal information private**

**Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.9</b>						

Task:

**Charges/Billing:**

**19. Costs for services**

**Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>3.6</b>						

Task:

**20. Explanation for charges**

**Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.5</b>						

Task:

**21. Collection of payments/money**

**Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.8</b>						

**Facility:**

**22. Neat and clean building**

**Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.6</b>						

Task:

**23. Ease of finding where to go**

**Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.5</b>						

Task:

**24. Comfort and safety while waiting or in sessions**

**Goal 4 or above**

Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
<b>4.9</b>						

Task:

**Statistical Summary:**

	Tacoma	Puyallup	Aberdeen	Shelton	Spokane	Kent	Moses Lake
# of surveys received	<b>41</b>						
Males responding	<b>29</b>						
% of males	<b>70.7%</b>						
Females responding	<b>12</b>						
% of females	<b>29.3%</b>						
Gender unknown responding	<b>0</b>						
% unknown gender	<b>0</b>						
largest age range represented	<b>31-45</b>						
Racial/Ethnic Percentages							
Asian	<b>4.9%</b>						
Pacific Islander	<b>0</b>						
Black/African American	<b>9.8%</b>						
Amer Indian/Native American	<b>2.4%</b>						
White (Not Hispanic)	<b>65.8%</b>						
Hispanic or Latino	<b>4.9%</b>						
Multi Ethnic	<b>0</b>						
Unknown/Other	<b>12.2%</b>						
Total Percentages	<b>100%</b>						

Top Suggestions for Improvement by Location:  
 (The most 'do-able' suggestions and plan and/or action taken)

<b>Tacoma</b>		<b>Plan of action/action taken</b>
offer more late night apts after work.		
<b>Puyallup</b>		<b>Plan of action/action taken</b>
<b>Aberdeen</b>		<b>Plan of action/action taken</b>
<b>Shelton</b>		<b>Plan of action/action taken</b>
<b>Spokane</b>		<b>Plan of action/action taken</b>
<b>Moses Lake</b>		<b>Plan of action/action taken</b>
<b>Kent</b>		<b>Plan of action/action taken</b>