



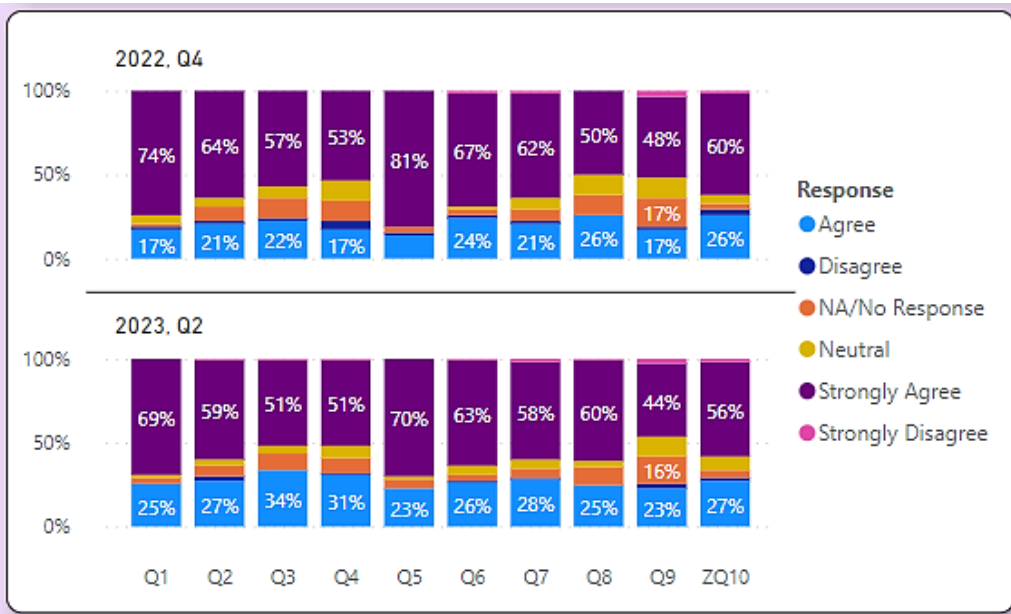
FY23 Quarter 2

Satisfaction Survey Results

Mental Health Statistics Improvement Program Survey (MHSIP)– This survey is for adults 18 years of age or older diagnosed with a mental illness.

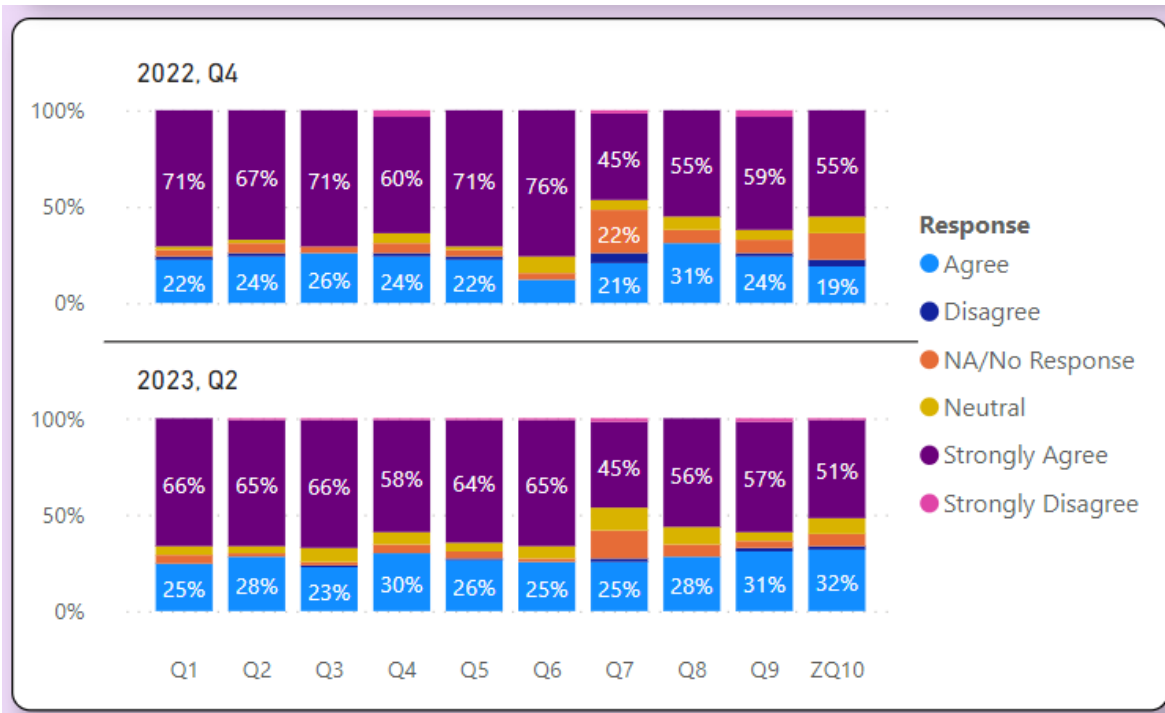
- Q1: I like the services that I received.
 Q2: If I had other choices I would still choose to get services from this mental healthcare agency.
 Q3: I felt free to complain.
 Q4: I was encouraged to use consumer run programs (support groups, drop-in centers, crisis phone line, etc.).
 Q5: Staff respected my wishes about who is and who is not to be given information about my treatment services.
 Q6: Services were available at times that were good for me.
 Q7: Staff were willing to see me as often as I felt it was necessary.
 Q8: Staff were sensitive to my cultural/ethnic background (e.g., race, religion, language, etc.).
 Q9: I was able to see a psychiatrist when I wanted to.
 ZQ10: I was able to get all the services I thought I needed.

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	76	28	2	0	0	4	104/106 - 98.11%
Q2	65	30	4	3	1	7	95/103 – 92.23%
Q3	56	37	5	0	1	11	93/99 –93.94%
Q4	56	34	8	1	1	10	90/100 – 90%
Q5	77	25	2	0	0	6	102/104 – 98.1%
Q6	69	29	6	0	1	4	98/105 –93.33%
Q7	64	31	6	0	2	6	95/103 – 92.23%
Q8	66	27	4	0	1	12	93/98 – 94.9%
Q9	48	25	13	3	3	18	73/92 – 79.35%
Q10	62	30	9	2	2	5	92/105 – 87.62%



Q1: I was given information about my rights.
 Q2: I felt comfortable asking questions about my treatment, services and medication.
 Q3: The location of services was convenient.
 Q4: Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.
 Q5: Staff believed that I could grow, change and recover.
 Q6: I would recommend this agency to a friend or family member.
 Q7: Staff told me what side effects to watch for.
 Q8: Staff encouraged me to take responsibility for how I live.
 Q9: I, not staff, decided my treatment goals.
 ZQ10: Staff returned my calls within 24 hours.

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	73	27	5	0	0	5	100/105 – 95.24%
Q2	72	31	4	0	1	4	103/108 – 95.37%
Q3	73	25	8	1	1	2	98/108 – 90.74%
Q4	64	33	7	0	1	5	97/105 – 92.38%
Q5	70	29	5	0	1	4	99/105 – 94.29%
Q6	72	28	7	0	1	2	100/108 – 92.59%
Q7	49	28	13	2	2	16	77/94 – 81.91%
Q8	62	31	10	0	0	7	93/103 – 90.3%
Q9	63	34	5	2	2	4	97/106 – 91.51%
Q10	56	35	9	2	1	7	91/103 – 88.35%

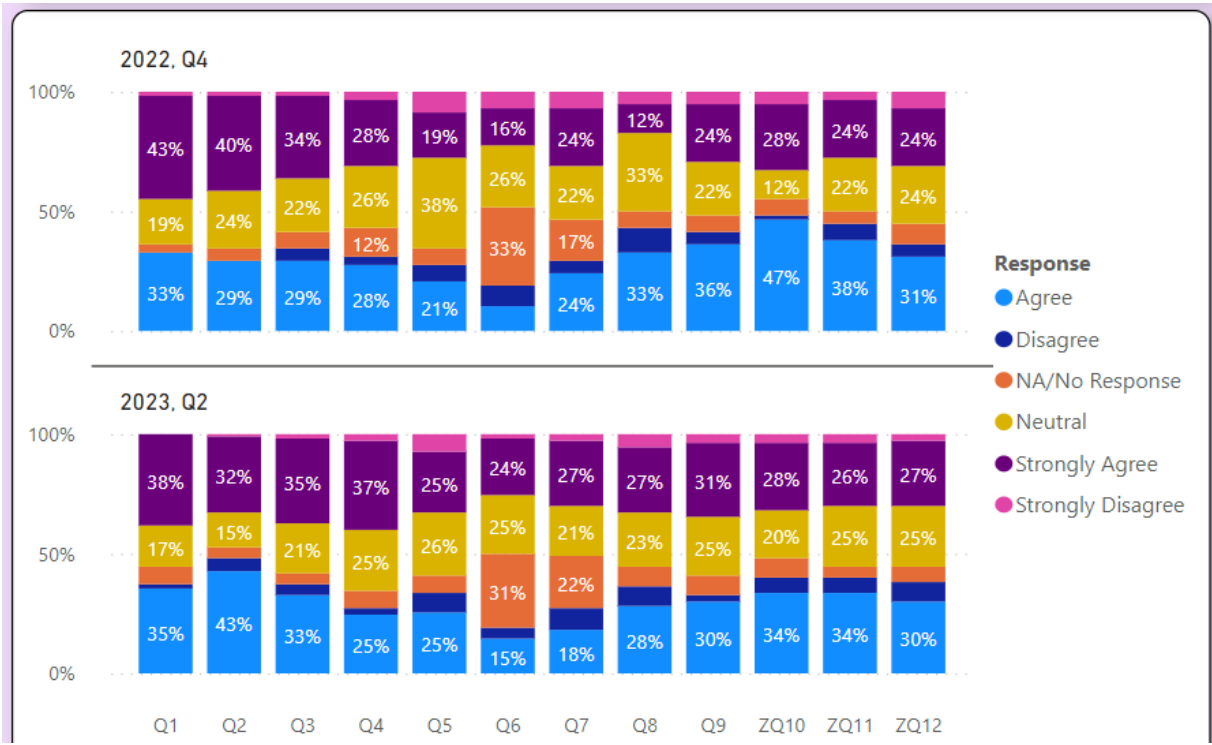


As a direct result of the services I received:

Q1: I deal more effectively with daily problems.
 Q2: I am better able to control my life.
 Q3: I am better able to deal with crisis.
 Q4: I am getting along better with my family.
 Q5: I do better in social situations.
 Q6: I do better in school and/or work.

Q7: My housing situation has improved.
 Q8: My symptoms are not bothering me as much.
 Q9: I do things that are more meaningful to me.
 ZQ10: I am better able to take care of my needs.
 ZQ11: I am better able to handle things when they go wrong.
 ZQ12: I am better able to do things that I want to do.

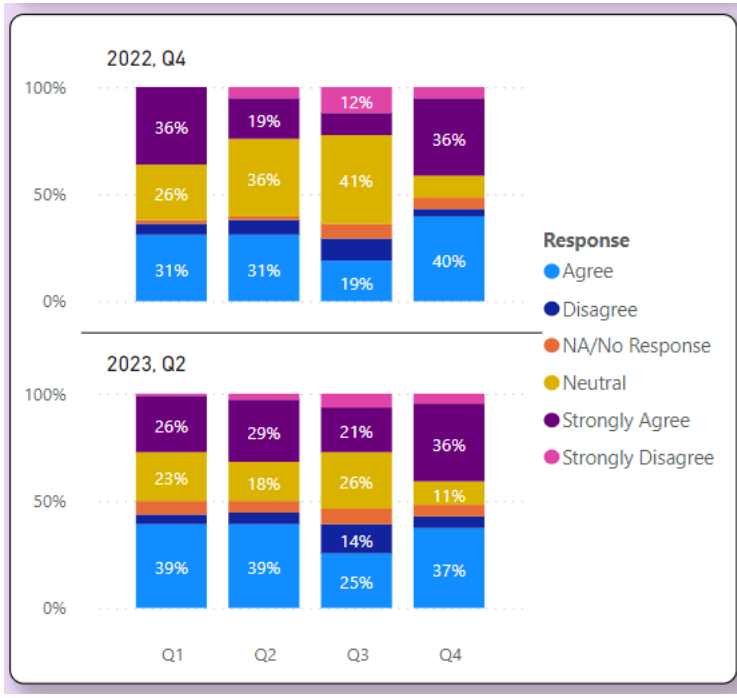
Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	42	39	19	2	0	8	81/102 – 79.41%
Q2	35	47	16	6	1	5	82/105 – 78.1%
Q3	39	36	23	5	2	5	75/105 – 71.43%
Q4	41	27	28	3	3	8	68/102 – 66.67%
Q5	28	28	29	9	8	8	56/102 – 54.9%
Q6	26	16	27	5	2	34	42/76 – 55.26%
Q7	30	20	23	10	3	24	50/86 – 58.14%
Q8	30	31	25	9	6	9	61/101 – 60.4%
Q9	34	33	27	3	4	9	67/101 – 66.34%
Q10	31	37	22	7	4	9	68/101 – 67.33%
Q11	29	37	28	7	4	5	66/105 – 62.86%
Q12	30	33	28	9	3	7	63/103 – 61.17%



For these questions, please answer for relationships with persons other than your mental health provider(s):

- Q1: I am happy with the friendships I have.
- Q2: I have people with who I can do enjoyable things.
- Q3: I feel I belong in my community.
- Q4: In a crisis, I would have the support I need from family or friends.

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	29	43	25	5	1	7	72/103 – 69.9%
Q2	32	43	20	6	3	6	75/104 – 72.12%
Q3	23	28	29	15	7	8	51/102 – 50%
Q4	40	41	12	6	5	6	81/104 – 77.88%



National MHSIP Statistics (2022 Data) vs. The Right Door (Q2 2023):

For national statistics: [2022 MHSIP Adult Report-Final-01312023 \(oregon.gov\)](https://www.oregon.gov/oha/ohsr/mhsip/2022-MHSIP-Adult-Report-Final-01312023)

Access: National: 72.8%

The Right Door: 88.6%

The access domain includes response to the following statements:

- The location of services was convenient (parking, public transportation, distance, etc.).
- Staff were willing to see me as often as I felt it was necessary.
- Staff returned my call in 24 hours.
- Services were available at times that were good for me.
- I was able to get all the services I thought I needed.
- I was able to see a psychiatrist when I wanted.

Daily Functioning: National: 59.6%

The Right Door: 63.62%

The daily functioning domain includes response to the following statements:



- My symptoms are not bothering me as much.
- I do things that are more meaningful to me.
- I am better able to take care of my needs.
- I am better able to handle things when they go wrong.
- I am better able to do things that I want to do.

General Satisfaction: National: 79.3% The Right Door: 94.31%

- I liked the services I received.
- If I had other choices I would still choose to get services from this mental healthcare agency.
- I would recommend this agency to a friend or family member.

Participation: National: 71.2% The Right Door: 93.44%

- I felt comfortable asking questions about my treatment, services and medication.
- I, not staff, decided my treatment goals.

Quality/Appropriateness: National: 80.7% The Right Door: 92.34%

The quality/appropriateness domain includes response to the following statements:

- Staff here believe my health can improve and I can recover.
- I felt free to complain.
- I was given information about my rights.
- Staff encouraged me to take responsibility for how I live my life.
- Staff told me what side effects to watch out for.
- Staff respected my wishes about who is and who is not to be given information about my treatment.
- Staff were sensitive to my cultural background (race, religion, language).
- Staff helped me obtain the information I needed so that I could take charge of managing my



illness.

- I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line).

Social Connectedness: National: 59% The Right Door: 67.48%

- I am happy with the friendships I have.
- I have people with who I can do enjoyable things.
- I feel I belong in my community.
- In a crisis, I would have the support I need from family or friends.

Treatment Outcomes: National: 56.9% The Right Door: 65.54%

- I deal more effectively with daily 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 and/or work.
- My housing situation has improved.
- My symptoms are not bothering me as much.

LOCAL SURVEY QUESTIONS:

Local Survey Questions:

Q1: If receiving Individual Outpatient Therapy or Group Therapy: My outpatient therapist treats me with dignity and respect.

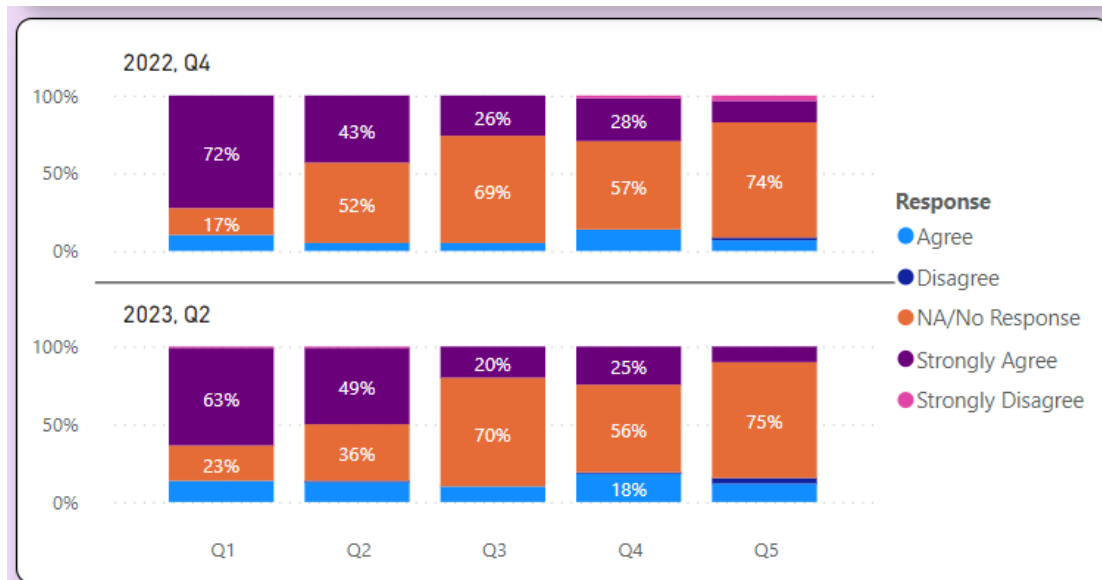
Q2: Please answer if receiving Case management Services: My case manager/supports coordinator treats me with dignity and respect.

Q3: Please answer if receiving Intensive Case management Services: My intensive case manager/supports coordinator treats me with dignity and respect.

Q4: If you've received crisis response services (pre-screen for hospitalization, Urgent Psychiatric Care with a Medication Services provider, or crisis diversion): I am satisfied with crisis services provided by The Right Door.

Q5: If you've received AFTER HOURS services (called the 24/7 crisis line and received crisis response services after normal business hours): I am satisfied with after hours crisis services provided by The Right Door.

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	69	15	0	0	1	25	84/85 – 98.82%
Q2	54	14	0	1	1	40	68/70 – 97.14%
Q3	22	11	0	0	0	77	33/33- 100%
Q4	27	20	0	1	0	62	47/48 – 97.92%
Q5	11	13	0	4	0	82	24/28 – 85.71%





Comments Q1: If receiving OPT or Group Therapy: My outpatient therapist treats me with dignity and respect.

Response

"Golden Rule"

As stated before. Ashley is a gem

Chris has been awesome to work with. I am thankful for everything he has done for me. Could not be happier with the help he has given me.

Chris is very professional.

He is the best person for me to chat with... Mt therapist is awesome

I am very please with my care and she makes me feel like she cares and respects me .

I don't have a therapist because of transportation.

I feel seen and heard

I not going to a counselor

I Very much appreciate how Rob listens to me and help me understand the things I've been through growing up

I would like to find a therapist that takes my insurance.

I've been in counseling since around the age of 8 Brian Post is not. Only the best therapist I've ever had but best man I've ever enjoyed being around with full trust

I've been to the hospital they help with enough support

Marci is very nice and caring.

N/A

No

No comment.

No comments

None

Rob treats me with highest dignity and professionalism.

She helps me get through things

We just get along really well and that definitely helps with how I deal with everything else in mu life.

well open conversation promoting proving and our tely doing something in which we are most well wegetting and encourage bye ourselves to be viewed and developed us and to pass alone.

Comments Q2: If receiving CSM: My case manager treats me with dignity and respect.

Response

Brooke is amazing. I'm so glad she's the person I get to see in jail. Patricia has lots of great ideas as well!

Case manager provides great services.

Compassionate and understanding.

I feel as if I'm actually able to express myself

I really like Frantzie. She helps me quite a bit.

I would like to have case management

Keyla is great person. She helps me stay on top of appointments and other life stuff.

Kim is awesome!

N/A

Nick honors my rights.

No

No comments

None

[REDACTED]

She hasn't givv by giving me a report she last did . I asked for a copy.



Comments Q3: If receiving Intensive CSM: My intensive case manager treats me with dignity and respect.

Response

Agree

Don't believe I was in that

I am treated well

I don't have an intensive case.

N/A

Nick is helping me get my social security

No

Comments Q4: If you've received crisis response services (pre-screen for hospitalization, Urgent Psychiatric Care with a Medication Services provider, or crisis diversion): I am satisfied with crisis services provided by The Right Door.

Response

N/a

I am go to recommend as many ppl as I can too right door rather I know them or not, because you have helped me very much a.d I am doing so much better emthan before but still git a lit to do yet.

I only got urgent care at emergency room.

Laurie Davis and Olivia took right over when I got out of the hospital and is keeping me stable.

N/A

Na

need anxiety meds

No comments

None

questionable?

They could do better when you call in and need to talk to somebody.

They have to honor my wish and not send me to pine rest.

Unless I hurt myself, another person, or commit a crime, my issues are ignored.

Counseling ends up being more like top notch gas lighting.



Comments Q5: If you've received AFTER HOURS services (called the 24/7 crisis line and received crisis response services after normal business hours): I am satisfied with after hours crisis services provided by The Right Door.

Response

- After hours is worthless. Crisis is usually ignored or only followed with the wellness check by police and no more.
- I haven't had to use the service yet so I'm not sure
- I haven't needed to use it.
- I've contacted the service depression once.
- I've never called the crisis services.
- N/A
- Na
- never called? Better lines crisis response better community support activity I have board games.
- No
- No comments
- None
- The people are nice.
- They could do better when you call in and need to talk to somebody.
- yes

PEER SUPPORT SPECIALIST SURVEY QUESTIONS

If working with a Peer Support Specialist (Dennis Gaskin, Rob Weiland, Melissa Schott, Shelly Joldersma, Lexie Doty):

- Q1: My Peer Support Specialist treats me with dignity and respect.
- Q2: If I had questions about my diagnosis, did peer staff help direct me to a place for me to learn more?
- Q3: Working with a Peer Support Specialist has had a positive impact on my mental health.

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	37	14	0	0	3	56	51/54 - 94.44%
Q2	24	29	0	3	1	53	53/57 - 92.98%
Q3	27	19	0	1	1	62	46/48 - 95.83%

Comments Q1: My Peer Support Specialist treats me with Dignity and Respect.

Response

- Don't have peer support
- Have none
- Have not seen yet
- I get along with Lexi really good. She's been there for me.
- I have no idea who my peer support were
- I haven't met with my Peer Support yet.
- I love love love patrica!!!!
- I worked with Melissa Schott
- My peer support person is incredibly helpful
- N/A
- Na
- No comment.
- No comments
- None
- Not working with peer support
- Payton
- Rob Weiland is very kind and supportive.
- She listens to me.
- Shelly- My strength
- Specifically speaking to Dennis, Caleb & Dr Sanchez..!!

Comments Q2: If I had questions about my diagnosis, did peer staff direct me to a place for me to learn more?

Response

- Always ?tions
- I have not asked again, but I will.
- I wouldn't ask my peer support
- N/A
- Na
- No
- No comments
- None
- Shelly is very helpful.
- sometimes it's good to learn new things
- Wasn't available to me.
- Yes, I'm just not ready.

Comments Q3: Working with a Peer Support Specialist has had a positive impact on my mental health.

Response

Dennis is amazing, time spent with him is a life saver!!

Have not started working with a peer support specialist yet

I don't have any

I don't know

I get heir on what I need

I haven't had a lot of time with her so I am really neutral.

I learned to respect others and easily gratitude about my surroundings CHILL MYSELF OUT be truthful

I look forward to our weekly outings.

N/A

Na

No comment.

No comments

She showed me how to do my strength.

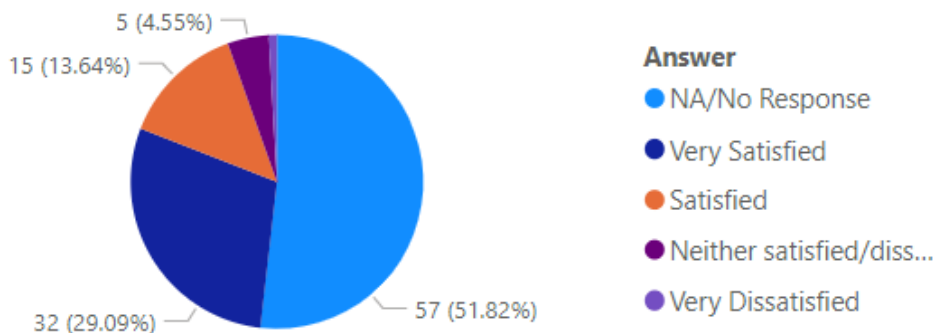
to be continued

We didn't go forward with the peer system

Yes, I feel positive when I'm with her.

Overall Satisfaction with Peer Support services: 47/53 – 88.68%

Overall, how satisfied are you with the quality of services you receive while working with a Peer Support Specialist?

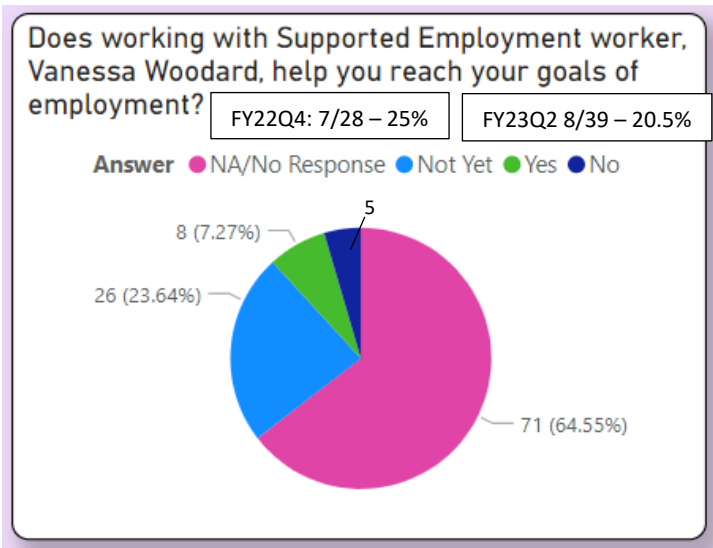


Comments on Overall Peer Support Satisfaction:

Response

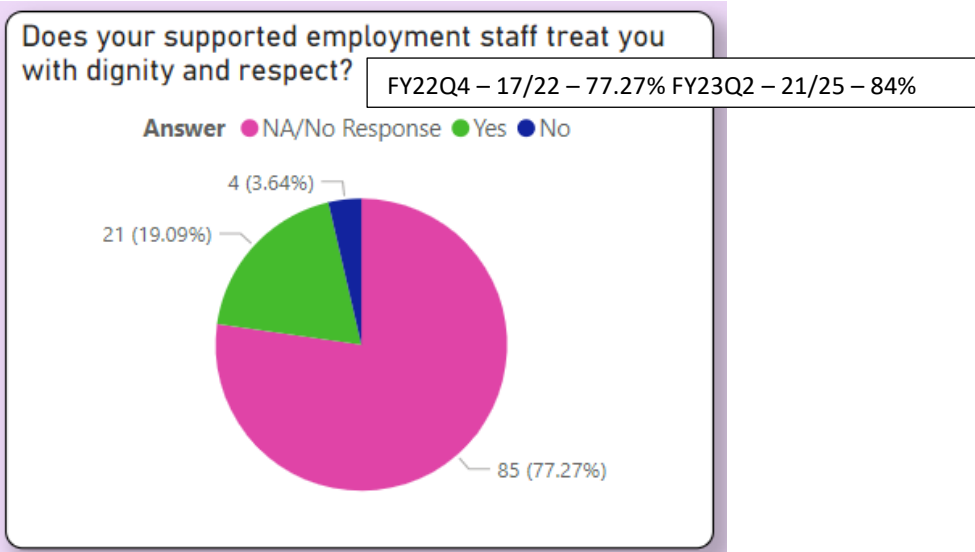
- good job
- Have not started working with a peer support specialist yet
- I don't have one
- I need understanding of peer support
- N/A
- Na
- No comments
- Rob is awesome
- Satisfied when it comes to what there is
- She has really helped me out.
- she help me work through things
- She is very nice.
- We do what we need to! Thanks a bunch

SUPPORTED EMPLOYMENT QUESTIONS



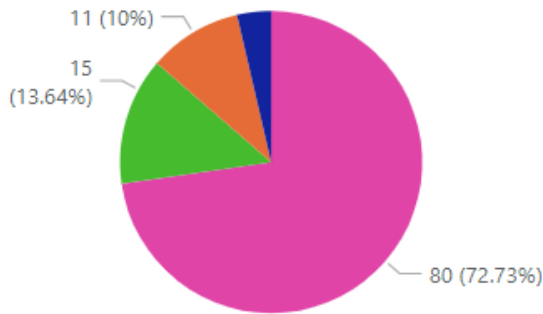
Comments:

- Always looking out and taking care of my needs
- Disability
- I am not looking for work
- I have not heard of this service but I am interested to work with someone who can help support me in my career.
- I have not worked with them
- I wouldn't change her for any 1 else
- I'm disabled and can't work. I've tried, believe me.
- Look forward to it
- N/A
- N\A
- Na
- No comments
- No job
- Not working with her right now.
- working together openness self drive and proceeds companies being companies proceeding yes. Working hard Money grows money makes more highly respectful shared and always developed.



Did you find all the employment-related services you were looking for at The Right Door?

Answer ● NA/No Response ● Yes ● Not Yet ● No



FY22Q4 – 14/26 – 53.85% FY23Q2 – 50%

Comments

- counseling is a med dr
- easier job still high pay understanding and adiquit finding development
- I am retired
- I would like to know more about this service.
- I'm not looking for work.
- N/A
- N\A
- Na
- need transportation
- Nothing
- Still working on some things yet
- Waiting on disability decision

TELEHEALTH QUESTIONS

Q1 - I like receiving services using telehealth (Zoom or Microsoft Teams).
 Q2 - I wish I could use telehealth (Zoom or Microsoft Teams) more.
 Q3 - I wish I never had to use telehealth (Zoom or Microsoft Teams).
 Q4 - I felt like my provider fully explained telehealth (Zoom or Microsoft Teams) to me before using it and I was ready for our appointment(s).

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A/No response	Total SA/Agree Responses
Q1	34	23	0	7	3	43	57/67 – 85.07%
Q2	15	21	0	19	6	49	36/61 – 59.01%
Q3	6	9	0	20	23	52	15/58 – 25.86%
Q4	35	26	0	2	4	43	61/67 – 91.04%

Comments Q1: I like receiving services using telehealth.

Response

better services plain and simple

convenient for all

easy to use

I care for 3 children, and my soon to be ex husband took insurance off my vehicle so this helps me a lot.

I just like in person.

I like the personal touch.

I like the privacy in the office since I don't live alone.

I missed less appointments than in person but that's just my thoughts, I could be wrong.

It helps me when I don't have rides .

It is convenient when unable to do in person, but person to person is always better.

NA zoom is easier

Nothing

Prefer in person

Sarah responds/interacts much more in person

Teams doesn't ever work!!!! Makes mental health worse not better

They understand me and my privacy.

To deficult to figure out seems impersonal.. and constantly thinking is someelse in the room

Would rather talk to staff in person.

Comments Q2: I wish I could use telehealth more.

Response

I like telehealth but I have a hard time using it.

I love being truthful and face to face with my psychiatrist

N/A

n/a better

No

Nothing

Read 38.

smooth

wouldn't have to leave my grandma alone but now I can.

zoom is easier

Comments Q3: I wish I never had to use telehealth.

Response

I just don't care for it.

I like zoom

I wish I was more confident using telehealth

It's ok.

N/A

No

Nothing

Only because of Covid



Comments Q4: I felt like my provider fully explained telehealth to me before using it and I was ready for our appointment(s).

Response

Get a better service. There's google meet, blue jeans, zoom. Ditch Microsoft already!!!

I dont know what telehealth is for some reason

I like to talk more in person

I love using telehealth in troubled times, but in person works better for me personally.

I think it works great.

It should of never been invented

It's ok. I'd rather be in person.

make sure the emails are sent out on time and marked as important on patients end

N/A

N/A

Na

No

Thanks to brenda, Dr Sanchez and john im still alive

THEY CONTACTED ME EXACTLY WHAT THEY SAID

understanding wide area itself, wide range mental illness peal pills update and urself a hole lot more

well I'm good meeting face to face

worked well