



FY25

Satisfaction Survey Results

Medication Services Survey

Received Surveys: 41

Question	FY23 Strongly Agree/Agree	FY24 Strongly Agree/Agree	FY25 Strongly Agree/Agree
Q1 Medication Services Staff (nurses, psychiatrist, nurse practitioner) paid attention to what I said.	108/110 – 98.18%	53/53 – 100%	41/41 – 100%
Q2 Medication Services staff (nurses, psychiatrist, nurse practitioner) gave me enough information about medications to make decisions about which medications were best for me.	105/110 – 95.45%	51/52 – 98.07%	41/41 – 100%
Q3 Since receiving Medication Services from The Right Door, my life has improved.	94/102 – 92.16%	49/53 – 92.45%	39/41 – 95.12%
Q4 Medication Services staff connect me to my primary care or other specialty provider when I have health issues or need further assistance with my health.			40/40 – 100%
Q5 Please rate your satisfaction with the services you have received from The Right Door Medication Services Staff (nurses, psychiatrist, nurse practitioner).			41/41 – 100%

Comments Q1: Medication Services Staff (nurses, psychiatrist, nurse practitioner) paid attention to what I said.

- We work as a team
- every little help I can get for my daughter
- I'm beginning to get my courage back in coming here and leaving my house
- Always attentive to needs and offer explanations that are understandable.
- The nurses listen to me and my son very well and are very easy to work with.
- Everyone has always been extremely helpful, especially during my Spavato treatments.

Comments Q2: Medication Services staff (nurses, psychiatrist, nurse practitioner) gave me enough information about medications to make decisions about which medications were best for me.



- anything that will help her
- The medications my son is taking work very well for him.
- I liked that the fact that any changes are discussed with me in great detail.

Comments Q3: Since receiving Medication Services from The Right Door, my life has improved.

- in the middle still needs some work
- Always good about getting us in sooner need be.
- My son is able to pay attention in school and is able to sit still and learn.
- didn't notice changes
- As much as it can given all of my current barriers in life.

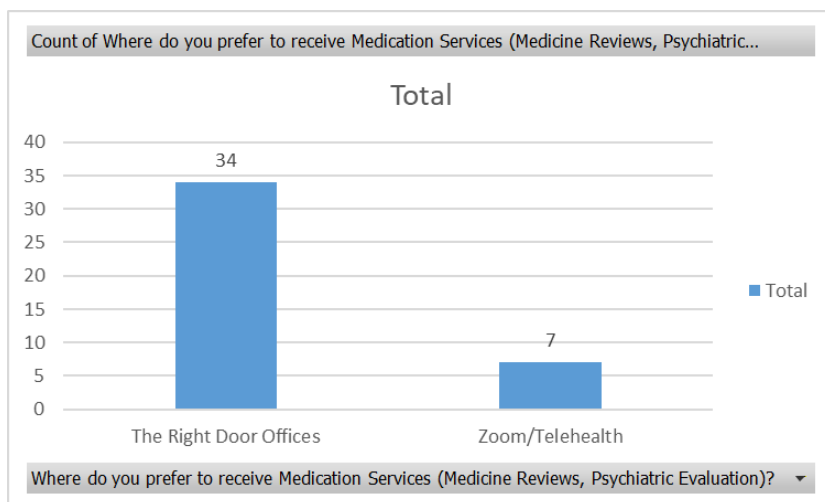
Comments Q4: Medication Services staff connect me to my primary care or other specialty provider when I have health issues or need further assistance with my health.

- i have stoped seeing dr smith he continually asked me what hurt and I continually told him my right side it took him five years to prescribe a mild muscle relaxer for my tennis elbow after I told him about 3 to 5 years prior I would like some then he tried to convince me it was his idea an that it helped my blood pressure go down this is after I asked for something when I first started to see him
- It can sometimes be difficult to get a message to my provider.

Overall Comments:

- Overall great experience, EVERY visit.
- Thank you for all you do!
- could you add injections to the portland office

LOCATION PREFERENCE





Comments about location preference:

Row Labels	Count of Other Location(s)/Comments:
Belding	3
I am willing to be assigned a case manager out of the PORTLAND location, as I have not had success with the ones I have been assigned here in Ionia.	1
It would be nice if I could get my injection at the Portland office.	1
Right Door Office also works	1
Sometimes Zoom	1
Grand Total	7

DEMOGRAPHICS:

I have been in services for:	
This is my first visit.	1
Less than 3 months	2
7-12 months	2
1-2 years	11
3-5 years	17
More than 5 years	8
Grand Total	41

AGE: 36 Responses

Average Age to respond:

- 31.39 years old

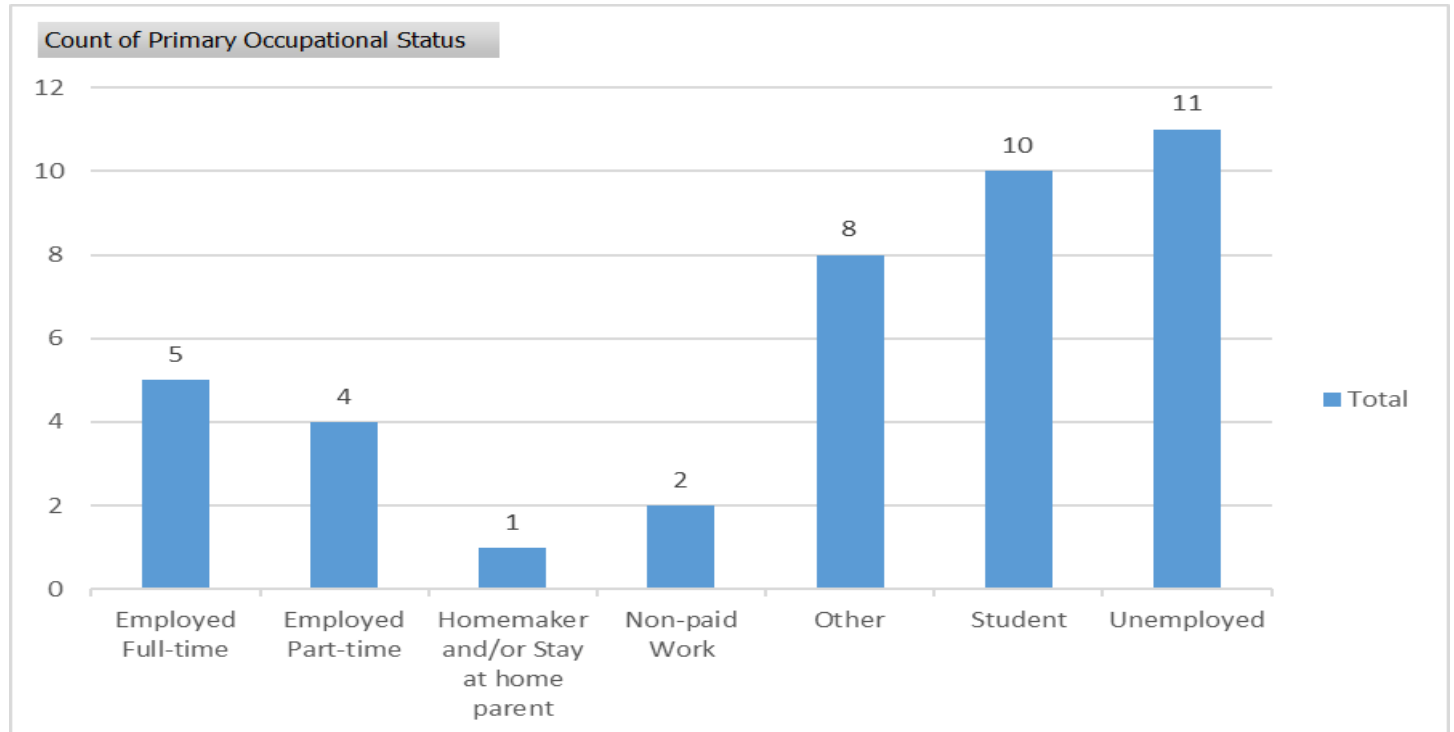
Oldest Age to respond:

- 77 years old

Youngest age to respond:

- 8 years old

PRIMARY OCCUPATIONAL STATUS



WHO ANSWERED?

