

Consumer Satisfaction Survey Results

For the fiscal year 2003, (October 2002 – September 2003), over 450 people completed satisfaction surveys here at Hiawatha Behavioral Health. The surveys include both open and closed cases. Below are the results from the (8) questions that were asked including the cumulative or overall satisfaction from the last two years. The data represents the percentage of consumers, parents and guardians that answered either satisfied or very satisfied to the following questions.

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| 1) My case manager is courteous and respectful. | 98.9% |
| 2) I received clear explanations of treatment and support choices. | 95.9% |
| 3) My rights as a consumer of mental health services are respected. | 98% |
| 4) I feel free to complain when I am not satisfied. | 95.2% |
| 5) My cultural and ethnic values are respected. | 97.9% |
| 6) The services and supports that I receive are based on my needs and desires. | 95.1% |
| 7) I would recommend Hiawatha Behavioral Health to a friend. | 96.4% |
| 8) Overall, I am satisfied with my experiences at Hiawatha. | 95.7% |
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| The overall satisfaction for fiscal year 2003 | 96.6% |
| The overall satisfaction for fiscal year 2002 | 83.1% |