

Customer Satisfaction Results

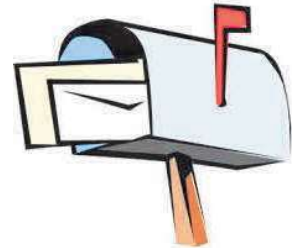
All five CMH boards in the U.P. use the same survey tool and methodology for implementation of customer satisfaction. Consumers who develop an Individual Plan of Service (IPOS) or who are discharged during the month receive a survey.

Fiscal Year 2018

Total Surveys Mailed Out: 1882

Total Surveys Returned: 321

Return Rate: 17%



Question	# of Responses	% Satisfied
Appointments are scheduled at times that work best for me.	321	98%
I am informed of my rights.	321	98%
I feel better because of the services received.	321	92%
I know what to do if I have a concern or complaint.	321	95%
Staff are sensitive to my cultural/ethnic background.	319	98%
I was able to get the type of services I needed.	317	88%
My wishes about who is and who is not given information about my treatment are respected.	319	97%
My wishes about who is and who is not involved in my treatment are respected.	319	97%
I am satisfied with the telephone crisis service when calling the crisis line after 5pm on weekdays and/or on weekends.	102	91%
I would recommend these services to a friend or relative.	299	94%

Pathways has been there for me in times of need. Thank you!

The staff are very polite, professional, and respectful. I look forward to my interactions with them.

Pathways is my "life line". I don't know how or if I could cope with everything without all of the help and understanding I receive from this service. I have someone I can count on and reach out to.

Very good services and great workers!