



FY23 Quarter 4

Satisfaction Survey Results Medication Services Survey

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

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

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

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Blank	Q4 Strongly Agree/Agree percentage	Q2 Strongly Agree/Agree percentage
Q1	75	33	1	1	0	0	108/110 – 98.18%	79/82 – 96.34%
Q2	62	43	2	0	3	0	105/110 – 95.45%	79/81 – 97.53%
Q3	44	50	6	2	0	8	94/102 – 92.16%	74/80 – 92.5%

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

Great at answering questions

I absolutely love Laurie

Nice

Paid attention and understanding

They listened to my concerns and helped with my son.

When i called with medication issues the staff was kind and attentive.

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.

Always helped.

Answered all questions that I had.

I told her they weren't always working.

Missed the first appointment due to work schedule and no information being passed by office staff.

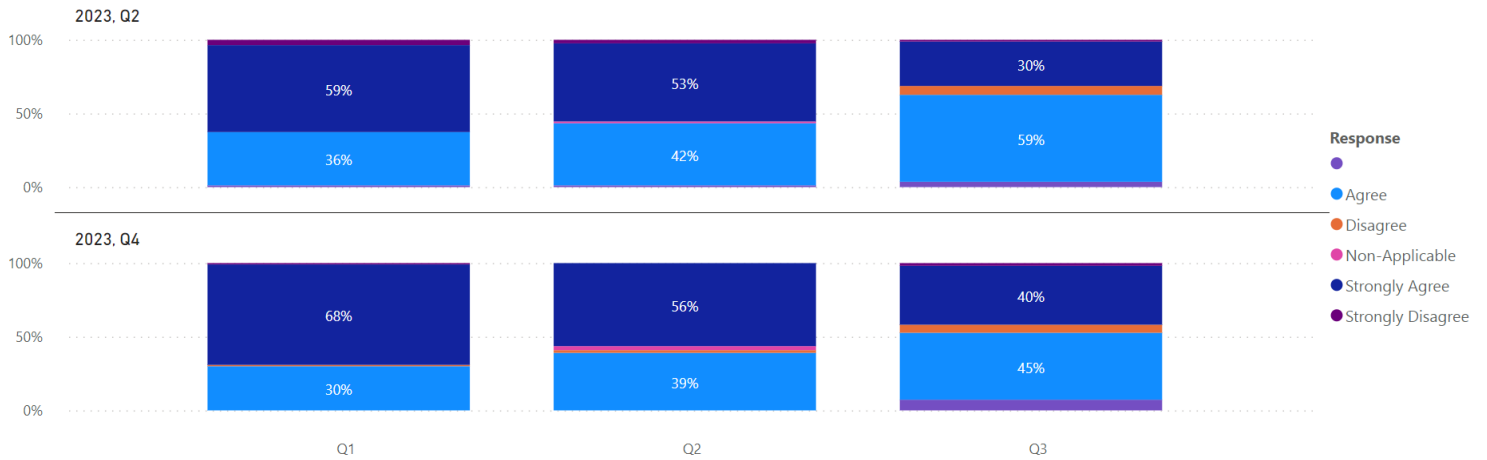
Nice

Yes/no some side effects I didn't know till happening



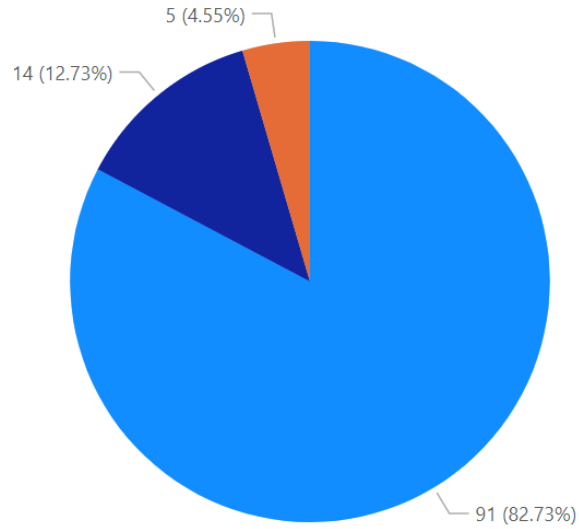
Comments Q3: Since receiving Medication Services from The Right Door, my life has improved.

- First visit
- Had to stop meds. Talked to a nurse. Had a genic test for possible meds.
- Haven't been receiving services for long
- I feel lots better
- I feel the meds are not working, but Sue is helping me with that.
- I have not started any yet.
- Medication isn't working currently.
- More tired
- My son has blossomed on his new meds.
- Neither agree or disagree
- not all communication is passed to both parents.
- Not sure
- Only because it hasn't been taken continusly.
- Somewhat
- Still dealing with things, new things added.
- Thank you.



LOCATION PREFERENCE

● The Right Door Offices ● Zoom/Telehealth ● Blank

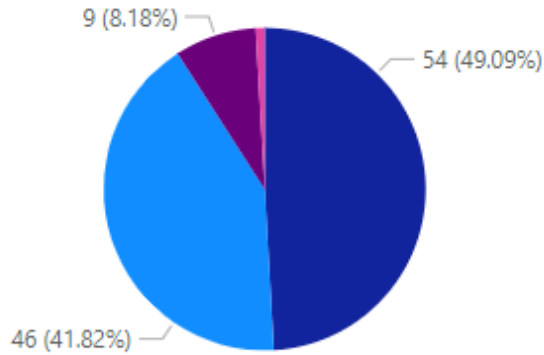


Other Location(s)/Comments:

- Answer both
- Answered both
- Answered both. Do not like bluejean app. Nothing works correctly.
- belding
- Belding 1st Ionia 2nd
- Belding office
- Both are fine.
- Either will be fine.
- his doctor
- Ionia
- Need help
- Portland office only
- Portland Right Door
- Spectrum Halth my doctor.

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.

Response ● Very Satisfied ● Satisfied ● Dissatisfied



Comments

As of last known PCP is not informed of RD services.

First visit

Haven't been receiving services for long

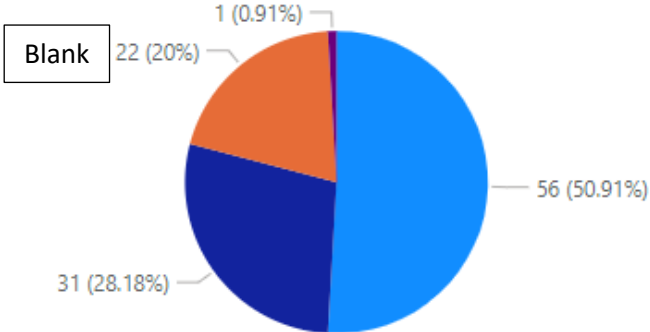
I like CMH

N/A

Not sure yet.

Please rate your satisfaction with the services you have received from The Right Door Medication Services Staff (nurses, psychiatrist, nurse practitioner).

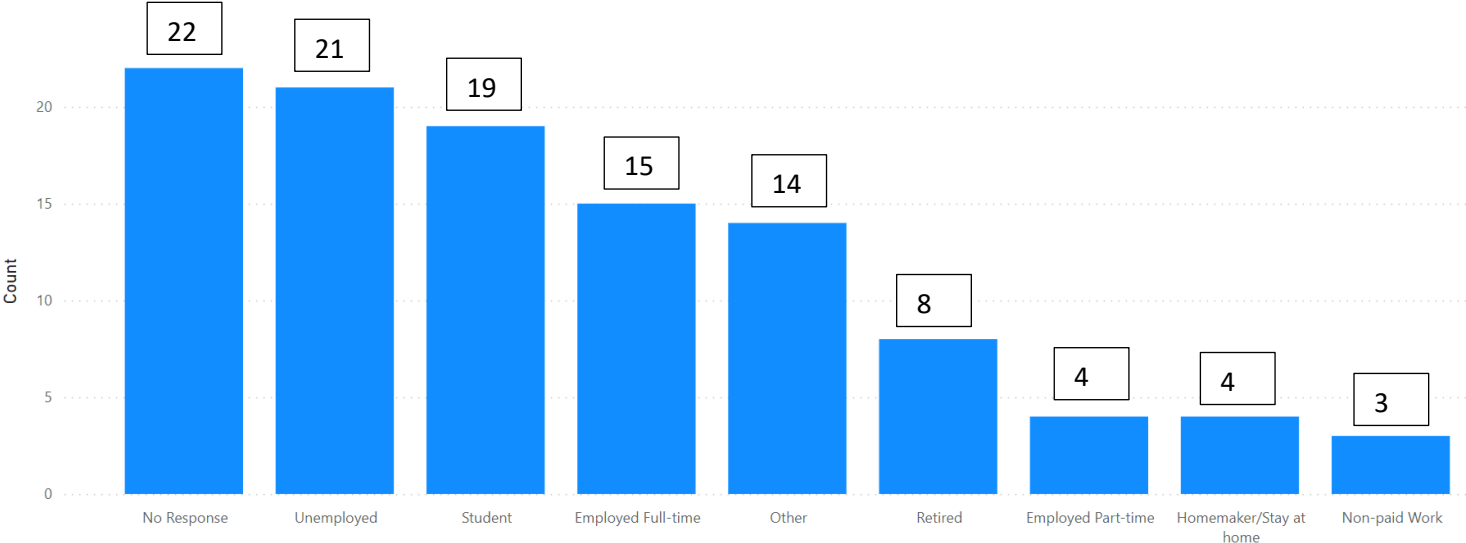
Response ● Very satisfied ● Satisfied ● Dissatisfied



Comments

didn't see major changes

DEMOGRAPHICS:



If Other above, please specify:

Did not answer.

Disability

Disability SSDI

Disability/commissioned

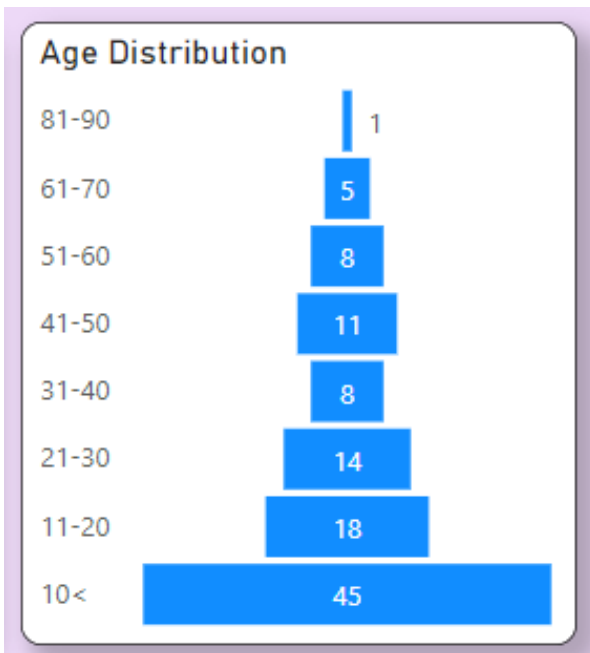
disabled

Disabled.

Don't have a job

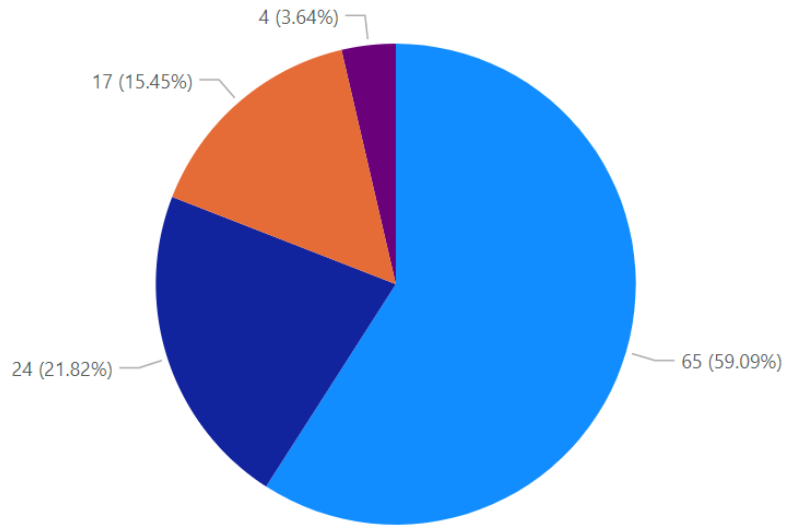
on SSI

SSI



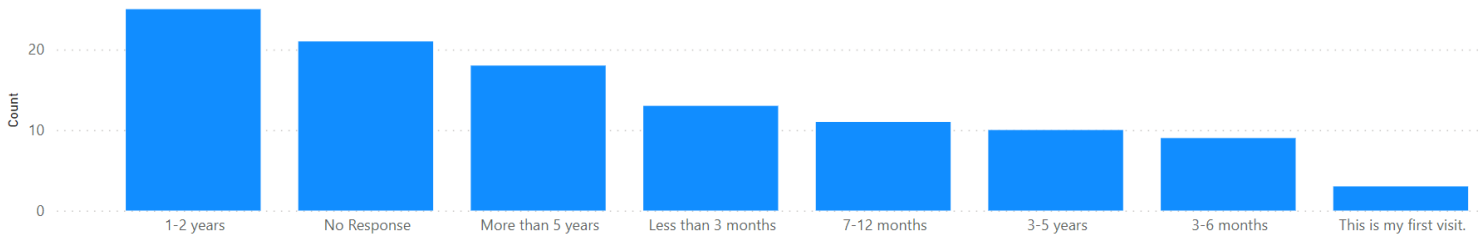
WHO ANSWERED THESE QUESTIONS?

● Myself
 ● No Response
 ● Someone on my behalf
 ● Myself assisted by someone who read the questions or clicked/wrote answers



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I HAVE BEEN IN SERVICES FOR (OPTIONAL):



I have been in services for (optional):	Count
1-2 years	25
No Response	21
More than 5 years	18
Less than 3 months	13
7-12 months	11
3-5 years	10
3-6 months	9
This is my first visit.	3