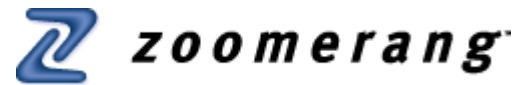


# LPND Consumer Family and Stakeholder Survey

## Cross Tab Report



Date: 4/8/2010 8:19 AM PST  
 Responses: Completes  
 Filter: No filter applied

### 1. Please indicate which best describes your relationship with MHMRA of Harris County (Check only one box).

I Receive Services at a Clinic		253	70%
I have a family member or friend who gets services at MHMRA of Harris County		58	16%
Community Provider		12	3%
Member of Advocacy Group		7	2%
Interested Citizen		12	3%
Center Staff		6	2%
Other, please specify		16	4%
Total		364	100%



### 2. At which clinic do you receive services?

Northwest Clinic		183	42%
Ripley		7	2%
Southeast Clinic		136	31%
Southwest Clinic		105	24%
UT/HCPC Outpatient Clinic		2	0%
Total		433	100%



### 3. Are you a Harris County Resident?

Yes		440	96%
No		17	4%
Total		457	100%















- 4.** Are you aware that all Centers are now required by state law to explore contracting services they currently provide to interested third parties?

Yes		154	34%
No		300	66%
Total		454	100%








- 5.** If you answered "No" to Question 4, would you like to receive additional information regarding changes that may affect the services at the Center?

Yes		196	54%
No		170	46%
Total		366	100%






- 7.** On the list below, please identify the THREE most important factors you consider when choosing a provider for services:

Convenient Location		258	56%
Pharmacy on site		154	34%
Transportation available		160	35%
Length of appointment		76	17%
Clean Environment		141	31%
Wait time to see the doctor		166	36%
Cost of services		115	25%
Bilingual Services and materials		21	5%
Religious and spiritual values		39	9%
Cultural/Ethnic Sensitivity & Knowledge		31	7%
Reputation of Provider		66	14%
All services at the same location		122	27%
Availability of crisis services		69	15%
Other, please specify		16	4%

- 8.** What service(s) would be most important for you to have a wider pool of providers to choose from?





Crisis Services		119	28%
Respite Services		27	6%
Help to find and get a job		108	25%
Doctor Services for MHMR		181	42%
Counseling		165	38%
Help to find and get a place to live		98	23%
Learning the skills to take care of your self and live a better life		138	32%

**9.** How important is a choice of providers to you?



Not Important At All		17	4%
Not Very Important		8	2%
No Opinion		33	7%
Somewhat Important		87	19%
Very Important		304	68%
Total		449	100%




PLEASE ANSWER THE FOLLOWING QUESTIONS ONLY IF YOU OR A FAMILY MEMBER RECEIVE SERVICES FROM MHMRA OF HARRIS COUNTY

**10.** From which clinic do you or your family member receive services?

Northwest Clinic		176	43%
Southwest Clinic		94	23%
Ripley		7	2%
Southeast Clinic		129	32%
UT/HCPC Outpatient Clinic		2	0%
Total		408	100%








**15.** On a scale of 1 to 5 how satisfied are you with the services you receive at MHMRA?

Very Unsatisfied		14	3%
Somewhat Unsatisfied		14	3%



Neutral		45	10%
Somewhat Satisfied		103	24%
Very Satisfied		260	60%
Total		436	100%

PLEASE ANSWER THE FOLLOWING QUESTIONS ONLY IF YOU HAVE MADE APPLICATION OR CONSIDERED MAKING APPLICATION AS AN EXTERNAL PROVIDER



**16.** How did you hear about MHMRA's RFA?

Word of mouth		16	26%
MHMRA Website		3	5%
MHMRA Employee		9	15%
Advertisement		0	0%
State website		5	8%
MHMRA Client/Patient		12	19%
Professional Publication		6	10%
Other, please specify		18	29%

**17.** Have you made application to be an External Provider for MHMRA?

Yes		17	25%
No		52	75%
Total		69	100%







**18.** If you answered "No" to Question 17, do you intend to make application?

Yes		11	20%
No		44	80%
Total		55	100%

8 Responses

**19.** If you have considered applying to be an External Provider but did NOT apply, what were your reasons?

Application process too lengthy		9	17%
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Application was too difficult to understand		7	13%
Did not meet criteria to apply		5	9%
Difficulty with getting information to apply		4	8%
Reimbursement for services too low		9	17%
Found other more appealing opportunities		4	8%
Disagreed with service philosophy		0	0%
Prefer to work with different population		3	6%
Do not believe I would qualify		11	21%
I will apply in the future		12	23%
Other, please specify		14	26%

For more information please contact us at the number below or visit our website at [www.mhmraharris.org](http://www.mhmraharris.org) or send us your concerns or questions at [mhnetworkdevelopment@mhmraharris.org](mailto:mhnetworkdevelopment@mhmraharris.org) THANK YOU FOR YOUR HELP WITH THIS SURVEY - YOUR OPINION COUNTS! MHMRA of Harris County MH Network Management 7011 Southwest Freeway Houston, TX 77074 713.970.3400 Telephone 713.970.3387 Fax

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