

**Qualitative Analysis of Comments  
Consumer Survey 2008**



**June 2009  
410 Capitol Avenue  
Hartford, CT 06134**



**ACKNOWLEDGEMENTS AND CONTACT INFORMATION ..... II**

**EXECUTIVE SUMMARY ..... 3**

**METHODOLOGY ..... 4**

**RESULTS ..... 5**

- Positive ..... 5
- Helpful ..... 6
- Good Job ..... 7
- Staff ..... 8
- Services ..... 10
- Thanks ..... 11
- Therapist ..... 12
- Environment ..... 13
- Time ..... 14
- Employment ..... 15
- Recovery ..... 16
- Problems ..... 17
- Basic Needs ..... 18
- Communication ..... 19
- Doctor ..... 20

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## Executive Summary

The Connecticut Department of Mental Health and Addiction Services (DMHAS) conducts an annual survey to learn about consumers' experiences with our public state-operated and community-funded service delivery system. The 23-item version of the Consumer Survey developed as the Mental Health Statistics Improvement Program's (MHSIP) *Consumer-Oriented Mental Health Report Card* has now been used for six years. Consumers/individuals in recovery who received treatment for substance use and/or mental health disorders completed the survey.

DMHAS has added some additional content to the original MHSIP survey, including one open-ended question, which was first added in FY2007: "Is there anything else that you would like to tell us about your services here?"

In FY 2008, 5,173 rows of comments were received through the DMHAS Consumer Survey data entry process. Of these, 3,661 were retained as usable cases. Comments to the effect of "No", "N/A", "Client did not respond," or simple "Thank you" were filtered from the set.

This report will review the most common themes emergent from these qualitative data. The 15 most common themes from this year's comments are:

Code/Theme	Number of occurrences*
Positive	1149
Helpful	1125
Good job	829
Line staff	788
Services	464
Thanks	368
Therapist	330
Environment†	287
Time	247
Employment	183
Recovery	147
Problem	144
Basic needs	135
Communication	120
Doctor	117

\* These numbers are not unduplicated counts; textual items were often coded with more than one theme at a time.

† "Environment" was somewhat artificially inflated due to an optional question added to the survey by one large private non-profit provider. Most comments were simple yes answers to "Is this facility clean and tidy?"

The analysis in this Consumer Feedback Report uses a qualitative analysis technique called Grounded Theory to group consumer comments into keywords and categories. Grounded Theory emphasizes the generation of ideas from data, rather than testing a pre-existing hypothesis as is done in much traditional research.<sup>1</sup>

As can be seen in Table 1, positive themes are predominant in this dataset, which complements the results from the FY 2009 Consumer Survey, which indicate that the majority of our consumers are satisfied with the treatment they receive through the DMHAS provider network. However, there is always room for improvement and there are a number of themes that emerged that indicate that many respondents feel that their needs are not always being met.

<sup>1</sup> Strauss, A. (1987). *Qualitative analysis for social scientists*. Cambridge, England: Cambridge University Press.

## Methodology

### *Data Collection*

All qualitative data analyzed in this report are responses to one question on the DMHAS Consumer Survey: “Is there anything else that you would like to tell us about your services here?” While many respondents to the survey tend to leave this area blank, thousands of people did take the time to write in some feedback. These comments were then entered into the DPAS Consumer Survey System, and then later extracted *en masse* with other Consumer Survey data.

This process is not without its challenges. Sometimes handwriting is difficult to read. Data entry personnel may interpret a written word in different ways. Additionally, database queries can cut long strings of text short. Inevitably, there is some data loss between the initial sharing of the comment and analysis.

### *Analysis*

Once the textual data was extracted from the Consumer Survey System, it was imported into SPSS 15.0 for further formatting. Records with text comments were isolated from the rest of the Consumer Survey dataset. We then built flags for levels of care, which enabled us to sort comments by program type and break the large text document into sections for analysis.

We decided to detach demographic data from comments for this year’s analysis, for two main reasons. The first reason is for simplicity. We feel that it is more important to look at the kinds of comments associated with levels of care, rather than to delve into the myriad details of what kind of person made these comments. The second reason is that we wanted to avoid unnecessary bias in the interpretation. Qualitative analysis is different from quantitative analysis in that it is a very human task. A computer can greatly assist in forming categories by finding certain words, but it is the human who comes up with the ideas and finds the patterns, takes the notes, makes memos to herself, and pursues additional lines of inquiry.

Many lines of text were coded with multiple themes. As you read through this report, you will notice that some quotations could have easily been placed in other categories. Many statements are complex and contain several ideas to parse. It is a rich dataset.

We used ATLAS.ti qualitative analysis software to assign codes/categories and query the data.

### *Reporting*

In this report, we present examples of comments that correspond to each of the 15 most common themes identified in the FY2008 consumer survey data. At times, it has been difficult to choose which comments to include and exclude in this report. A full listing of all comments received will be published on the DMHAS website, organized by theme, in a separate document.

Some of the comments presented in this report have been lightly edited for subject-verb agreement and spelling.

We hope that this analysis will provide valuable feedback on the strengths and weaknesses of the DMHAS provider network, and assist with future planning and improvements.

## Positive

As mentioned previously in this report, the most commonly used code in our qualitative analysis was “*positive*”. Positive comments comprised a large part of our dataset. We determined if a comment was positive by searching on terms such as “great”, “outstanding”, “wonderful”, “excellent”, “good”, etc., but other comments were added through reading and interpretation.

- All counselors were very informative and helpful I had 4 counselors, with slightly different personalities and methods which actually helped maintain and increase my interest. Thank you!
- All programs are outstanding and especially case management. It's a great component. I love [agency]. Everyone helps according to their area of expertise. This is the best program and providers I've ever worked with. Thanks.
- Best treatment program I have ever been in. Ratio of client to staff is great.
- Can't say enough good things.
- Everyone here is just great. [Name] and [Name] are very capable and supportive. I've had a little trouble making appts. after work, but this is a very busy time, and I can always find something acceptable to my agenda.
- Excellent place to recover from alcohol and drugs. Highly recommended. Also thanks to DMHAS for not giving up on this hopeless dope fiend who is becoming a dopeless hope fiend.

*“I don't think I need you guys anymore- isn't that great!!”*

- I cannot speak highly enough of the staff at [agency]. The clinicians have been marvelous in helping me, but please acknowledge the great work the office/reception staff does - they're wonderful people!
- I feel I am becoming the person God wants me to be. Thank you!
- I get good treatment from my team. The medicine I take has worked. I haven't had a set back in 10 years. I pray to God I will continue to grow as a person.
- I love coming there all good people and I enjoy being here.
- I'm doing good with my life.
- Just thank everyone for being here for us.
- Keep up the good work!
- Thank you, thank you for helping me save and get my life on the right track.
- They got me in quick when I needed help the most cuz I would have gotten high if I had to wait any longer for a bed so thanks [agency].
- This is the greatest place to come in the time of need.

## Helpful

Like the “*positive*” code, “*helpful*” was also very common in our dataset. We identified these comments through searching on variants of the word “help” as well as through additional reading and interpretation. Some comments regarding areas that need improvement are included here.

### *Counselors and other Staff*

- For the first time I have a counselor that I feel comfortable with. Also- I feel that the staff here are very helpful.
- My counselors are all great. They have been there before. They are very helpful!
- When I explained what I needed in a counselor they matched me quite well (older woman, non-judgmental, able to see both sides of the relationship I was in, one who could help explain to me why I made the decisions I did, endless possibilities to resolve)
- Counselors go out of the way to help.
- Case worker helps me to get on food stamps which results in me living much better.

### *Medication*

- My stay here was very helpful for my recovery. I have a lot more information on meds and how to control feelings that I may get in recovery that comes from time to time, like when I want to use or bad feelings pass and now I thank this place for that I can.

*“This program has helped me balance out my medication and is helping me live a better quality of life.”*

- Very valuable and helpful. They have even given me hope. Access to proper medications has been so very important due to lack of health insurance.

### *Groups*

- I was in an excellent group that helped me cope with my problems.
- It is wonderful to be [at] [agency] because it helps me with my problem and the group does too and it feels like home.
- The staff here is great- but so are the other patients in the group. They've helped me understand and deal with a lot of issues.
- This detox is so helpful, groups, meetings, personal, medical and my counselor, [Name] is so good at what she does. I give her thanks so much. I love this program.
- This group is an awesome group. The counselors are very helpful and easily approached. I enjoy coming to group.

### *Needs Improvement*

- I think my help has been less effective due to inconsistent employment. Counselor not staying long enough to help keep me stay in healthier state of mind.
- Staffing is low and there are not enough therapists or case managers to help me.
- I feel that the services are adequate to help me with my particular situation, but I also feel that there could be more information available about the treatment facilities, and other suggestions on ways to deal with transition after methadone maintenance.
- My medications are helpful but have side-effects that I don't like.
- I am attending women's group. I found it very helpful in the past but the new leader is not able to meet the needs of our group. Maybe in time, but I don't think so. Sometimes she is rude. All the groups feel the same.

## Good Job

Continuing in the positive vein, another popular theme was that of “good” or “great” things. Keywords used in text searches included “good”, “great”, “wonderful”, “excellent”, “terrific”, “fabulous”, “awesome” and so on. Because many of these comments are also in the “positive” and “helpful” groups, we share a smaller set below.

- I like being here in [Program] because it has helped me a great deal in my recovery. [Program] has helped me learn how to cook and clean so I could be able to use these skills when I get my own place.
- Keep up the good work and keep communicating.
- Generally excellent; it would be good if more information were volunteered regarding what kinds of government aid are available to people in my situation.
- I love the services I receive from [Program]. I wish there were more programs like this. You guys are great. This is what I need. Things are starting to look up.
- This facility helped me a lot. They were very good for me. I've never had a problem here whatsoever. I would recommend this whole heartedly.
- I feel as if I am making great progress & in time my life will be manageable.
- I feel great!
- The gentleman who ran the class [was] very good and informative. I took away a lot including information that I did not know about drinking!

*“Provides a good foundation in which to build. Let’s build....”*

- I believe in the program and I believe it will continue to help me in the future. Everyone was very respectful and polite and I believe they do a great job for the individual and the community.

## Staff

We received many comments about program and agency staff. The main search term for this code was “*staff*”, but additional reading and interpretation included more comments as analysis progressed. A sampling of these comments ranged in various sub themes, such as helpfulness, communication, and respect, as well as a need for improvement in these areas.

### *Good Work*

- Everybody here is very kind and helpful to me. I have conquered my illness and feel very good these days thanks to the staff help.
- The staff are great. I was nervous when I first came through the door. They put me at ease. Since coming here my life has changed in so many ways. I will miss it when I am working and cannot attend.
- This center is a great place. They provide the best treatment I've ever received. I would send family members, friends, etc., knowing they would get treatment from staff that truly cares.
- Staff was all great. All of them helped me just the way I needed.
- My primary is a genuinely good fella, whom I trust and confide in during group to better myself in any and all ways.
- Staff, pharmacy staff, counselors and doctors took good care of me and treated me well and with respect, and I will refer friends and family
- They put a smile on my face every time I come in. They make me feel really good about myself.
- Great environment, quick service. Never in waiting area too long. The staff knows who you are and treats you very well.

### *Helpful*

- All the staff was very helpful and very very kind to me.
- I never felt like my problems were stupid. I received help whenever I needed. The staff is fantastic, every single one of them. They helped my husband understand about my illness and our relationship is the best it's ever been.

*“The staff is great! Very helpful and understanding. They have given me hope and strength to get through my alcohol addiction and life’s little ups and downs.”*

### *Communication*

- I feel comfortable talking with my clinician and case manager anytime I want to
- I like the fact that if you have issues you can always talk to staff. Someone is always available.
- I wish there were other places like this. I also really like the staff. They're very professional and funny and easy to talk to. They really take their job seriously and our lives.
- I feel very comfortable coming here. I feel free to talk about my problems openly and the staff is very helpful.

### *Respect*

- I feel that there are respectful counselors that are willing to help me and others. Because of them, a lot of us (addicts) have our lives back. Thanks to the staff and counselors.
- This is a good place to be if you're having problems like mine. From the receptionist, nurse to the Doctor I'm treated with kindness and respect. That's a lot in my book.
- The staff here is very respectful and nice.

### *Needs Improvement*

- Say to the staff is to care about people about them just a little more. Pay attention to the patients that need to talk & ask more to see if their day is going well, make an open spot for a minute or two when you see someone that looks like they need to talk.
- I was mistreated by the staff in front. I attempted to get in for 5 days--everyday. They were rude; I felt I was bored down on. (Admission staff up front- I was talked about and whispered from ear to ear.)
- There is very little consistency day to day. It shows me there is a lack of communication between staff, and this causes several negative situations or emotions I really feel that it has affected my treatment and question the [Agency] Program as a whole.

*“My services are some times good, certain staff talk to adults like kids. I don't think that's respectful manner. Respect is due at all times. Because we are all recovering addicts. We should keep it real. Thank you!”*

- I just got here. I was disrespected by the staff that went through my belongings when I arrived. If I didn't desire to get clean I wouldn't have spent so much energy getting here in the first place. I suggest you make your intake personnel more personable.

## Services

“Services” was the obvious keyword for this search, though additional reading and interpretation added more comments to this group.

### *Good Work*

- The services here have played a major role in my recovery.
- The services I received have increased my ability to cope with every day issues and the support was very important in my continuing recovery
- Social services are always there for me. They're a huge part for me staying in clean (recovery).
- The services here are very good for me. I only wish we had more NA, AA, CA meetings @ [agency] to get a better grip on my recovery on drug issues.
- I think the services are very good here, after being incarcerated for 20 years they've helped me get back on the right track.
- I'm very happy that there's services like this to help people like me. Thanks.

### *Needs Improvement*

- The vocational services are terrible. The vocational counselors are only concerned with placing a client in a job. Once the client is at a job, albeit a possible inappropriate one for the client's needs/symptoms, the counselors do not follow up

*“I wish they could connect us to other services like agencies that can teach life skills and learn a skill like computers nursing and accounting etc. Earn a certificate and get placed in a work place.”*

- I wish there was more proactive help in career development, job re-training.
- I would like to see more services offered for transitional living at [agency]. We pay 350.00 per month with no bus passes, basically no help at all except for what stuff and case managers help us with. We really need more help with this program.
- I would like more interaction and input as to helping me find the services I need and filling out the paperwork.

## Thanks

DMHAS received a great many thanks from respondents. A simple word search on the word “thank” yielded over 355 occurrences. Here are a few sample comments.

- After a few bumps, I felt totally at ease w/my counselors. So very thankful for their help. Thank you.
- Thank you for everything you have done for me, i.e., helping me find my home, etc...
- I thank all the people I work with because they saved my life and now I am enjoying life again. Thank you for my future.
- I'm very thankful.
- No, well [agency] was there when my family wasn't there. I just want to say thank you.
- They gave me a chance to become the person I am today. I feel the staff worked just as hard on my recovery as I did. I truly thank them for all their help.
- I believe that because of the program my life may have been saved. I now have the potential to do great things with my life and hopefully for others. Thank you.
- I have found the [Program] program to be extremely helpful in all aspects in my recovery of gambling addiction. A big thanks to [Name]!!
- I am able to pursue my interests with motivation. I feel like I am in control of my treatment by following suggestions. I can have the life I want as long as I work for it. Thanks to all staff especially [Name] and [Name].

*“At the hardest of times, a great sense of security, knowing there's some one there with helping hands. Good advice and positive solutions. To be as confident as others have been of me is my current goal. To the Agency I'm extremely grateful. Thank you.”*

- Being in 3 inpatient programs, I feel more comfortable and very independent doing out patient thanks to [Agency].
- I am happy with the way staff treats me and the way my counselor cares for me. THANK YOU FOR LETTING ME BE FREE.
- I don't know how I'd survive with out the kindness and attentive service of this program, it's wonderful, and the persons involved are just as wonderful. I thank God for them.
- I never felt so lucky to have the help I need. Thank you so much!
- I thank God for this program. Without it I don't know where I'd be. Well, I do, jail or dead probably.
- Thank you to the staff. Awesome people!
- It took me years to get clean but I did it, that's what counts for me and my family. Thank you very much from [Name].
- I would just like to say thank you to [Name] and the [Agency] staff for saving my life.

## Therapist

For this code, we searched on terms such as “therapist,” “clinician”, “counselor”, and “social worker” as well as added comments through additional reading and interpretation.

### *Good Work*

- I feel that the counseling staff is terrific. They are well educated on addiction services.
- I just wanted to add that I am treated as an equal here. I do not feel beneath anyone (staff included). My counselor and I have a great relationship and my treatment is wonderful because of her. She has definitely been a big part of my recovery and a huge
- I know that there are a lot of clients but I think we should work a plan out with our counselors before our 5 days is up.
- I like how the counselors are recovering people.
- I strongly advise anyone who needs help or treatment - this is the place to come - all the techs and counselors are excellent and helpful - and the doctors and nurses also

### *Needs Improvement*

- Having to change a therapist because he/she left was a huge loss. Therapist seems to have waned to leave party because of insensitive Director. Poor selection of group therapy.
- I believe the clinicians are over burdened with client cases and cannot effectively pursue each individual with the attention needed when being discharged from in-patient treatment.
- I do not feel safe with my counselor. There’s a lot of special treatment. Rules aren't very consistent. Don't care about personal needs, feelings; not much for kids to do.

*“I don't feel like I'm getting any feedback from what is discussed here about me. I feel my counselor doesn't give advice to anyone about what to do about their problems, just what they have for problems.”*

- I don't like it here. I would rather just get high and it is a waste of time, but the counselors are nice people.
- Initially my experience was fine. After a short time things seemed to become disorganized. The appt. Desk was difficult to deal with a receptionist was rude. My therapist is very nice, but has cancelled almost all appts. At the last minute. We would
- It is hard to see my therapist on a weekly basis. She is overloaded with clients and I see her about every six weeks.
- I've had too many counselor changes.
- Just that they need more therapists!
- My counselor always made time for me. Bilingual counselor was available to me which I appreciated,
- The only problem with the program in my eyes is the new program director. She is a very mean, unhappy, uncaring person that helps no one and understands nothing. If I didn't like my counselor so much I would have left because of the program director!
- When they assign a counselor don't keep switching them!

## Environment

One large agency in the DMHAS network added an optional question about facility cleanliness, which affected the numbers for this particular category. However, in addition to those comments, we received several comments about physical and non-physical environment. Search terms included “environment”, “facility”, and “building”. Sample comments include:

### *Good Job*

- Although there were some bumps along the way, this facility is an important asset to the health of this area. And it desperately needs to grow in capacity.
- [Agency] is an excellent environment for recovery
- Friendly, non judgmental environment!
- I feel comfortable in my environment and I am learning to adapt to society
- I know if I did not find such a good support and caring environment I may have possibly left [Agency] and relapsed.
- The grounds are absolutely beautiful.

### *Needs Improvement*

- There's too much smoke outside the building.
- The beds are in serious need of upgrading. I can't sleep on them.
- Waiting room drab, depressing. Door slams.
- The bathrooms could use some help.
- Needed better introduction to the facility.
- My sleeping quarters were unclean at time of arrival, and after 4 attempts of communicating with the staff the room's still dirty. I feel there is a problem with the house cleaning dept. in this facility.

## Time

Many comments addressed issues having to do with time and the productive or non-productive uses of it. Search terms included "time", "wait", and "late", but as always, additional comments were added to the grouping if contextually appropriate.

### *Lateness/Flexibility*

- During IOP, transportation was supposed to be arranged 3x/week. 4 out of six times they never arrived. The other two times I was late 10-15 minutes.
- Give people who are 5-10 minutes late a pass  $n$  times a year so you know the same person doesn't keep doing it and record the info. Because [stuff] does happen, i.e. traffic, rides, accident, car trouble, etc.
- Hours should be at least 1 hour longer if patient calls to be late should not be refused medication.
- I wish that the clinic participants would arrive to the "sessions" on time. Late comers are distracting to the treatment process and impede my recovery!! Turn off the cell phones!!

### *Convenience/Accessibility*

- Change group times to later in day
- For family emergencies you should be able to get medicated at other times.

*"I am very happy with the services I've received however there was a period of about a month when my case manager and I could not get in touch with each other. I found it frustrating to wait that long to see her again."*

- I do believe that [Agency] would benefit by having longer day time hours so that patients who can't quite fit with a particular time frame say 9:30 am to 4 pm sometimes the times might need to be later say about 7 pm (just a suggestion)
- I work - the clinic should open early enough for people to start work at 6 am. For those who have to be at work earlier the clinic should be open evening hours. You should not have to explain to your boss that you need to punch out every time...
- I do not have much access to the outside resources - weekends only I have a difficult time getting outside appointments and coordination.
- Prefer quicker times to see mental health experts. In 2-1/2 weeks I have still not seen a "medical" person after 5 appointments.
- It would be better if the clinic was open for more hours on weekends (right now med. hours are only 7:30 - 9:30) and longer med hours on weekdays (if you have to be at work somewhat far away, you can't get medicated before 6am). 5/5:30 am would be much better.

### *Need More Time*

- Counselors are good but wanted more alone time with him.
- I need more time to work on my case and to participate in groups that are recommended.
- I think there should be more outdoor time; we're stuck indoors way too much!!!!

### *Waiting*

- I believe you need more workers to even out clients. Waiting time for paperwork and such is too long and may inhibit progress to such agency supports (f.s., SSI, supplemental income)
- You need to stop being late with checks. I need my checks on time.
- You guys need more than one med window. You stand in line for almost an hour. Sometimes maybe a different line for bottle fill ups. It's hard for people that have to work getting stuck in line for that long at med window.

## Employment

Many comments addressed working or attempts to gain employment. Search terms included variants on “work” and “job”.

### *Success*

- I no longer get SSD and work full time. [Agency] really helped me.
- Thank you [Agency] for teaching me job skills.
- The [Agency] services have improved my mental health treatment. I feel healthy working part time and participating in sport activity.

*“I received specialized training that has enhanced my life and am working for the first time in years.”*

- The services here allowed me to become a responsible and productive member of society and begin taking some college courses that will help me in becoming a drug & alcohol counselor or some type of human services worker with youth or mental health!

### *Needs Improvement*

- I need a job. I want to move out of the group home as soon as possible.
- I want help finding jobs. I would like to know who in the area is hiring so that I can go and apply for a dishwashing position. I want to be a dishwasher. I am presently receiving services at [Agency].
- I wish they could connect us to other services like agencies that can teach life skills and learn a skill like computers nursing and accounting etc. Earn a certificate and get placed in a work place.
- Job opportunities; more Bureau of Rehab Services involvement on the job training agencies.

## Recovery

A very simple search on the term “recovery” yielded a significant number of comments, covering successes as well as areas for improvement.

### *Success/Good Work*

- [Name] is my therapist and I have been under her care since 2001. I cannot say enough about her. She has made my life what I have always prayed for. She has always believed in me and supported me when no one else would. I owe her so much for my recovery.
- All staff members have been very supportive. I have no complaints. My needs have been met and I am recovering from my mental illness.
- [Agency] is a great place for people that are serious about getting sober and staying in recovery. If it wasn't for this clinic, I probably wouldn't be alive.
- [Agency] has been such an experience when dealing with recovery. They provided a lot of interesting groups on a daily basis dealing with recovery. I learn to appreciate life and time.
- Good place to get your recovery on.
- I found the staff to be very friendly and the other patients were very supportive of each other's recovery.
- It was a very insightful time. The counselors and work therapy supervisors were great and helped me out whenever I needed with questions pertaining to recovery and life. I am better for attending [Agency].
- Like it a lot. I feel very safe. I like the recovery program.
- My life has turned around in my recovery.
- The nicest staff were those in recovery themselves.

*“This is a very positive facility, and while here I have obtained the tools for a healthy and strong recovery, and my life has become very manageable.”*

- I am so pleased with my recovery. I didn't realize how much help was available to me. I am so pleased and happy that I am drug free and that I am in control of my recovery process.
- Acupuncture really helped me in my recovery.

### *Needs Improvement*

- Not pleased with certain clients being allowed to stay in program after breaking rules on a daily basis, and total disruption of my recovery.
- Staff changes are frequent; I feel that this has a negative impact on the clients. For many clients on this program especially ones who are in their first stages of recovery this program is the most stable place in their lives...
- I feel it is greatly needed to have staff plan and advocate as well as place clients into a safe recovery environment to maintain continuity in recovery. Not to place someone into a shelter or other transient [place].

## Problems

To obtain comments regarding problems, we searched on the following terms: “awful” or “bad” or “do not like” or “do not want” or “don't like” or “don't want” or “hate” or “horrible” or “not enough” or “problem” or “sucks” or “terrible” or “too much”. Despite all of these parameters, it is heartening that fewer than 150 comments belong to this group.

### *Waiting/Accessibility*

- Appointment availability for psychiatric treatment extremely poor terrible I need my medication. 1 month wait!!!

*“I find it hypocritical that psychiatric care is offered, however, when I inquired about making an appointment for a serious problem an appointment was not available for 19 days!!!  
What am I supposed to do until then?”*

- The only problem that I have is that there should be a separate line for people with bottles and people who come everyday. I have waited 1/2 hr to 40 min. then I am late for work or I leave and don't get dosed, therefore I am using that night!

### *Not Helpful*

- I can't explain how to help myself or let you help me. People are too quick and determined to get their answers. I don't feel like this agency can help me make decisions. And I don't like the feeling I get when I walk in.
- I would need more help and support in solving problems instead of just talking about them. It helps to talk the problem through but I would need more actual help or advice or direction
- The food was awful. Complaints were not taken seriously.
- Reception is bad. Secretaries... are always on personal calls and conversing w/ one another and they make patients wait while they do personal things. Have pushy [?] attitude. Are often away from desk.
- It sucks. I hate coming here and I am forced to be here or else I will go to jail if I don't. This program does not help me whatsoever. It is so stupid!!

### *Other Issues*

- I don't like the fact that we must leave at 9 a.m. and not return until 12:30 p.m. even if we don't have anywhere to go. I feel as if I'm treated as a homeless person, when the Agency is paid from State funds to take me in. Sometimes it is extremely cold.
- I don't like the fact that we are not able to work full or part time because we will have to go on spend down and move out of the house in 3 months. It contradicts working, saving and becoming a productive member of society...
- I hate this disease.
- Not enough parking!
- The meds are too much.
- In a very bad state since [Name] left the center; with a new counselor at this time is very hard.

## Basic Needs

Several comments were made around basic needs, such as food, transportation, and money. Search terms included “food”, “meal”, “lunch”, “ride”, “bus”, etc.

### *Food*

- Bring back lunch.
- [Agency] needs to put back the food in the groups because clients don't have enough time to eat and make it back to the group on time. Maybe a quick snack will hold us over until we get home.
- I need more meals adapted to diabetic life.
- Food was fair at best. Cooks could be a little more creative. Thank god there are plenty of graham crackers and saltines.

*“Lunch and dinner are affordable, but I wish that they were healthier. A lot of us are on medications which cause weight gain. Healthier good foods would be appreciated.”*

- The staff is very respectful, positive and caring. Also, the food was very good and nutritious.
- We need more food.
- Food was outstanding.

### *Transportation*

- I need rides to my appointments.
- I would like bus token[s].
- I enjoy the people here I wish there was better transportation.
- Some times you can call 3-4 times and the shuttle will not come and then you are late for appointment or you miss bus at the main hospital.
- Transportation to chiropractor has been difficult with spend down every six months. Medical condition is excruciating w/o chiropractic treatment.
- Needs case management services such as interpreting and transportation.

### *Money*

- I need a lot of help finding a place to live and I need money.
- We need more money.

## Communication

Consumers frequently commented upon the quality of communication. Search terms included “listen”, “talk”, and “communicate” and additional comments were added through additional reading and interpretation.

### *Good Communication*

- Big man knows what he's talking about 'cause he's been there and he listens.
- I congregate at [Agency] everyday of the week and socialize. Because of this I have learned how to communicate more effectively.
- That I would feel comfortable walking back in here if I had any problems, and I know that I could always talk to someone that would be willing to listen.
- ...[T]his service has been the first time I have been able to talk to people about my problems and not go back and do drugs.
- At present, I'm getting along very well with my psychotherapist and feel "the lines of communication" are very open.

### *Needs Improvement*

- I don't feel as though my clinician is listening.
- I have found it difficult to communicate with the psychiatrist (Dr. \_\_\_\_\_). Is there not a better way to monitor the communication with such Doctors?

*“I would like for you to listen to me better.”*

- Better communication on admission.
- My clinician is over loaded [with] 41 people; she only gets to talk to my psychiatrist 2 hours a week.
- The most important problem here is the consistent lack of communication when meetings/appointments are scheduled. Often they are cancelled and I am not informed of that. This is extremely frustrating.
- There needs to be more communication when policies change. There also needs to be communication between counselor and patient when patient's profile/status changes, from monthly to weekly urines.

## Doctor

The final major category in this analysis concerns doctors. We searched on the term “doctor”, “psychiatrist” and variants on these words.

### *Appreciation*

- Great hospital and great doctors.
- Very good Doctors!!
- My Doctor is helping me to get much better.
- I always feel welcomed and safe with my Doctor (Dr. Eckerd) and feel he has my best interest in mind.

### *Access*

- Doctor appointments need to be scheduled sooner upon admission.
- I feel the Doctor should be at the initial appt. to see how one really is, also this would make it possible to receive medication during this initial interview, not weeks later. Also by the time the Doctor or APRN sees you, things have probably changed.
- Dr. [Name] is hard to reach... Doesn't return phone calls, written correspondence, et al. Is he indeed Lord God of Hosts or is a Dr. working for me, a client (customer)?
- Yes, the doctors do not respect our time. They have us waiting and always late.
- We need Hispanic doctors.

### *Working Together*

- Yes, the doctor shouldn't undermine what your medical doctor gives you.
- You have an intake 1 time a person will talk with you. The doctors don't want to talk, just get you in and out. Medicines I have taken make me feel (nothing) I always feel down and don't care, no one here cares. Just give you meds that don't work.

*“I would appreciate my doctor working with me on getting back on medication that worked better for me than what I am now on.”*

- I believe that the patients should have more input into when he/she needs to see the doctor next. Psychiatrists need to take some personal interest in their patients. This should not be solely the responsibility of therapists/social workers.
- My case manager [Name] is very helpful; however I am not satisfied with my doctor right now. She took away the medication that has ever worked for me; she told me she was going to stop it completely. I think I'll go nuts.