

## SATISFACTION OUTCOMES

### PEOPLE SUPPORTED, GUARDIANS, AND SUPPORT NETWORKS

**86.44%** report services are received within a reasonable amount of time.

**92.01%** report services are available at good times and locations.

**96.86%** report staff respect confidentiality wishes.

**95.55%** report staff listen to questions and problems.

**85.72%** report they know who to contact for concerns/complaints.

**95.56%** report staff respect rights.

**95.50%** report they are treated with courtesy and respect.

**94.95%** report staff are sensitive to language, cultural, and spiritual needs.

**89.27%** report staff provide me with the information and education I need.

**94.94%** report they were educated about any medication ordered for me.

**95.40%** report they were educated about any follow up treatment ordered for me.

**94.31%** report staff direct them to information needed to manage illness.

**90.78%** report they are in charge of their plan and it reflects what they want to achieve.

**94.60%** report they are encouraged to take responsibility for their life.

**93.24%** report their opinions and decisions are respected.

**93.64%** report their staff believes they can grow and achieve dreams.

**89.83%** report the quality of their life has improved as a result of services with Monarch.

**91.92%** report overall satisfaction with Monarch.

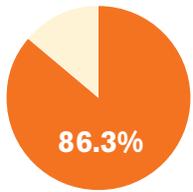
**90.39%** report they would get services from Monarch, even if other choices were available.

**91.35%** report they would recommend Monarch to a friend or family member.

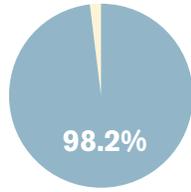
# FY 2014-15



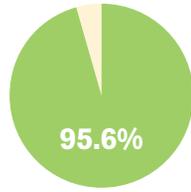
## Open Access Information \*Cumulative scores for FY 14-15



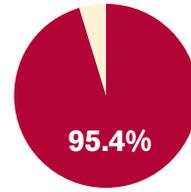
I received services in a reasonable amount of time from the time I walked in today.



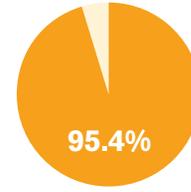
I was treated with courtesy and respect today.



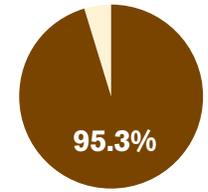
I was educated about any medication ordered for me.



I was educated about any follow up treatment ordered for me.



I am in charge of my plan and it clearly reflects what I need and want to achieve.



I would recommend Monarch to a friend or family member.

### If Monarch did not have a walk in open access center, I would have received my services from:

gone to an urgent care center	5.1%
gone to another agency to get services today	14.1%
gone to my primary care physician	11.2%
gone to the hospital emergency department	24.2%
not gotten services anywhere	32.1%
waited weeks/months to get services from another company	13.4%



40% of people would have sought a higher level of medical care.



45.5% of people would have not received any help or care.