

MSHN Consumer Survey for Individuals receiving services for substance use disorder

Subscales

1. Welcoming Environment: Q1, Q2
2. Information on Recipient Rights: Q3, Q4, Q5.
3. Cultural /Ethnic Background: Q6.
4. Appropriateness and Choice with Services: Q7, Q8, Q9.
5. Treatment Planning/Progress Towards Goals: Q10. Q11. Q12, Q13
6. Coordination of Care/Referrals to Other Resources: Q14, Q15.

Scoring Protocols for 15-item Consumer Survey

Scores for the Consumer Survey are reported in two ways:

1. Subscale Means

There are 5 subscales in the survey. To obtain individual subscale scores, each response is assigned the following numerical values:

Strong Disagree = 1

Disagree = 2

Neutral = 3

Agree = 4

Strongly Agree = 5

Not applicable (NA) (not scored)

For each respondent, scores for each item in the subscale are summed, then divided by the total number of items in the subscale. The result is a mean score for each individual respondent that may vary between 1 and 5.

To obtain the program mean, individual means are summed and then divided by the total number of respondents. Programs include the following:

Please use the numerical code when entering into excel

2-Case Management

3-Outpatient/Intensive Outpatient

4-Detox

5-Residential

6-Methadone/MAT

7-Early Intervention.

2. Percentage of Respondents in Agreement (by subscale)

Individual subscale means are computed for each respondent with valid data using the protocol described in section 1.

Individual mean scores less than 3.5 are classified as being "in agreement." The number of respondents "in agreement" is then divided by the total number of respondents with the result multiplied by 100.