

State of Alaska
Department of Health and Social Services
Division of Behavioral Health

FY2008 – FY2011
Annual Behavioral Health Consumer Survey
Return Rates and Client Evaluation of Outpatient Services

Statewide Report Card



June 1, 2012

Appendix A. Annual Behavioral Health Consumer Survey (BHCS): Survey Questions and Domain Assignment

Adult BHCS Domains									
Access to Services	General Satisfaction	Improved Functioning	Participation in Treatment Planning	Positive Outcomes	Social Connectedness	Quality and Appropriateness			
Q4: The location of the services was convenient (parking, public transportation, distance, etc.).	Q1: I like the services that I received here.	Q28*: My symptoms are not bothering me as much.	Q11: I felt comfortable asking questions about my treatment and medication (if appropriate).	Q21: I deal more effectively with daily problems.	Q33: I am happy with the friendships I have.	Q10: Staff here believe that I can grow, change, and recover.			
Q5: Staff were willing to see me as often as I felt it was necessary.	Q2: If I had other choices, I would still get services from this agency.	Q29: I do things that are more meaningful to me.	Q17: I, not staff, decided my treatment goals.	Q22: I am better able to control my life.	Q34: I have people with whom I can do enjoyable things.	Q12: Staff told me what medication side effects to watch out for.			
Q6: Staff returned my calls in 24 hours.	Q3: I would recommend this agency to a friend or family member.	Q30: I am better able to take care of my needs.		Q23: I am better able to deal with crisis.	Q35: I feel I belong in my community.	Q13: I felt free to complain.			
Q7: Services were available at times that were good for me.		Q31: I am better able to handle things when they go wrong.		Q24: I am getting along better with my family.	Q36: In a crisis, I would have the support I need from family or friends.	Q14: I was given information about my rights.			
Q8: I was able to get all the services I thought I needed.		Q32: I am better able to do things that I want to do.		Q25: I do better in social situations.		Q15: Staff encouraged me to take responsibility for how I live my life.			
Q9: I was able to see a psychiatrist when I wanted to.						Q26: I do better in school and/or work.	Q16: Staff respected my wishes about who is, and who is not, to be given information about my treatment.		
								Q27: My housing situation has improved.	Q18: Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.).
								Q28*: My symptoms are not bothering me as much.	Q19: Staff helped me obtain the information I needed so that I could take charge of managing my illness.
					Q20: I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).				
Parent/Caregiver of Youth BHCS & Adolescent BHCS Domains									
Access to Services	General Satisfaction	Improved Functioning	Participation in Treatment Planning	Positive Outcomes	Social Connectedness	Cultural Sensitivity			
Q8: The location of services was convenient for (us/me).	Q1: Overall, I am satisfied with the services (my child/I have) received.	Q16*: (My child is/I am) better at handling daily life.	Q2: I helped to choose (my child's/my) services.	Q16*: (My child is/I am) better at handling daily life.	Q23: I know people who will listen and understand me when I need to talk.	Q12: Staff treated me with respect.			
Q9: Services were available at times that were convenient for (us/me).	Q4: The people helping (my child/me) stuck with (us/me) no matter what.	Q17*: (My child gets/I get) along better with family members.	Q3: I helped to choose (my child's/my) treatment goals.	Q17*: (My child gets/I get) along better with family members.	Q24: I have people that I am comfortable talking with about (my child's/my) problems.	Q13: Staff respected (my family's/my) religious/spiritual beliefs.			
	Q5: I felt (my child/I) had someone to talk to when (he/she/I) was troubled.	Q18*: (My child gets/I get) along better with friends and other people.	Q6: I participated in (my child's/my) treatment.	Q18*: (My child gets/I get) along better with friends and other people.	Q25: In a crisis, I would have the support I need from family or friends.	Q14: Staff spoke with me in a way that I understood.			
	Q7: The services (my child/I) received were right for (us/me).	Q19*: (My child is/I am) doing better in school and/or work.		Q19*: (My child is/I am) doing better in school and/or work.	Q26: I have people with whom I can do enjoyable things.	Q15: Staff were sensitive to my cultural/ethnic background.			
	Q10: (My family/I) got the help (we wanted for my child/I wanted).	Q20*: (My child is/I am) better able to cope when things go wrong.		Q20*: (My child is/I am) better able to cope when things go wrong.					
	Q11: (My family/I) got as much help as (we needed for my child/I needed).	Q22: (My child is/I am) better able to do things (he or she/I) want(s) to do.		Q21: I am satisfied with (our/my) family life right now.					

* Denotes survey question is assigned to more than one Domain.