

Clients active between: 3/13/2024 and 5/13/2024

	Response Rate		Response Goal	Goal Met
Completed Only	296 of 681	43%	22%	YES
Including Refused	504 of 681	74%	22%	YES

Show details

Access Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	190	10	7	91.8%	4.8%	3.4%

Domain Survey Questions

	Agree %	Neutral %	Disagree %
4.) The location of services was convenient (parking, public transportation, distance, etc.)	91.6%	4.1%	4.4%
5.) Staff was willing to see me as often as I felt was necessary	91.3%	5.6%	3.1%
6.) Staff returned my calls within 24 hours	89.1%	6.5%	4.4%
7.) Services were available at times that were good for me	90.1%	6.7%	3.2%

Participation in Treatment Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	187	20	8	87.0%	9.3%	3.7%

Domain Survey Questions

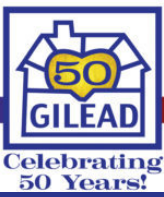
	Agree %	Neutral %	Disagree %
9.) I felt comfortable asking questions about my services, treatment or medication	90.4%	6.0%	3.6%

Quality and Appropriateness Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	187	16	6	89.5%	7.7%	2.9%

Domain Survey Questions

	Agree %	Neutral %	Disagree %
8.) Staff here believes that I can grow, change, and recover	93.2%	3.6%	3.3%
10.) I felt free to complain	86.7%	7.0%	6.3%
11.) I was given information about my rights	92.9%	4.3%	2.8%
12.) Staff told me what side effects to watch out for	83.5%	8.6%	7.9%
13.) Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services	91.7%	4.3%	4.0%
14.) Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)	90.9%	5.2%	3.9%
15.) Staff helped me obtain information I needed so that I could take charge of managing my illness	91.1%	5.3%	3.6%



Outcome Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	173	26	5	84.8%	12.7%	2.5%

Domain Survey Questions	Agree %	Neutral %	Disagree %
17.) I deal more effectively with daily problems	90.1%	6.1%	3.7%
18.) I am better able to control my life	85.6%	8.2%	6.2%
19.) I am better able to deal with crisis	86.8%	9.9%	3.3%
20.) I am getting along better with my family	82.9%	11.8%	5.4%
21.) I do better in social situations	83.0%	11.1%	5.9%
22.) I do better in school and/or work	78.1%	14.9%	7.0%
23.) My symptoms are not bothering me as much	81.9%	12.5%	5.6%

Satisfaction with Services Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	187	17	6	89.0%	8.1%	2.9%

Domain Survey Questions	Agree %	Neutral %	Disagree %
1.) I like the services that I received here	92.9%	4.6%	2.5%
2.) If I had other choices, I would still get services from this agency	88.7%	6.1%	5.2%
3.) I would recommend this agency to a friend or family member	91.7%	5.6%	2.8%

Respect Wishes with Family Involvement Domain

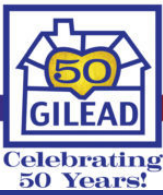
	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	167	16	8	87.4%	8.4%	4.2%

Domain Survey Questions	Agree %	Neutral %	Disagree %
16.) My wishes are respected about the amount of family involvement I want in my treatment	90.2%	5.4%	4.4%

Additional Gilead Questions Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	0	0	0	NaN	NaN	NaN

Domain Survey Questions	Agree %	Neutral %	Disagree %
24.) Gilead makes it easy for me to have a voice in how Gilead operates.	81.5%	12.3%	6.2%



25.) I feel that the quality of my life is better this year than it was last year.	87.4%	7.7%	4.8%
26.) I am satisfied with the amount of support and contact I receive from my family, friends, self-help groups, church groups, or other natural supports.	86.7%	8.3%	5.0%

Additional Comments

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