



Clients active between: 7/1/2024 and 3/31/2025

	Response Rate	Response Goal	Goal Met
	Surveys / Clients		
Completed Only	325 of 974	33%	17%
Including Refused	440 of 974	45%	17%

Show details

**Access Domain**

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	219	11	2	94.4%	4.7%	0.9%

**Domain Survey Questions**

	Agree %	Neutral %	Disagree %
4.) The location of services was convenient (parking, public transportation, distance, etc.)	92.1%	5.1%	2.8%
5.) Staff was willing to see me as often as I felt was necessary	94.5%	4.2%	1.4%
6.) Staff returned my calls within 24 hours	91.9%	6.4%	1.7%
7.) Services were available at times that were good for me	94.0%	4.7%	1.4%

**Participation in Treatment Domain**

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	214	15	4	91.8%	6.4%	1.7%

**Domain Survey Questions**

	Agree %	Neutral %	Disagree %
9.) I felt comfortable asking questions about my services, treatment or medication	94.5%	4.1%	1.4%

**Quality and Appropriateness Domain**

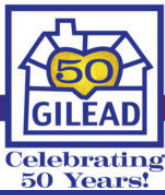
	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
Domain Totals	209	17	4	90.9%	7.4%	1.7%

**Domain Survey Questions**

	Agree %	Neutral %	Disagree %
8.) Staff here believes that I can grow, change, and recover	94.2%	4.1%	1.6%
10.) I felt free to complain	90.3%	4.9%	4.9%
11.) I was given information about my rights	92.6%	4.5%	2.8%
12.) Staff told me what side effects to watch out for	82.0%	11.1%	6.9%
13.) Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services	92.8%	4.7%	2.5%
14.) Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)	92.5%	6.9%	0.6%



15.) Staff helped me obtain information I needed so that I could take charge of managing my illness				91.6%	6.6%	1.8%
<b>Outcome Domain</b>						
	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Agree %</b>	<b>Neutral %</b>	<b>Disagree %</b>
<b>Domain Totals</b>	207	22	5	88.5%	9.4%	2.1%
<b>Domain Survey Questions</b>				<b>Agree %</b>	<b>Neutral %</b>	<b>Disagree %</b>
17.) I deal more effectively with daily problems				90.5%	7.1%	2.4%
18.) I am better able to control my life				90.2%	6.2%	3.6%
19.) I am better able to deal with crisis				88.5%	8.8%	2.7%
20.) I am getting along better with my family				85.4%	11.1%	3.5%
21.) I do better in social situations				88.6%	9.6%	1.8%
22.) I do better in school and/or work				79.6%	15.8%	4.6%
23.) My symptoms are not bothering me as much				82.6%	11.6%	5.8%
<b>Satisfaction with Services Domain</b>						
	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Agree %</b>	<b>Neutral %</b>	<b>Disagree %</b>
<b>Domain Totals</b>	217	11	5	93.1%	4.7%	2.1%
<b>Domain Survey Questions</b>				<b>Agree %</b>	<b>Neutral %</b>	<b>Disagree %</b>
1.) I like the services that I received here				95.7%	3.2%	1.1%
2.) If I had other choices, I would still get services from this agency				92.0%	4.1%	3.9%
3.) I would recommend this agency to a friend or family member				93.8%	3.5%	2.7%
<b>Respect Wishes with Family Involvement Domain</b>						
	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Agree %</b>	<b>Neutral %</b>	<b>Disagree %</b>
<b>Domain Totals</b>	198	15	7	90.0%	6.8%	3.2%
<b>Domain Survey Questions</b>				<b>Agree %</b>	<b>Neutral %</b>	<b>Disagree %</b>
16.) My wishes are respected about the amount of family involvement I want in my treatment				92.7%	4.4%	2.9%



### Additional Gilead Questions Domain

	Agree	Neutral	Disagree	Agree %	Neutral %	Disagree %
<b>Domain Totals</b>	168	32	3	82.8%	15.8%	1.5%
<b>Domain Survey Questions</b>				<b>Agree %</b>	<b>Neutral %</b>	<b>Disagree %</b>
24.) Gilead makes it easy for me to have a voice in how Gilead operates.				80.8%	15.0%	4.2%
25.) I feel that the quality of my life is better this year than it was last year.				88.2%	9.2%	2.5%
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.				88.3%	7.5%	4.2%

### Are there any unmet needs you have that Gilead can further assist you with?

Click to view all answers below (52):

### Additional Comments

Click to view all comments below (35):