



Performance Report



2008

Adult Satisfaction Survey

Are you satisfied with the services you receive?

92% indicated satisfaction with services.

Does staff make you feel welcome?

94% indicated feeling welcome by NorthCare staff.

Are you receiving the kind of services you want?

97% responded— Yes, Definitely

How has the change in your life been since you began services?

91% responded— Very Positive

91% related that staff was understanding of their needs.

91% indicated “excellent/good” communication with NC staff.

92% indicated being seen promptly when having a scheduled appointment.

78% consumers reported ability to utilize community resources to increase self sufficiency and independence in the community.

93% improvement in hospitalization rate, once a consumer has entered the PACT program.

97% improvement in incarceration rates, once a consumer has entered the PACT program

97% of members report Unity House is helpful to their recovery.

99% consumers report an increase in knowledge and skills of how to manage his/her mental health/substance abuse condition.

71% of consumers report a decrease in their frequency of usage of drugs/alcohol.

79% of pregnant and/or parenting teens maintained placement in school. Goal is to decrease drop out rate.

Consumer Feedback

- Keep up the good work in guiding us consumers in our path to recovery.
- NorthCare has been great help in my life. Thanks!
- My counselor is very understanding and helpful I appreciate all the help NorthCare has provided.
- I feel that I have been treated with the upmost respect.
- I am satisfied with the services I have received and am thankful I had this extra help.
- NorthCare staff is always kind and understanding. There has been a definite change in me and my child's life.
- I might not be alive if not the Day Reporting people. They have shown me a new way and they always encourage me. This is the first time in my life where I feel people care about me.
- I've been so happy with the PACT team. They have always shown more love and care than anyone else in the Mental Health care.
- My involvement in NorthCare programs keep me positive and gets me thru life struggles that baffled me before.
- NorthCare not only saved my life but continues to keep me on a positive path.
- Staff I interacted with were very friendly, professional and always willing to help with any of our needs.

Individuals completing the Consumer Satisfaction Survey: 939

For more information regarding the 2008 Annual QI Report.
Please contact the Director Quality Improvement:
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