



Adult Satisfaction Survey

I am satisfied with the services I receive at NorthCare

96% responded Strongly agree/Agree

NorthCare staff treat me with respect

98% responded Strongly agree/Agree

Services are available at times that are convenient for me

96% responded Strongly agree/Agree

NorthCare staff are prompt for appointments

93% responded Strongly agree/Agree

NorthCare staff believe that I can grow, change and recover

96% responded Strongly agree/Agree

I partnered with staff in deciding my treatment goals

95% responded Strongly agree/Agree

NorthCare's staff & services are responsive to my changing needs

97% responded Strongly agree/Agree

I deal more effectively with my problems since going to NorthCare

91% responded Strongly agree/Agree

My symptoms are not bothering me as much

85% responded Strongly agree/Agree

I would recommend NorthCare to a friend, or a family member

97% responded Strongly agree/Agree

I am able to get all the services I think I need

92% responded Strongly agree/Agree

I am satisfied with my progress of growth, change and recovery

92% responded Strongly agree/Agree

Individuals completing the Consumer Satisfaction Survey: **521**

Consumer Feedback

- I am very happy and satisfied with the help that my counselor provides me. She has helped me feel much more confident about myself and accomplishing my goals.
- NorthCare and its employees will always have a positive effect on me for the rest of my life.
- My case manager is prompt, caring and efficient. I am completely satisfied.
- I think NorthCare works
- Since I started coming here (Unity House), I am doing very well. My mind is more focused.
- You keep me out of the hospital.
- One of the best programs that really worked for me is WRAP. Thank you.
- I am motivated by and from the services of my NorthCare treatment team.
- I am getting the right help that I need from NorthCare and I still need help from NorthCare.
- I really enjoy all the help I'm getting through therapy—all the positive people that works here—it has really lifted my spirits.
- I think that NorthCare is a wonderful place and staff is great on helping people out.
- Good place-help is amazing! Keep up the excellent work at NorthCare. Thank You!

For more information regarding the 2010 Annual Report.
Please contact the Director of Performance Improvement:
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