



Behavioral Health Patient Satisfaction Survey

Surveys were distributed to individuals served in 2021.
Please see attached survey results with patient comments.



Shawnee Mental Health Center, INC.

(DBA Shawnee Family Health Center)

Serving Adams, Lawrence, & Scioto Counties

Shawnee Family Health Center is a private, not for profit corporation

Results for Behavioral Health Services

Patients said that courtesy & respect were given to them

Counseling	90%
Medication	93%
Case Management Youth	93%
Case Management Adult	94%
Vocational	100%
Day Treatment	100%

Patients said that staff listened to them & answered their questions

Counseling	94%
Medication	95%
Case Management Youth	93%
Case Management Adult	100%
Vocational	100%
Day Treatment	100%



Results for Behavioral Health Services

Patients said that facilities were clean & comfortable	
Counseling	97%
Medication	98%
Case Management Youth	97%
Case Management Adult	100%
Vocational	100%
Day Treatment	100%

Patients said that staff were on time for their appointments	
Counseling	90%
Medication	92%
Case Management Youth	93%
Case Management Adult	94%
Vocational	100%
Day Treatment	100%



Results for Crisis Services

Patients said that their ability to handle their current situation has improved

Crisis Services

91%

Additional Patient Comments

- I was treated with respect and all staff members were super helpful and friendly
- Extremely positive experience!
- You guys do a great job
- I would improve the parking to make more room for staff and clients
- Everyone has always been very nice & helpful
- My clinician has changed my life for the better. I'm forever grateful for her help and compassion
- I like the fact that I can have one place for my medical needs
- Very satisfied with the counselors and the entire staff
- I think my doctors and nurses are fantastic! Always willing to listen and help me however I need
- They are always there when I need them
- I recommend having a covered picnic area for staff and clients
- I love the staff at Shawnee. They make me feel very comfortable.

