



2018 Satisfaction Survey Results

SUMMARY:

During the first quarter of 2018, re:MIND Depression and Bipolar Support conducted its annual “**Participant Satisfaction Survey**”. The survey provides both quality improvement and assurance metrics that are used to improve re:MIND’s delivery of services. The survey is given to participants at every site location during one random week in the first quarter of each year.

RESULTS:

re:MIND received responses from 61 of our 62 support group site locations with 379 individuals completing the survey. re:MIND’s weekly participant attendance ranged from 366-388 individuals at all 62 sites during the first quarter.

Overall, re:MIND had an average score of 4.17 (83%) out of a possible 5, with 1 representing “poor” and 5 representing “excellent”.

Overall Average Satisfaction Scores per Measurement Variable:

Increase in Support: 4.33 (87%)

Increase in Information/Knowledge: 4.14 (83%)

Improvement in Coping Strategies: 4.02 (80%)

Improvement in Hopefulness: 4.23 (85%)

Improvement in Communication Skills: 4.00 (80%)

Improvement in Quality of Life: 4.09 (82%)

Manage Mental Disorder: 3.99 (80%)

Reduce Need for Hospitalization: 3.88 (78%)

Overall Satisfaction with Group Facilitator(s): 4.57 (91%)

Overall Satisfaction with Support Group: 4.36 (87%)

Average Satisfaction Breakdown by Group:

1.	1960 Evening	4.68	32.	LGBT Daytime	4.43
2.	Academy of Choice	3.78	33.	LGBT Evening	4.45
3.	Adol Community	3.75	34.	Medical Center	4.06
4.	Braeswood	3.81	35.	Milby HS I	4.40
5.	Chavez HS	4.13	36.	Milby HS II	4.28
6.	Cinco Ranch Daytime	4.42	37.	Missouri City	4.27
7.	Clear Lake Adult	4.34	38.	Museum District	4.47
8.	Clear Lake F&F	3.89	39.	Northbrook MS	3.91
9.	Clear Lake Sat	4.13	40.	Northwest	4.57
10.	Clear Lake YA	3.78	41.	Pasadena	4.15
11.	Copperfield	4.37	42.	Pearland	4.26
12.	Covenant House Men	3.79	43.	Piney Point Adult	3.94
13.	Cypress	4.31	44.	Piney Point Young Adult	4.55
14.	Edison Middle	3.76	45.	Richmond	4.58
15.	Galleria	3.57	46.	River Oaks Sat	3.83
16.	Galleria F&F	4.89	47.	Sam Houston HS	4.00
17.	Hastings HS A	3.72	48.	Sanchez HS	4.08
18.	Hastings HS B	4.06	49.	South Houston HS	4.34
19.	Hastings HS C	3.82	50.	Southwest	4.70
20.	Heights	3.88	51.	Spring Woods MS	4.20
21.	Houston ISD DAEP	3.16	52.	Sugar Land	3.82
22.	Inner Loop Daytime	4.42	53.	The Gathering Place	4.00
23.	Inner Loop Evening	4.31	54.	The Women's Home	3.63
24.	Kashmere HS	3.57	55.	The Woodlands Day	4.32
25.	Katy Adult	4.55	56.	The Woodlands Eve	4.28
26.	Key MS	N/A	57.	Waltrip HS	3.40
27.	Kingwood	4.38	58.	Westchase Daytime	4.10
28.	KIPP Connect MS	4.42	59.	Westside HS	4.45
29.	KIPP Courage	4.00	60.	Wheatley HS	4.26
30.	Korean Speaking	4.05	61.	Women's Daytime	4.47
31.	Lamar HS	3.97	62.	Yes Prep Southside	3.25

Instrument: Self-report Questionnaire. This survey is given to participants during group time at a randomly chosen week during the first quarter of each year. Participation is voluntary and responses are placed in an envelope and sealed with a participant's signature to ensure confidentiality and anonymity. Results are sent to main office and processed by Program Staff.

Data not available for Key Middle school due to low attendance during polling.

Participant satisfaction by length of time attending support group:

First Time attendee (n=49):

- Satisfaction with Group facilitator: 4.39 (88%)
- Satisfaction with Overall group: 3.98 (80%)

1-3 months (n=89):

- Satisfaction with Group facilitator: 4.45 (89%)
- Satisfaction with Overall group: 4.24 (85%)

4-7 months (n=73):

- Satisfaction with Group facilitator: 4.49 (90%)
- Satisfaction with Overall group: 4.25 (85%)

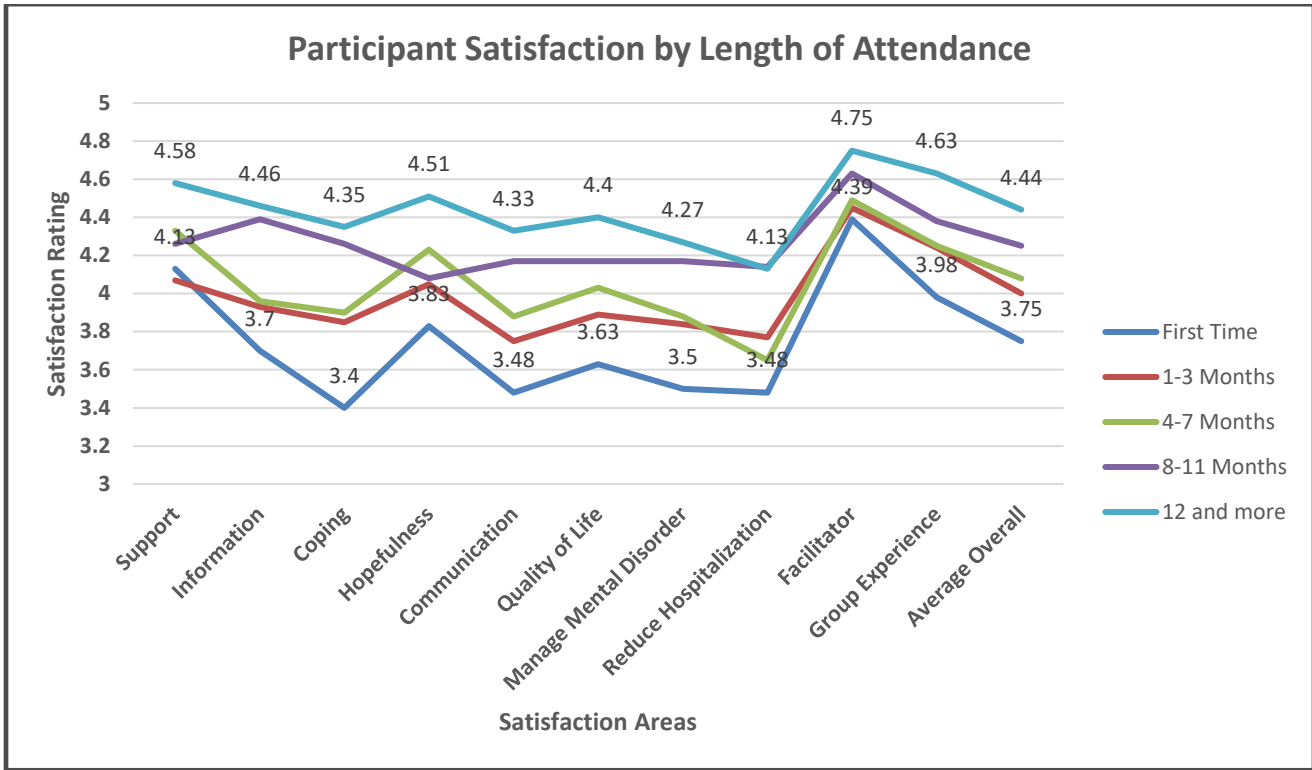
8-11 months (n=24):

- Satisfaction with Group facilitator: 4.63 (93%)
- Satisfaction with Overall group: 4.38 (88%)

12 and more (n=144):

- Satisfaction with Group facilitator: 4.75 (95%)
- Satisfaction with Overall group: 4.63 (93%)

Length of Time Attending Group					
Satisfaction Areas	First Time	1-3 months	4-7 Months	8-11 months	12 and more
Support	4.13	4.07	4.33	4.26	4.58
Information	3.70	3.93	3.96	4.39	4.46
Coping	3.40	3.85	3.90	4.26	4.35
Hopefulness	3.83	4.05	4.23	4.08	4.51
Communication	3.48	3.75	3.88	4.17	4.33
Quality of Life	3.63	3.89	4.03	4.17	4.40
Manage Mental Disorder	3.50	3.84	3.88	4.17	4.27
Reduce Hospitalization	3.48	3.77	3.65	4.14	4.13
Facilitator	4.39	4.45	4.49	4.63	4.75
Group Experience	3.98	4.24	4.25	4.38	4.63
Average Overall	3.75	4.00	4.08	4.25	4.44



CONCLUSION:

re:MIND had a 98% response rate among participants completing the satisfaction survey during the polling period. Participants report high rates of satisfaction with the group facilitator (88%) and overall group experience (80%) starting with the first visit. Consistent with previous years, the data shows a positive relationship between self-reported increase in skills and long term attendance at re:MIND Support Groups. The reported satisfaction with the Facilitator (95%), group experience (93%) and overall scores (89%) are the highest for participants receiving support from the group for a duration of 12 months or more. re:MIND continues to be committed to providing quality support groups to individuals living with, or family and friends affected by, depression and bipolar disorders.