

# DBSA Greater Houston

## 2012 Satisfaction Survey Results

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### SUMMARY:

During January 2012, DBSA conducted its annual “**Participant Satisfaction Survey**”. The survey provides both quality improvement and assurance metrics that are used to improve DBSA’s delivery of services.

### RESULTS:

DBSA received responses from 43 out of a possible 45 support group locations with 281 individuals completing the survey.

Overall, DBSA had an average score of 4.21 out of a possible 5, with 1 representing “poor” and 5 representing “excellent”

### Breakdown of Average Scores per Measurement Variable:

***Increase in Support:*** 4.37 (87%)  
***Increase in Information/Knowledge:*** 4.29 (86%)  
***Improvement in Coping Strategies:*** 4.05 (81%)  
***Improvement in Hopefulness:*** 4.35 (87%)  
***Improvement in Social Interaction/Friendship:*** 4.27 (85%)  
***Improvement in Communication Skills:*** 4.17 (83%)  
***Improvement in Medication Adherence:*** 3.86 (77%)  
***Improvement in Quality of Life:*** 4.17 (83%)  
***Improvement in Progress toward Recovery:*** 4.17 (83%)  
***Manage Mood Disorder:*** 4.02 (80%)  
***Overall Satisfaction with Group Facilitator(s):*** 4.48 (90%)  
***Overall Satisfaction with Support Group:*** 4.36 (87%)

### Average Breakdown by Group

1.	1960/North Houston	4.21	23.	Mainstreet Ministry	N/A
2.	Baytown	4.40	24.	MHMRA Jail	N/A
3.	Braeswood	4.11	25.	Med center Monday	4.08
4.	Caregivers	4.68	26.	Med center Saturday	4.64
5.	Clearlake	4.43	27.	Midtown	4.73
6.	Clear Lake YA	3.82	28.	Milby HS	4.42
7.	Covenant House	3.57	29.	Missouri City	4.33
8.	Cypress	4.68	30.	Nimitz 9 <sup>th</sup> grade	3.86
9.	Discover	4.17	31.	Pasadena	4.43
10.	East End Spanish	4.72	32.	Pearland	4.57
11.	Galleria	4.55	33.	Piney Point Adult	4.11
12.	Gathering Place	4.29	34.	Piney Point YA	4.97
13.	GLTB	4.02	35.	Richmond	4.27
14.	Hastings HS	closed	36.	Sam Houston HS	4.69
15.	Inner Loop	4.05	37.	Sanchez HS	3.74
16.	Jester Prison	4.64	38.	Seniors	4.00
17.	Katy Adult	3.53	39.	Shield Bearer(NWest)	4.69
18.	Katy YA	3.91	40.	Southwest	4.36
19.	Kingwood	4.50	41.	VA	4.61
20.	Lamar HS	3.82	42.	VOA	3.86
21.	Lee HS	4.37	43.	Westchase	3.77
22.	Madison HS	4.20	44.	The Women's Home	4.75
			45.	Woodlands	3.81

#### Did not Survey:

MHMRA Prison (2 groups)- prisoners are not allowed to have writing instruments.  
Hastings HS closed at the time we were doing Questionnaire  
Mainstreet Ministries group serves a homeless population who presents irregular attendance.

Instrument: Self-report Questionnaire

### CONCLUSION:

As the aforementioned survey results show, DBSA continues to provide a high quality of service in its delivery of support group services for those affected by mood disorders. While the scores across the spectrum are excellent, DBSA will continue to implement further quality improvement activities as needed that will serve to strengthen the organization's support group model.