



2020 Satisfaction Survey Results

SUMMARY:

During the first quarter of 2020, 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 59 of our 59 support group site locations with 421 individuals completing the survey.

Overall, re:MIND had an average score of 4.24 (85%) out of a possible 5, with 1 representing “poor” and 5 representing “excellent”.

Overall Average Satisfaction Scores per Measurement Variable:

Increase in Support: 4.4 (87%)

Increase in Information/Knowledge: 4.3 (86%)

Improvement in Coping Strategies: 4.11 (82%)

Improvement in Hopefulness: 4.37 (87%)

Improvement in Communication Skills: 4.07 (81%)

Improvement in Quality of Life: 4.18 (84%)

Manage Mental Disorder: 4.03 (81%)

Reduce Need for Hospitalization: 3.89 (78%)

Overall Satisfaction with Group Facilitator(s): 4.57 (92%)

Overall Satisfaction with Support Group: 4.43 (89%)

Average Satisfaction Breakdown by Group:

1.	1960 Evening	4.53	31.	Missouri City	4.17
2.	Academy of Choice	4.38	32.	Museum District	3.54
3.	Adolescent Community	3.71	33.	North Forest HS	3.82
4.	Clear Lake Adult	4.14	34.	North Shore Senior HS	4.38
5.	Clear Lake Family & Friends	3.95	35.	Northbrook MS	4.33
6.	Copperfield	4.28	36.	Northwest	4.6
7.	Covenant House Men	3.8	37.	Pasadena	4.41
8	Crockett MS	3.48	38.	Pearland	3.82
9.	Cypress	4.88	39.	Piney Point Adult	4.23
10.	Discovery MS	3.85	40.	Piney Point Young Adult	4.53
11.	Empowerment HS	4.07	41.	Richmond	4.83
12.	Galleria	4.01	42.	River Oaks Saturday	4.07
13.	Galleria Family & Friends	4.43	43.	Sam Houston HS	3.86
14.	Hastings HS- A	4.18	44.	Sanchez Charter School	4.12
15.	Hastings HS - B	4.08	45.	Seniors	4.38
16.	Hastings HS - C	3.88	46.	Spring Oaks MS	3.8
17.	Heights	4.31	47.	Sugar Land	4.4
18.	Heights HS	3.96	48.	The Gathering Place	4.8
19.	Hodges Bend MS	3.9	49.	The Women's Home	4.15
20.	Houston ISD DAEP	3.85	50.	The Woodlands Daytime	4.42
21.	Inner Loop Daytime	4.57	51.	The Woodlands Evening	4.39
22.	Inner Loop Evening	4.33	52.	Washington HS	4.41
23.	Katy	4.58	53.	Westchase Daytime	4.25
24.	Kingwood	4.81	54.	Westside HS	4.44
25.	Lamar HS	3.9	55.	Women's Daytime River Oaks	4.72
26.	LGBT Daytime	4.29	56.	YES Prep Northbrook HS	4.7
27.	LGBT Evening	4.44	57.	YES Prep Southeast MS	4.13
28.	Medical Center	4.36	58.	YES Prep White Oak HS	3.96
29.	Memorial HS	4.01	59.	YES Prep White Oak MS	3.92
30.	Milby HS	4.14			

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.

Participant satisfaction by length of time attending support group:

First Time attendee (n=62):

- Satisfaction with Group facilitator: 4.27 (85%)
- Satisfaction with Overall group: 4.21 (84%)

1-3 months (n=87):

- Satisfaction with Group facilitator: 4.48 (90%)
- Satisfaction with Overall group: 4.37 (87%)

4-7 months (n=102):

- Satisfaction with Group facilitator: 4.56 (91%)
- Satisfaction with Overall group: 4.25 (85%)

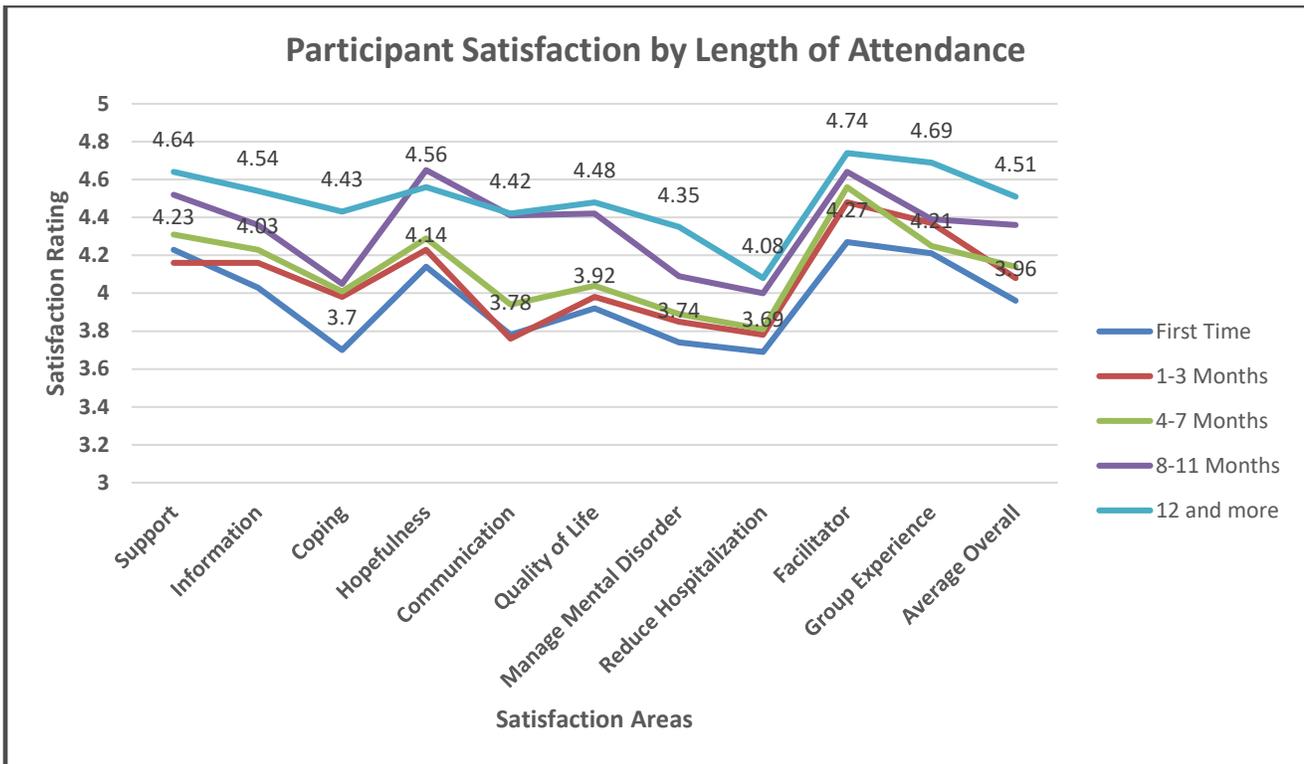
8-11 months (n=24):

- Satisfaction with Group facilitator: 4.64 (93%)
- Satisfaction with Overall group: 4.39 (88%)

12 and more (n=146):

- Satisfaction with Group facilitator: 4.74 (95%)
- Satisfaction with Overall group: 4.69 (94%)

Length of Time Attending Group					
Satisfaction Areas	First Time	1-3 months	4-7 Months	8-11 months	12 and more
Support	4.23	4.16	4.31	4.52	4.64
Information	4.03	4.16	4.23	4.36	4.54
Coping	3.7	3.98	4.01	4.05	4.43
Hopefulness	4.14	4.23	4.29	4.65	4.56
Communication	3.78	3.76	3.94	4.41	4.42
Quality of Life	3.92	3.98	4.04	4.42	4.48
Manage Mental Disorder	3.74	3.85	3.89	4.09	4.35
Reduce Hospitalization	3.69	3.78	3.81	4.00	4.08
Facilitator	4.27	4.48	4.56	4.64	4.74
Group Experience	4.21	4.37	4.25	4.39	4.69
Average Overall	3.96	4.08	4.14	4.36	4.51



CONCLUSION:

re:MIND had a 100% response rate among participants completing the satisfaction survey during the polling period. Participants report high rates of satisfaction with the group facilitator (85%) and overall group experience (84%) 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 (94%) and overall scores (90%) 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.