

Essential Partner Survey for Community Partners

1. Please rate the following aspects of our work.								
	Excellent	Good	Average	Fair	Unacceptable	N/A	Rating Average	Response Count
Courteousness of ECBH staff in person and by telephone.	29.0% (9)	45.2% (14)	6.5% (2)	9.7% (3)	3.2% (1)	6.5% (2)	2.07	31
Timeliness and responsiveness of ECBH staff to complaints, problems, requests, etc.	25.8% (8)	32.3% (10)	3.2% (1)	12.9% (4)	12.9% (4)	12.9% (4)	2.48	31
Accessibility of services through ECBH.	19.4% (6)	16.1% (5)	6.5% (2)	19.4% (6)	22.6% (7)	16.1% (5)	3.12	31
Information and communication received from ECBH (i.e., MCO Alerts, Provider Forums, etc.)	29.0% (9)	22.6% (7)	9.7% (3)	19.4% (6)	9.7% (3)	9.7% (3)	2.54	31
Simplicity and amount of paperwork.	3.2% (1)	25.8% (8)	12.9% (4)	9.7% (3)	16.1% (5)	32.3% (10)	3.14	31
Knowledge of ECBH's role in the community.	19.4% (6)	22.6% (7)	16.1% (5)	9.7% (3)	25.8% (8)	6.5% (2)	3.00	31
Trainings and forums provided by ECBH.	9.7% (3)	35.5% (11)	9.7% (3)	12.9% (4)	16.1% (5)	16.1% (5)	2.88	31
Resolution of issues involving ECBH.	6.9% (2)	27.6% (8)	6.9% (2)	6.9% (2)	20.7% (6)	31.0% (9)	3.10	29
Relationship with the provider network of ECBH.	20.0% (6)	20.0% (6)	6.7% (2)	13.3% (4)	20.0% (6)	20.0% (6)	2.92	30
Overall experience with being a community partner with ECBH.	25.8% (8)	32.3% (10)	3.2% (1)	12.9% (4)	22.6% (7)	3.2% (1)	2.73	31
	answered question							31
	skipped question							1

2. How can we improve our relationship with you?		
		Response Count
		13
	<i>answered question</i>	13
	<i>skipped question</i>	19

3. Other comments?		
		Response Count
		7
	<i>answered question</i>	7
	<i>skipped question</i>	25