

Measuring Recovery Using a Consumer Satisfaction Survey

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The Connecticut Department of Mental Health and Addiction Services has been conducting an annual consumer satisfaction survey since 2000. The first comprehensive report was issued by the department in October 2005. In addition to using the 23-item MHSIP consumer satisfaction survey, CT developed a recovery domain that is comprised of 5-item.

Results: This recovery domain scale, with five items has a Chronbach's alpha of .8. It is a scale that is short and may be of use to other states that are not able to devote large resources to the collection of data that measures where they are with the measurement of recovery in their systems of care. CT has used this scale for two years and has collected data on 43,906 consumers. The items on the scale are:

In General...	SFY 2005 (Percent of clients)				SFY 2006 (Percent of clients)			
	Agree	Disagree	Neutral	N	Agree	Disagree	Neutral	N
I am involved in my community (for example, church, volunteering, sports, support groups, or work)	68.6	10.9	20.5	17,870	69.0	20.0	11.1	19,348
I am able to pursue my interests	77.6	6.5	15.9	19,181	78.2	15.5	6.3	20,832
I can have the life I want, despite my disease/disorder	75.4	8.6	16	19,180	75.8	15.7	8.5	20,747
I feel like I am in control of my treatment	78.4	6.6	15	19,200	79.1	14.6	6.3	20,879
I give back to my family and/or community	77.8	5.5	16.6	18,836	78.2	16.6	5.2	20,454
Total	76.5	3.8	19.7	18,784	77.1	18.7	4.2	21,013

This presentation is intended to share the results on the recovery-oriented domain about how consumers responded to these statements and if there were any differences by gender, race, ethnicity, level of care, region of the state, age group and the presenting problem .