

# Recovery and Transformation in Washington State

2006 Telephone Survey



THE WASHINGTON INSTITUTE  
FOR MENTAL ILLNESS RESEARCH  
& TRAINING

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## Four Major Needs Assessment Questions

1. Within Washington State, what is working well when addressing the needs of mental health consumers?
2. Within Washington State, what is not working, creates barriers or fails to provide quality service and support when addressing the needs of mental health consumers?
3. What would a “transformed” mental health system look like?
4. What outcomes would indicate that the changes in the mental health service systems are creating improved results for consumers?

# Transformation in Washington State

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## Transformation Needs Assessment Methodology

1. Interviews with MHD Director and key staff, regional mental health administrators, and agency executives (n = 62);
2. Existing State information compiled by Washington State Research and Data Analysis;
3. In-depth interviews with consumers (n = 126);
4. Survey of mental health consumers receiving services from (1) the state's Mental Health Division and (2) the state's health care plan, from the fee-for-service medical sector (n = 650).



# The Survey Instrument

1. The Recovery Oriented System Indicators (ROSI)
2. The Discrimination Experience (Stigma) Subscale
3. Seven "Open-ended" Questions
4. Demographic questions



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## The Recovery Oriented System Indicators (ROSI)

**The ROSI is a 42-item self-report measurement tool developed as part of a collaborative effort between mental health consumers, researchers, and state mental health authorities.**

### Our Primary use is to:

**Create a baseline data set assessing the current recovery orientation of a service delivery system (what hurts and what hinders recovery) from the consumers' perspective.**

Dumont, J.M., Ridgway, P., Onken, S.J., Dornan, D.H., & Ralph, R.O. (2006). Mental Health Recovery: What Helps and What Hinders? A National Research Project for the Development of Recovery Facilitating System Performance Indicators. Phase II Technical Report: Development of the Recovery Oriented System Indicators (ROSI) Measures to Advance Mental Health System Transformation. National Association of State Mental Health Program Directors (NASMHPD). National Technical Assistance Center, Alexandria, VA.

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## The Discrimination Experience Subscale

This measure is part of the Internalized Stigma of Mental Illness (ISMI) scale.

It is composed of five items designed to assess the respondents' perception of the way they are treated by others, such as "People discriminate against me because I have a mental illness".

Ritsher, J.B., Otilingam, P.G., and Grajales, M. (2003). Internalized stigma of mental illness: psychometric properties of a new measure. Psychiatry Research, 121, 31-49.

# The Sample

Participants were drawn from two sources:

1. Those receiving mental health services from the state's Mental Health Division (MH). This is a stratified random sample pulled from the MHD Management Information System. Stratified on gender, minority status and RSN.
2. Those receiving mental health services from the state's fee-for-service medical sector (Non-MH). Stratification was done by diagnosis that would qualify them for services from the MHD (psychotic disorders, bipolar 1 and 2, and certain levels of depression and anxiety).

A random sample of 1,500 people 18 years and older was selected for each group

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## Sources of Contact Data

- Economic Services Administration (DSHS)
- Regional Support Networks
- Individual provider agencies (contractors)



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## WIMIRT's CATI System

- 10-bank data collection system
- Survey and contact information provided to interviewer
- Approximately 50% of interviewers are consumers
- System allows extensive info on call-back and disposition



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# WIMIRT's CATI System



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## WIMIRT's CATI System

Total number of calls:

10,706

Average number of calls per completion:

16.5



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## Disposition of the Sample

	Mental Health (%)	Non-Mental Health (%)
<b>Completions</b>	<b>394 (26%)</b>	<b>256 (17%)</b>
<b>Refusals</b>	<b>173 (11%)</b>	<b>130 (9%)</b>
<b>Bad Numbers</b>	<b>719 (48%)</b>	<b>775 (52%)</b>
<b>Language Barrier</b>	<b>39 (3%)</b>	<b>52 (3%)</b>
<b>No MH Services</b>	<b>31 (2%)</b>	<b>122 (8%)</b>
<b>Other</b>	<b>144 (10%)</b>	<b>164 (11%)</b>
<b>TOTAL</b>	<b>1,500 (100%)</b>	<b>1,500 (100%)</b>

Bad numbers: incorrect, disconnected, and those respondents for whom contact data were never obtained.

Other: deceased, unavailable for duration of study, claimed had already responded to survey, requested a mailed survey but didn't respond, requested callback but unavailable after numerous attempts to do so.

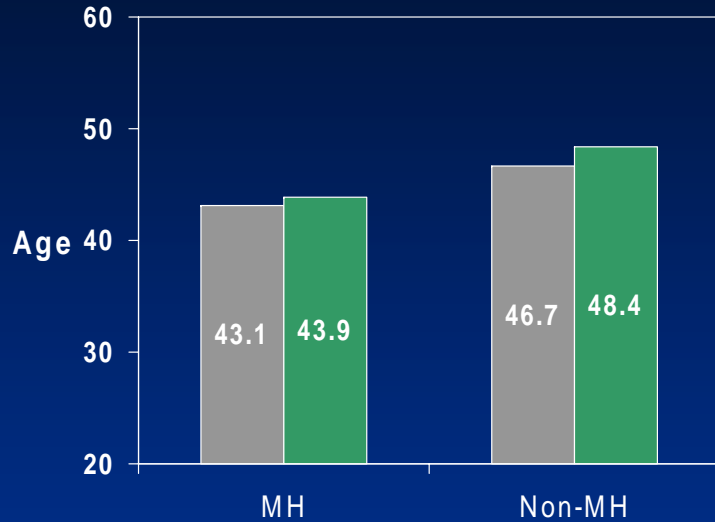
# Demographics (N=650)

<b>Race/Ethnicity</b>	
<i>African American</i>	6%
<i>Hispanic</i>	5%
<i>Native American</i>	5%
<i>Caucasian</i>	77%
<i>Asian</i>	2%
<i>Other</i>	5%
<b>Age (mean)</b>	44.5
<i>18 to &lt; 35</i>	27%
<i>35 to &lt; 55</i>	52%
<i>55 +</i>	22%
<b>Gender</b>	
<i>Female</i>	65%
<i>Male</i>	35%

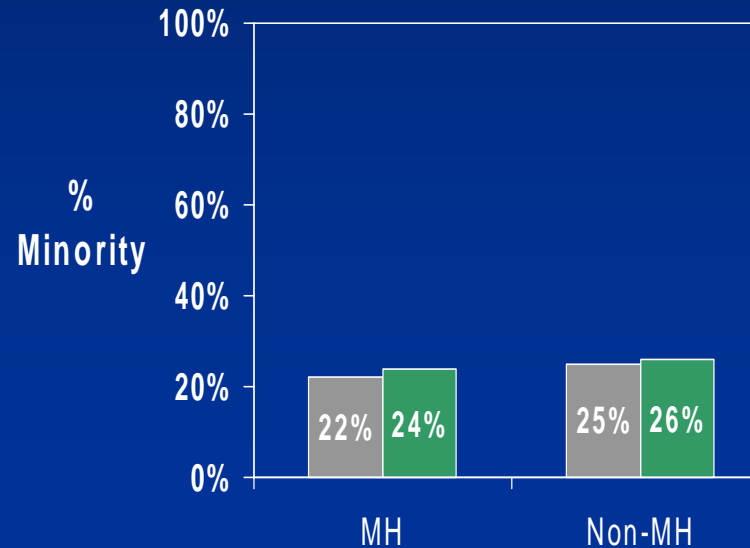
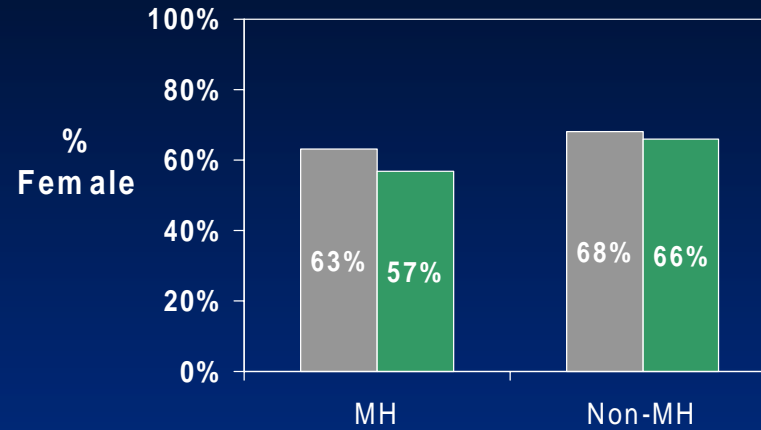
<b>Employed</b>	
<i>Yes</i>	16%
<i>No</i>	84%
<b>Benefits (N = 104)</b>	
<i>Yes</i>	22%
<i>No</i>	78%
<b>Medicaid</b>	
<i>Yes</i>	66%
<i>No</i>	34%
<b>Medicare</b>	
<i>Yes</i>	39%
<i>No</i>	61%

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## Sample Representativeness



■ Respondent Sample  
■ Drawn Sample



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## Scale Construction

	<u>Alpha</u>	<u># Items</u>
Staff and Treatment Satisfaction	.92	15
Perceived Independence	.75	6
Access to Services	.71	5
Invalidated Personhood	.68	4
Supports	.66	3
Encouragements	.62	4

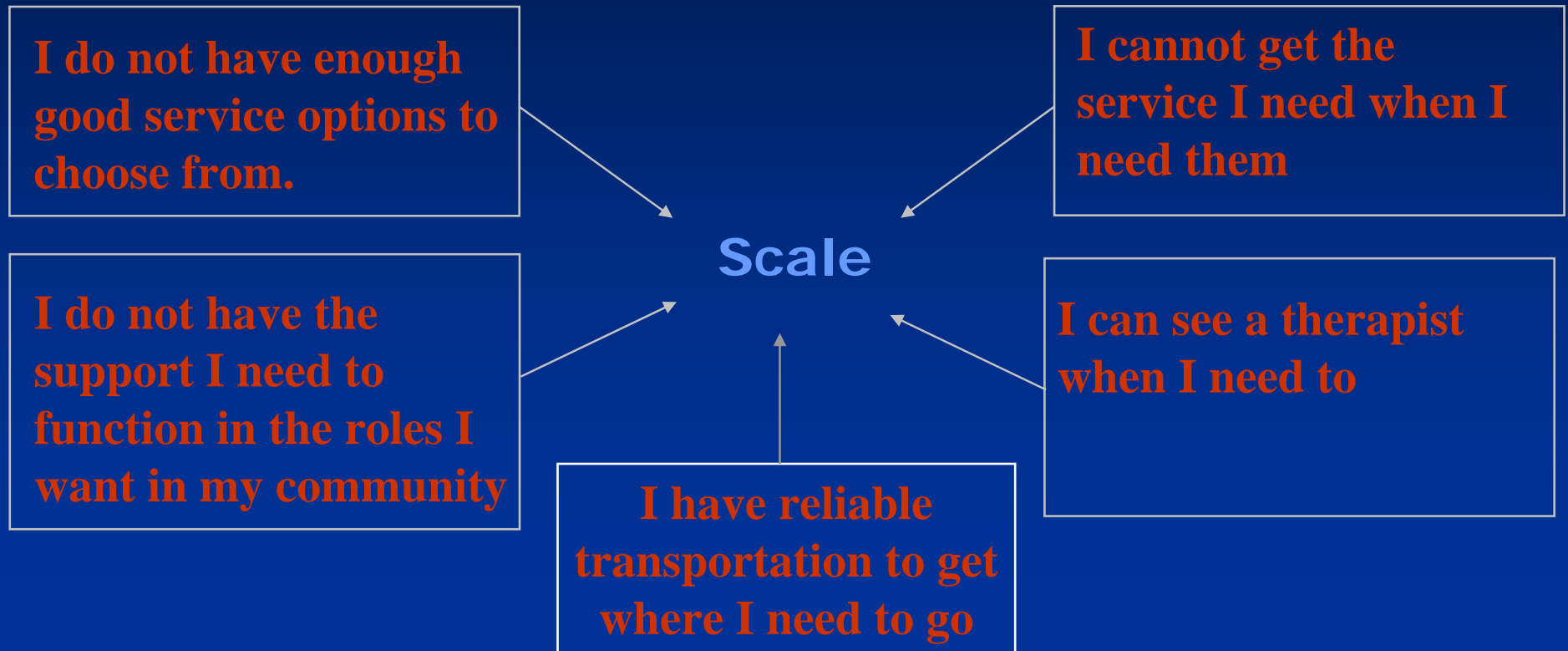
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# Sample Scale Creation

## Perception of Access

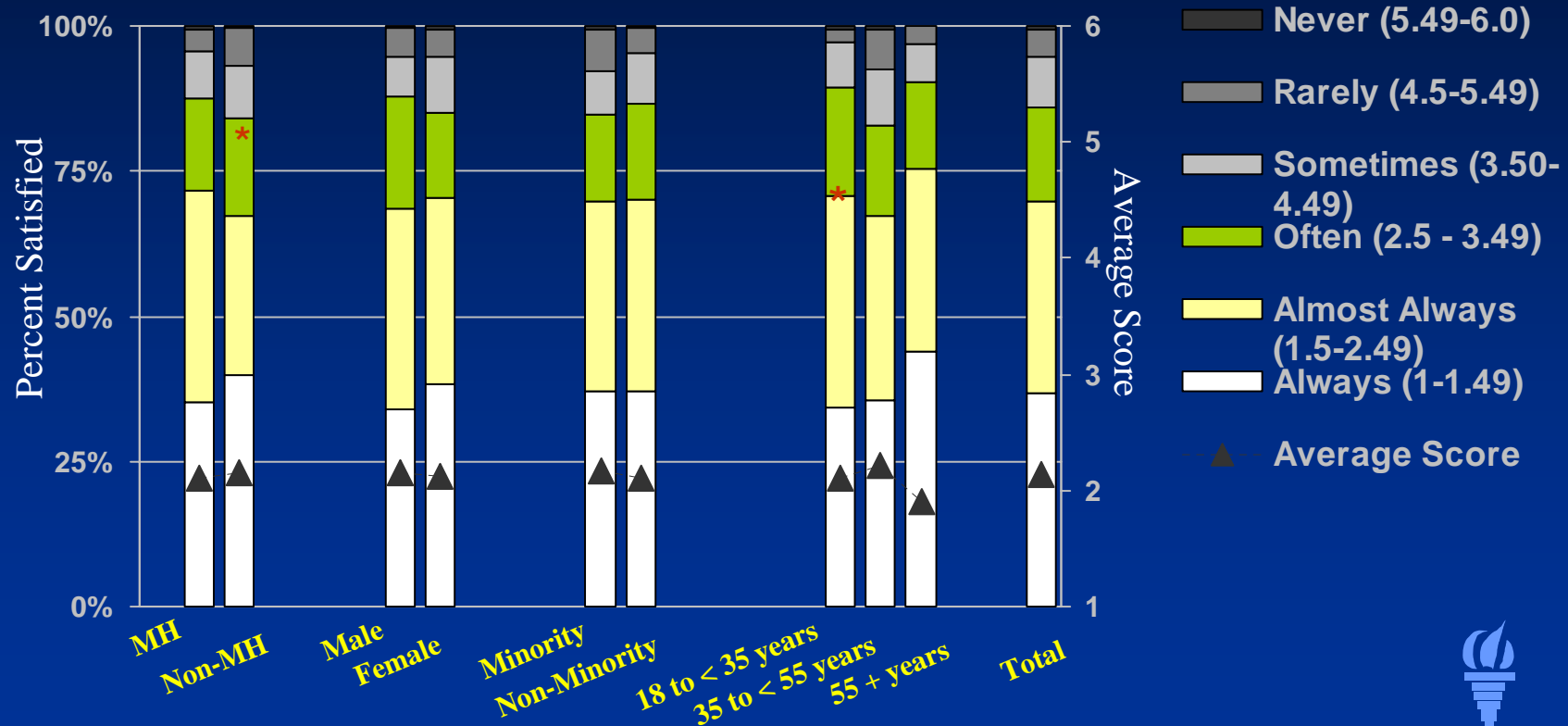
**Alpha = 0.71**



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# Staff and Treatment Satisfaction



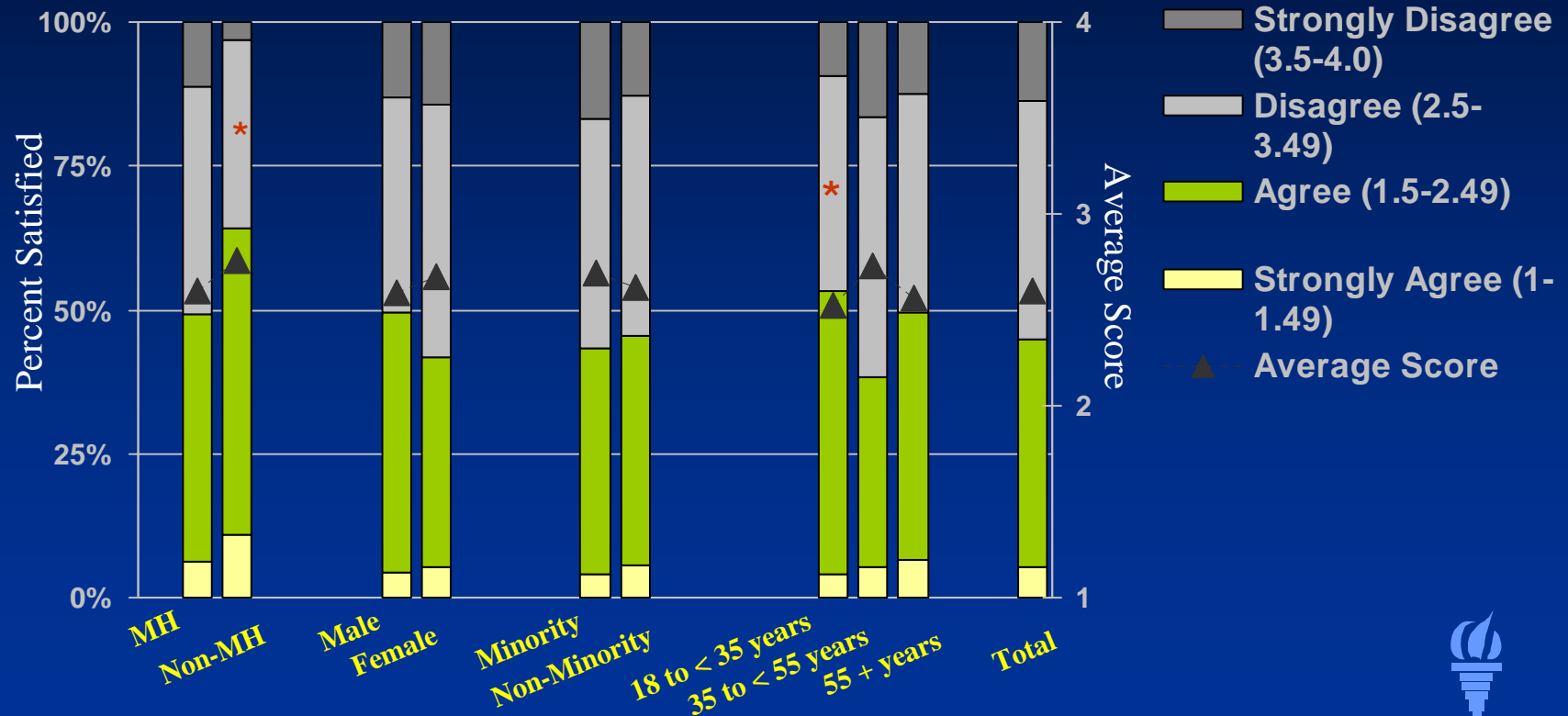
\* P < .05



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# Perceived Independence



\* P < .05



# Perceived Independence

- Less than half (44%) of the respondents believed that mental health services helped them get basic resources such as employment and housing.
- Most respondents (57%) reported that they have *never* been helped by mental health services to get or keep employment.
- Only 13% of all respondents reported being employed.

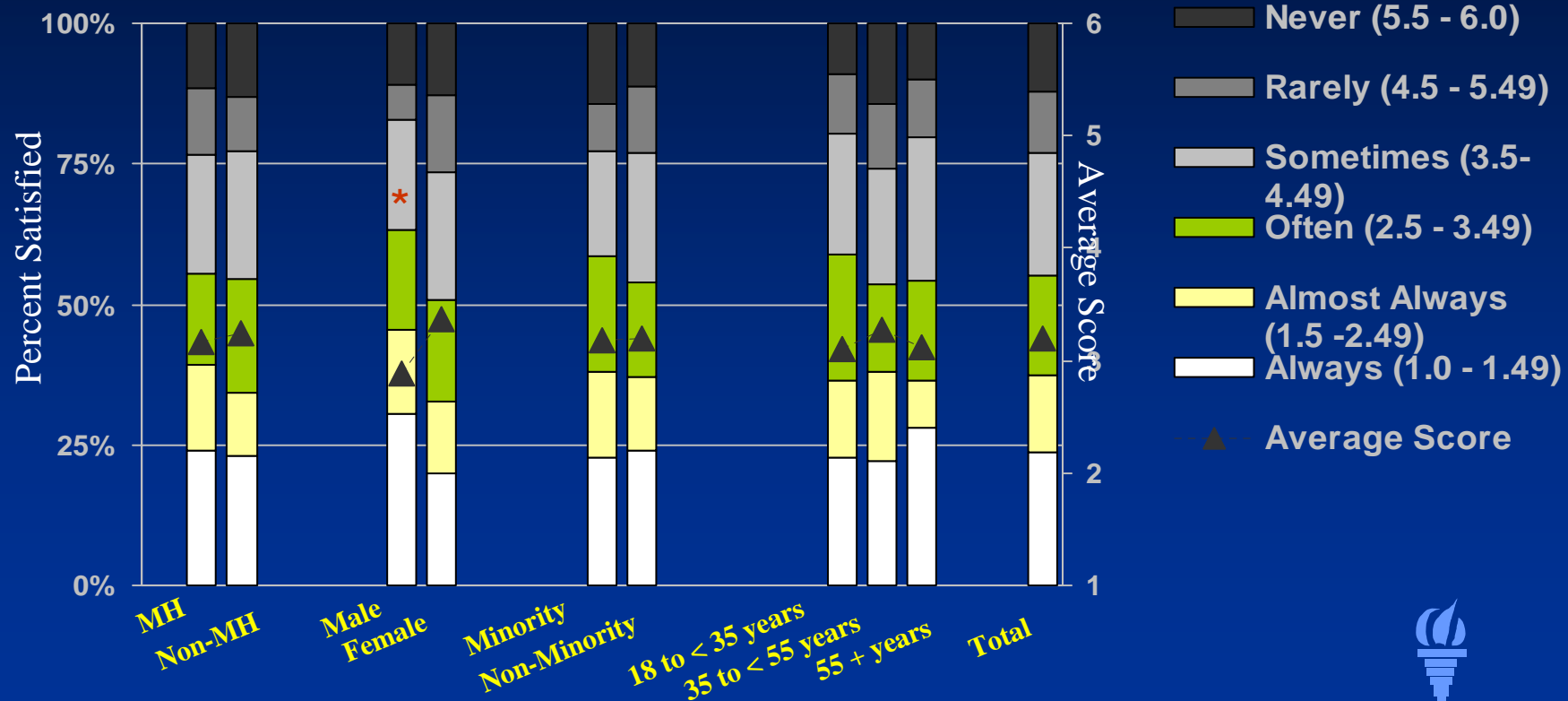
"Let us earn more money so that we can better support ourselves."

"There should be more programs aimed towards getting people back into

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# Supports



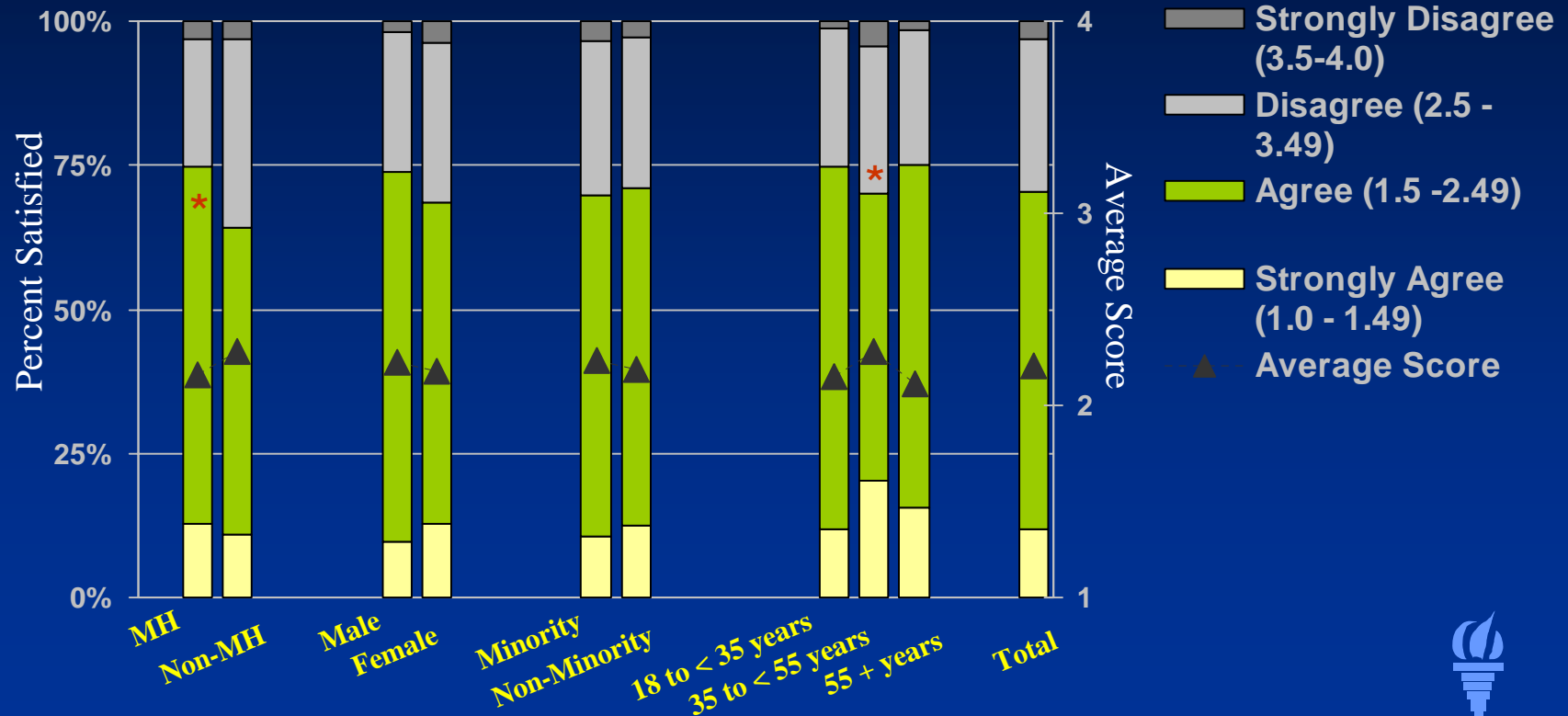
\* P < .05



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## Access



\* P < .05



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## Access

- **Most respondents (70%) agreed or strongly agreed that they could access services when needed.**
- **24% say that they can rarely or never see their therapist when needed.**

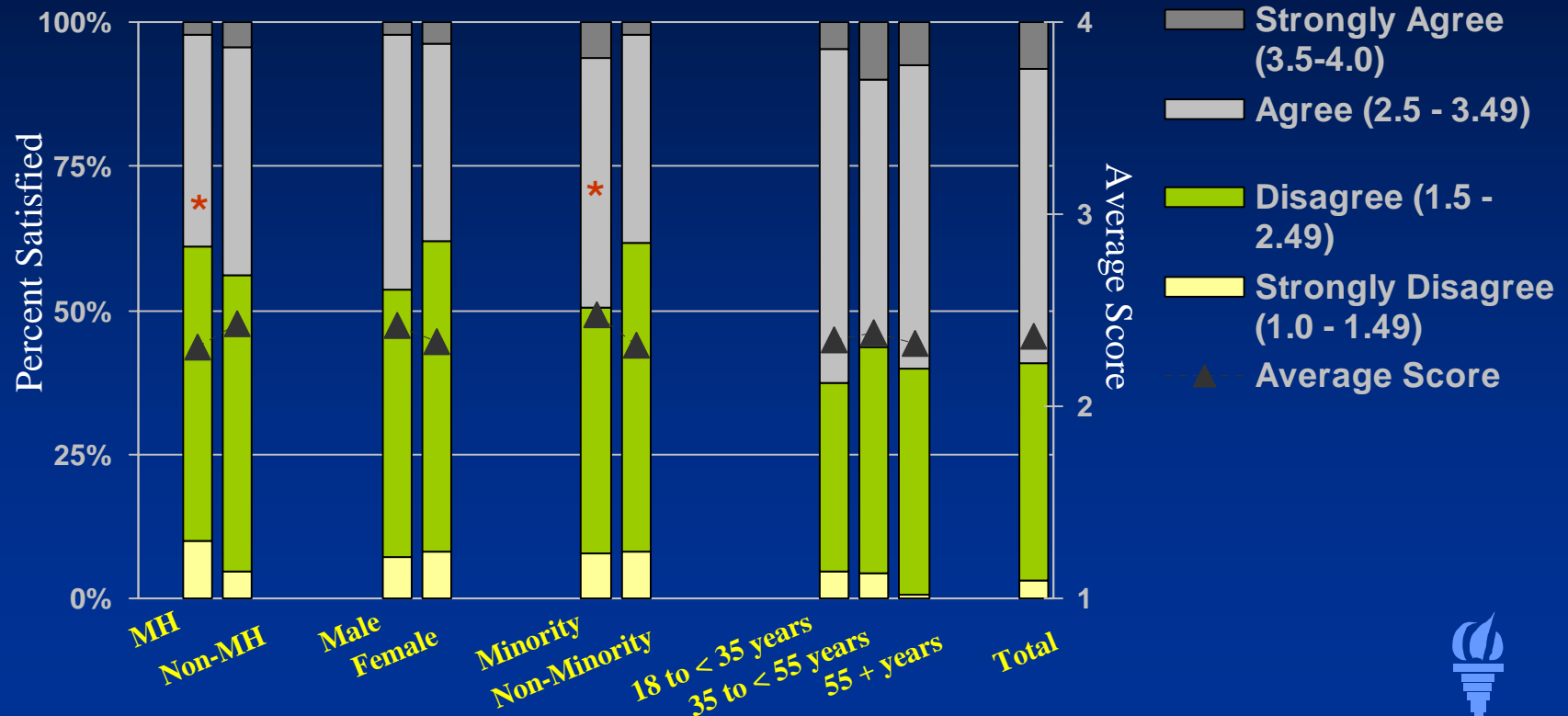
**“I cannot get the services I need when I need them.”**

**“I do not have enough good service options to choose from.”**

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## Invalidated Personhood



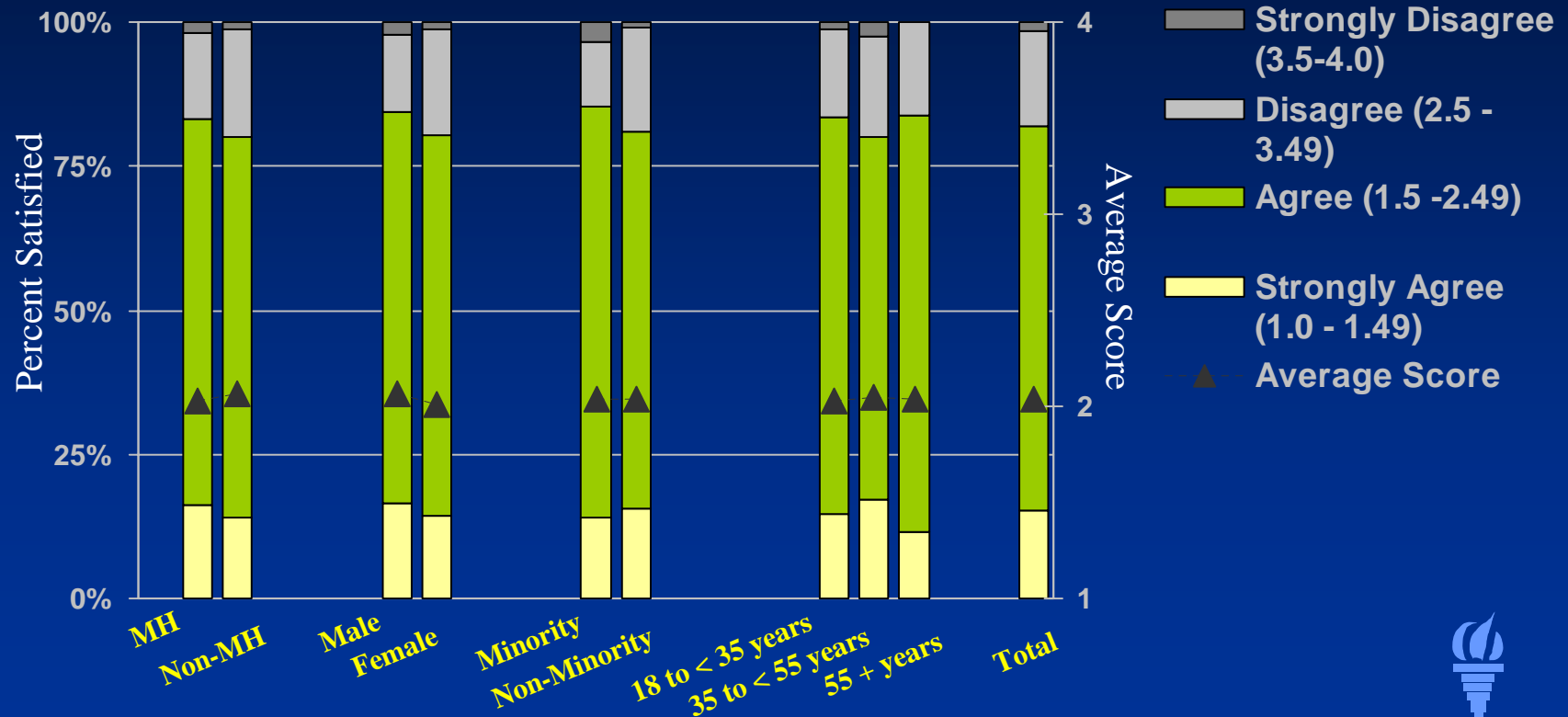
\* P < .05



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# Encouragement



\* P < .05



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## The Discrimination Experience Subscale

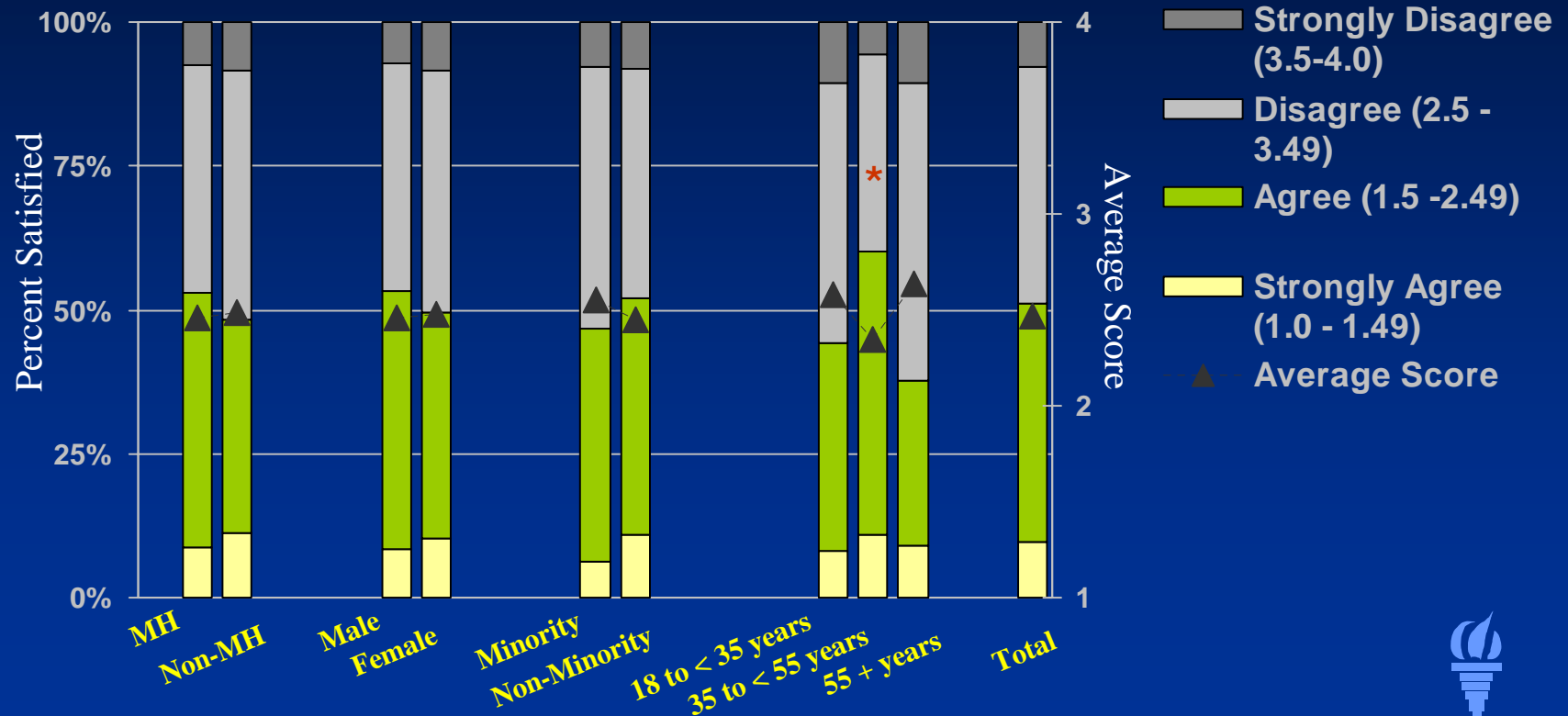
Alpha = 0.86

1. People discriminate against me because I have a mental illness.
2. Others think I can't achieve much in life because I have a mental illness.
3. People often patronize me, or treat me like a child, just because I have a mental illness.
4. People ignore me or take me less seriously just because I have a mental illness.
5. Nobody would be interested in getting close to me because I have a mental illness.

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# Stigma



\* P < .05



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## Stigma

- Over half of the respondents (53%) felt stigmatized due to their mental illness.
- Half of the respondents believed they had been discriminated against because of their mental illness.
- Nearly two-thirds (62%) of the respondents believe that people ignore them or take them less seriously because they have a mental illness.

# Open Ended Questions

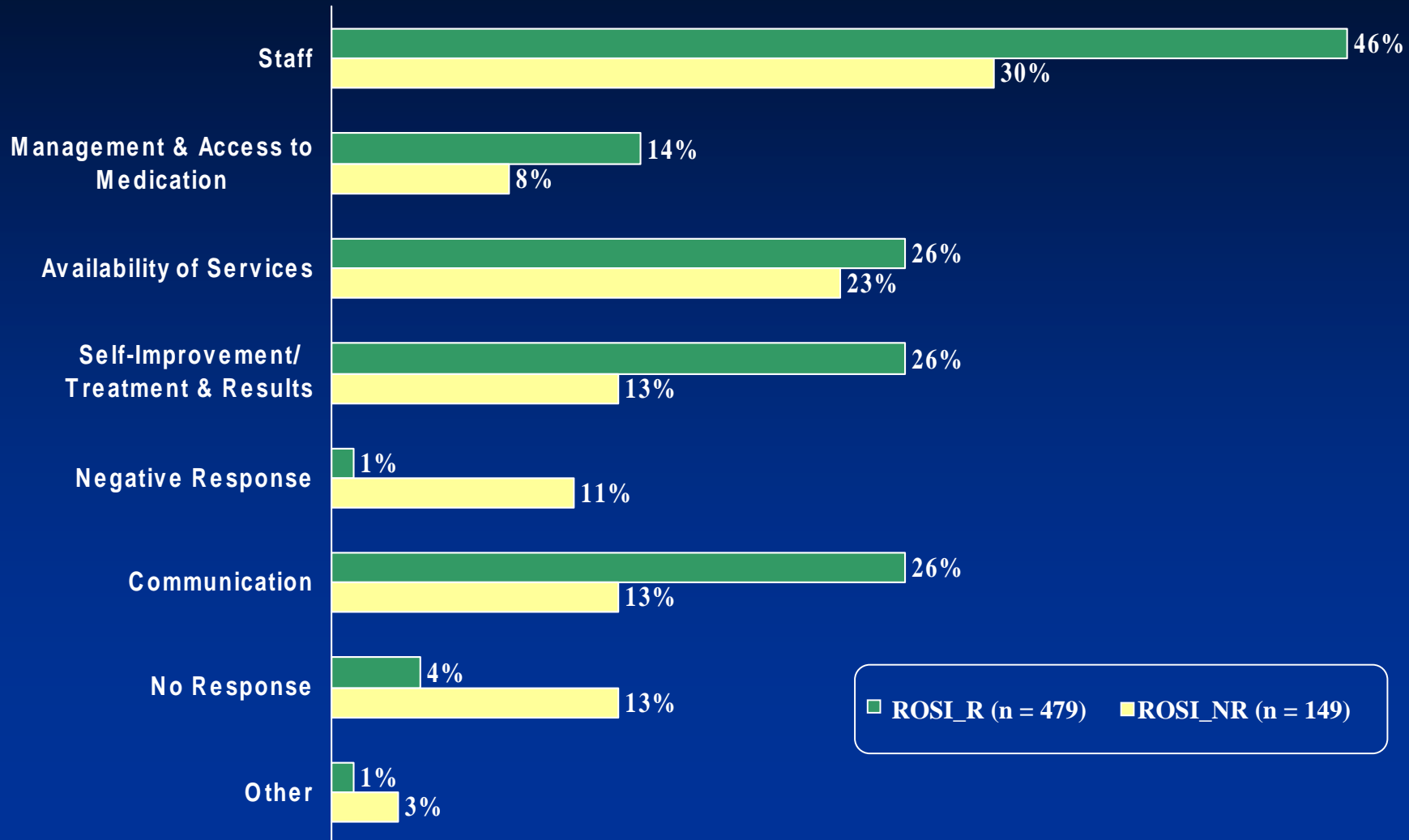
Seven questions were developed to give participants the opportunity to express responses in their own words.

For each question, responses were broken out by a recovery/non-recovery orientation from the ROSI:

- ROSI\_NR = persons who scored in the upper quartile on the ROSI were categorized as believing the mental health system has a non-recovery orientation.
- ROSI\_R = persons who scored in the lower 3/4ths on the ROSI were categorized as believing the mental health system has a recovery orientation.

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## Question 1: What two things do you like the most about the mental health services you received?



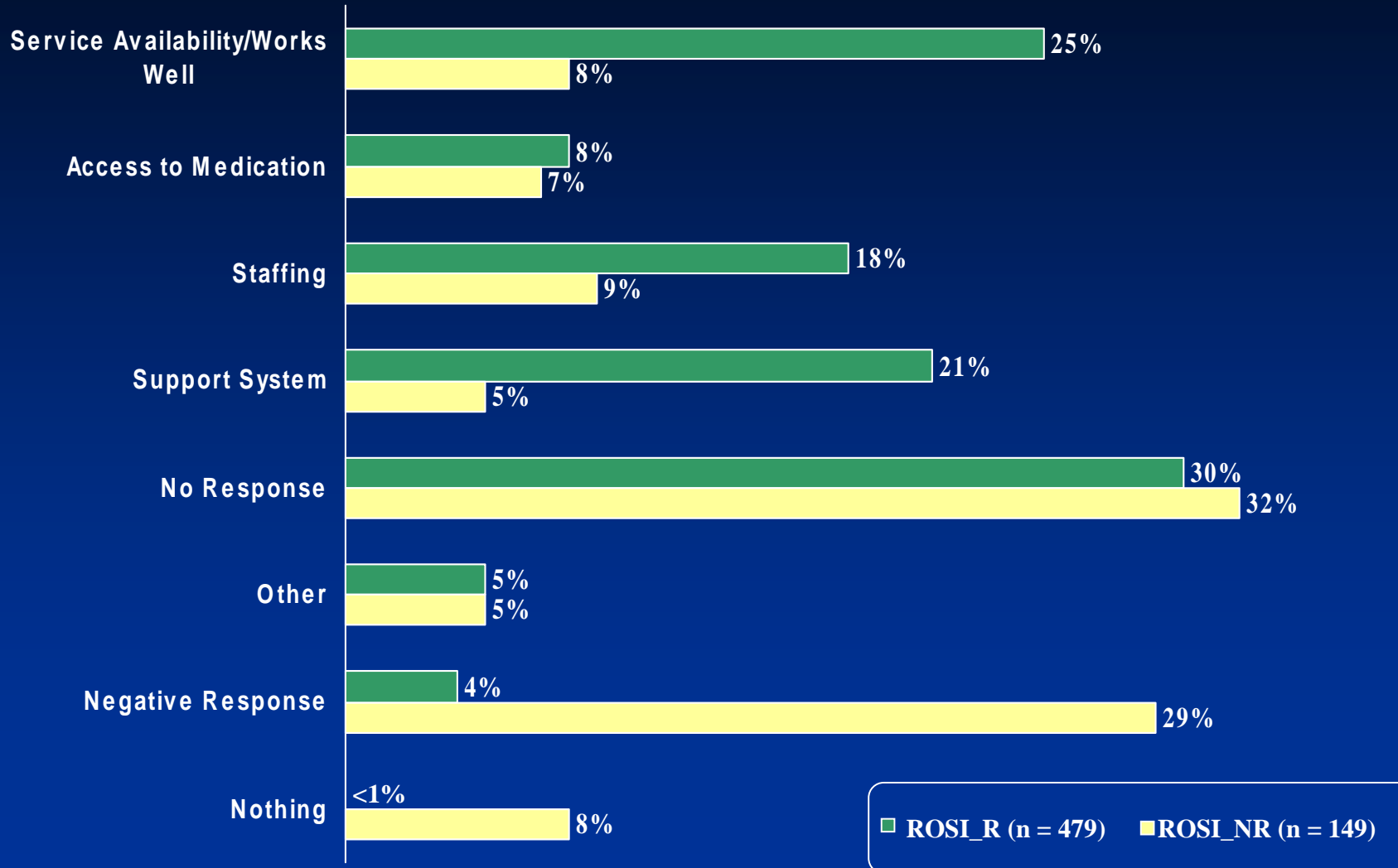
*Question 1: What two things do you like the most about the mental health services you received?*

**“I like the fact that they treated me like a real person and there are a lot of options for me.”**

**“They give me a place to go every day to be around people.”**

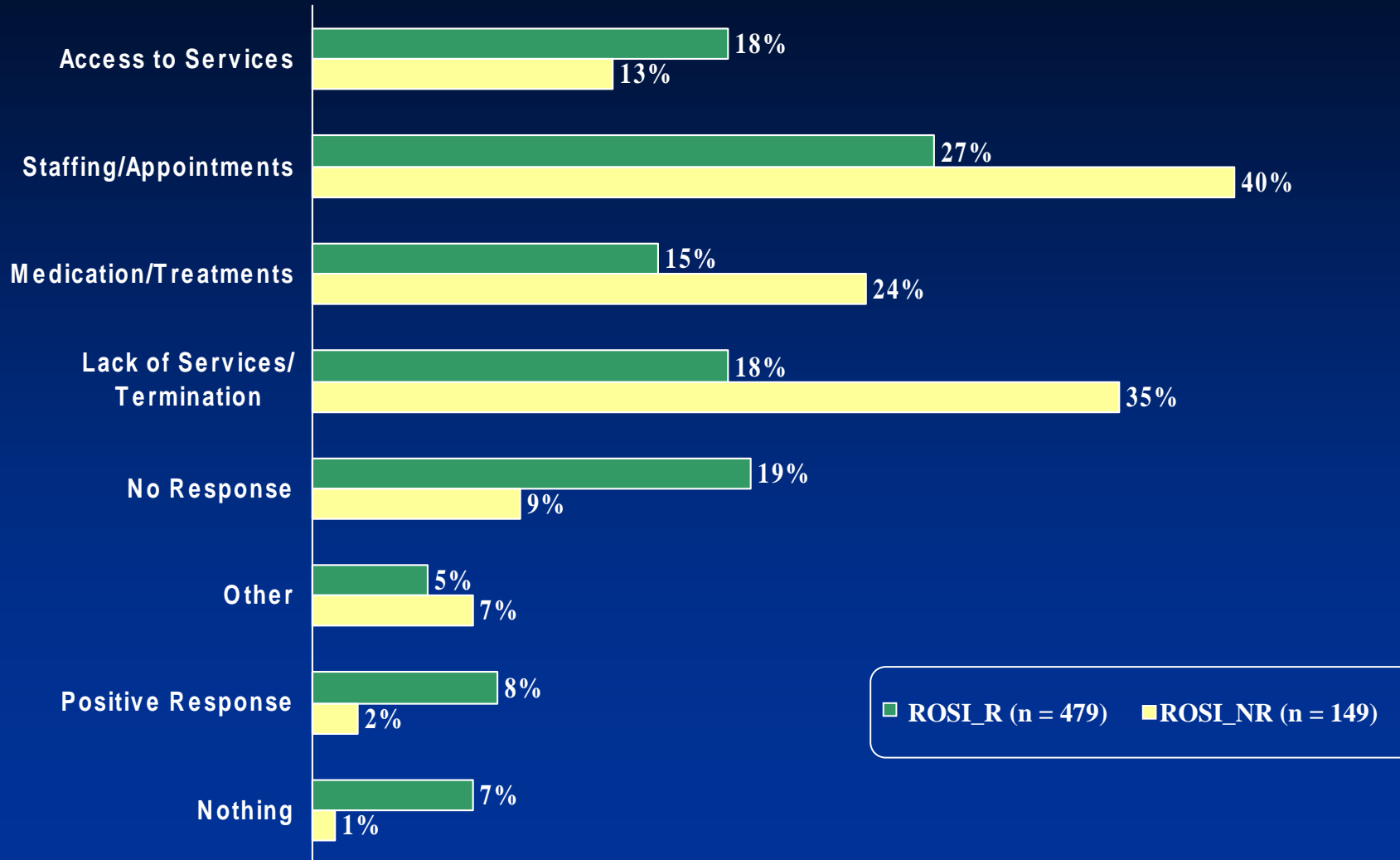
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## Question 2: What about the mental health system in your opinion is working well?



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## Question 3: What two things do you like the LEAST about the mental health services you received?



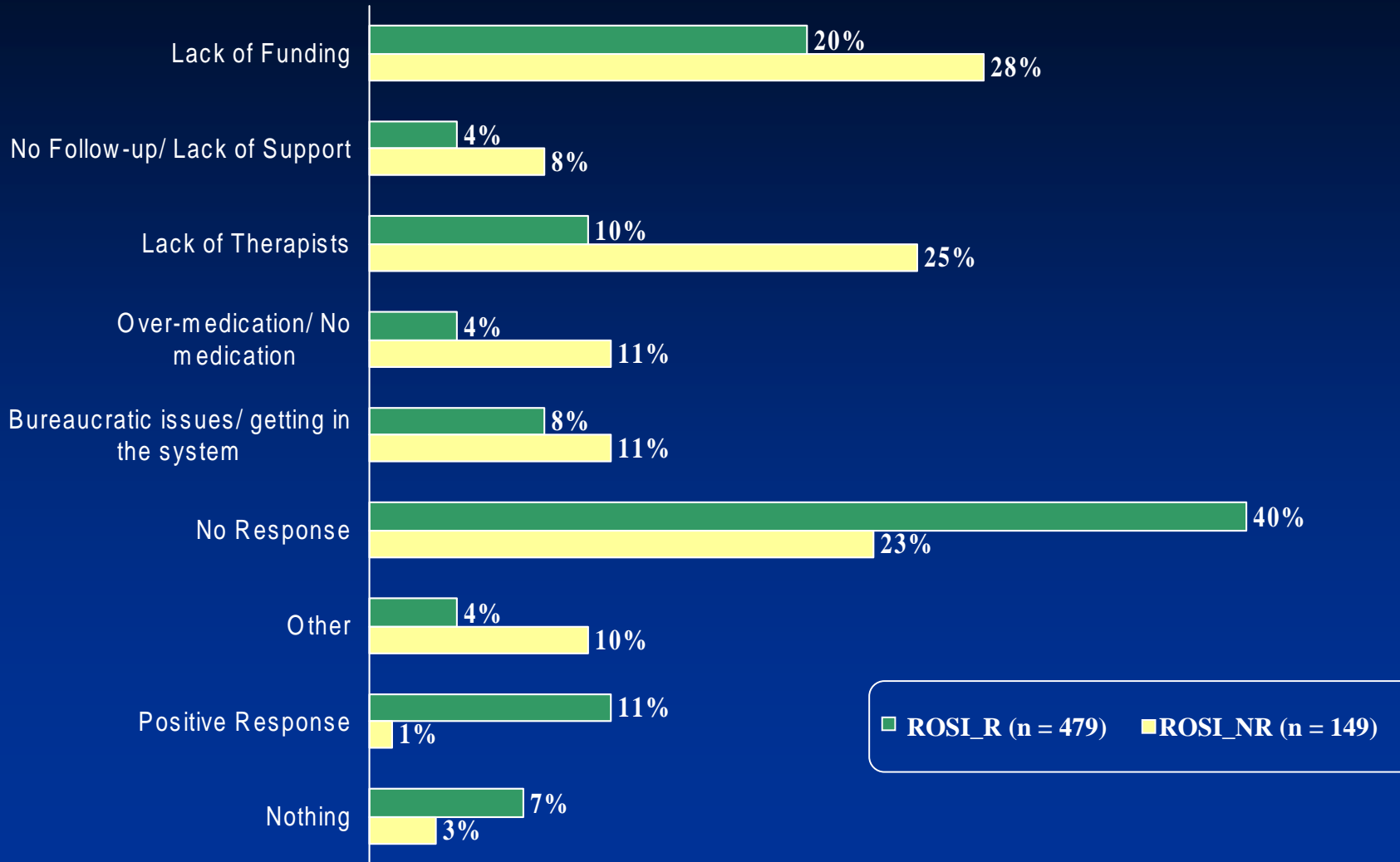
*Question 3: What two things do you like the LEAST about the mental health services you received?*

**“It was hard to get in to see a therapist...I waited six weeks.”**

**“The resources are exhausted, high turnover in doctors, revolving door treatment, never see the same doctor twice. Staff is tired and take their frustrations out on the patient.”**

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## Question 4: What about the mental health system in your opinion is NOT working well?



*Question 4: What about the mental health system in your opinion is NOT working well?*

▪ **For both groups, lack of funding available for mental health services was the most common response given (20 – 28%).**

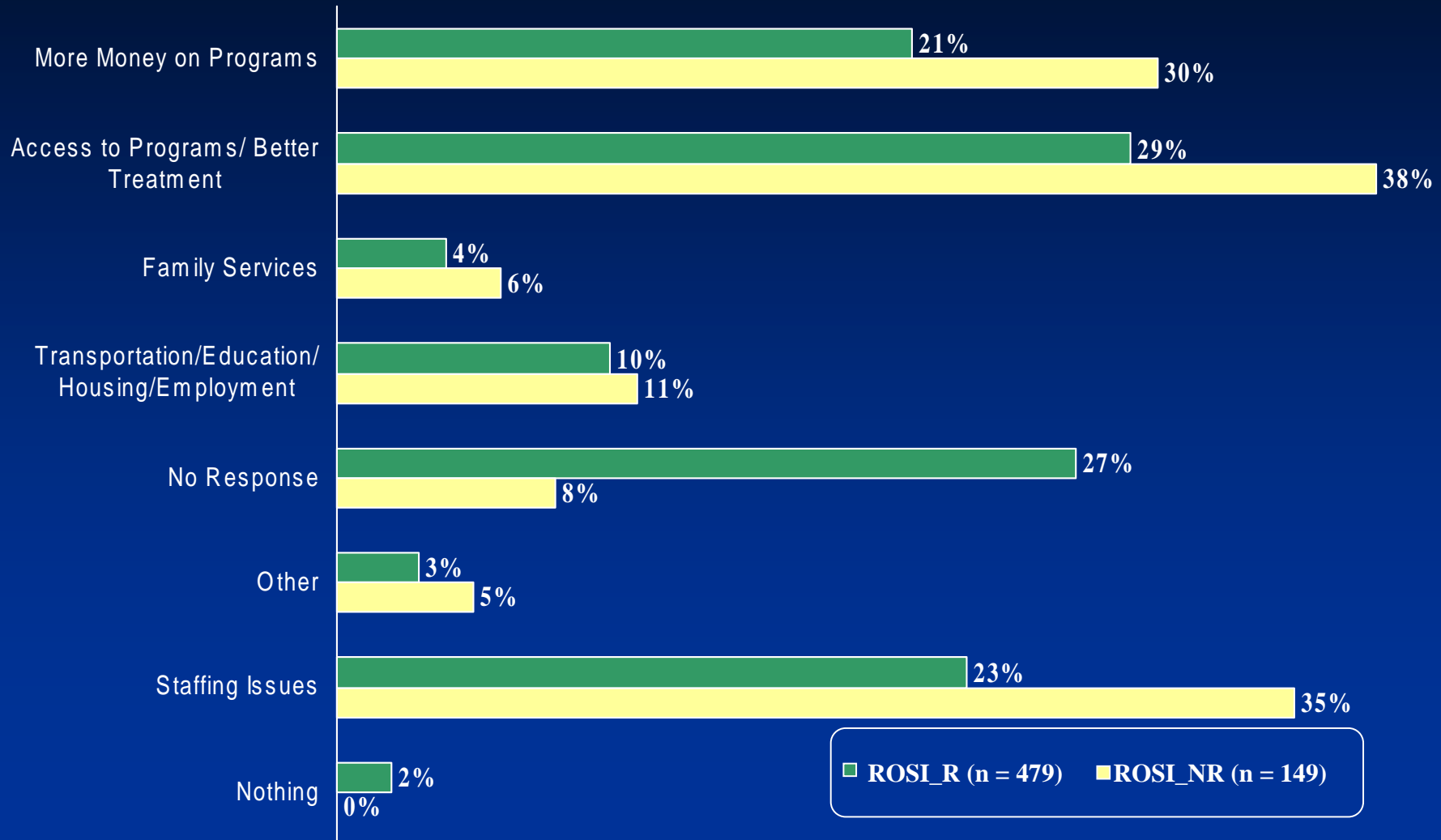
**“Programs are being cut. Not enough funding. They closed down a crisis center.”**

**“I think the lack of therapists...it’s hard to get a therapist because they are full and get switch(ed).”**

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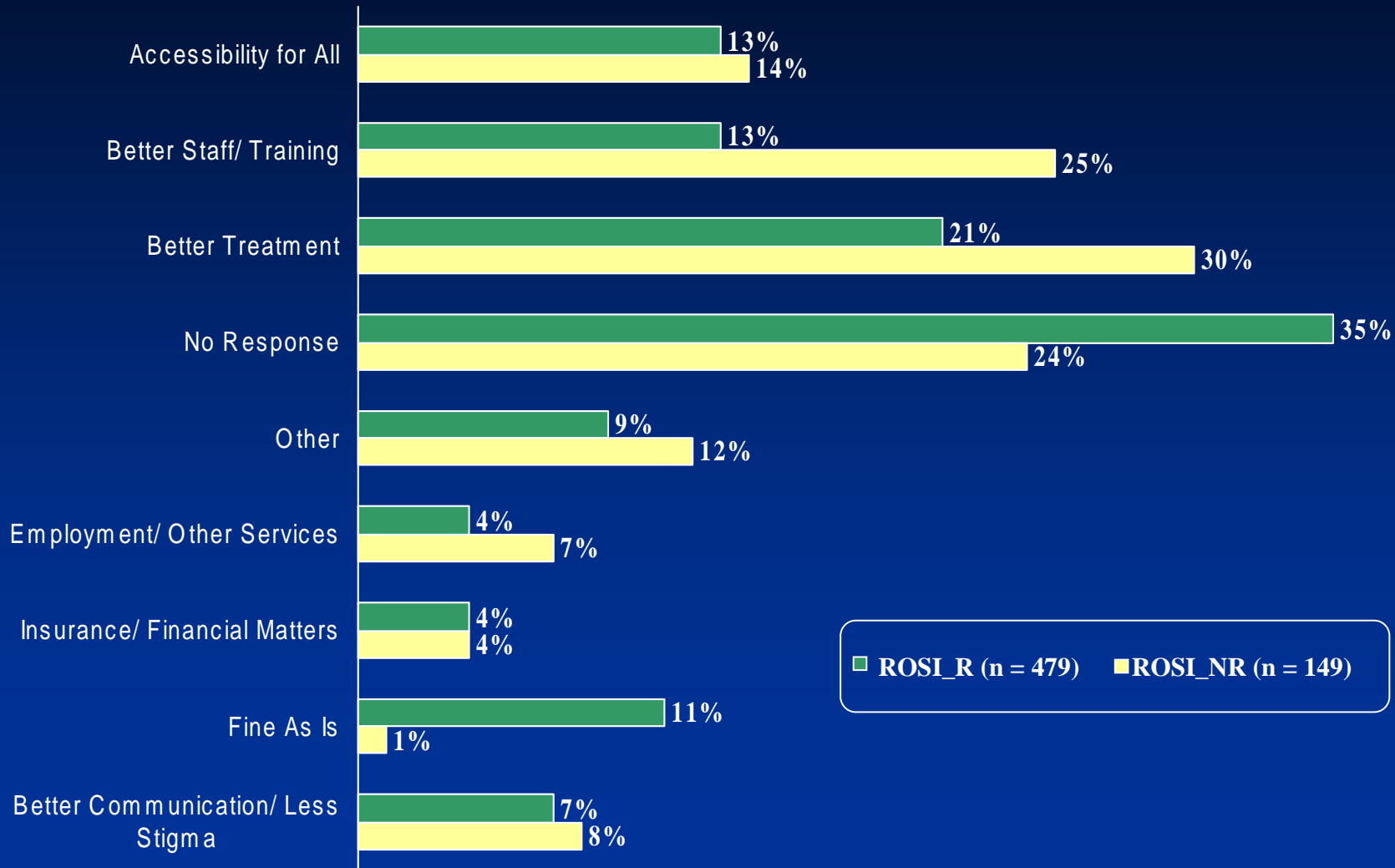
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Question 5: If you were giving advice to the mental health decision-makers in Washington State, what TWO things would you tell them that they or staff could do to make your life better?



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## Question 6: What would the ideal mental health system look like to you?



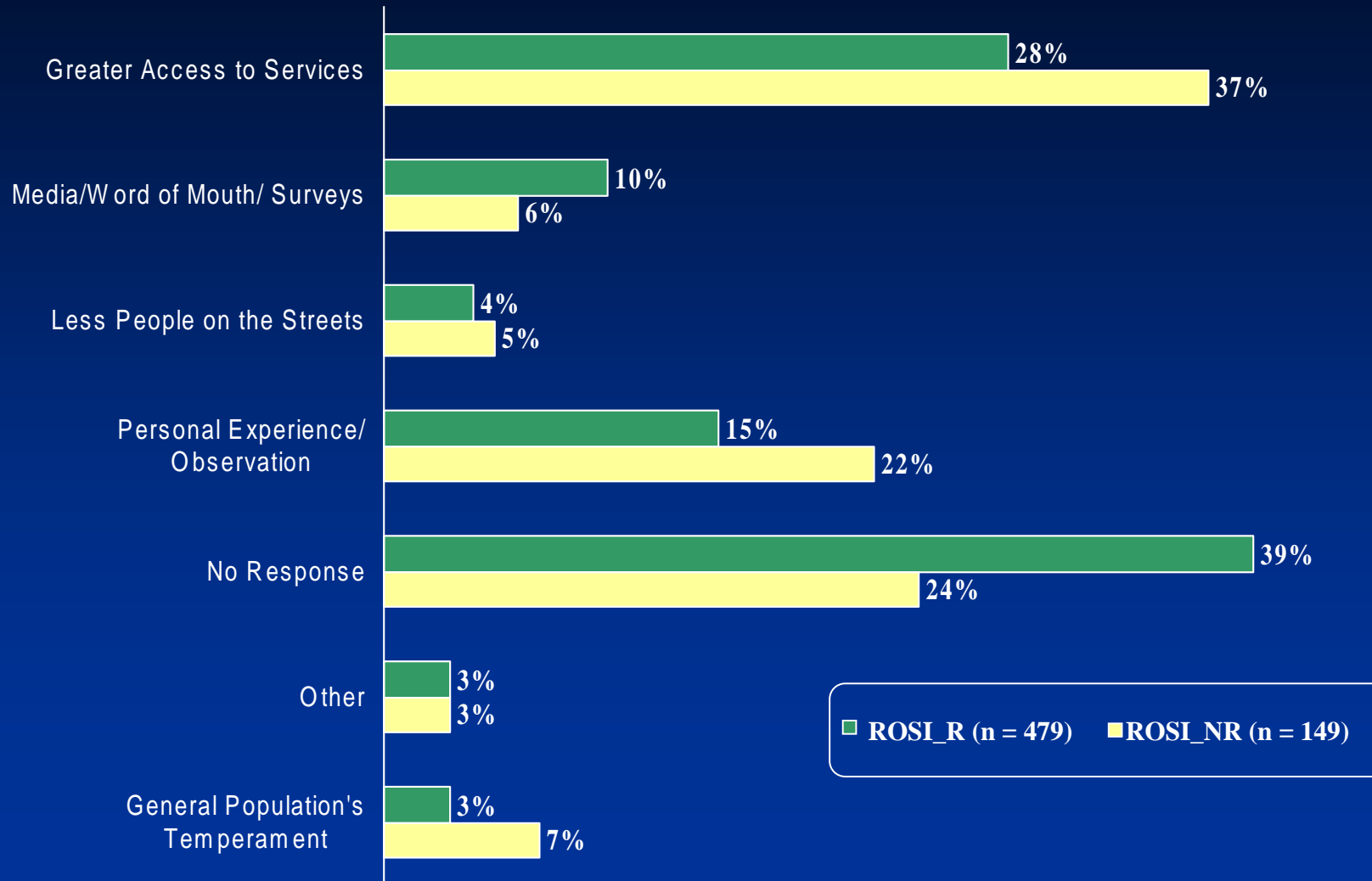
*Question 6: What would the ideal mental health system look like to you?*

**“A system where even consumers can work together to provide mental health treatment.”**

**“You ought to build more hospitals and fewer jails, because lots of the guys in jail should be in a hospital instead.”**

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## Question 7: If the mental health system changed, how would you know it is moving in a positive direction?



*Question 7: If the mental health system changed, how would you know it is moving in a positive direction?*

**“There would be more programs that had proper funding.”**

**“By the number of people getting treatment and showing positive results.”**

# Summary

1. Overall, consumers are satisfied with staff and with mental health services.
2. While the majority of respondents believe they have adequate access to services, it was the most frequently mentioned area needing improvement.
3. Although half of the respondents feel they have adequate supports, a quarter of them feel that they are rarely or ever supported.
4. Most of the consumers do not believe that mental health services help them obtain basic resources such as employment, housing, and education. Hence, services are not generally seen as helping them gain independence.
5. The majority of consumers report feeling stigmatized and discriminated against because of their mental illness.