




MHSIP Adult Consumer Survey

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Washington Mental Health Division

Data Infrastructure Grant Meeting

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Curious Moments by nik scott



MHSIP Consumer Surveys

- which survey version to use-21,25,28,40 item
- cover letter
- informed consent?
- multi-language versions
- additional questions
- open-ended questions

Current Status

- Survey used in over 40 states
- Core set of items- Official 28-item survey
- Data provide for use in the DS2000+ prototype
- 5 Domains
 - Access, Appropriateness, Outcomes, Satisfaction, Participation in Treatment Plan

Developmental Psychometric Work

- Factor Analysis of Colorado's Pilot Data (N=1100)- 5 factors
 - Access, Appropriateness, Outcome, Satisfaction, Negative Items
- Structural Modeling Procedures-
 - Deleting negative items
- 4 Domains--Model Fit Indices $>.9$
- Model applied to data from TX, RI, VA, NM, SC--similar results

MHSIP Consumer Survey Items

Consumer Perceptions of Access

- The location of services was convenient.
- Staff were willing to see me as often as I felt it was necessary.
- Staff returned my calls within 24 hours.
- Services were available at times that were good for me.
- I was able to get all the services I thought I needed.
- I was able to see a psychiatrist when I wanted to.

MHSIP Consumer Survey Items

Quality/Appropriateness

- Staff here believe I can grow, change and recover.
- I felt free to complain.
- Staff told me what side-effects to watch for.
- Staff respected my wishes about who is, and is not to be given information about my treatment.
- Staff were sensitive to my cultural/ ethnic background.
- Staff helped me obtain information so that I could take charge of managing my illness.
- I was given information about my rights.
- Staff encouraged me to take responsibility for how I live my life.
- I was encouraged to use consumer-run programs.

MHSIP Consumer Survey Items Consumer Reported Outcomes

- I deal more effectively with daily problems.
- I am better able to control my life.
- I am better able to deal with crisis.
- I am getting along better with my family.
- I do better in social situations.
- I do better in school and/or work.
- My symptoms are not bothering me as much.
- My housing situation has improved.

MHSIP Consumer Survey Items

General Satisfaction

- I like the services that I received here.
- If I had other choices, I would still get services from this agency.
- I would recommend this agency to a friend or family member.

Participation in Treatment Plan

- I, not staff, decided my treatment goals.
- I felt comfortable asking questions about my treatment and medications.

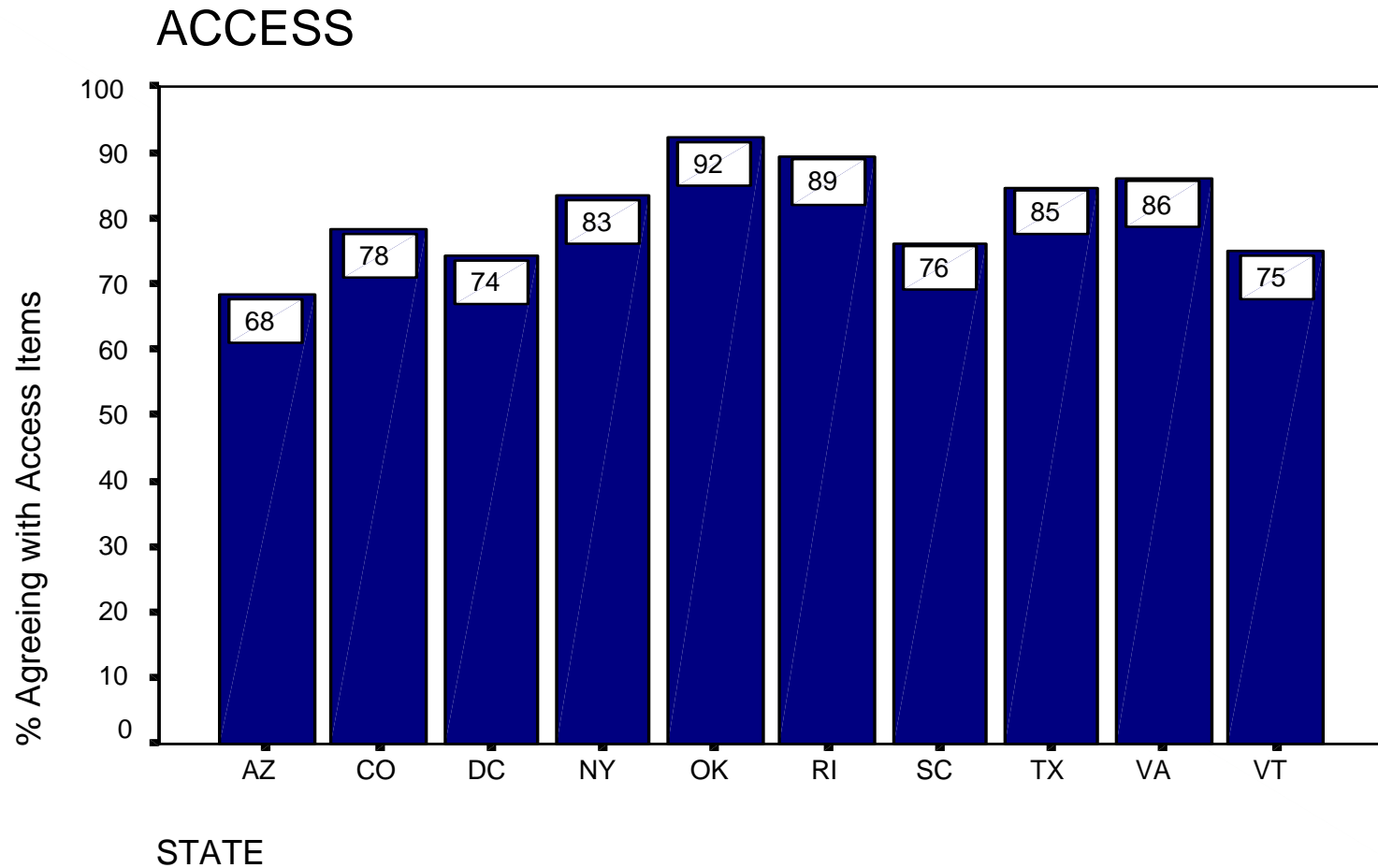
*Scoring Method**

- ★ Recode ratings of (N/A) as “missing”.
- ★ For each domain, exclude respondents with more than 1/3rd items missing
- ★ Calculate mean of each scale.
- ★ Calculate percent of scores <2.5 (percent agree and strongly agree).

* Developed by Jack Wackwitz, 1997; Revised NASMHPD Technical Workgroup, 1998

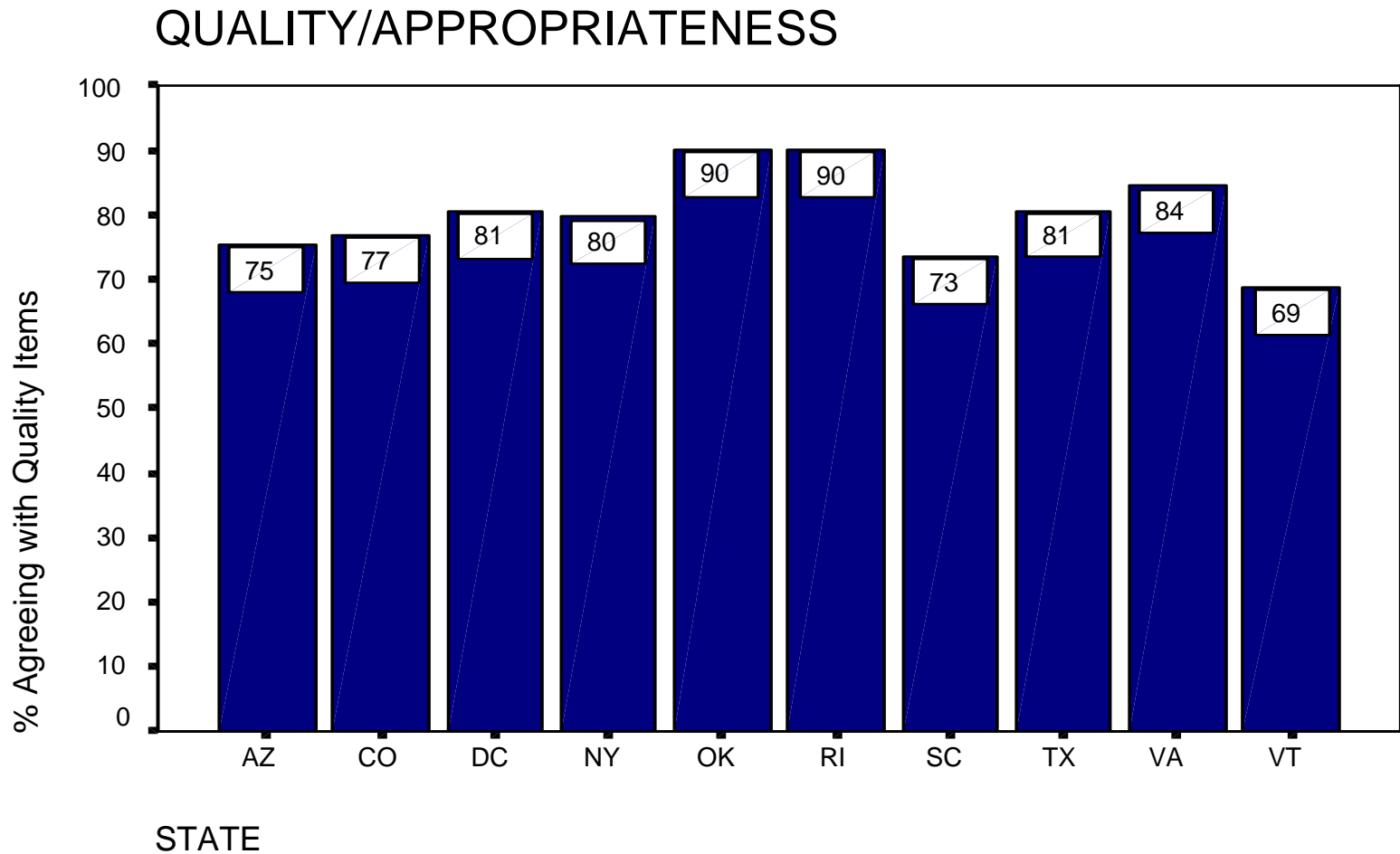
Data Analyses: What to Use?

Example: 16-State Data



Data Analyses: What to Use?

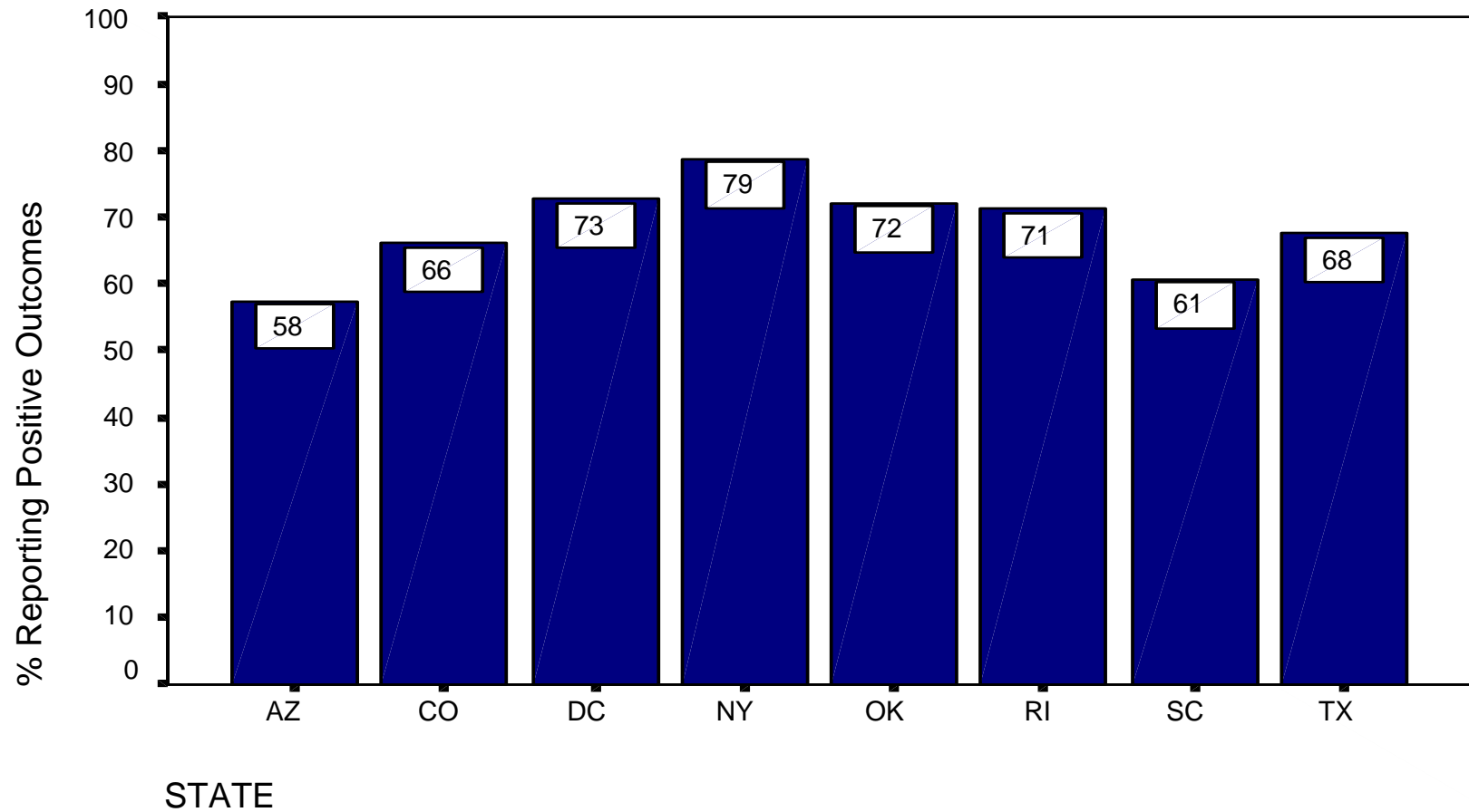
Example: 16-State Data



Data Analyses: What to Use?

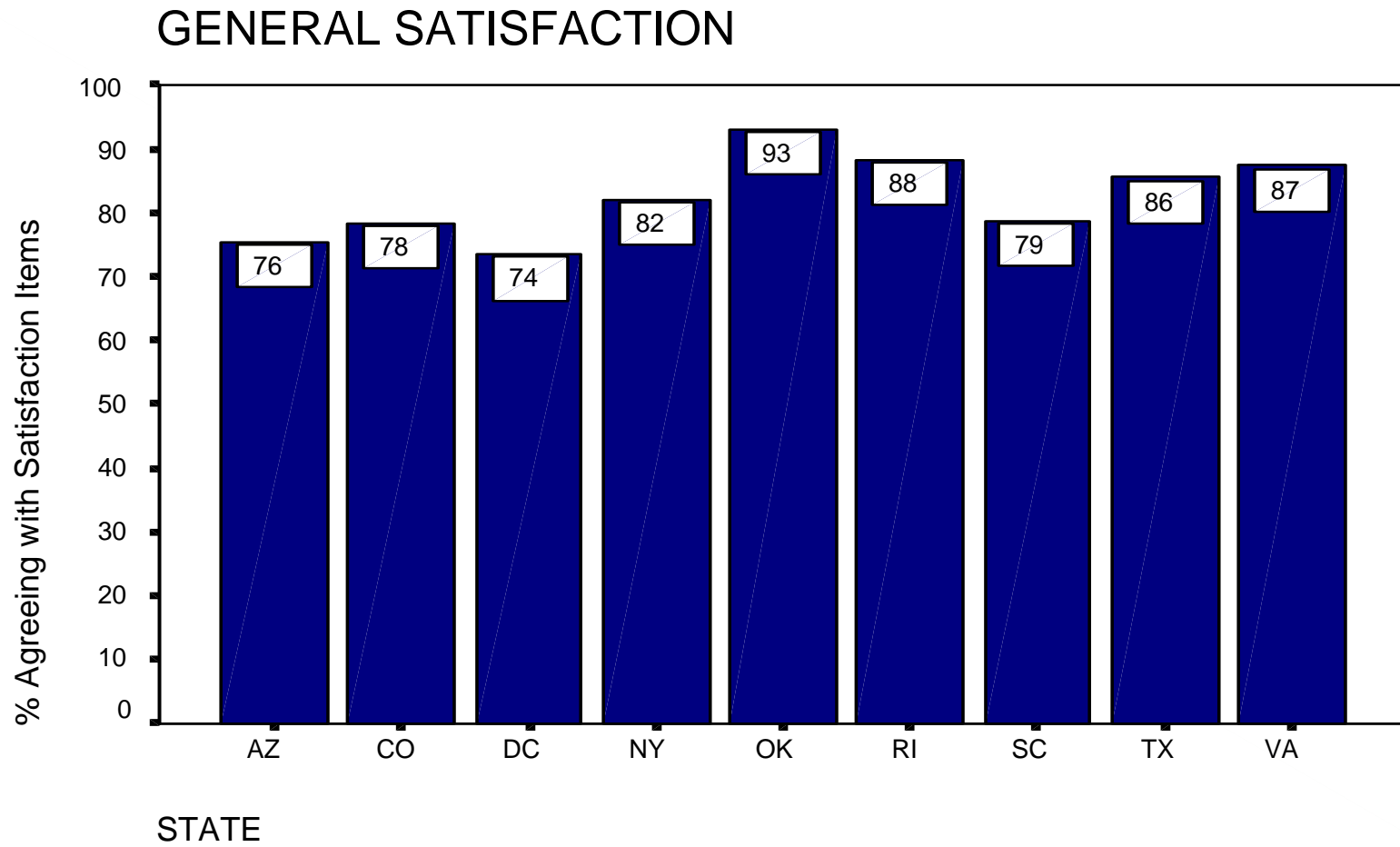
Example: 16-State Data

CONSUMER REPORTED OUTCOMES



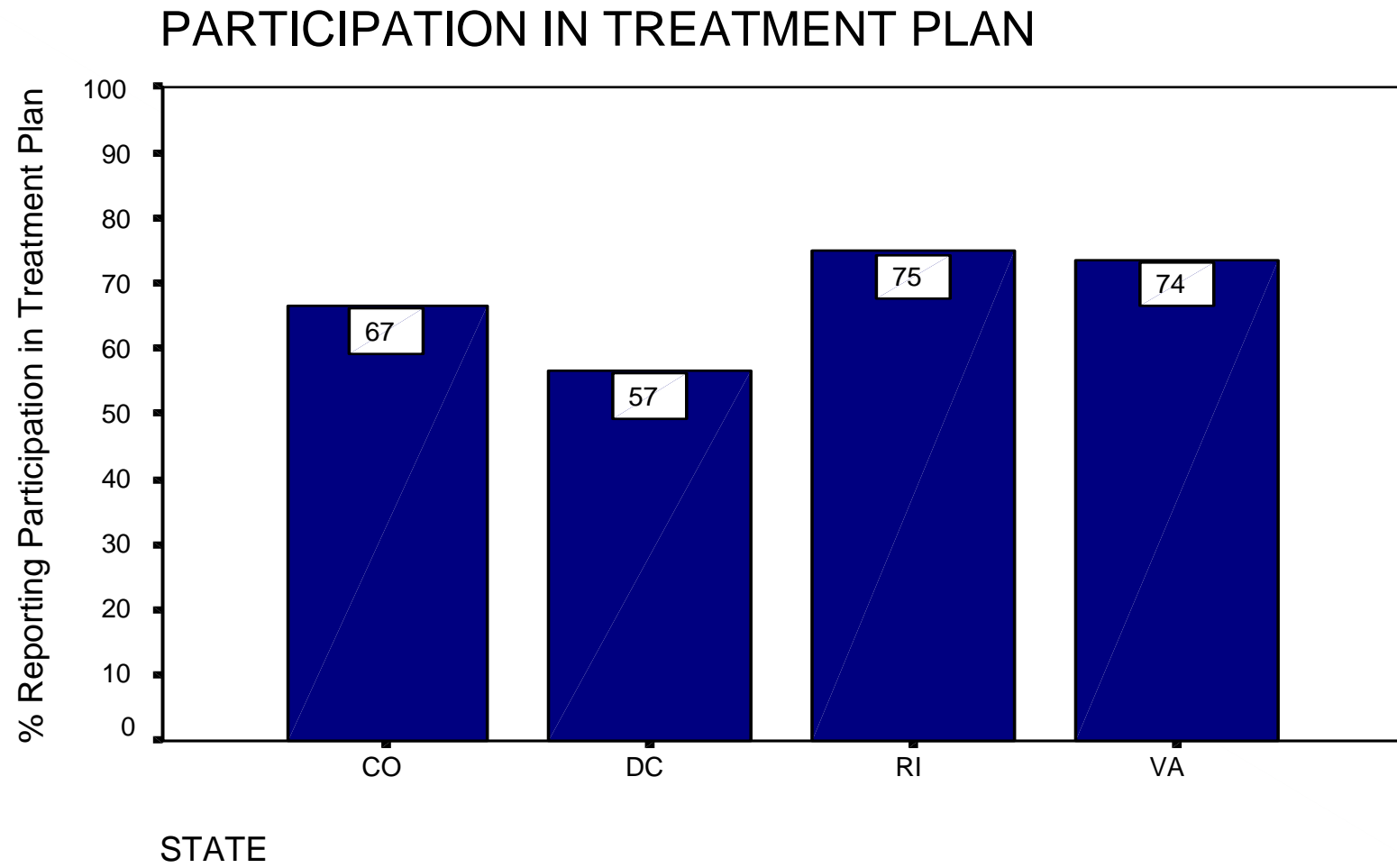
Data Analyses: What to Use?

Example: 16-State Data



Data Analyses: What to Use?

Example: 16-State Data



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“Your report was a bit unfocused, so I trimmed it down from 300 pages to one strong paragraph.”

Data Analyses: Use of Data

- Consumer survey data have been used by different states for
 - Quality Improvement
 - Performance Incentives
 - Performance-based Contracting
 - Block Grant Indicators
 - ORYX Measures
 - Supported Employment Program



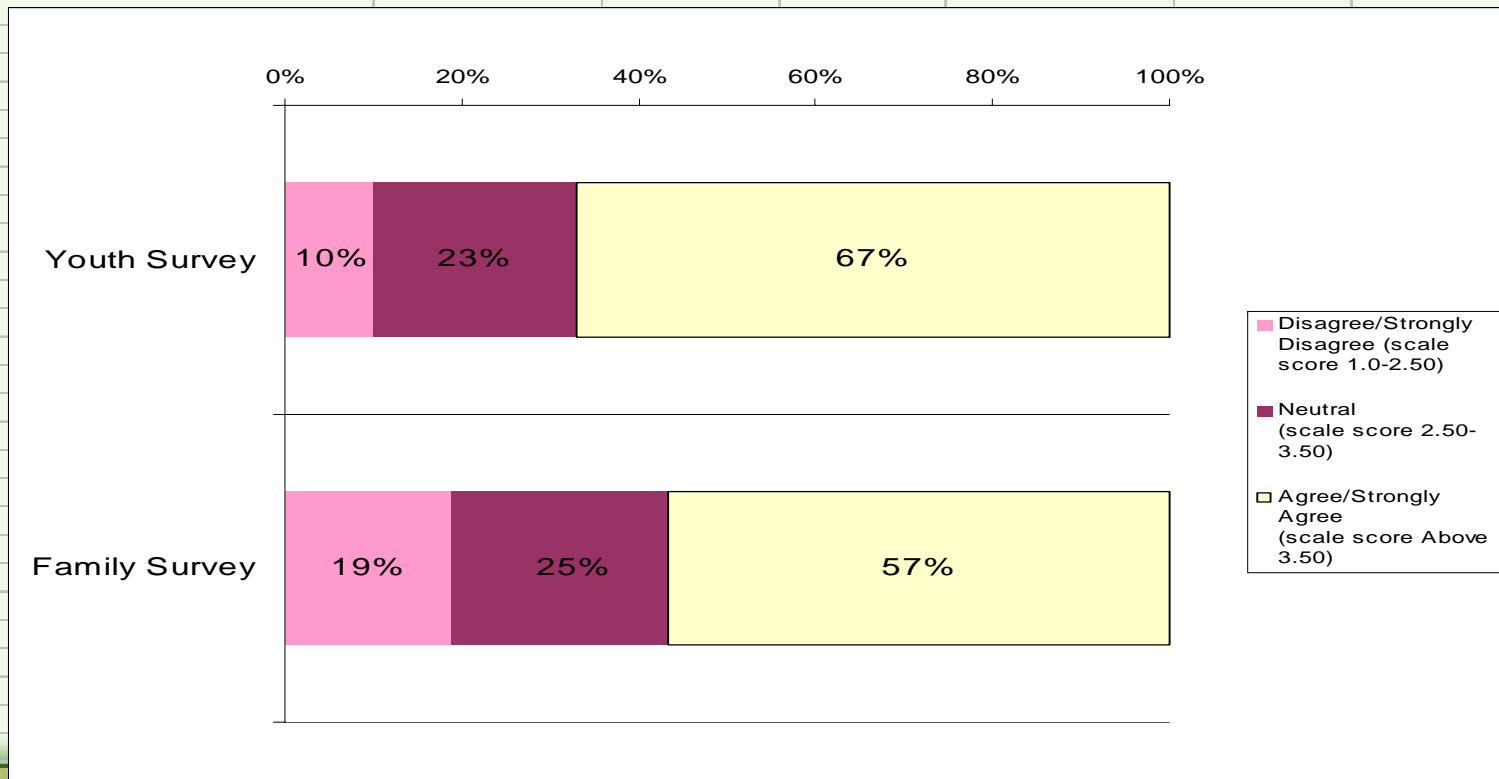
Data Analyses: How Do We Make Data Meaningful?

- How will the results be used?
 - Within the provider organization
 - Policy making
 - Performance evaluation
 - Quality Improvement
 - Outside the organization
 - Performance incentive, report cards
- 

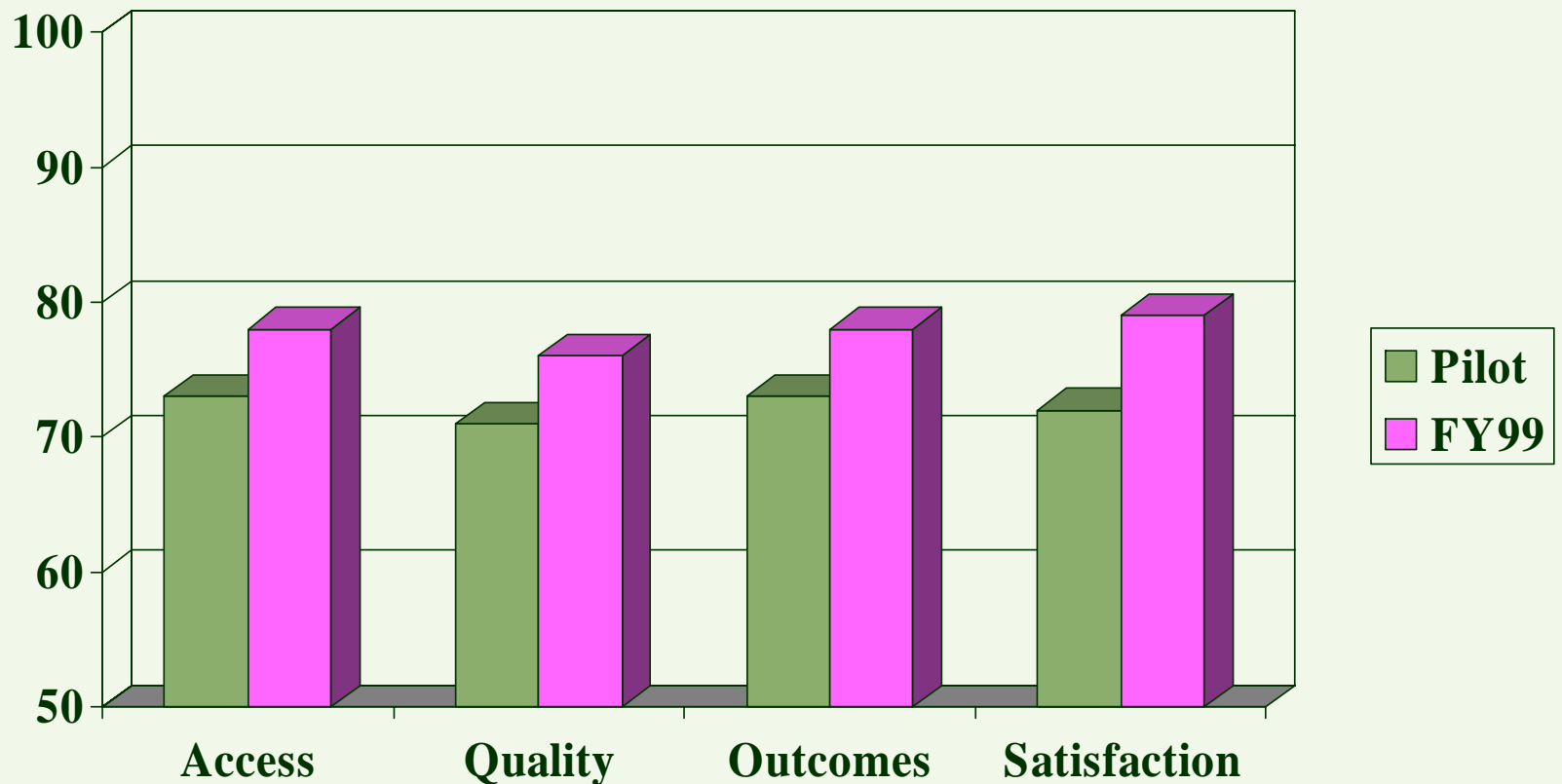
Example-Washington State

MHSIP Youth/Family Survey- Quality & Appropriateness Scale

| Quality I. A. | Youth Survey | | | Family Survey | | |
|---|--------------------|------------------|-----------------------|--------------------------|---------------------|--------------------------|
| | # Youth with Score | Total # of Youth | % of Youth with Score | # of Families with Score | Total # of Families | % of Families with Score |
| Disagree/Strongly Disagree (scale score 1.0-2.50) | 43 | 432 | 10% | 113 | 602 | 19% |
| Neutral (scale score 2.50-3.50) | 99 | 432 | 23% | 148 | 602 | 25% |
| Agree/Strongly Agree (scale score Above 3.50) | 290 | 432 | 67% | 341 | 602 | 57% |



Example-
Colorado Statewide Satisfaction with
Mental Health Services



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**“I’m afraid they’re going to make us work harder—
they’ve replaced the coffee with Gatorade!”**