

The MSHIP Family of Consumer Surveys



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“We’ve got 57 team managers, 36 project coordinators and 63 concept implementors—not bad for a company with only 18 employees!”

16-State Impacts



- ⌘ Increased adoption of MHSIP Adult Consumer Survey
 - ☑ Refinement of Survey/Implementation lessons
- ⌘ Creation and pilot of MHSIP Youth and Family Survey
- ⌘ Creation of NASMHPD/MHSIP Inpatient Survey
 - ☑ Pilot and use
- ⌘ Recovery Instrument
 - ☑ Focus Groups/Instrument Development

MHSIP Adult Consumer Survey



Current Status



- ⌘ Data collected from 12 states
 - ☑ Several states provided multiple year data
- ⌘ Core set of items (21+2) updated to Official 28-item survey
- ⌘ Data provide for use in the DS2000+ prototype
- ⌘ 5 Domains
 - ☑ Access, Appropriateness, Outcomes, Satisfaction, Participation in Treatment Plan

Performance Indicator Results

	Percent Agreeing				Participation in Treatment
	Access	Quality	Outcomes	Satisfaction	
AZ	68.2%	75.4%	57.5%	75.5%	
CO	75.2%	73.2%	64.6%	75.9%	64.1%
CT	74.4%	74.1%	72.6%	82.9%	64.9%
DC	83.9%	85.8%	83.9%	86.6%	75.8%
NY	83.4%	79.6%	78.7%	82.1%	
OK	92.2%	90.1%	72.2%	93.1%	
RI	89.4%	90.1%	71.2%	88.4%	74.8%
SC	84.9%	80.7%	86.6%	84.2%	
TX	84.7%	80.7%	67.6%		
UT	81.8%	79.4%	58.1%	80.8%	
VA	85.1%	83.8%	69.5%	88.3%	81.2%
VT	74.8%	68.7%			65.5%

Data Analyses: Use of Data



- ⌘ Adult 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

MHSIP Youth/Family Survey



Instruments



⌘ Youth Services Survey for Families (YSS_F)

- ☑ administer to parents, guardians, or other caregivers for identified youth receiving services
- ☑ Used for standard reporting

⌘ Youth Services Survey (YSS)

- ☑ administer to youth age 13 and older
- ☑ optional

Methods



- ⌘ Survey piloted in: CO, KY, OK, TX, VA and the District of Columbia.
- ⌘ Selection criteria:
 - ☑ Youth with SED
 - ☑ Received 1+ MH service from state-funded provider during specified time period in 2000
- ⌘ Pilot resulted in shortened, psychometrically tested instruments.

Current Use



- ⌘ Used by at least 14 states and numerous other providers last year
- ⌘ Most providers conducting mail surveys but telephone surveys have also been used
- ⌘ Some providers are doing repeated measures

Performance Indicator Results

Performance Indicator	YSS		YSSF	
	N	%	N	%
Good Access to Services	360	64.4	1,542	73.8
Participation in Treatment	368	47.6	1,542	68.5
Cultural Sensitivity of Staff	372	74.2	1,539	82.3
Satisfaction with Services	371	67.1	1,544	67.9
Perceived Outcome of Service	374	60.4	1,538	45.6

Conclusions



- ⌘ The YSS and YSSF reliably measure constructs of access to services, participation in treatment, cultural sensitivity of staff, satisfaction with services, and perceived outcomes.
- ⌘ Current versions of surveys have eliminated redundant items and clarified other items to improve psychometrics even more.

Recommendations



- ⌘ Instruments can provide rich information about services and a tool for continuous quality improvement if provider uses the instruments repeatedly over time.
- ⌘ Youth and their caregivers are likely to have different perceptions of services. Therefore, both perspectives are valuable.

Lessons Learned



- ⌘ The 16-state project essentially created a large research and development lab.
- ⌘ Many new products grew out of this environment.
- ⌘ State mental health authorities now have many more tools to monitor and manage their mental health systems.
- ⌘ Many of us hope that the DIG project will lead to similar developments and creative endeavors.