



STATE OF MARYLAND
DHMH



Comparison of Consumer Characteristics Across Maryland's Consumer Perception of Care Survey, Outcomes Measurement System and Claims and Authorizations Databases

State of Maryland
Mental Hygiene Administration
University of Maryland Baltimore Systems Evaluation
Center
Fiscal Year 2008

Methodology-Consumer Perception of Care Surveys (CPCS)

- Two telephone surveys
 - Adult (ages 16 and over)
 - Youth/Caregiver (up to age 15)
- Stratified Random Selection of Potential Participants
 - Age
 - Service type
 - County of residence

CPCS Service Types

- Adults
 - Outpatient mental health services
 - Psychiatric rehabilitation programs
- Youth and caregivers
 - Outpatient mental health services
 - Family support services
 - Psychiatric rehabilitation programs
 - Mobile treatment programs
 - Mental health case management programs
 - Respite care programs

CPCS Consumer Contacts

- Potential participants contacted by mail for permission to call
- If permission received, participant is contacted by phone and may complete survey or elect not to participate
- Further details and reports available:

<http://www.dhmh.state.md.us/mha/satisfactionoutcomesurvey.html>

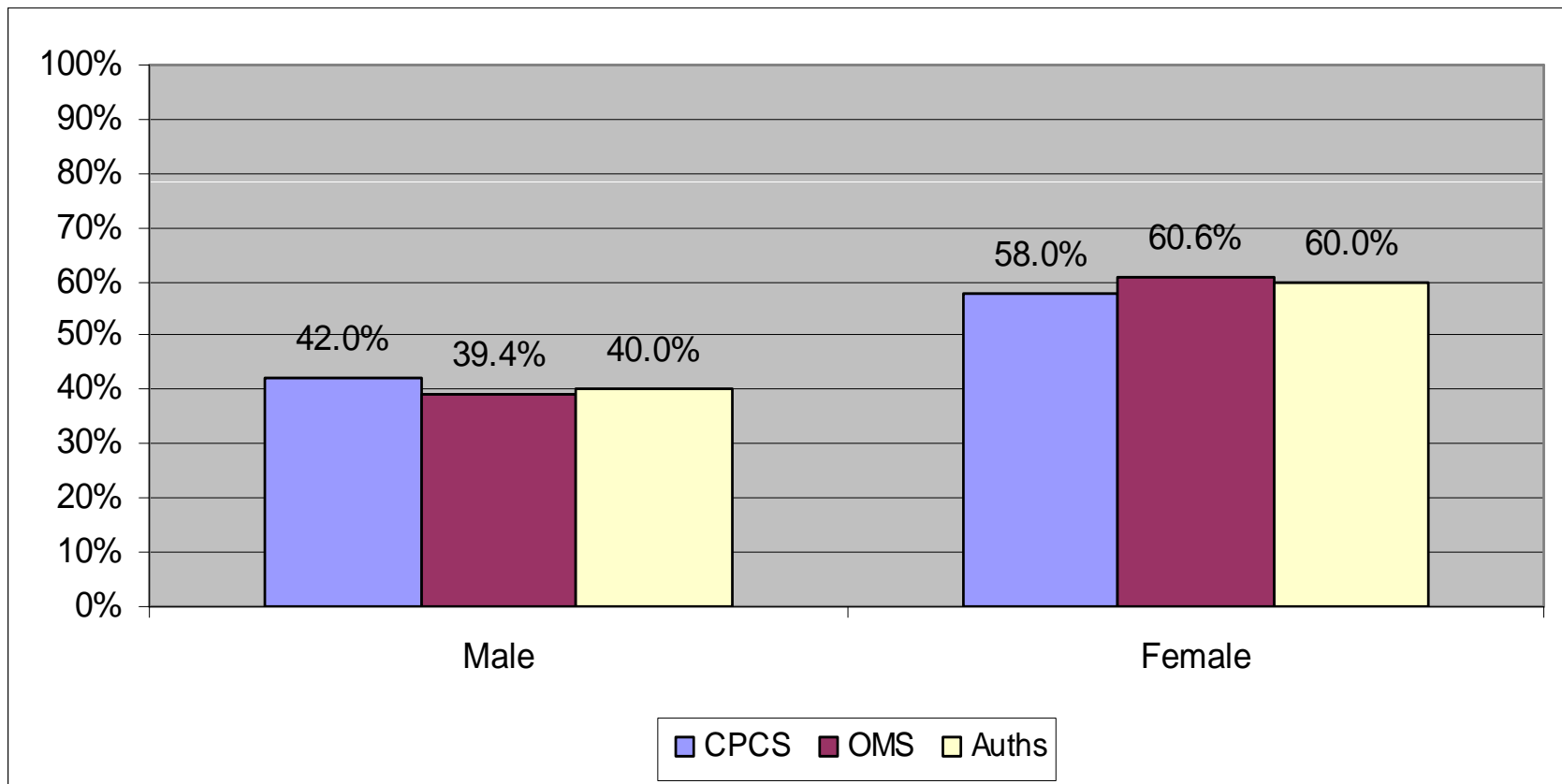
Methodology-Outcomes Measurement System (OMS)

- Two instruments
 - Youth (ages 6-17) and Caregivers
 - Adults (ages 18-64)
- Data collected by Outpatient Mental Health Centers, Federally Qualified Health Centers, Hospital Outpatient Departments
- Collaborative responses by consumer, therapist
- Collected at intake, then every six months
- Additional information, MAPS-MD link at:
<http://www.dhmf.state.md.us/mha/index.html>

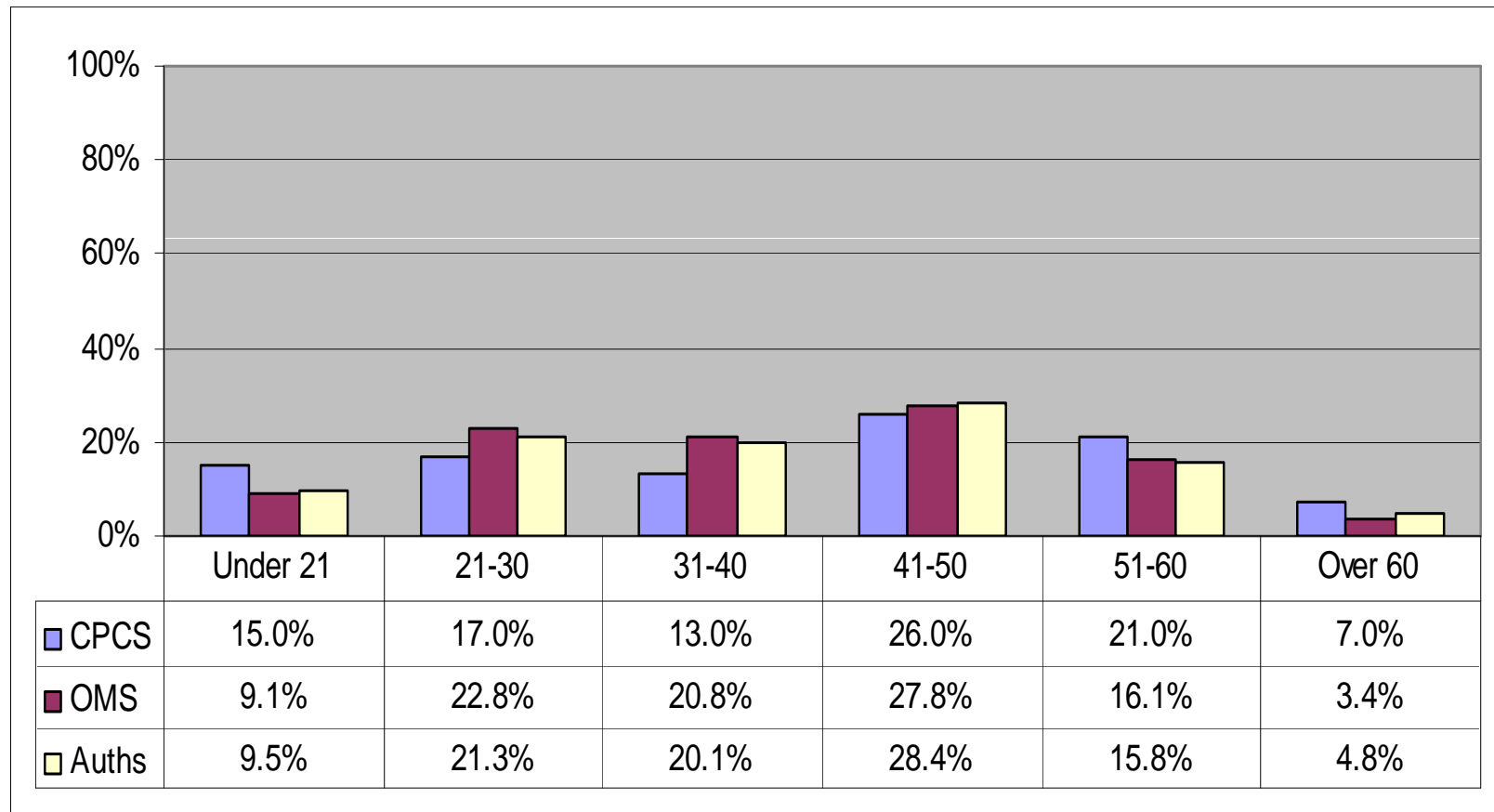
Methodology-Authorization and Claims

- Managed fee-for-service system
 - All non-emergency care requires authorization
 - OMS is authorization mechanism for covered providers
- Authorizations
 - Requests completed by providers
 - Include demographic, clinical information
 - Completed for all non-emergency services

Comparison of Consumer Gender (Adults)

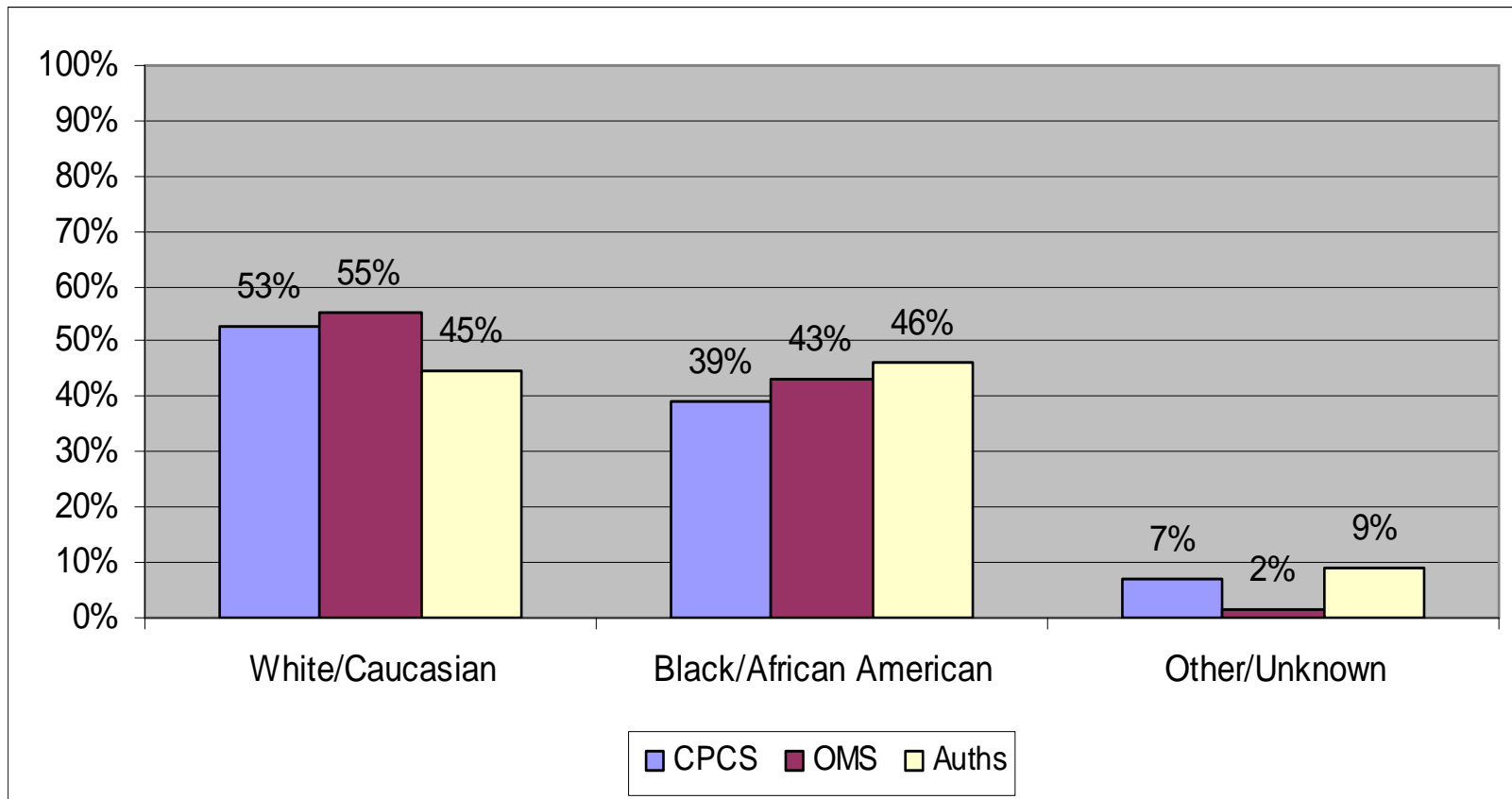


Comparison of Consumer Age (Adults)

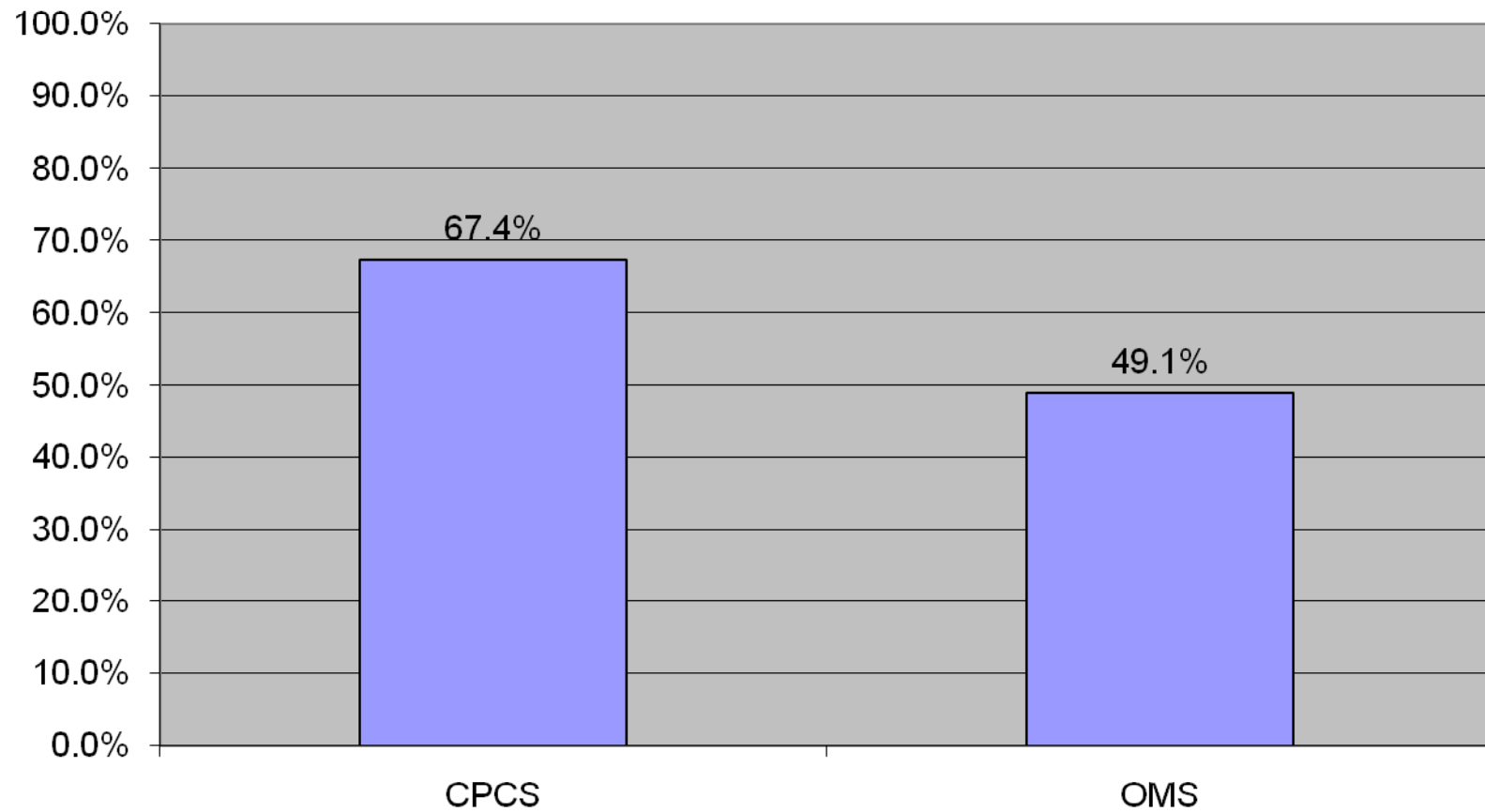


OMS is completed only for adults under age 65.

Comparison of Consumer Race (Adults)



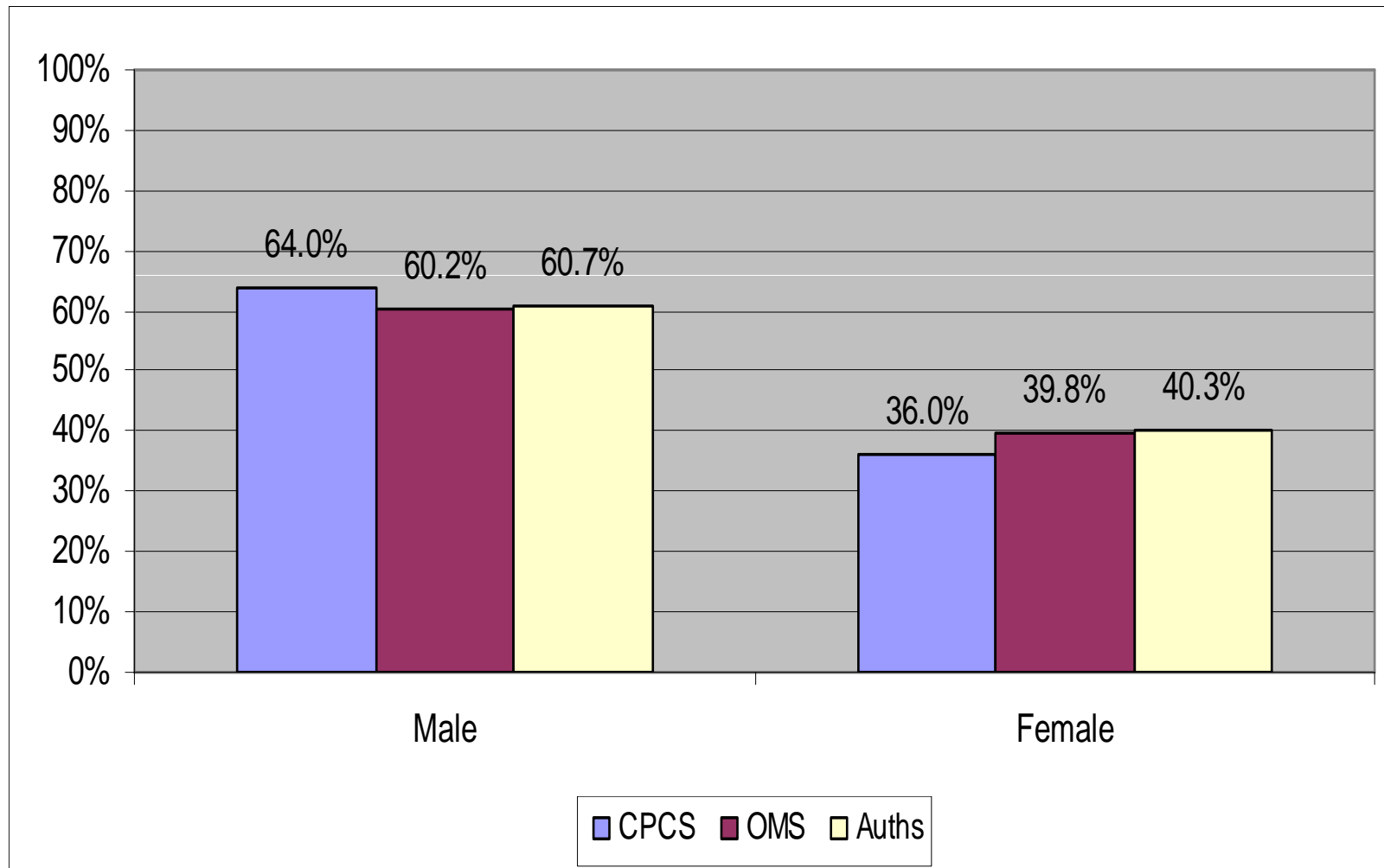
Comparison of URS Functioning Scores CPCS and OMS (Adults)



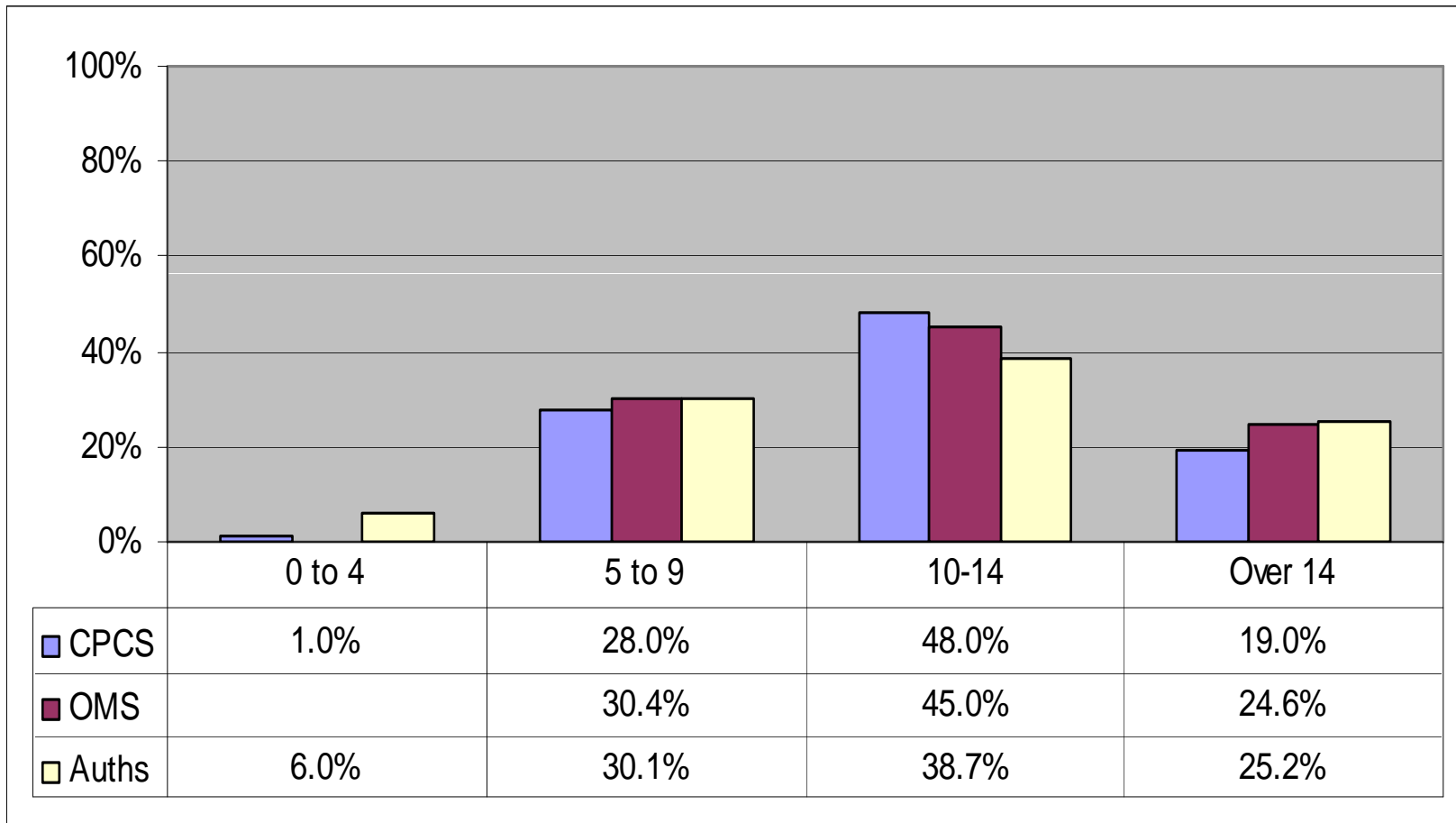
Findings: Adults

- CPCS sample very similar to OMS, Authorizations and Claims in age, gender
- African Americans may be underrepresented in CPCS sample
- CPCS sample responds more positively to functioning domain items than OMS population

Comparison of Gender (Youth)

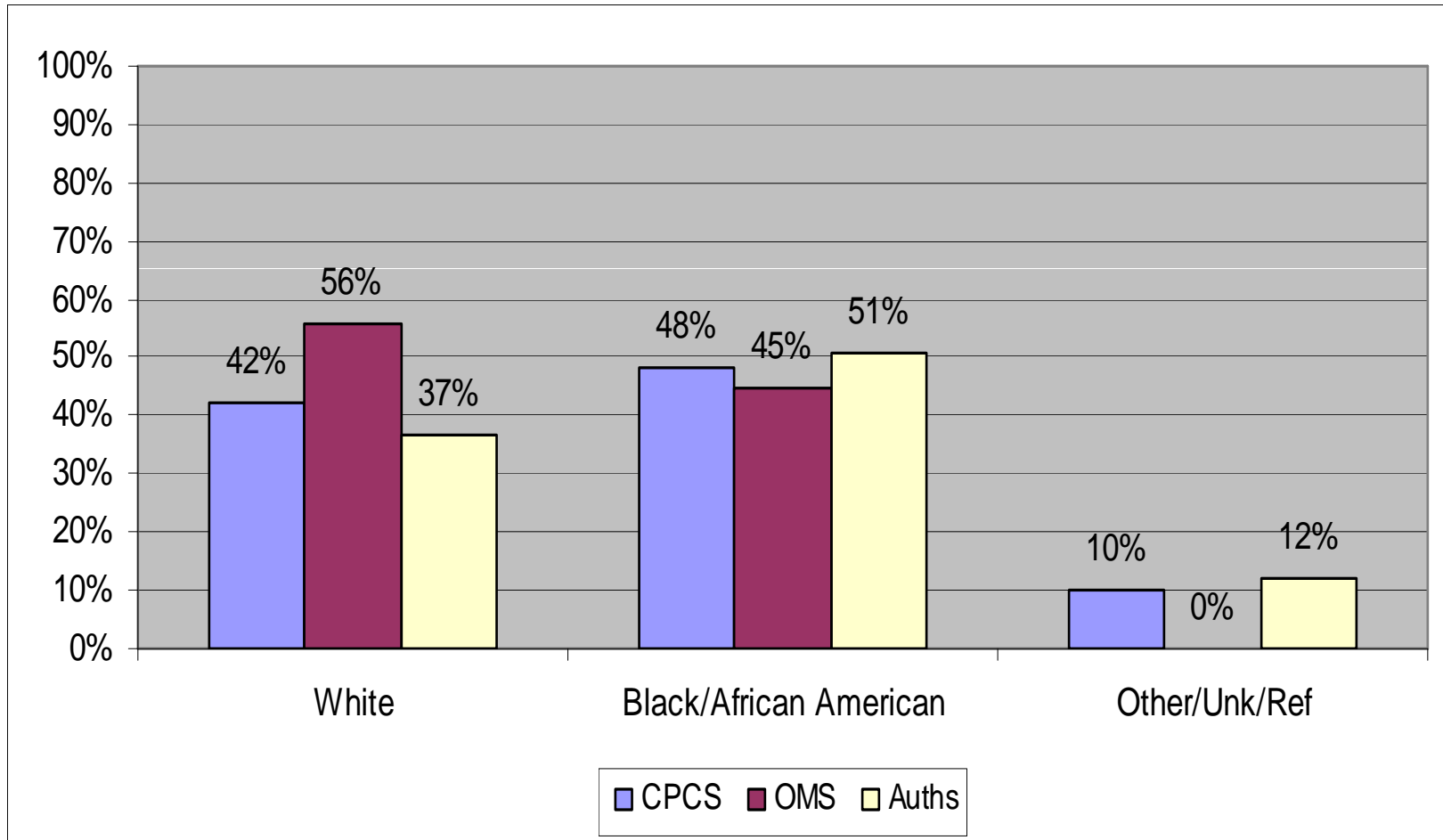


Comparison of Age (Youth)

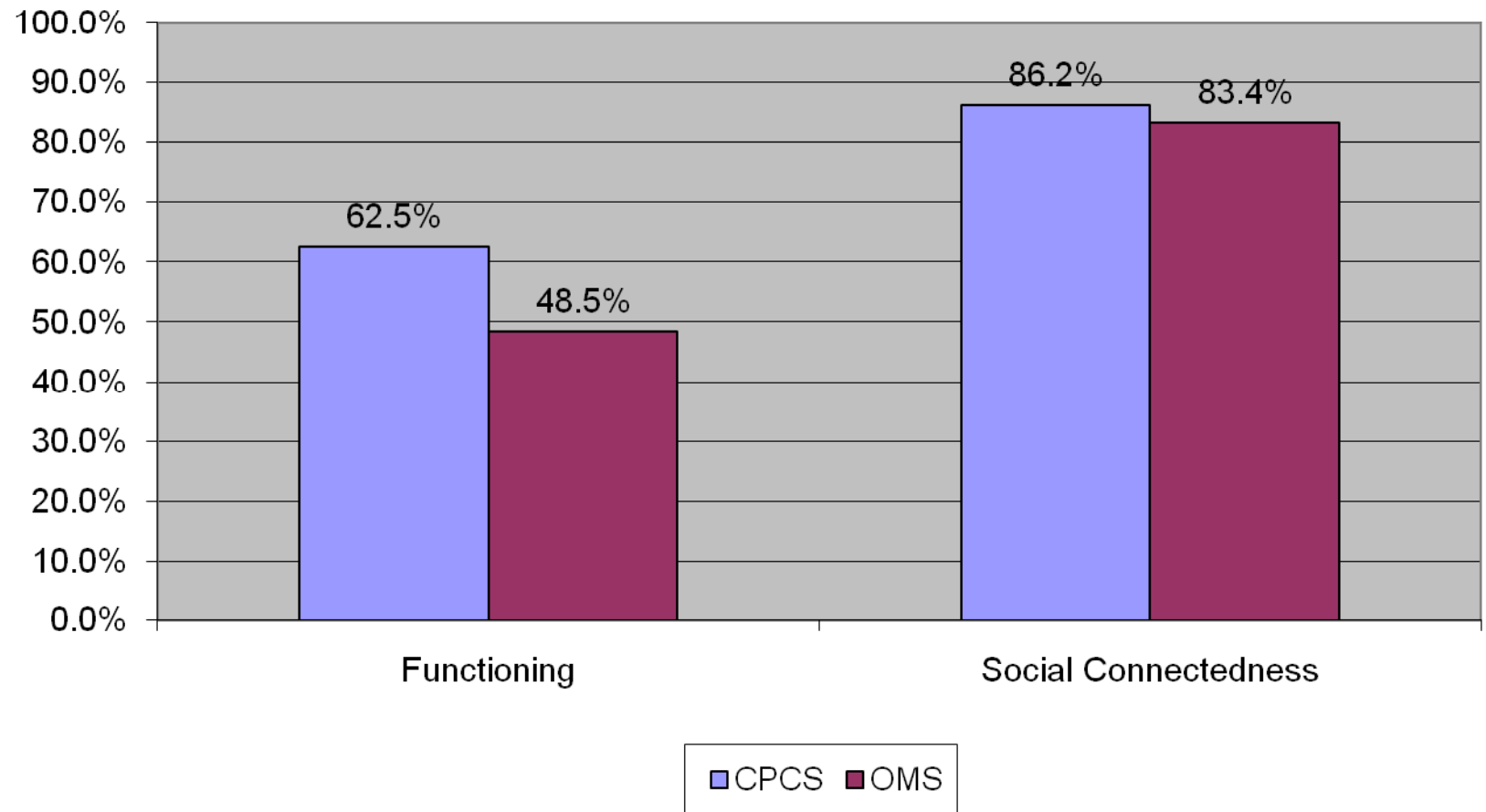


OMS administration begins at age 6 and ends at 17; CPCS ends at 15.

Comparison of Race (Youth)



Comparison of URS Scores: Functioning and Caregiver Social Connectedness



Findings: Youth and Caregivers

- CPCS sample very similar to OMS, Authorizations and Claims in age, gender
- Racial breakdowns similar if those with race not known or stated are excluded
- CPCS sample responds more positively to functioning domain items than OMS population
- CPCS and OMS caregiver respondents are very similar in responses to social connectedness items