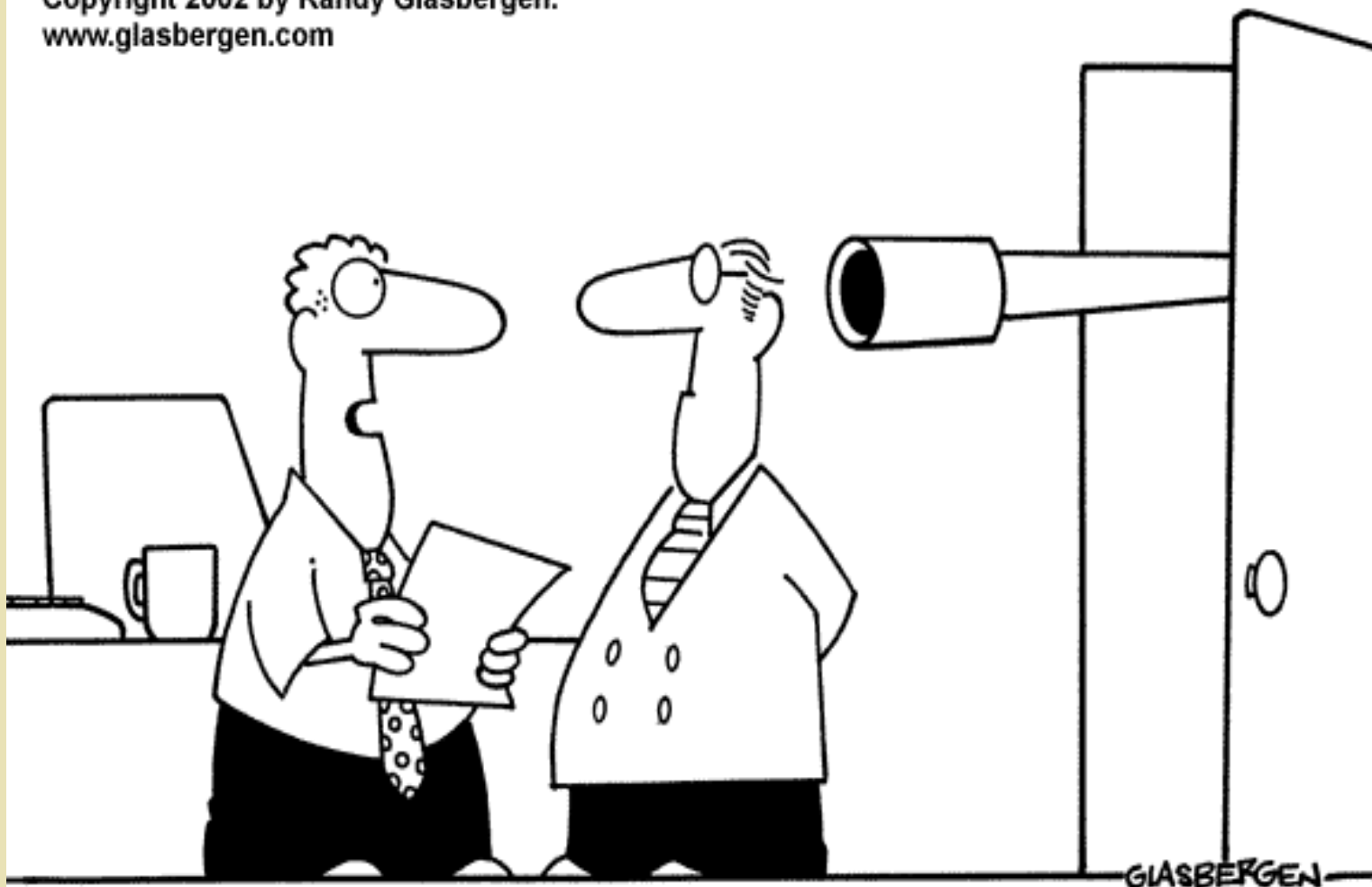


A collection of historical artifacts is arranged on a light-colored surface. On the left, a portion of a chessboard with a blue and brown checkered pattern is visible, featuring several chess pieces. Below the chessboard are two ornate medals: one with a red ribbon and a white star, and another with a blue ribbon and a white star. A silver compass is positioned at the bottom left. A pair of gold-rimmed glasses with thin temples is placed in the center. The background is a plain, light-colored surface.

The MSHIP Consumer Surveys

Data Infrastructure Grant
Meeting
December 4, 2003

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**"We need to reach an agreement on the thermostat settings.
The cold people have declared war on the hot people!"**



Current Status

- ◆ Adult Survey used in most states, Youth and Family Survey used by at least 15 states and numerous other providers last year
- ◆ Official versions and translations available on MHSIP website
- ◆ Some providers are doing repeated measures
- ◆ DS2000+ has developed a scoring and report module for the adult survey, child to follow.



Uses of Survey Data

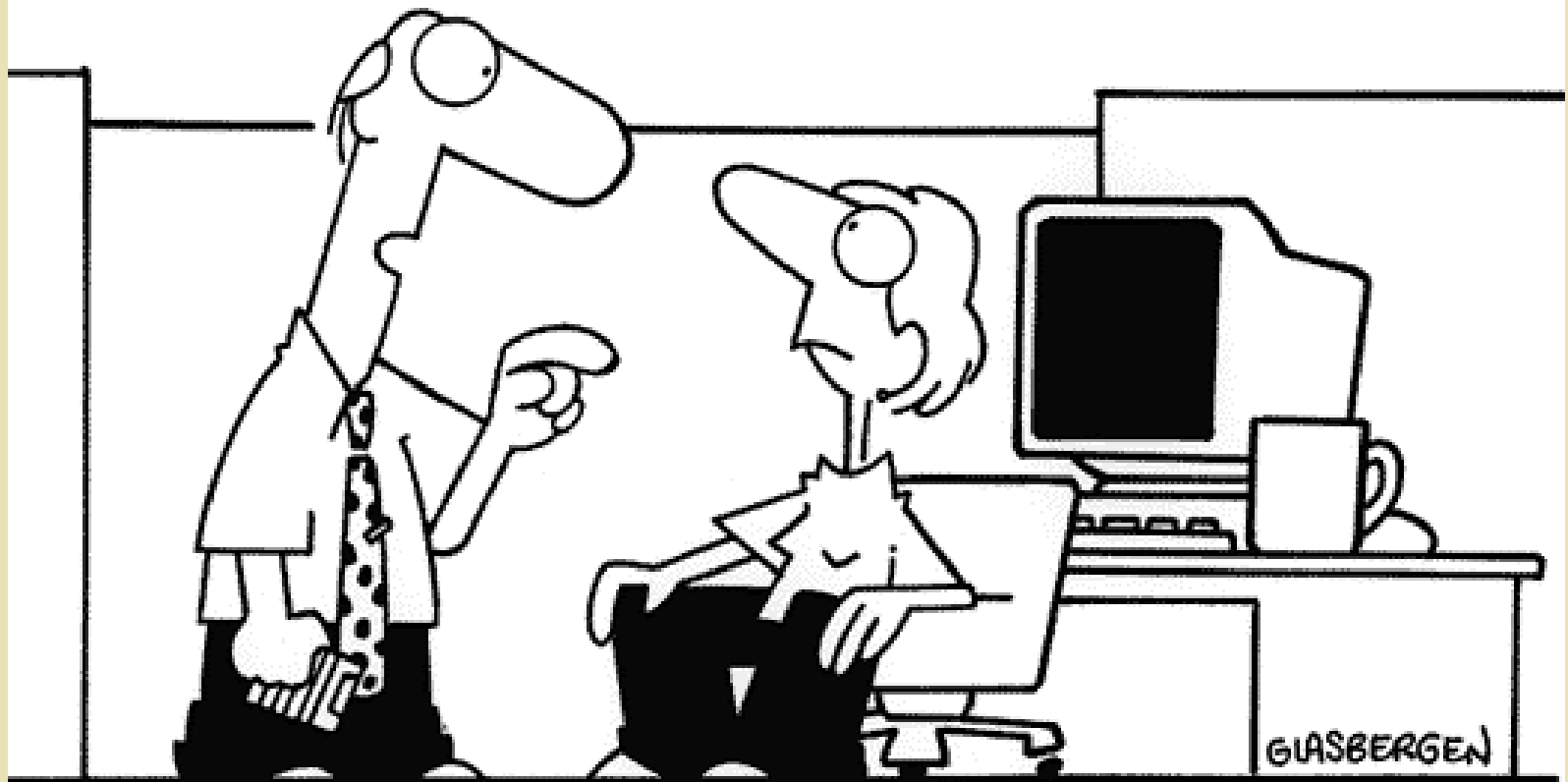
- ◆ Consumer survey data have been used by different states for
 - Quality Improvement
 - Performance Incentives
 - Performance-based Contracting
 - Block Grant Indicators
 - ORYX Measures
 - Supported Employment Program




Additional Uses

- ◆ MHSIP Surveys are used in the Uniform Report System (Table 11)
- ◆ Current recommendation is one adult and one child/family survey conducted yearly
- ◆ Some states continue to do biannually
 - Adult one year
 - Child/Family the next

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“Ted was razor sharp, he was on the cutting edge. Then one day, in that very chair, he bled to death.”



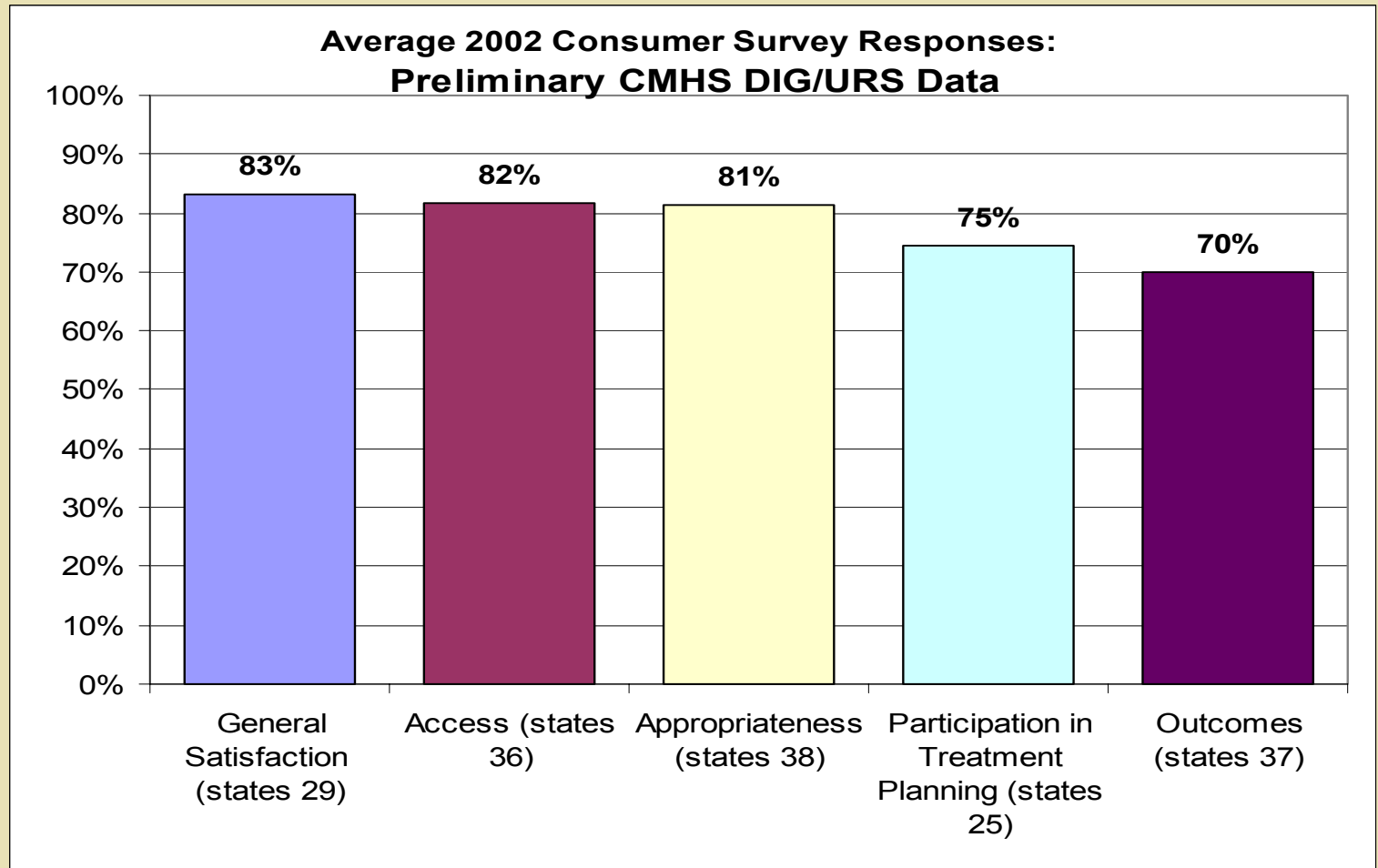
Adult Consumer Perception Of Access, Appropriateness/Quality And Outcomes

Results from 2002 URS:

- ◆ 36 states reported on these indicators
- ◆ Reported on 96,139 survey responses
- ◆ Almost all states reported using the MHSIP Consumer Survey

as reported by Ted Lutterman

Consumer Perception of Care: Adults:



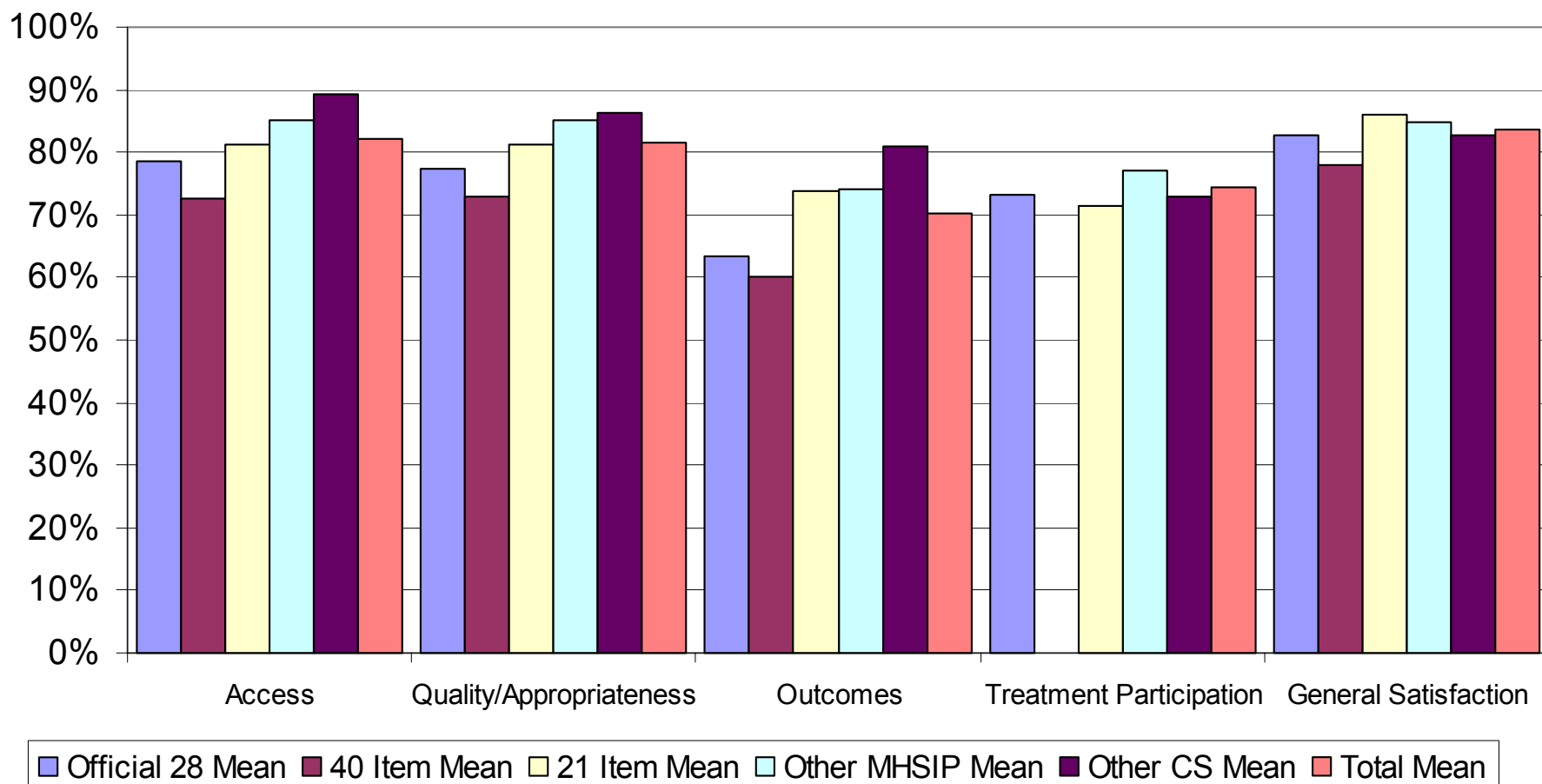
as reported by Ted Lutterman



Consumer Perception of Care: Youth and Families

- ◆ Percent positive about access: 79.1%
- ◆ Percent positive about satisfaction: 78.3%
- ◆ Percent positive about outcomes: 63.3%
- ◆ Percent positive about family participation in treatment planning: 77.0%
- ◆ Percent positive about cultural sensitivity of staff: 82.5%

2002 MHSIP Consumer Survey Results: By Type of Survey



as reported by Ted Lutterman



Survey Methods

◆ Mail

- reaches broad group
- privacy ensured
- relatively inexpensive
- relatively convenient
- sample can be chosen
- must have valid address

◆ Consumer-Administered

- consumers may prefer
- interviewer can assist in survey
- sample can be chosen
- requires field coordination
- requires interviewer training

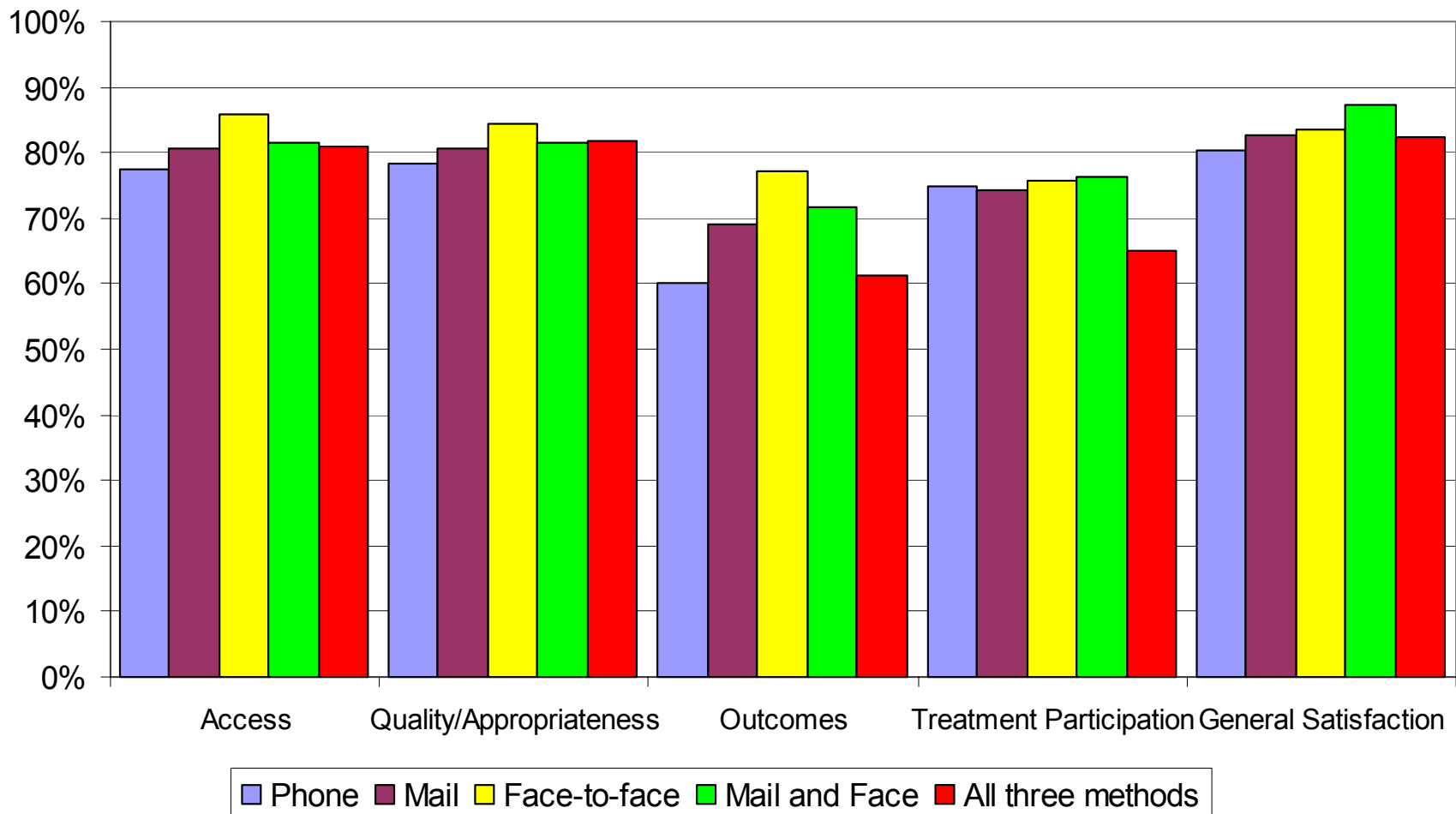
◆ Phone

- reaches broad group
- interviewer can assist in survey
- sample can be chosen
- can be intrusive
- requires interviewer training
- must have working phone

◆ Provider-distributed

- inexpensive & convenient
- high response rates
- interviewer can assist in survey
- skewed sample-only those who come into office for services
- potential response bias

2002 MHSIP Consumer Survey Results: By Type of Survey Method



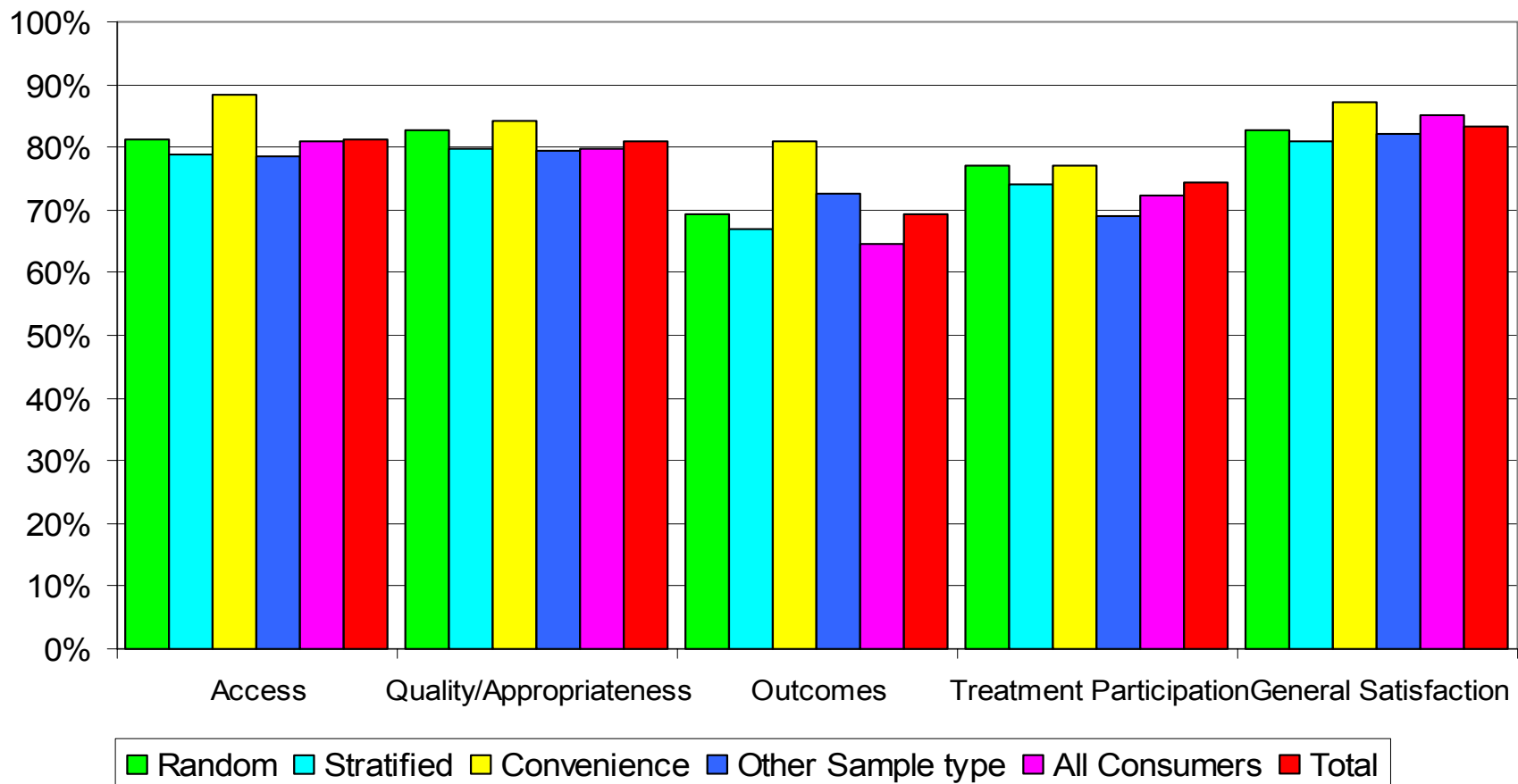
as reported by Ted Lutterman



Sampling

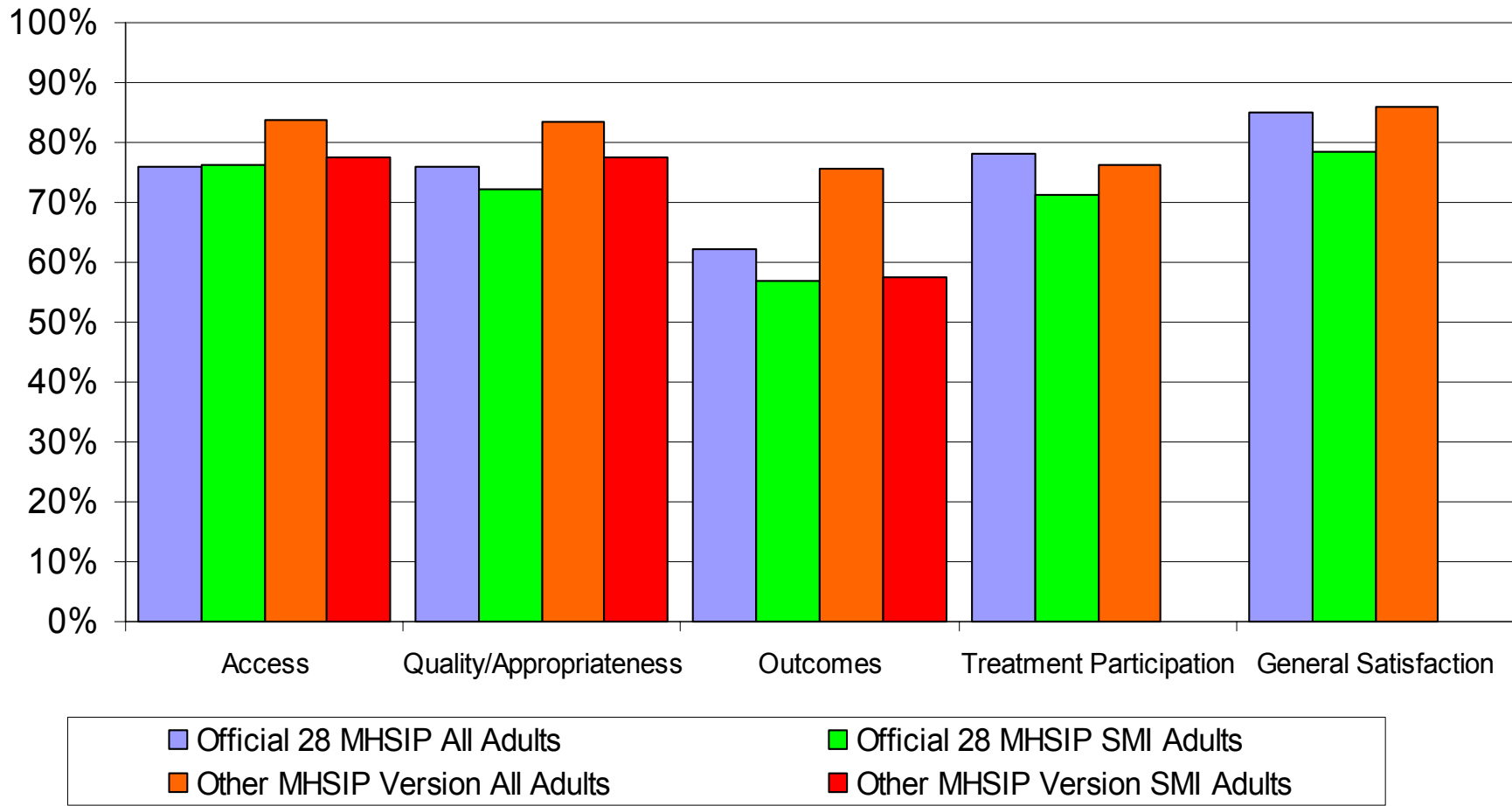
- ◆ an issue where states need technical assistance (how to get started, sample size, how to reach a sample)
- ◆ sampling techniques have an impact on the results
- ◆ if using survey questions for outcomes also, sample characteristics can have a huge impact on results
- ◆ HSRI is available to provide targeted technical assistance on sampling to states

2002 MHSIP Consumer Survey Results: By Sample Method



as reported by Ted Lutterman

2002 MHSIP Consumer Survey Results: By Population



as reported by Ted Lutterman



Recommendations

- ◆ All providers being evaluated should administer the survey the same way.
- ◆ Domain scores used for comparisons
- ◆ Individual items used for quality improvement efforts.
- ◆ Important to also collect demographic information (age, gender, race/ethnicity).
 - Other possible variables: length of time in treatment, diagnosis, severity, voluntary/involuntary entry into treatment
- ◆ Consider sampling strategy

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“MEMO: It has come to my attention that every time we solve one problem, we create two more. From now on, all problem solving is forbidden.”