

# Decision Support 2000+ MHSIP Consumer Survey Developments



2003

Mental Health Data Infrastructure Grant Annual Meeting



# What is *DS2000+* ?

## DS2000+ HIPAA Transactions

[www.mhsip.org/DS2K+.htm](http://www.mhsip.org/DS2K+.htm)

- User-friendly master data sets and handbooks
- Shared transactional data
- Added-value for behavioral health data

## DS2000+ Core and Stakeholder Data Sets

- Population
- Person/enrollment
- Encounter
- Financial
- Human Resources
- Organizational
- Clinical/System Guidelines
- Outcomes
- Report Cards
- Performance Measures

## DS2000+ Online

[www.ds2kplus.org](http://www.ds2kplus.org)

### Web-Based System

- Receives
- Analyzes
- Provides

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## DS2000+ Advancing the Public Health Model

- Common Data Standards for Recording/Reporting
- Decision Support for all Stakeholders
- Quality Improvement & Accountability

## DS2000+ Promotion of Allied Field Collaboration

- Common Vision
- Enhanced Communication
- Data Sharing
- Resource Conservation

Substance abuse  
Criminal Justice  
Healthcare  
Social Welfare

Housing  
Education  
Vocational  
Training

## DS2000+ Stakeholder Input

- Focus Groups
- Expert Panels
- Web Site Feedback



# DS2000+ Online

[www.ds2kplus.org](http://www.ds2kplus.org)

## The DS2K+ Initiative

- About DS2K+
- Updates
- Document Library
- Data Standards for MH
- Feedback and Input
- Links

## Databases

- HIPAA 834 and 837 Transactions
- MHSIP Consumer Survey Data from 16 State Pilot (11 States)
- Quality Indicators (Alliance)

## HIPAA Mapper

- For all HIPAA Transactions (OK, Wash Pub Co)

## Analytical Tools

- OLAP Cubes to Construct Queries
- Standard Reports
- Custom and Ad Hoc Analyses

## Medicare/Medicaid/Private Insurance Tables

- Several Hundred Structured Tables (Medstat/RTI/Brandeis)

## On-Line Surveys

- Version I MHSIP Consumer Survey (ID, WY)
- Provider Satisfaction Survey (Alliance)

## Privacy and Security

- Owner Controls Access to Information
- Encryption, Firewalls, Passwords





# DS2kplus and MHSIP Consumer Surveys

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## Goals

- Provide online surveys for consumers
  - Secure and private
  - Customized and branded for different users
  - Responsive to multiple collection methods
- Receive uploaded aggregated data
  - Verify for locally collected survey data
- Provide online tools for user-driven data analysis
  - Trend lines and benchmarks
  - Cross-group comparisons
  - Breakdowns



# Pilots

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## **Pilot testing online direct survey**

- **To better understand**
  - **State and provider interest in online entry and analysis**
  - **The logistics**
  - **Human factors**
- **Public Agency: Idaho Department of Health and Welfare**
- **Private Programs: Fellowship Health Resources, Inc**
  - **Just underway**
- **Survey of State Agencies – NRI, MHSIP, HSRI, DS2000+ team**



# Fellowship Health Resources, Inc Pilot

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## Fellowship Health Resources, Inc

- A private, not for profit, community-based mental health services agency
- 1000 clients, 41 programs in five states: Delaware, Maine, Massachusetts, Rhode Island, and Virginia
- Group homes, supported housing, PACT teams, hospital diversion, post-incarceration treatment planning, and clubhouses.
- Joe Dziobek, CEO; Jennifer Perloff, researcher ; Marie Kearns, MIS



# Fellowship Health Resources, Inc Pilot

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## Fellowship pilot plan

- Self-administered online survey
  - 3 PACT programs
  - With staff assistance
  - Various online sites – e.g., home, library, drop-in center.
- January, 04 to April, 04
- Evaluate data collection process and online analysis
- Hosting their own online entry on Fellowship website
- Create ongoing electronic transfer process to DS2000+

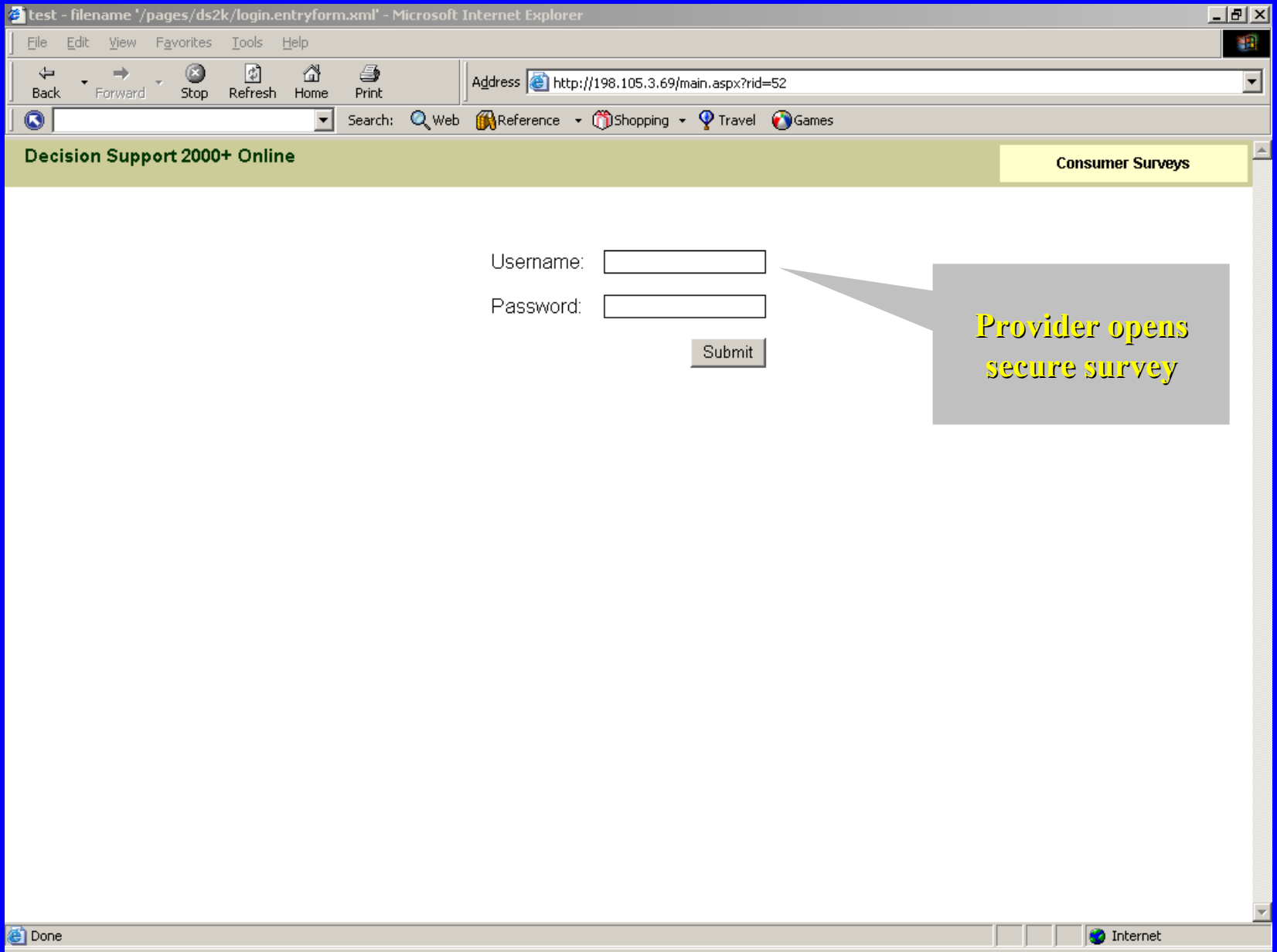


# Idaho Pilot

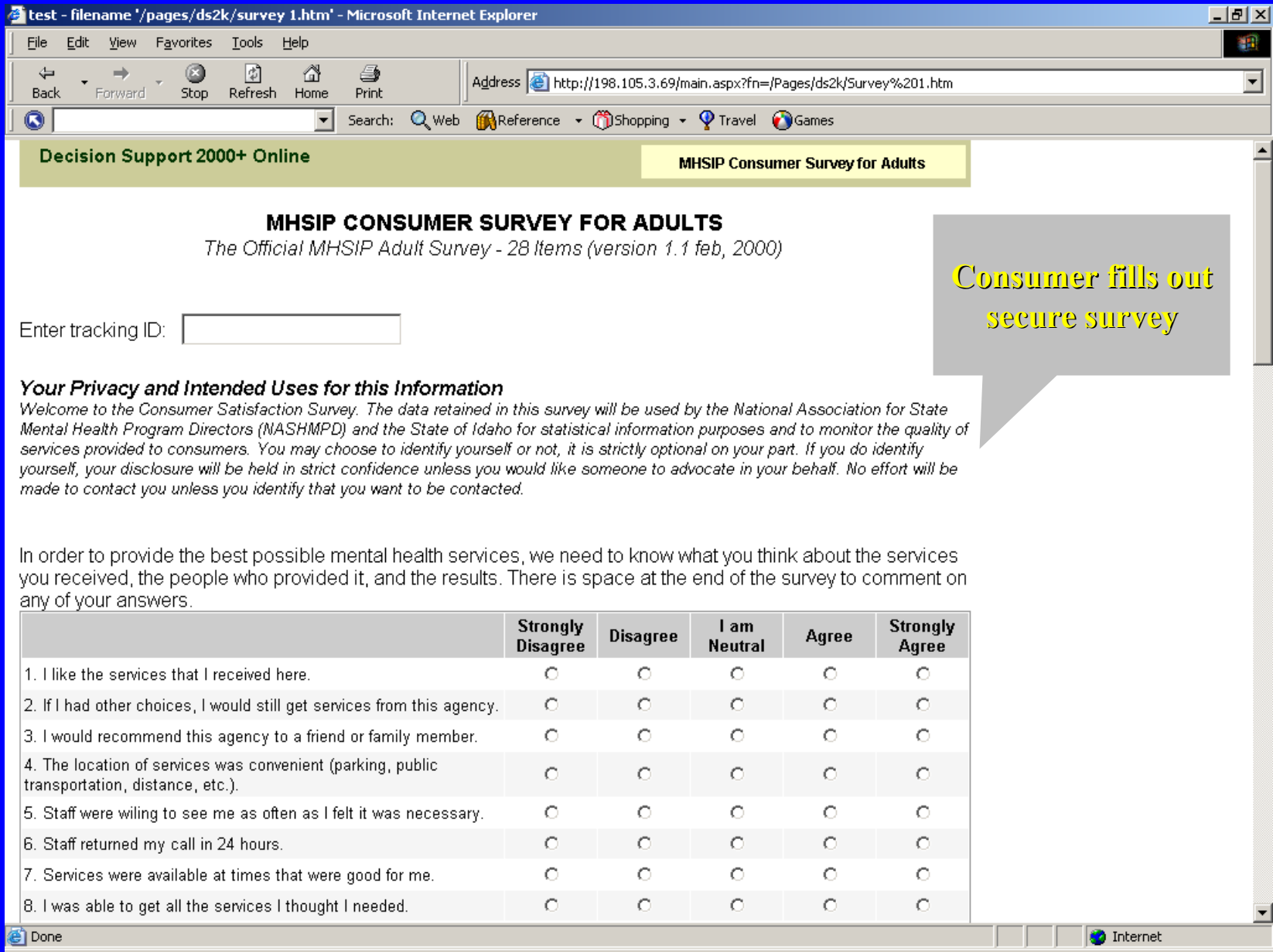
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## Pilot Plan

- Don Corbridge, IDHW, Information Systems Coordinator
- 10 providers
- 2 month collection period
- Provider feedback survey on data collection and online analysis



**Provider opens  
secure survey**



### MHSIP CONSUMER SURVEY FOR ADULTS

The Official MHSIP Adult Survey - 28 Items (version 1.1 feb, 2000)

Consumer fills out secure survey

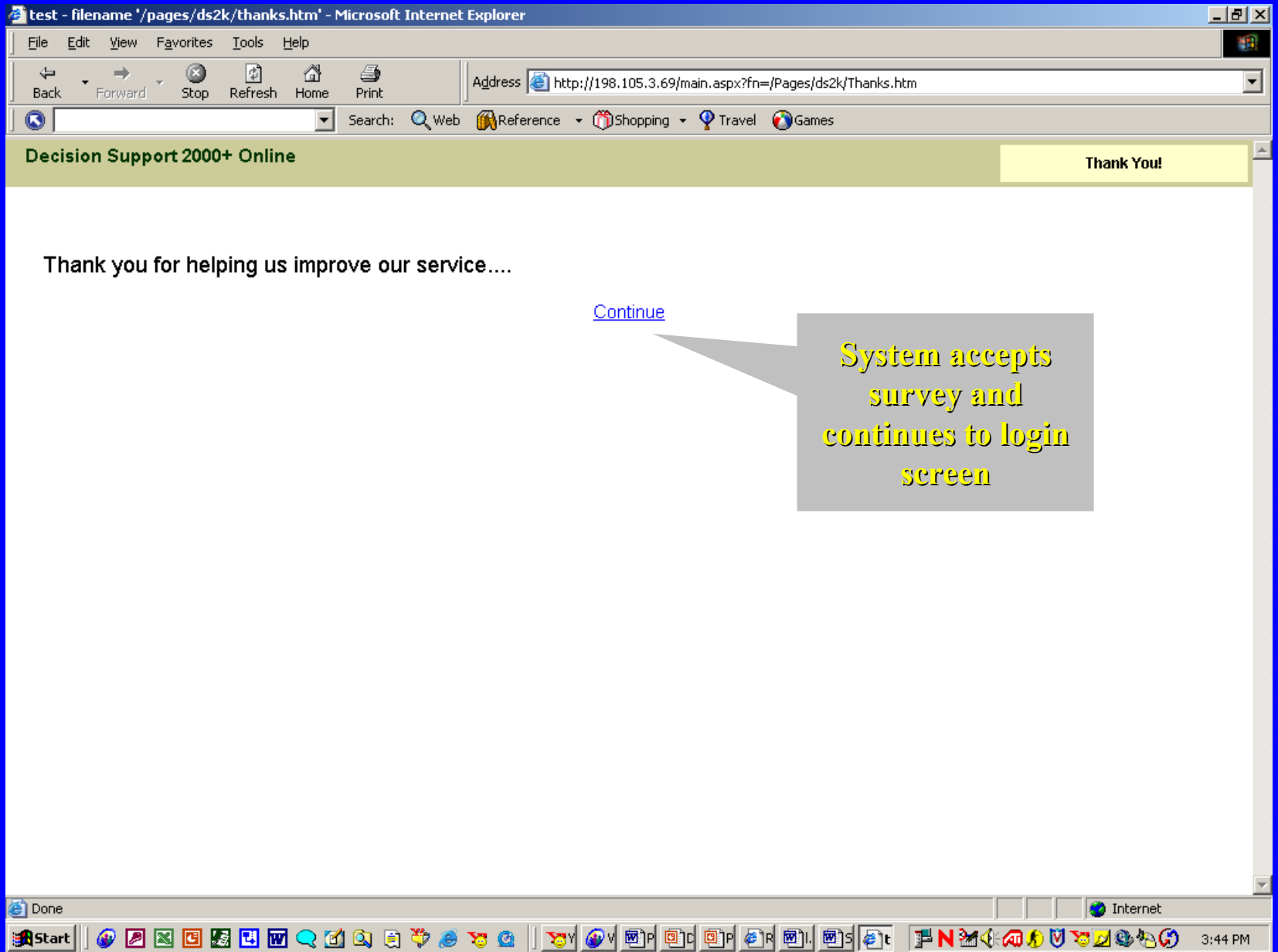
Enter tracking ID:

#### Your Privacy and Intended Uses for this Information

Welcome to the Consumer Satisfaction Survey. The data retained in this survey will be used by the National Association for State Mental Health Program Directors (NASHPMD) and the State of Idaho for statistical information purposes and to monitor the quality of services provided to consumers. You may choose to identify yourself or not, it is strictly optional on your part. If you do identify yourself, your disclosure will be held in strict confidence unless you would like someone to advocate in your behalf. No effort will be made to contact you unless you identify that you want to be contacted.

In order to provide the best possible mental health services, we need to know what you think about the services you received, the people who provided it, and the results. There is space at the end of the survey to comment on any of your answers.

	Strongly Disagree	Disagree	I am Neutral	Agree	Strongly Agree
1. I like the services that I received here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff were wiling to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff returned my call in 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Decision Support 2000+ Online

Thank You!

Thank you for helping us improve our service....

[Continue](#)

System accepts  
survey and  
continues to login  
screen

Done

Internet

Start

3:44 PM

DS2000+ Prototype - MHSIP Survey/Reports - Microsoft Internet Explorer

Address: http://www.ds2kplus.org/DS2K/main.aspx?dbID=dash\_Reports18

Search: Web Reference Shopping Travel Games

Query Name: Results by Ethnicity - by State  
 Cube Name: Rep2  
 Description: State MHSIP Adult Survey results reported by Ethnicity categories  
 Comments: -Scores represent the percentage of respondents who agreed with the items in the domains. See MHSIP website (hotlink) for additional information  
 -Comparison of results across states should not be made because of differences in survey administration and sampling methods.  
 -If a box is empty it is because the state did not include those

Filter: The filter is empty

		Domains				
<b>Ethnicity</b>	<b>State</b>	<b>Access</b>	<b>Appropriateness</b>	<b>Outcomes</b>	<b>Participation in treatment</b>	<b>Satisfaction</b>
Asian/Pacific Islander	AZ	65	80	63	87	71
	CO	100	100	75	71	88
	OK	67	67	67		67
	RI	91	95	49	72	95
	SC	100	100	100	100	100
	VT					
	WY					
Black	AZ	81	69	58	91	81
	CO	92	89	76	73	87
	OK	96	100	75		92
	RI	91	91	74	78	90
	SC	74	71	59	49	76
	VT					
	WY	82	74	57	61	72
Hispanic	AZ	76	79	62	82	81
	CO	84	89	71	72	83
	OK	93	100	82		93
	RI	89	92	71	76	88

Done Internet

Provider and state will access processed data



# Idaho Pilot

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## Activities to date

- Cleared pilot with Idaho A.G., created data use agreement
- Surveyed 21 Boise area private providers for interest and ability to host survey (12 answered, 3 ready, 7 regional providers added later)
- Established office space, connection, hardware, technical assistance via Instant Messenger
- Trained staff on survey protocols
- Implemented survey
- Surveyed providers on data collection
- Providing feedback to DS2000+ team



# Key Issues

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## Logistics

- Hardware, connectivity installation and maintenance
- Technical assistance (state level and provider level)
- Monitoring providers

## Sampling

- Selection bias introduced
- Computer access, ability, technology issues

## Tracking respondents

- IDs not tied to responses

## Security and data integrity

- Privacy (IRB, Privacy rules)
- Connectivity



# Opportunities

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**Consumers like online surveys; Users like online analysis**

**Another way to increase response rates**

**Real-time tracking of survey progress**

**Facilitates reporting**

**Enables rapid and broad dissemination**



# Survey of State Agencies

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## Survey of State Agencies – NRI, MHSIP, HSRI, DS2000+ team

- States expressed interest in online survey
- Aggregated data uploads
- In process of calling subset of states to create plan