

MHSIP CONSUMER SURVEYS

HISTORY AND DEVELOPMENT

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MHSIP CONSUMER SURVEYS

HISTORY AND DEVELOPMENT

ORIGINS

- Originally developed as part of the MHSIP Consumer-Oriented Report Card in 1996
- Developed by a task force of consumers, family members, researchers, and federal, state and local agency representatives.
- Specifically designed to reflect consumer perspectives on concerns important to consumers in areas of:
 - Access
 - Quality/Appropriateness
 - Outcomes
- Designed as a perception-of-care survey, not a satisfaction survey
- Focus of original survey was on adult issues
- Original version was 40 items.

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HISTORY AND DEVELOPMENT

EVOLUTION OF PUBLIC MENTAL HEALTH PERFORMANCE MEASUREMENT

- 1996 MHSIP Consumer-Oriented Report Card
- 1997 Dissemination of MHSIP Report Card (CMHS performance indicator grants)
- 1998 Five state feasibility study
- 2000 NASMHPD Framework on Performance and Outcome measures
- 2001 16-state feasibility study
- 2002 Data Infrastructure Grants
- 2004 SAMHSA's National Outcomes Measures (NOMs)
- 2005 MHSIP Quality Report
- 2006-7 Inclusion of NOMs in DIG reports

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HISTORY AND DEVELOPMENT

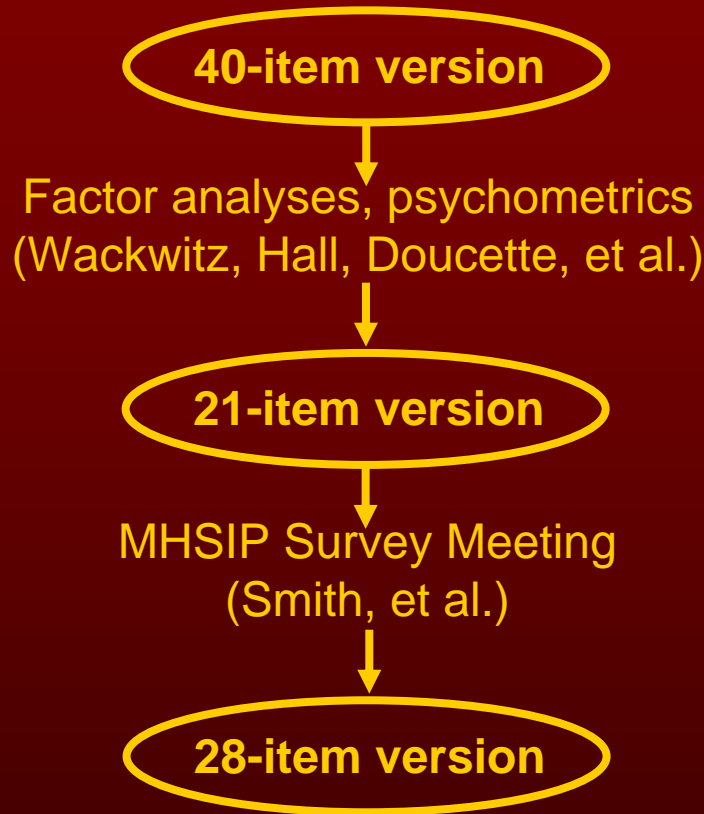
DEVELOPMENT OF MHSIP CONSUMER SURVEYS

- Original version proposed (but not tested) as part of MHSIP Consumer-Oriented Report Card (1996)
- Implemented in several states (Using methodologies developed by states) (1997-98)
- Five-state and 16-state studies: psychometric properties, factor structure, scoring issues (1998-2000)
- “Official” version and guidelines (2000)
- Youth surveys developed (2001-2)
- MHSIP-CABHS-ECHO studies (2003-4)
- MHSIP Quality Report (2005)
- “Official” URS Surveys (2006)

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HISTORY AND DEVELOPMENT

Adult Survey



Youth surveys

- Similar but more systematic process used for youth surveys (Brunk, et al.)

Inpatient surveys

- Inpatient versions developed by states modified and tested by MHSIP and NRI

MHSIP CONSUMER SURVEYS

HISTORY AND DEVELOPMENT

SUMMARY

- Haphazard evolution over time
- Federal approach was to support performance measures development for state purposes and uses
- Ongoing issues:
 - Populations
 - Sample selection
 - Survey administration methodology
 - Uses
 - Reporting
 - Modifications, adaptations, translations
- With federal requirements related to OMB, GPRA, reports to Congress, need for uniformity and standardization more urgent.

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HISTORY AND DEVELOPMENT

ADULT SURVEY

Perception of Access

The location of services was convenient.

Staff was 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 *

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ADULT SURVEY

Perception of Quality and Appropriateness

Staff believed that I could grow, change and recover.

I felt free to complain.

Staff told what side effects to watch for.

Staff respected my wishes about who is and is not to be given information about my treatment.

Staff was sensitive to my cultural/ethnic background.

Staff helped me obtain the information needed so I could take charge of managing my illness.

I was give information about my rights

Staff encouraged me to take responsibility for how I live my life. *

I was encouraged to use consumer-run programs. *

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ADULT SURVEY

Perceptions of 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. *

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ADULT SURVEY

Perception of Participation in Treatment Planning

I felt comfortable asking questions about my treatment and medications.

I, not staff, decided my treatment goals.

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ADULT SURVEY

General Satisfaction

I liked the services that I received here.

If I had other choices, I would still get services at this agency.

I would recommend this agency to a friend or family member.

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HISTORY AND DEVELOPMENT

ADULT SURVEY

Social Connectedness

I am happy with the friendships I have.

I have people with whom I can do enjoyable things.

I feel I belong in my community.

In a crisis, I would have the support I need from family or friends.

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HISTORY AND DEVELOPMENT

ADULT SURVEY

Functioning

I do things that are more meaningful to me.

I am better able to take care of my needs.

I am better able to handle things when they go wrong.

I am better able to do things that I want to do.

My Symptoms are not bothering me as much (Note: This question is used in both the “Outcomes Domain” and the “Functioning Domain”)

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HISTORY AND DEVELOPMENT

YSSF SURVEY

Good Access to Service

The location of services was convenient for us.

Services were available at times that were convenient for us.

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HISTORY AND DEVELOPMENT

YSSF SURVEY

Satisfaction with Services

Overall, I am satisfied with the services my child received
The people helping my child stuck with us no matter what.
I felt my child had someone to talk to when he/she was
troubled.

The services my child and/or family received were right for
us.

My family got the help we wanted for my child.

My family got as much help as we needed for my child.

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HISTORY AND DEVELOPMENT

YSSF SURVEY

Positive Outcomes of Services

My child is better at handling daily life.

My child gets along better with family members.

My child gets along better with friends and other people.

My child is doing better in school and/or work.

My child is better able to cope when things go wrong.

I am satisfied with our family life right now.

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HISTORY AND DEVELOPMENT

YSSF SURVEY

Participation in Treatment

I helped to choose my child's services.

I helped to choose my child's treatment goals.

I was frequently involved in my child's treatment.

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YSSF SURVEY

Cultural Sensitivity

Staff treated me with respect.

Staff respected my family's religious/spiritual beliefs.

Staff spoke with me in a way that I understood.

Staff were sensitive to my cultural/ethnic background.

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HISTORY AND DEVELOPMENT

YSSF SURVEY

Social Connectedness

I know people who will listen and understand me when I need to talk

I have people that I am comfortable talking with about my child's problems.

In a crisis, I would have the support I need from family or friends.

I have people with whom I can do enjoyable things

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HISTORY AND DEVELOPMENT

YSSF SURVEY

Functioning

My child is better able to do things he or she wants to do.

My child is better at handling daily life. *(also used for the YSS-F “Outcomes Domain”)*

My child gets along better with family members. *(also used for the YSS-F “Outcomes Domain”)*

My child gets along better with friends and other people. *(also used for the YSS-F “Outcomes Domain”)*

My child is better able to cope when things go wrong. *(also used for the YSS-F “Outcomes Domain”)*

My child is doing better in school and/or work. *(also used for the YSS-F “Outcomes Domain”)*

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Adult MHSIP Consumer Survey Status - 2007

30 States use the 28 item official survey

25 States use some variation of the survey

1 State uses non-MHSIP survey

23 states use a Spanish version of the survey

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HISTORY AND DEVELOPMENT

MHSIP Youth Consumer Survey Status - 2007

42 States use the YSS/YSS-F Official survey

8 States use some variation of the survey

22 states use a Spanish version of the survey

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HISTORY AND DEVELOPMENT

Scoring Protocol for the MHSIP Surveys

Reporting NOMS Related Questions and Modules