

A collection of items including a chessboard, medals, a compass, and glasses. The chessboard is in the top left, with several pieces visible. Below it are two medals: one with a red ribbon and a white star, and another with a blue ribbon and a white star. A compass is in the bottom left. A pair of glasses is in the center. The background is a light-colored surface.

Consumer Survey Reports

Too Much Data and Not
Enough Information

Judy Hall, Ph.D.
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How To Make Data Meaningful

- ◆ How will the results be used?
 - Within the provider organization
 - Policy making
 - Performance evaluation
 - Quality Improvement
 - Outside the organization
 - Performance incentive, report cards



Levels of Reporting

- ◆ National reporting
 - Goal of comparability
- ◆ State reporting
 - Goal of monitoring and quality assurance
- ◆ Reports for consumers
 - Goal of providing information to make informed choices
 - Advocacy



“Your report was a bit unfocused, so I trimmed it down from 300 pages to one strong paragraph.”

Data Analysis

- ◆ Is your sample representative of population?
- ◆ Describe- using simple charts or tables
 - return rates
 - demographic characteristics
 - responders vs. non-responders
- ◆ Use Domain Scores for Overall Reports and Comparison
- ◆ Use individual item scores for Quality Improvement
- ◆ If reporting National Data try to compare yourself to other states who used similar methodology.





URS Reported Response Rates

Survey Response Information	Average	Median	High	Low	States
Number of Responses	2598	1356	18916	40	37
Number Sampled	6250	4591	26599	328	27
Response Rate	37%	27%	100%	8%	

Example-Colorado

GENDER

	Number	Percent of Sample	Percent Served Statewide
Male	479	39.5%	41%
Female	735	60.5%	59%

ETHNICITY

	Number	Percent of Sample	Percent Served Statewide
African American	39	3.3%	7%
Asian	8	0.7%	2%
Native American	96	8.1%	4%
Caucasian	831	69.9%	70%
Hispanic	153	12.9%	17%
Other	62	5.2%	
Minority	358	30%	28%

Example-Colorado

LOCALITY

	Number	Percent of Sample	Percent Served Statewide
Urban	911	76.9%	82%
Rural	274	23.1%	18%

Level of Functioning*

	Number	Percent of Sample	Percent Served Statewide
LOF1 –hi functioning	140	20.8%	
LOF2	142	21.1%	
LOF3	136	20.2%	
LOF4	144	21.4%	
LOF5 –lo functioning	112	16.6%	

* available for mail survey only



Responders-Mail vs. Consumer Administered*

- Older adults were more likely to respond to a mailed survey
- Native Americans were more likely to respond to a mailed survey
- More rural subjects responded to the mailed survey
- Consumer administered surveys captured more individuals who were involved in day treatment, vocational rehab, and residential services.

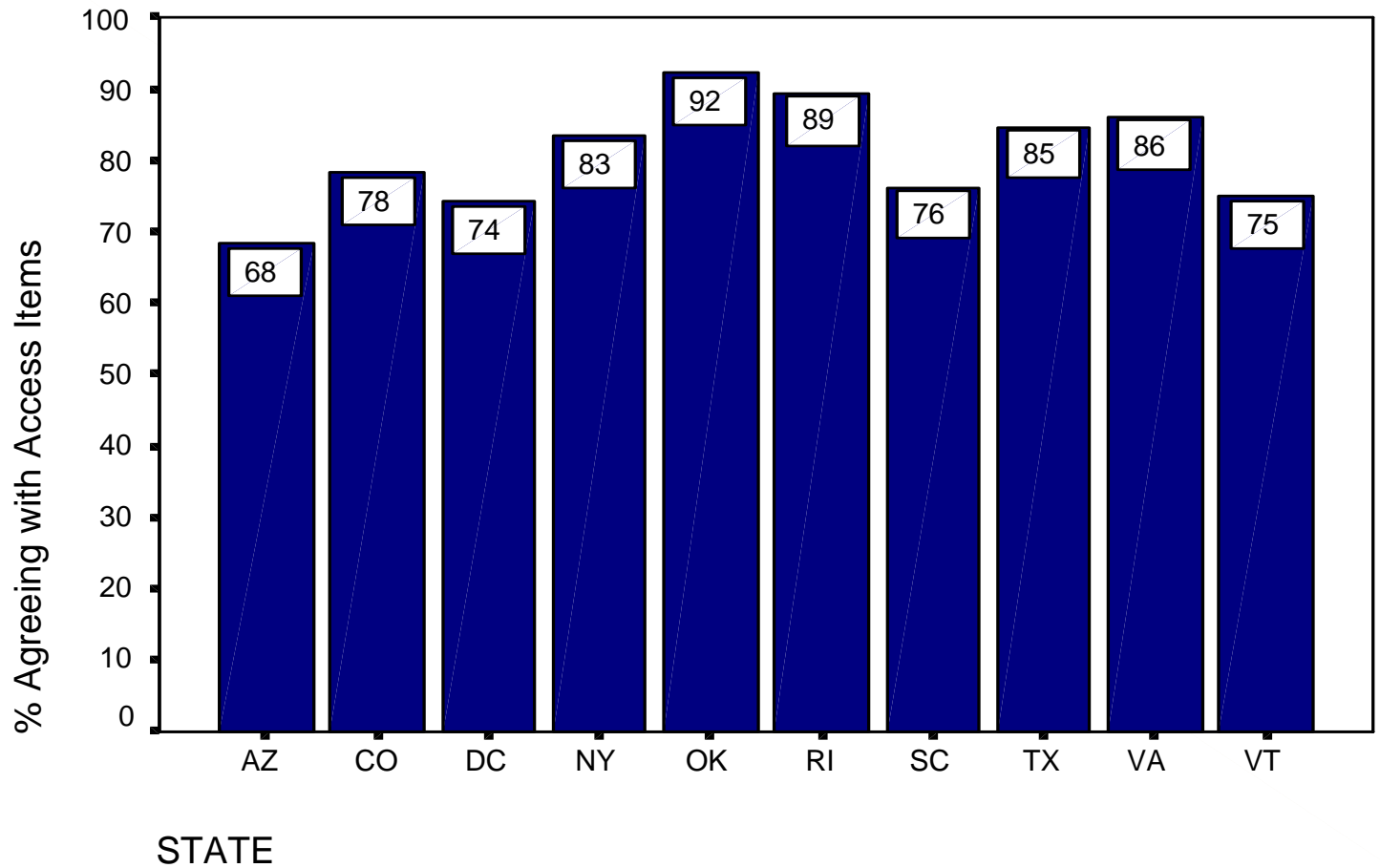
* From Colorado FY 1999 survey

Year 1: URS/DIG Reporting of Adult MHSIP

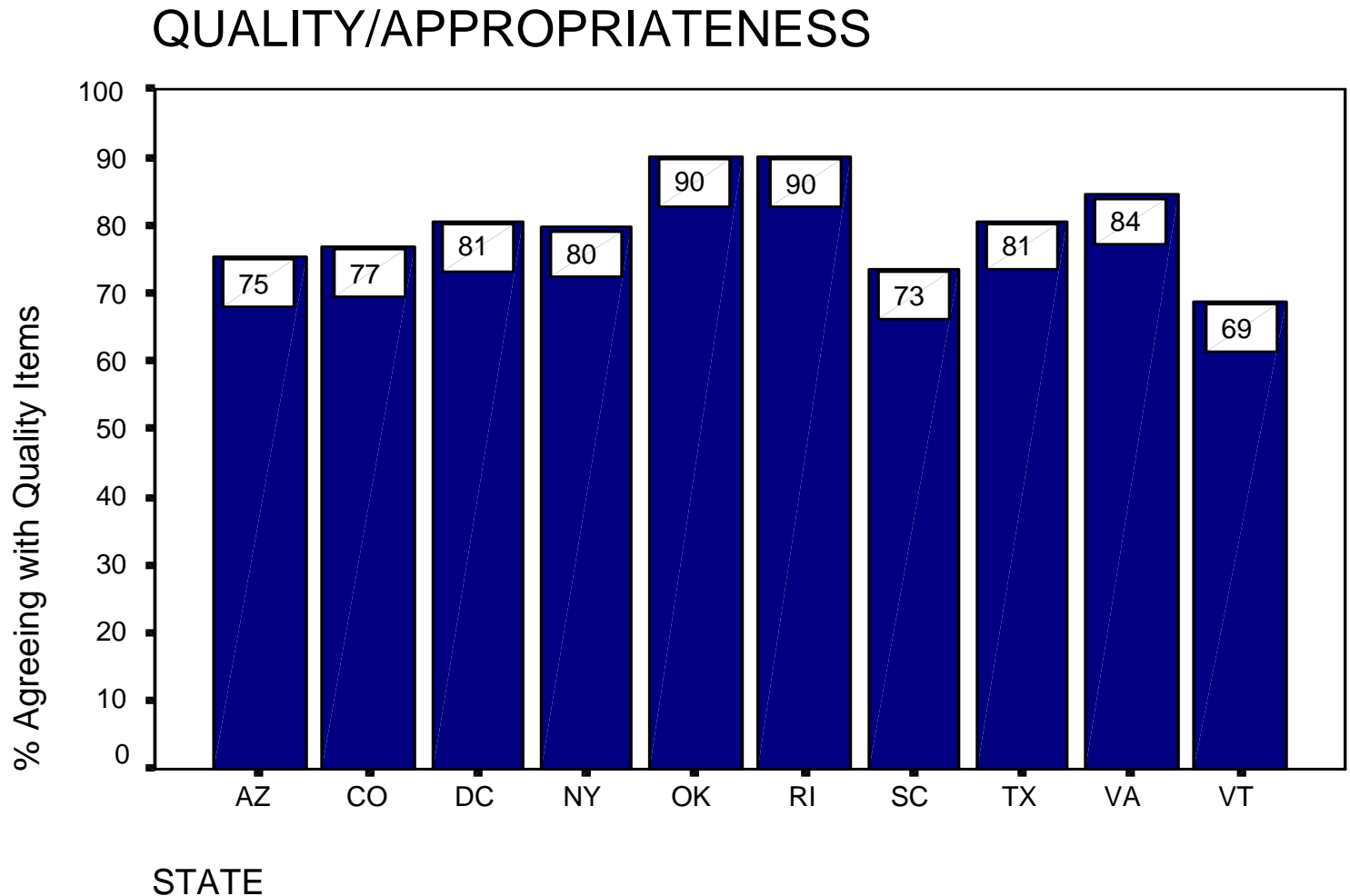
Indicators	States	Ave.	Median	High Score	Low Score
Access	34	81.7%	84%	98%	68%
Quality	36	81.4%	82%	96%	59%
Outcomes	35	69.9%	71%	95%	45%
TX Planning	24	74.5%	75%	89%	65%
Satisfaction	27	83.2%	83%	94%	70%

Data Analyses Example: 16-State Data

ACCESS



Data Analyses Example: 16-State Data

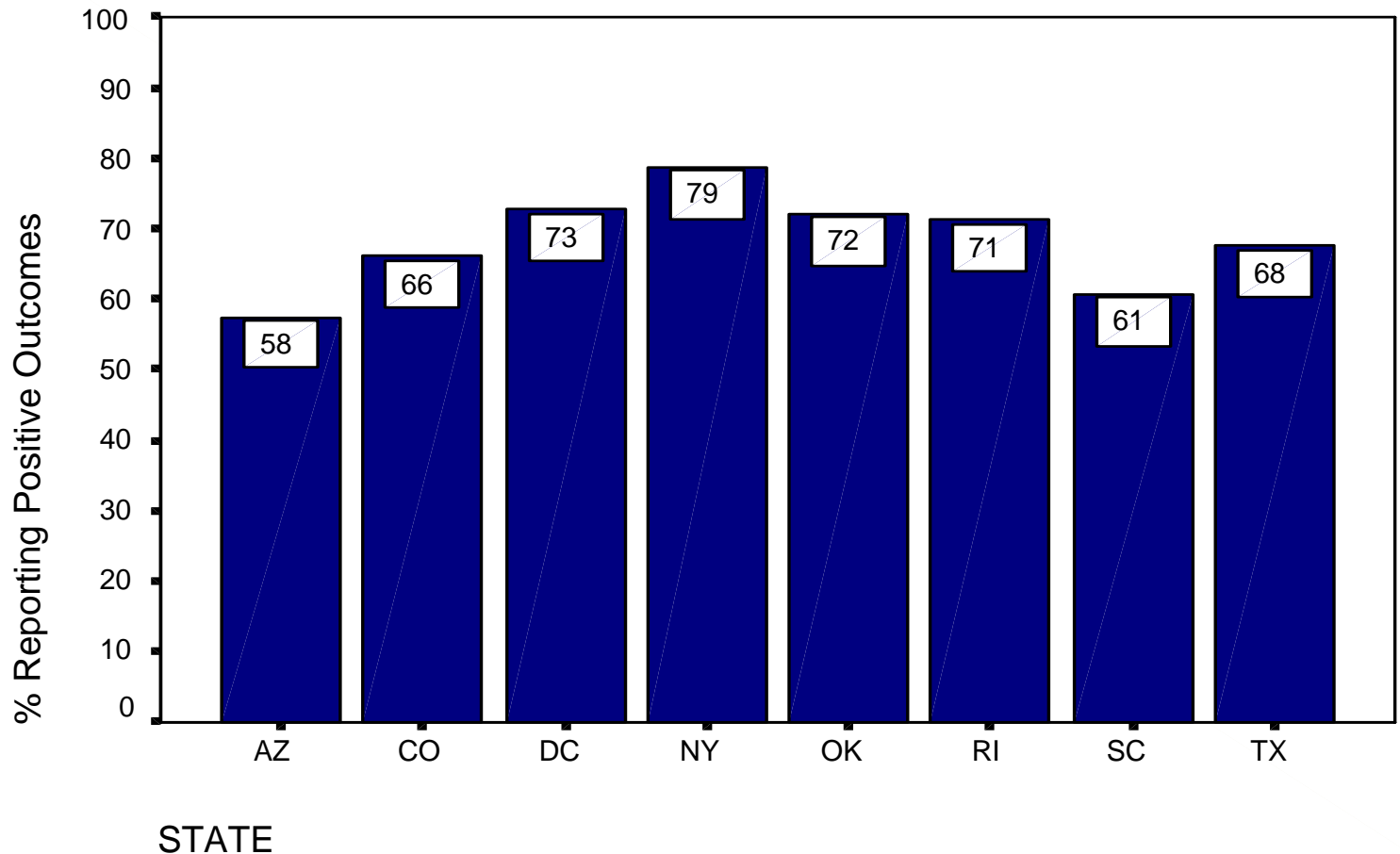


Data Analyses

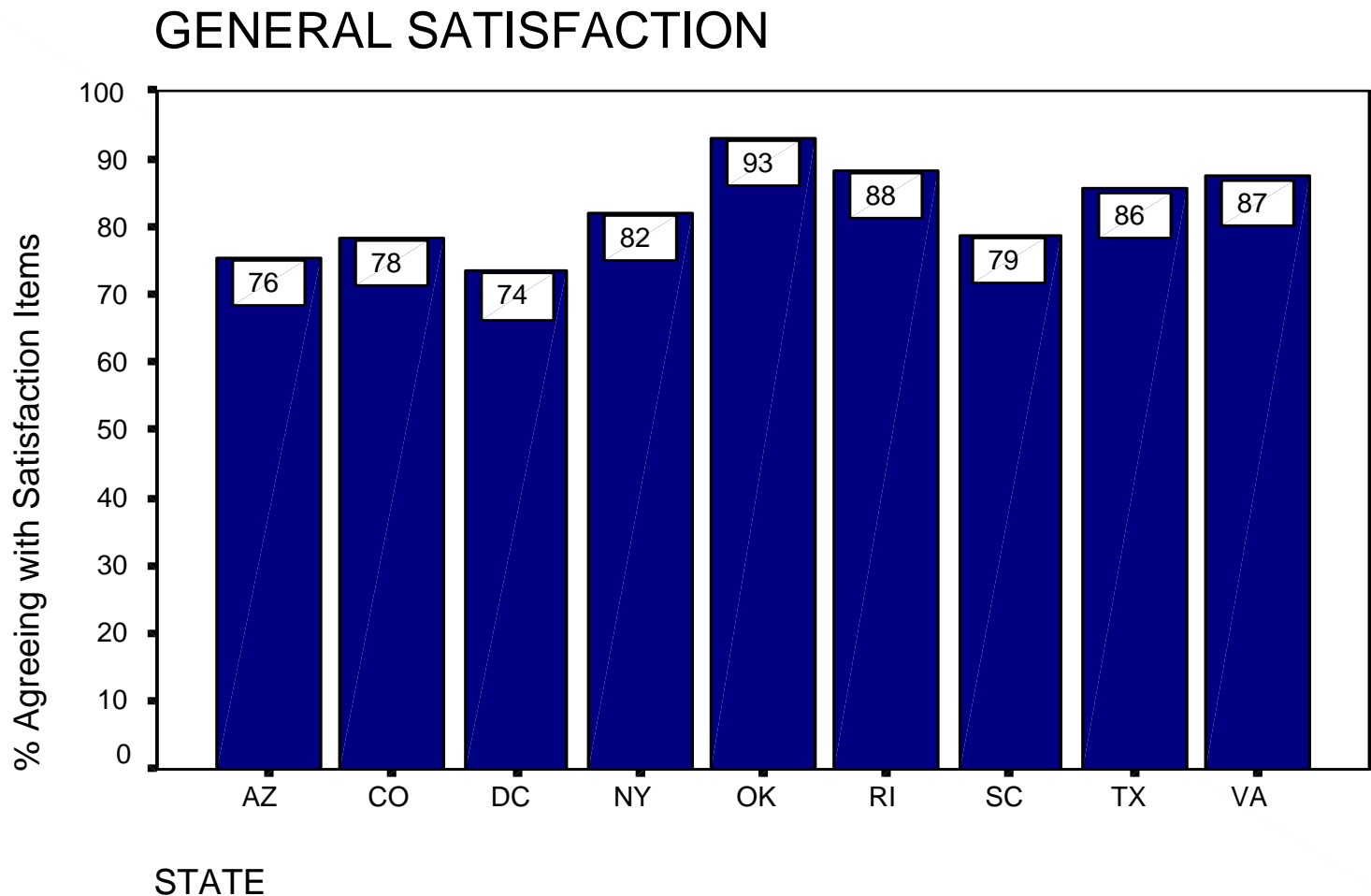
Example:

16-State Data

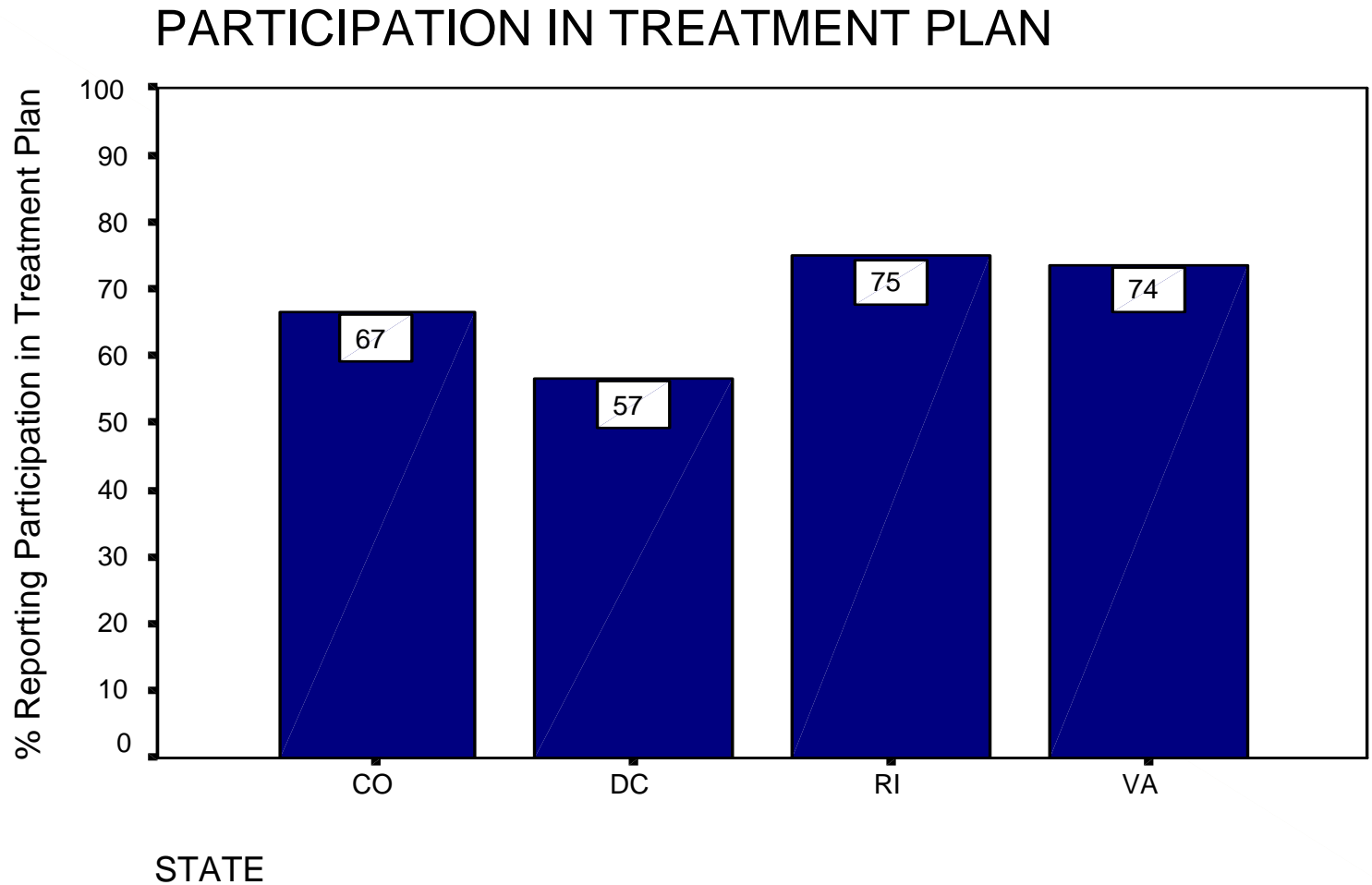
CONSUMER REPORTED OUTCOMES



Data Analyses Example: 16-State Data



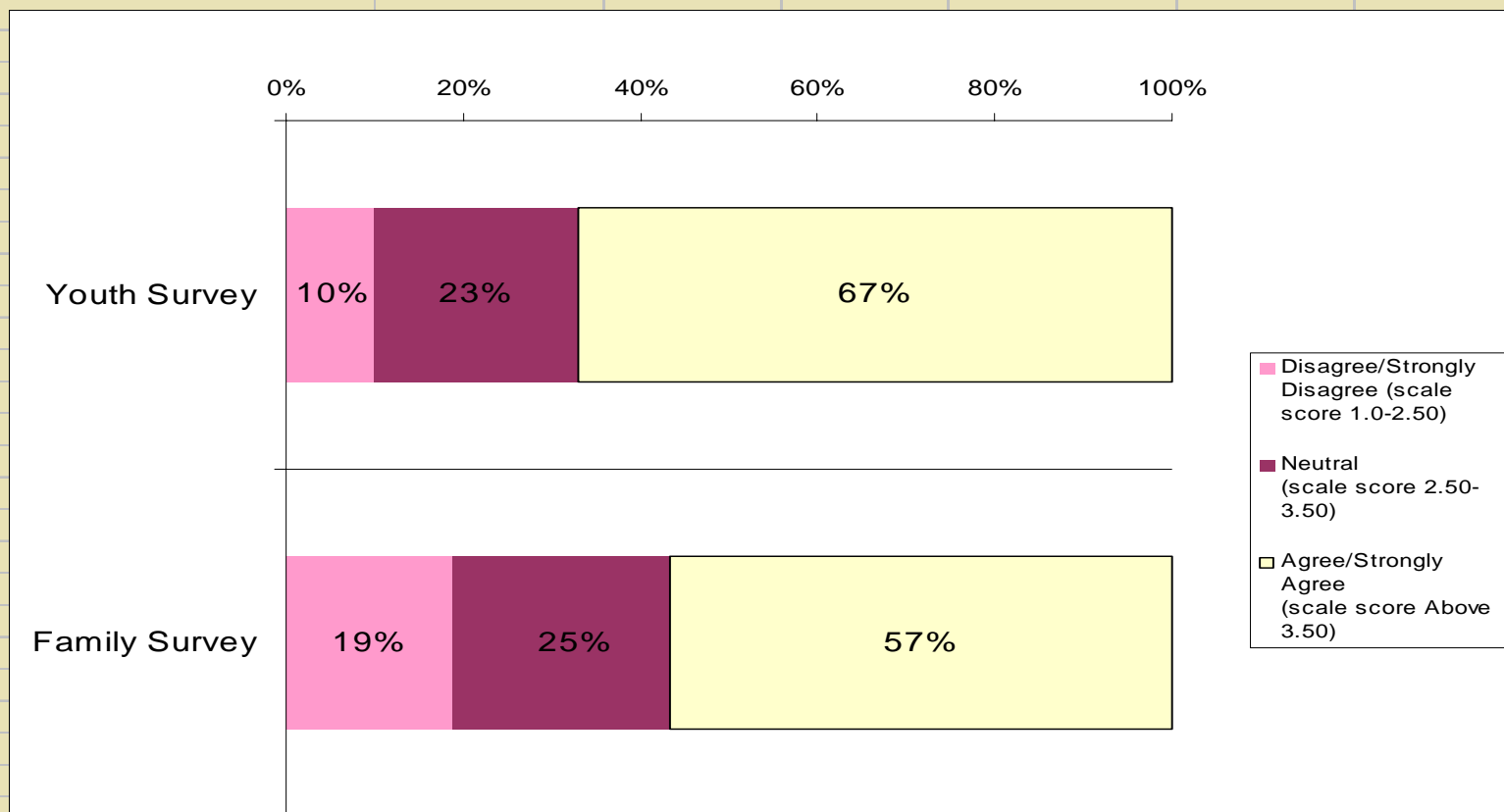
Data Analyses Example: 16-State Data



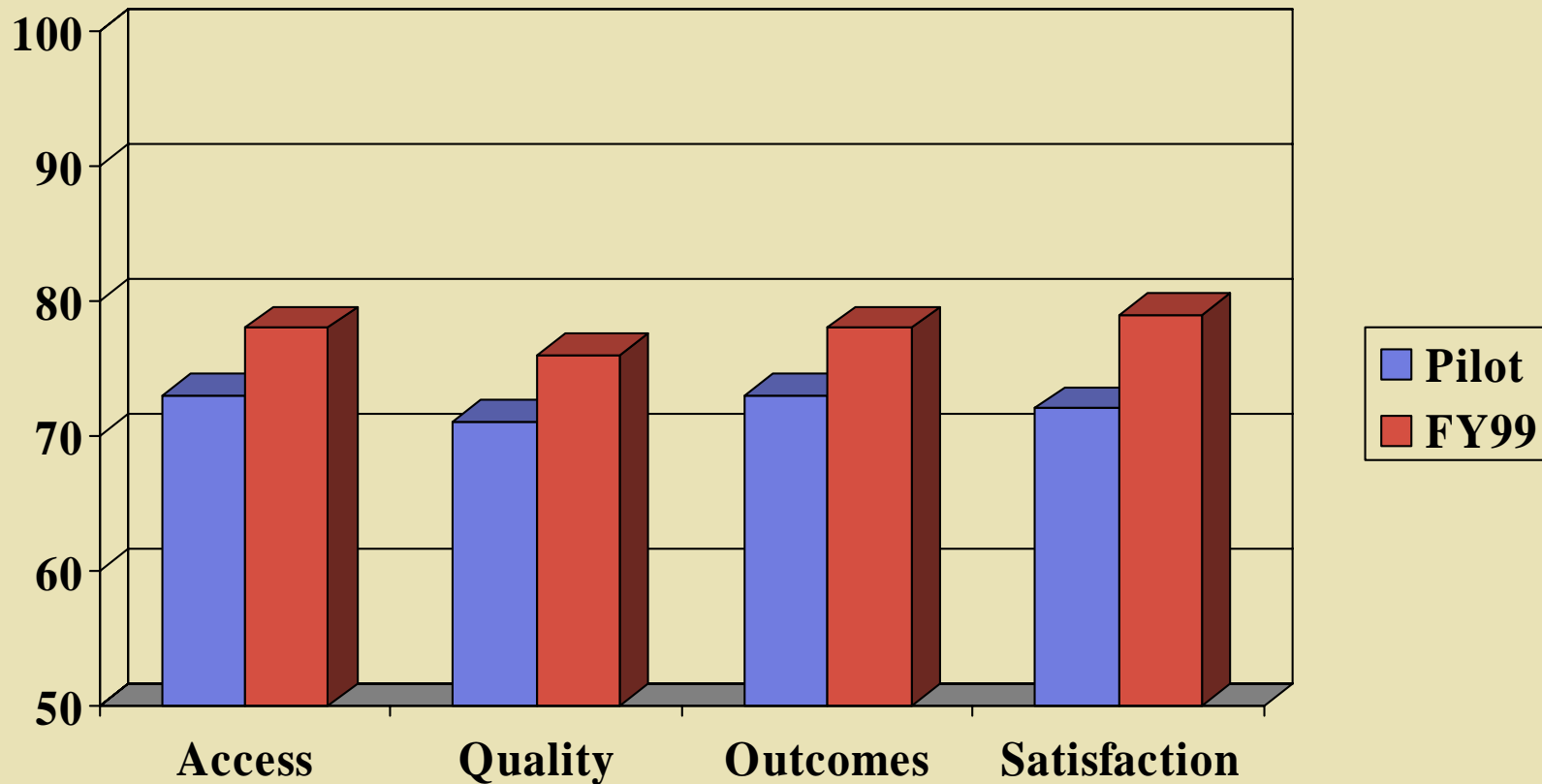
Example-Washington State

MHSIP Youth/Family Survey- Quality & Appropriateness Scale

Quality I. A.	Youth Survey			Family Survey		
	# Youth with Score	Total # of Youth	% of Youth with Score	# of Families with Score	Total # of Families	% of Families with Score
Disagree/Strongly Disagree (scale score 1.0-2.50)	43	432	10%	113	602	19%
Neutral (scale score 2.50-3.50)	99	432	23%	148	602	25%
Agree/Strongly Agree (scale score Above 3.50)	290	432	67%	341	602	57%



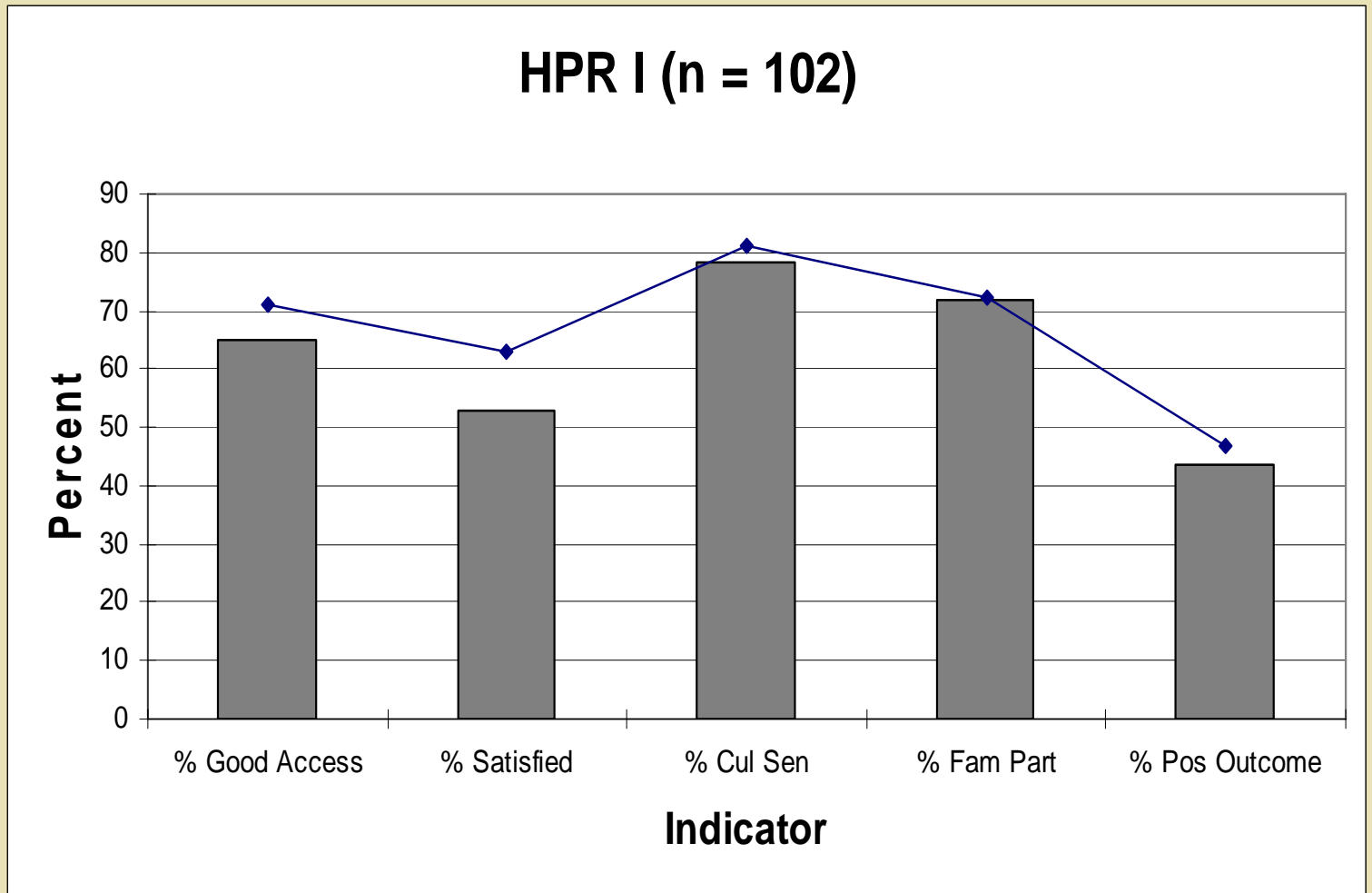
Example- Colorado Statewide Satisfaction with Mental Health Services



Example Summary Reports- YSS

Percentage of Caregivers who report...	Percent 2002	Percent 2000	National Data
Good access to services	71.7%	81.7%	71.1%
Involvement in treatment	74.1%	76.2%	72.2%
Cultural sensitivity of staff	84.8%	86.3%	81.3%
Satisfaction	66.4%	69.7%	63.1%
Outcome	47.7%	47.9%	46.7%

Example Summary Reports- YSS



Example Summary Reports- YSS

