

### CHARACTERISTICS OF ADULT RESPONDENTS

Gender	Female	62%
	Male	38%
Age	Under 21	4%
	21-30	16%
	31-40	20%
	41-50	25%
	51-60	28%
	61 and older	8%
Race	Black or African-American	41%
	White or Caucasian	55%
	More than one race reported	0%
	Other	4%
Employment	Employed full-time	12%
	Employed part-time	11%
	Unemployed (looking for work)	19%
	Unemployed (not looking for work)	11%
	Permanently disabled, not working	33%
	Homemaker	2%
	Student/Volunteer	6%
	Retired/Other	6%

*Due to rounding and refusals, totals may not equal exactly 100%*

### REPORTED USE OF MENTAL HEALTH SERVICES

Outpatient mental health treatment services	99%
Inpatient mental health services	16%
Psychiatric rehabilitation or day program services	18%
Residential rehabilitation services	6%
Mental health self-help support group	21%



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# Maryland's Adult Consumers Rate Their Public Mental Health Services

**Consumer Perception of Care Survey  
2015**

## BACKGROUND

The Department of Health and Mental Hygiene’s (DHMH) Behavioral Health Administration (BHA) conducted a Statewide telephone survey to assess satisfaction with and outcomes of services provided by Maryland’s Public Behavioral Health System (PBHS). The Adult Consumer Perception of Care Survey was administered in Fiscal Year 2015 to a sample of adults who had received outpatient mental health treatment services and/or psychiatric rehabilitation services between January and December 2014. A total of **817** adults participated in the survey, representing **33%** of those contacted.

## RATING TREATMENT SUCCESS

Adult consumers were asked how they had improved as a direct result of the mental health services they received. Percentages below represent those respondents who “strongly agreed” or “agreed” with the following statements:

77%	I deal more effectively with daily problems.
73%	I am better able to control my life.
72%	I am better able to deal with crisis.
72%	I am getting along better with my family.
65%	I do better in social situations.
62%	I do better in school and/or work.
58%	My housing situation has improved.
57%	My symptoms are not bothering me as much.
73%	I do things that are more meaningful to me.
73%	I am better able to take care of my needs.
69%	I am better able to handle things when they go wrong.
63%	I am better able to do things that I want to do.
73%	I am happy with the friendships I have.
77%	I have people with whom I can do enjoyable things.
65%	I feel I belong in my community.
77%	In a crisis, I would have the support I need from family or friends.

## RATING SATISFACTION WITH SERVICES

Adult consumers were asked to rate their overall satisfaction with the mental health services they received. Eighty-five percent (85%) of the respondents “strongly agreed” or “agreed” with the statement, “Overall, I am satisfied with the mental health services I received.” Consumers were also asked to rate their satisfaction with specific aspects of the outpatient mental health treatment and psychiatric rehabilitation services they received. The table below shows survey findings, where percentages represent respondents who “strongly agreed” or “agreed” with each item, using a 5-point scale.

SATISFACTION WITH SERVICES	OUTPATIENT TREATMENT SERVICES	PSYCHIATRIC REHABILITATION SERVICES
I like the services that I received.	88%	92%
If I had other choices, I would still get services from this provider.	83%	89%
I would recommend this provider to a friend or a family member.	86%	88%
The location of services was convenient.	86%	92%
Staff were willing to see me as often as I felt it was necessary.	86%	88%
Staff returned my calls in 24 hours.	81%	82%
Services were available at times that were good for me.	90%	89%
I was able to get all the services I thought I needed.	82%	82%
I was able to see a psychiatrist when I wanted to.	78%	N/A
Staff here believe that I can grow, change, and recover.	90%	94%
I felt comfortable asking questions about my treatment/rehabilitation and medication.	90%	90%
I felt free to complain.	87%	85%
I was given information about my rights.	91%	92%
Staff encouraged me to take responsibility for how I live my life.	91%	92%
Staff told me what side effects to watch out for.	82%	N/A
Staff respected my wishes about who is and is not to be given information about my treatment/rehabilitation.	94%	92%
I, not staff, decided my treatment/rehabilitation goals.	79%	83%
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	86%	87%
I was encouraged to use consumer-run programs.	71%	80%
Staff were sensitive to my cultural or ethnic background.	85%	86%
Staff respected my family's religious or spiritual beliefs.	90%	88%
Staff treated me with respect.	94%	95%
Staff spoke with me in a way that I understood.	95%	93%